

**CDAC NETWORK
ANNUAL REPORT 2019**

PREPAREDNESS
**THE KEY TO UNLOCKING
THE PARTICIPATION
REVOLUTION**

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→
Mobile phone use in Bangladesh has soared in recent years, making it one of the most important channels for communication

“Requirements for progress: To overcome the fundamental power distribution in the humanitarian sector, accountability and participation reforms must be integrated across multiple levels of humanitarian decision-making, enabling unfiltered representation of aid recipients’ perspectives in these spaces.”

JEREMY KONYNDYK AND ROSE WORDEN, 2019 “PEOPLE-DRIVEN RESPONSE: POWER AND PARTICIPATION IN HUMANITARIAN ACTION.” CGD POLICY PAPER 155.

HANNAH MURPHY/CDAC NETWORK

FOREWORD

As we move into our second decade, let us take the time to review our work and priorities for the future. Primarily, it is owing to all of your collective efforts and continued collaboration that communication and community engagement has seen a surge in interest and support this past year. At the end of 2019, we were delighted to see the Red Cross and Red Crescent Movement adopt a [resolution concerning commitments to community engagement and accountability](#) at their 2019 Council of Delegates. Within the UN system and across national and international NGOs, communication and engagement with communities has become a bedrock of ethical humanitarian response.

This year the CDAC Network pushed the boundaries on what innovation means in the context of communities being leaders in user-centred design approaches. And it published all its findings in a [series of documents](#) that we hope will help you navigate community innovation in the future: more information on page 12 of this report.

The Network also provided practical support in the form of surge deployments to Mozambique and Burkina Faso, and supported a number of collective efforts in responses in Indonesia, Central Africa and elsewhere. Building on a decade of good practice and evidence-based research, we published our *How-to Guide* on collective communication and community engagement which is now available in [English](#), [French](#), [Portuguese](#) and [Spanish](#).

2019 saw us enter the second year of our joint CDAC-Ground Truth Solutions preparedness platforms in Fiji and Vanuatu, funded by the Australian Government (DFAT) and in close cooperation with government-led National Disaster Management Organisations. You can find out more about these platforms, and the 21 other platforms that we support globally, on page 10.

The Network has always had a strong focus on capacity development, and in 2019 this was on ensuring communication and community engagement capabilities were available for surge capacity through our work convening the Communication and Community Engagement Initiative (see page 16). We were also excited to pilot the first Communication and Community

Engagement Coordination Skills Training Workshop in Nairobi at the beginning of 2020. The lack of coordination capacity has long been of concern, and we are committed to remedying this.

This year's annual global forum was convened in the heart of London, where so many members and partners contributed to the discussions on humanitarian innovation. This report contains links to the report that summarises all of the key discussions and solutions to some of the innovation challenges facing the humanitarian system, along with podcasts with key speakers from the event: [Antonio Zappulla](#), CEO of Thomson Reuters Foundation, [Abhik Sen](#) of the Commonwealth Secretariat, and CDAC's former Chair of the Board of Trustees [Sir Brendan Gormley](#).

Indeed, in December we bid a fond farewell to Sir Brendan who, from CDAC's founding, has steered the network to become the leading voice on communication and community engagement in humanitarian response. I was delighted to replace him, and can assure you that no effort will be spared in the continuing work to systematically embed community engagement in humanitarian response.

At the end of 2018 we welcomed our colleagues at the Swiss media development agency, [Fondation Hirondelle](#) to the membership. In 2019, [Deutsche Welle Akademie](#) came into the fold, and the network was delighted to join their [Beyond the Crisis: A conference on communication in forced migration settings](#) in Bonn, Germany.

Our achievements in 2019 were only possible from generous funding from CDAC members, DFID, the Australian Government (DFAT), the H2H Network, and additional project funds from UNICEF. We remain humbled by their generosity.

At the time of writing, we are adapting our work to help join the global response to the COVID-19 pandemic. These are fast-moving and uncertain times, but we remain committed to supporting our members and other organisations to engage with communities – often in new and innovative ways.

I look forward to working with you all this coming year.

Geoff Loane
Chair, CDAC Network Board

CDAC NETWORK ANNOUNCES GEOFF LOANE AS THE NEW CHAIR OF THE BOARD OF TRUSTEES

In December 2019, CDAC was delighted to announce Geoff Loane as the new Chair of Trustees to take over from Sir Brendan Gormley who has served as chair since 2013.

Geoff brings decades of humanitarian experience – leading ICRC responses in Africa, heading delegations in Washington and London and, currently, as education advisor in Geneva developing a framework for access to education for victims of conflict and violence.

Geoff said: "I am honoured to take up the role of Chair of the Board at CDAC Network. The nature of humanitarian work has changed and will change more in the coming years. Organisations must train staff to work with communities as partners and learn lessons. Empowering people to communicate and learn from their own situations is key to appropriate humanitarian response. CDAC is perfectly positioned to champion communication and community engagement, and I look forward to helping them do so".

Brendan's leadership will be much missed. He has steered the Network from its founding to become the leading voice on communication and community engagement in humanitarian response. Brendan said: "Humanitarianism has no future unless we are able to effectively respond to the needs of communities, involve them in decision-making, and enable them to hold us to account. Communication and community engagement is central to the realisation of this, and the CDAC Network must ensure that such an idea not only persists, but is embedded across the work of all humanitarian organisations. I am truly delighted to be vacating the chair to Geoff Loane who I have no doubt will lead the network to greater things. And I look forward to continuing to support the network from the sidelines."

"Humanitarianism has no future unless we are able to effectively respond to the needs of communities, involve them in decision-making, and enable them to hold us to account. Communication and community engagement is central to the realisation of this."

SIR BRENDAN GORMLEY



BBC MEDIA ACTION

WHAT WE DO

Imagine a world where disaster-affected communities lead their own emergency response. A world where solutions are locally driven and expertise locally sourced. Imagine a world where communities at risk of disaster build their own resilience and are drivers of innovation and, when faced with disaster, have the capacity and capability to effectively respond.

CDAC Network is the global alliance of many of the world's biggest humanitarian and media development organisations – including UN agencies, the Red Cross/Red Crescent Movement, NGOs, and media and specialist communications organisations (a list of all our members and our Board of Trustees can be found on the back page of this report) – committed to putting the power in humanitarian action back in the hands of communities.

We believe that, when communities have the information and the resources to make their own decisions, they have the capacity to find solutions to even the most challenging problems. We work to enable them to do this.



“Strong leadership and community engagement are essential in ensuring that all people get the health care they need.”

ANTÓNIO GUTERRES, SECRETARY-GENERAL OF THE UNITED NATIONS

← Lifeline Milijuli, Nepal



BBC MEDIA ACTION

← Joao Zivari, 45, is an electrician by trade and a community leader at the Guara Guara resettlement camp in Buzi. He lost everything to Cyclone Idai. Zivari received one of the windup radios distributed by First Response Radio at each transit camp in Buzi.

COALITIONS BUILT FOR COMMUNITY ENGAGEMENT IN RESPONSE SETTINGS

INDONESIA

The Central Sulawesi Earthquake response was successful in that it systematically embedded and reported on communication and community engagement – and CDAC supported its members working on the response. The quarterly Suara Komunitas Community Voices report from the Community Engagement Working Group demonstrates what can be achieved – and avoided – by systematically communicating and engaging with communities in a response. The [final instalment](#) was published in March 2019. CDAC also curated a [portal of tools and resources](#) for those responding.

MOZAMBIQUE

When Cyclone Idai hit the coast of Mozambique in March 2019, CDAC – following funding from H2H Network – was fast on the ground. We deployed a Communication, Community Engagement and Accountability Coordinator based at OCHA Beira. The coordinator assisted those working on the response to embed communication and community engagement as a core component of their activities, and supported the newly-formed Community Engagement working group. Find out more about their work in this [photo-essay](#) and the subsequent [Community and Organisational Perceptions Feedback paper](#), which we published in August. During the crisis in Mozambique, CDAC worked closely with Translators without Borders (TWB) to produce a range of CCE materials for the response – both in Portuguese and in local languages. [Browse and download them here.](#)

CENTRAL AFRICA EBOLA RESPONSE

On 17 July 2019, the World Health Organization declared the Ebola crisis in the Democratic Republic of the Congo and surrounding countries, “a public health emergency of international concern”. CDAC Network members had long been on the ground in the DRC and the region, communicating vital health messages to at-risk populations, and ensuring communities

are engaged in combatting the spread of the disease. CDAC convened regular Community of Practice calls throughout the year to provide a point of convergence on issues relating to community engagement for those members working on the response, promoting common messaging, language contextualisation and a more coordinated response.

BURKINA FASO

Burkina Faso, gripped by violence and grappling with an unprecedented humanitarian emergency, proved one of the most challenging environments in which to respond in 2019. However, there is recognition across the response that communication, community engagement and accountability are central to effective and responsible implementation of programme goals, and to build access and trust with the affected populations.

With the increase in violence over the previous year, the numbers affected are staggering: over half a million having been displaced, and 2.2 million people are in need of assistance. In late October 2019, the Humanitarian Country Team was activated, and between December 2019 and January 2020, CDAC – in partnership with Ground Truth Solutions and with funding from the H2H Network – undertook a scoping mission to the country to assess the status of response-wide communication, community engagement and accountability (CCEA). [CDAC published the scoping mission report in both English and French](#) in early 2020, concluding that coordination and collaboration on CCEA requires significant strengthening to meet the immediate and medium-term needs of affected people, and to build the existing capacity of humanitarian actors in the country.



RACHEL MAHER/CDAC NETWORK

↑ Studio Yafa, a three-year media initiative supported by Fondation Hironnelle

“Given the level of government preparedness, including early warning and evacuation procedures, the Community of Practice on Community Engagement was able to identify the community engagement interventions needed to augment the capacity of local governments and at-risk communities.”

GIL FRANCIS G. AREVALO, OCHA “SUSTAINING COORDINATED COMMUNITY ENGAGEMENT IN PREPAREDNESS AND HUMANITARIAN RESPONSE: LESSONS FROM THE PHILIPPINES” HPN74, FEBRUARY 2019

← Young men learning to assemble mobile phones as part of a vocational training programme in Bossaso, Puntland, Somalia

COUNTRIES SUPPORTED TO BE DISASTER-READY



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Building capacity in communication and community engagement once a disaster strikes can be too little, too late. Communities require critical information in languages they understand and channels they are familiar with at the outset; they need to be involved in programme design from the start. Which is why we have facilitated the creation of over 20 national and sub-national CCE platforms in disaster-prone countries – from Syria to Bangladesh, South Sudan to the South Pacific.

We seek to ensure that, when a disaster happens, relationships have already been established, roles and responsibilities assigned, translation services have been prepositioned and feedback channels are already operational and embedded in National Disaster Management Authorities, or relevant authorities during times of conflict.

We seek to deploy inclusive technology to connect people affected by disaster and responders and promote the Principles for Digital Development. You can find out more about the 20-plus national and regional platforms that we support in the paper [Common Services for Communication and Community Engagement National and Sub-National Platforms](#), which was most recently updated in February 2020.

FIJI & VANUATU

In 2018, CDAC, in partnership with Ground Truth Solutions, funded by the Australian Government (DFAT) and in close cooperation with the Fiji and Vanuatu National Disaster Management Organisations (NDMOs) undertook two scoping missions to better understand communication and community engagement needs in these countries. The resulting reports recommended, among other things, that a common service for CCE be embedded in the existing emergency infrastructure in each country and that systems already in place be strengthened.

The Vanuatu Communications and Community Engagement Sub-Cluster, was established in 2019. The platform sits under the national telecommunications cluster and is comprised of representatives of Vanuatu Government bodies, multilateral organisations, media, telecommunications, NGOs, INGOs, and faith communities. The CCE Sub-Cluster is also characterised by an almost fully ni-Vanuatu membership and leadership, ensuring its approaches and activities are locally led and contextually relevant. This is opening up new opportunities to collaborate and foster perspectives and ideas for action that have not previously been explored. [Find out more about the work CDAC is undertaking in Vanuatu.](#)

The Fiji Communication and Community Engagement Working Group (CCEWG) was established in May 2019 as a preparedness platform for the coordination of CCE activities in times of disaster. It sits within the Communications Cluster and links closely with the Emergency Telecommunications Cluster (ETC) Working Group. With technical support from CDAC, the CCEWG Terms of Reference and governance structure have been agreed. In August 2019, CDAC's project partner, Ground Truth Solutions, undertook feedback training on systematic data collection, analysis & feedback in Suva, Fiji, while CDAC, in cooperation with its members, facilitated technical training in CCE/Accountability to Affected Populations (AAP) tailored to the Fiji context in September 2019. [Find out more about the work CDAC is undertaking in Fiji.](#)

INDIA

Kerala witnessed its worst ever floods and landslides in August 2018. To help preposition and strengthen communications and community engagement, CDAC Network, with funding from the Sphere India Secretariat, and in coordination with UNICEF and OCHA ROAP worked towards establishing a Communicating with Communities Working Group (CwC WG) in the state. CDAC provided technical support

to the WG and the ongoing discussions at the national level.

VENEZUELA

In April 2018, a Regional Inter-Agency Coordination Platform was formed by UNHCR and IOM, to lead and coordinate the response to refugees and migrants from Venezuela. Throughout 2019 and into 2020, CDAC convened Community of Practice calls on the response, connecting members and other partners working on Venezuela and sharing best practice.

During 2019, the work of the Communication with Communities/Communication for Development (CwC/C4D) Working Group, co-led by UNICEF and IFRC under the auspices of the Response for Venezuelans (R4V) platform, was activated to embed communication and community engagement in the response. Their work included a regional information needs assessment, the development of a message bank, training, and information dissemination. More information about the work of the CwC/C4D-R4V Working Group can be found in this [2019 annual report](#). In addition, a presentation from the working group on strengthening of Information sharing, communication, and feedback for refugees and migrants from Venezuela can be [downloaded](#). CDAC continues to support their work.

↑
Red Cross
volunteers
response to
Tropical Cyclone
Winston in Fiji in
2016



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EMPOWERED COMMUNITIES LEADING USER-CENTRED DESIGN

A large part of 2019 was spent researching ways to implement innovation programmes to ensure they work better for people affected by humanitarian crises. To this end, CDAC co-led UK Aid's Disasters and Emergencies Preparedness Programme (DEPP) Innovation programme with Start Network that saw four innovation labs set up in communities facing or at risk of disaster in Bangladesh, Kenya, Jordan and Philippines. The labs supported local, scalable solutions to protect communities living in disaster-prone environments and advanced innovation in the sector by involving people in crisis at all stages of the process.

As a result of the learning from the programme, four papers and a collection of safeguarding tools were published to assist those working to empower communities to lead user-centred design methodologies, as follows:

- [The Disasters and Emergencies Preparedness Programme Innovation Labs](#). This briefing paper discusses the design of the project, how the location of the labs was decided, and how the labs were created. Available in English.
- [Business models for innovators working in crisis response and resilience building](#). This practical guide argues for a better quality of participation in humanitarian innovation in order to support localised, longer-term outcomes. Available in Arabic, Bengali, English and French.
- [Community-centred design and humanitarian innovation](#). This paper is based on semi-structured interviews with three innovation managers, four lab managers, ten innovators and four volunteers involved in the DEPP Innovation Labs programme. The report also draws on a review of relevant literature from the fields of both humanitarian and social innovation. Available in Arabic and English.
- [Support models for local humanitarian innovation](#). This research paper aims to explore what has been learned in recent years about support for local innovation at DEPP Labs and other humanitarian sector initiatives. Available in English.
- [Safeguarding tools and guidance for local and community partners](#). Through this programme we worked with new and local actors to lead humanitarian action. In order to ensure the safety of participants, we worked with safeguarding experts Safer Edge to offer a suite of tools and guidance to make safeguarding clear for everyone.

[Find out more about the programme, and access the learning materials that resulted from the project.](#)

→ In Nhamatanda, Mozambique after Cyclone Idai, at a camp for displaced survivors, women recalled the useful tips broadcast by the local community radio in the days before the cyclone. "The radio saved many lives," said Belita Antonio Redenção

Each lab followed a user-centred design approach. Over 90 groups or individuals progressed through a structured curriculum, accessing specialist expertise in business development, social entrepreneurship and the sectors and markets they were looking to enter. The resulting portfolio is diverse with a strong emphasis on strengthening preparedness among communities hardest hit by disasters. These locally-rooted solutions offer long term benefits for those communities.



ANTHROLOGICA



M. SAVAQUES/CDAC NETWORK

"Despite the global prevalence of mobile phones and the Internet, the reality in many communities does not yet reflect the potential of a digital ecosystem that drives sustainable and equitable growth. Vulnerable or marginalized groups often find themselves excluded from the digital ecosystem because of inadequate infrastructure or a lack of affordable or relevant products, services, and content; or because political, social, environmental, or economic factors inhibit equitable uptake."

USAID DIGITAL STRATEGY 2020-2024



FONDATION HIRONDELLE

“What we talk about as ‘the field’ is actually a sovereign country that has agency in determining its own outcomes.”

ABHIK SEN, HEAD OF INNOVATION AT THE COMMONWEALTH SECRETARIAT, SPEAKING AT THE 2019 CDAC ANNUAL GLOBAL FORUM

ACCIDENTAL AND INTENTIONAL INNOVATION: VALUING WHAT'S THERE – CDAC'S 2019 ANNUAL GLOBAL FORUM

On 7 May 2019, humanitarian practitioners gathered at the Thomson Reuters Foundation in London for CDAC's annual global forum – on this occasion focusing on issues related to humanitarian innovation.

One of the key themes of the event was the importance of localisation – both for the sustainability of any response but also, critically, for its solutions. Localisation efforts are more aware of and able to leverage local networks and systems of support. Good innovation practice identifies what works well in a community and supports it, rather than replicating something from the outside. In particular, it was deemed important that communities were seen as their own agents of change with ideas and innovations that could flourish if the international community were to support rather than control these innovation efforts.

While advances in technology for use in humanitarian emergencies were seen as potential drivers of innovation, there was scepticism around equating the new with progress. In issues such as the collection and use of data in humanitarian response, it was seen to be important to better understand how data could be usefully and ethically used before finding ways to amass ever greater quantities of data.

While the term innovation was seen to have become less useful and coherent with its growing use in the sector, efforts to support community solutions to humanitarian challenges were seen as an important way to better determine the fundamental problems that needed to be addressed. Laura Walker MacDonald, Senior Director, Insights and Impact, at the Digital Impact Alliance (DIAL), summing up the meeting, noted that while the focus of the day had been on innovations from community members and affected populations, the private sector and local government were also key innovators – ones that the humanitarian community often overlooked. She concluded: “We need to deal with the fact that fundamentally what

← Fondation Hironnelle-supported Radio Okapi is a radio network that keeps the population of the Democratic Republic of the Congo informed.



CDAC NETWORK

we are talking about in empowering local innovators is to disaggregate power and money to a local level and that, to us, as a very centralised industry, is a big step to take, but it feels as though in this room we are starting to take those steps.”

For a detailed summary of all the main themes that were raised during the discussions, and solutions to some of the innovation challenges facing the humanitarian system, read the report [Accidental and intentional innovation: valuing what's there](#). For a shorter summary of the key statements made at the event, read: [Is your innovation really people smart?](#) Also, listen to podcasts with key speakers from the event: [Antonio Zappulla](#), [Abhik Sen](#) and CDAC Network's former Chair [Sir Brendan Gormley](#).

CAPACITY GAPS BRIDGED AND SURGE SUPPORTED

Communication and community engagement **requires** specialist expertise. CDAC's comprehensive curriculum is designed to equip complete beginners with adequate skills and support experts. The three-hour online [Communication is Aid](#) basic training is complemented by our face-to-face day-long [Briefing Module](#), week-long [Technical Training](#) and our soon-to-be-launched Advanced Training – a complete programme of studies for those looking to integrate CCE into their humanitarian skillset and to train the next generation of CCE leaders and coordinators. Addressing one of the challenges of information management in the context of rapid digital communication tools, such as social media, CDAC provides guidance on the tracking of rumours and the management of harmful ones. [Download our Rumour Management Guide.](#)

There is an urgent need to improve surge capacity for communication and community engagement in humanitarian coordination if the sector is to demonstrate tangible improvement in CCE and Accountability to Affected Populations (AAP). Following CDAC's [Assessment of Surge Capacity for Communication and Community Engagement](#) which we published in 2018, the network, alongside the core Communication and Community Engagement Initiative group (UNICEF, OCHA, IFRC) led a global programme to bolster this capacity. Following a meeting in Geneva in September 2019, a programme of activities was agreed



RACHEL MAHER/CDAC NETWORK

← Mobile phones remain important communication tools in Burkina Faso

to enhance CCE surge capacity across the humanitarian sector.

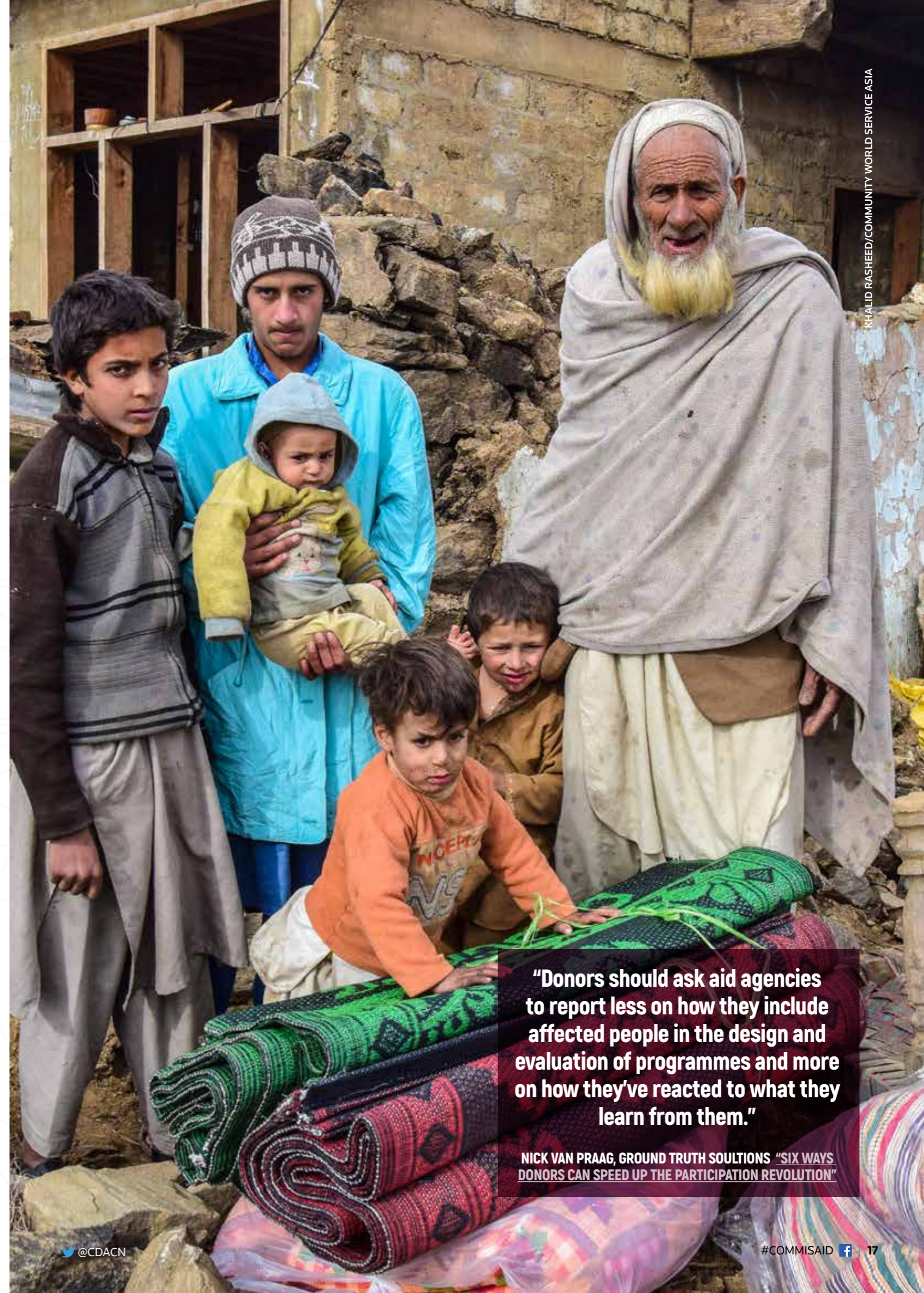
One area often highlighted as a key success factor in the ability of humanitarian operations to work collectively on CCE is coordination. Indeed, our *Assessment of Surge Capacity* emphasised a lack of coordination skills training for people deployed to support communication and community engagement. Subsequent consultations during 2019 with members of Inter-Agency Standing Committee (IASC) Results Group 2 on Accountability and Inclusion confirmed that this was a priority gap in enhancing surge capacity.

To fill this gap, in 2019 a surge capacity workshop was convened by CDAC in Geneva in cooperation with Standby Partners. This was followed by a training workshop to pilot an advanced CDAC training module on *Communication and Community Engagement Coordination Skills* held in late January 2020 in Nairobi, Kenya. This one-off training was made possible by support from UNICEF through funding received from the Office of US Foreign Disaster Assistance (OFDA). We intend to make this workshop available in West Africa and Asia shortly.

→ Earthquake and landslide affected family, Shangla, Pakistan



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KHALID RASHEED/COMMUNITY WORLD SERVICE ASIA

"Donors should ask aid agencies to report less on how they include affected people in the design and evaluation of programmes and more on how they've reacted to what they learn from them."

NICK VAN PRAAG, GROUND TRUTH SOLUTIONS "SIX WAYS DONORS CAN SPEED UP THE PARTICIPATION REVOLUTION"

AN EVIDENCE BASE TO SHAPE POLICY AND PRACTICE



UNHCR - CHRISTIAN HUTTER

"In many countries [...] we are seeing how effective public participation can lead to less corruption, more transparency and better laws, policies and government programming, as well as budgetary allocations that advance a whole-of-government approach"

AMINA J. MOHAMMED, DEPUTY SECRETARY-GENERAL OF THE UNITED NATIONS

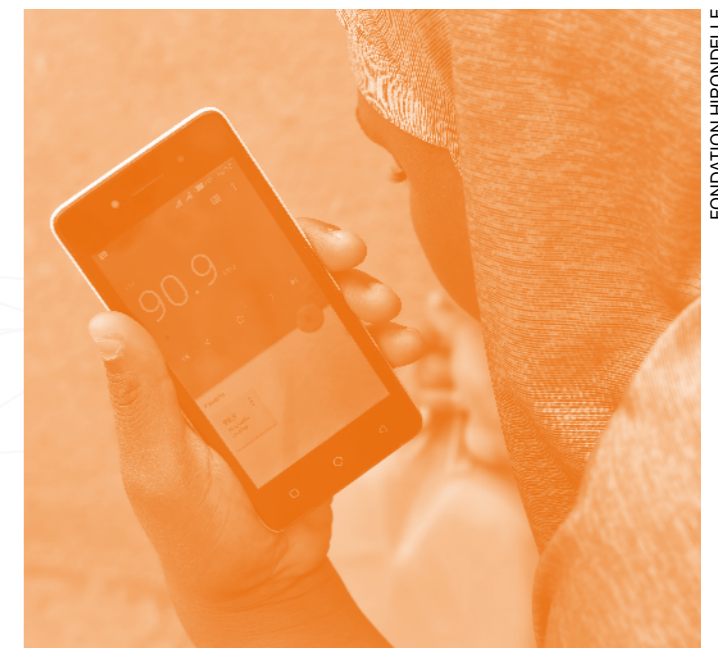
The evidence is clear: we are not successfully including communities and people affected by disaster in humanitarian response. A recent [perceptions survey on the Grand Bargain commitments](#) by CDAC Network member Ground Truth Solutions noted only 41% of recipients of aid felt that their opinion had been taken into account by aid providers. Conversely, having tracked and produced [independent learning reviews](#) and detailed [case studies](#) on the impact of Communication and Community Engagement in every major humanitarian intervention since the 2010 earthquake in Haiti, CDAC has amassed a strong evidence base that demonstrates that embedding CCE into humanitarian programming makes aid more sustainable, equitable and effective.

In 2019 we published the summation of a decade's worth of research into CCE best practice in the definitive *How to Guide on Collective Communication and Community Engagement* (see below). We also published a further 15 critical policy documents in five different languages, along with three podcasts and nine blogs. You can access and download all of these using the links below.

- [How-to guide for communication and community engagement in humanitarian action](#) available in [English](#), [French](#), [Portuguese](#) and [Spanish](#).
- [Rumour has it: a practice guide for working with rumours](#) was published in English in 2017. Now available in [Arabic](#) and [French](#).
- [The Role of Collective Platforms, Services and Tools to support Communication and Community Engagement in Humanitarian Action](#) was published in English in 2017. Now available in [Arabic](#), [French](#) and [Spanish](#).
- [CDAC Facilitator's Guide for Technical Training](#) was published.
- Four key documents were published in relation to the communities as leaders in user-centred design: a [briefing paper](#), [Business models for innovators working in crisis response and resilience building](#), [Community-centred design and humanitarian innovation](#) and [Support models for local humanitarian innovation](#).
- [Safeguarding tools and guidance for local and community partners](#) were published.
- [Community and Organisational Perceptions Feedback: Cyclone Idai Response](#), Mozambique was published, along with a [photo-essay](#) by the CDAC-deployed CCEA coordinator.

← Camp for displaced people in Sir Lanka

- [Common Services For Communication And Community Engagement, National And Sub-National Platforms: A Status Update](#) was published and was most recently updated in February 2020
- Following the CDAC Network's annual public forum: [Accidental and intentional innovation: valuing what's there](#), we published the report *Accidental and intentional innovation: valuing what's there*. For a shorter summary of the key statements made at the event, read our summary: [Is your innovation really people smart?](#) And listen to podcasts with key speakers from the event: [Antonio Zappulla](#), [Abhik Sen](#) and CDAC Network's former Chair [Sir Brendan Gormley](#).



FONDATION HIRONDELLE

The network also published the following blogs in 2019:

- [World Radio Day: Fondation Hironnelle and the ICRC present a guide to radio communication in a humanitarian context](#)
- [Drought warning information service for northeast Kenya farmers](#)
- [Radio saves lives: How Radio Nhamatanda helps people survive cyclone Idai](#)
- [Building resilience and health in cyclone affected Gorongosa, Mozambique](#)
- [Is your innovation really people smart?](#)
- [Innovation is pushing communication and community engagement mainstream](#)
- [Learning from communities in Nepal](#)
- [Innovation only works for people if participation is core](#)
- [Communication is key to overhaul safeguarding](#)

LAUNCH OF THE HOW-TO GUIDE

In February, OCHA hosted in Geneva the Humanitarian Networks and Partnerships Week (HNPW), the largest humanitarian event of its kind which gathers participants from the UN, NGOs, member states, the private sector, the military, academia and beyond to discuss and solve common challenges in humanitarian affairs.

CDAC was there to launch the How to Guide on Collective Communication and Community Engagement. 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 and advocacy for change in this area.

Since the launch, the guide has been made available in [English](#), [French](#), [Portuguese](#) and [Spanish](#).

Still from the communication is aid video



OCHA - IVO BRANDAU



↑ Robert Piper, the Regional Humanitarian Coordinator for the Sahel meets with recently arrived refugees in Gbiti, Cameroon

→ Electrical student, Jean Louis Thomas writes a text message to a friend downtown in Port-Au-Prince, Haiti



"The stakes could not be higher. People who don't understand or speak the language used by humanitarians in a given context are disadvantaged and exposed to greater risks. Humanitarian operations are less effective as critical information is lost in translation and limited resources are wasted. Getting the language factor right improves not only communication and community engagement, but also access to services, needs analysis and accountability."

MIA MARZOTTO, TRANSLATORS WITHOUT BORDERS "THE LANGUAGE FACTOR: LESSONS FOR COMMUNICATION AND COMMUNITY ENGAGEMENT FROM TRANSLATORS WITHOUT BORDERS' EXPERIENCE" HNP74, FEBRUARY 2019

OCHA - ADAM TIDJANI

OUTLOOK FOR 2020

2020 looks set to be another exciting year for the CDAC Network. The national platforms on communication and community engagement – of which there are now 23 operating in 22 countries – remain critical to both humanitarian crises and to supporting disaster management. Many platforms are at different stages of functionality, and CDAC's role in these platforms is set to increase: both in terms of growing their capacity to fully operate, but also in terms of putting more resources into creating synergies between them so that they can collectively learn and grow from common experiences. In March 2020, we conducted a learning event in Suva, Fiji, with the Australian Government's Department of Foreign Affairs and Trade, the Fiji and Vanuatu governments, and the numerous national and international actors who have worked on the national platforms in Fiji and Vanuatu these past two years. We look forward to understanding – and documenting – how we can better support disaster management organisations through these platforms.

A response that is likely to be a core focus for CDAC in 2020 is that which is taking place in Burkina Faso, which is currently gripped by violence and grappling with an unprecedented humanitarian emergency. Between December 2019 and January 2020, the CDAC Network – in partnership with Ground Truth Solutions, with funding from the H2H Network, and with the assistance of UN agencies and CDAC members operating in the country – undertook a

scoping mission to the country to assess the status, current strengths and needs related to response-wide Communication, Community Engagement and Accountability (CCEA). The [scoping mission report](#) was made available in February 2020 and concluded that coordination and collaboration on CCEA requires significant strengthening to meet the immediate and medium-term needs of affected people, and to build the existing capacity of humanitarian actors in the country to act on their accountability commitments and to develop better communications and community engagement initiatives. CDAC is in the process of recruiting a senior CCEA coordinator for the response.

Following the success of the first pilot Communication and Community Engagement Coordination Skills Workshop in Nairobi in January, CDAC is committed to bolstering the surge capacity of communication and community engagement colleagues, and of their efforts towards better coordination. We look forward to working with our Communication and Community Engagement Initiative (CCEI) colleagues to ensure that capacity exists for future responses.

In 2020, a big focus will be on innovative ground-up approaches and formalising Communication and Community Engagement (CCE) within the Inter-Agency Standing Committee (IASC) structure as one approach to improving CCE in humanitarian action. We will work with our CCEI partners and will continue to influence and remain active in the IASC Participation Revolution Workstream. We look forward to continuing our partnership with the Humanitarian to Humanitarian (H2H) Network, and the Emergency Telecommunications Cluster (ETC) among our many partner alliances and organisations across the globe

We thank all of our members and partners for their continued support of the Network, and we look forward to working with you all in the months and years ahead.

→ ICRC initiates restoration of family links to residents living in tents in Port-au-Prince, Haiti

In Pachong, South Sudan, journalists from Radio Miraya, hold village debates



ACCOUNTABILITY IN THE AGE OF THE ALGORITHM: CHAMPIONING PATHWAYS TO INCLUSION IN TECH DRIVEN FUTURES

In October, CDAC will host its annual global forum on 27-28 October 2020 at ICRC's Humanitarium in Geneva. The event, called [Accountability in the Age of the Algorithm: Championing Pathways to Inclusion in Tech Driven Futures](#) will discuss how we drive a broader concept of digital humanitarianism and algorithmic accountability that bridges humanitarian values, civil society agency and perspectives and digital policy making.

This forum will be an opportunity to reimagine humanitarian communication and community engagement in a technological age that does not replicate the inequalities of the past. Who gets to speak, who gets spoken at and who gets completely missed are perspectives that we need to interrogate to ensure that those accessing humanitarian services, and are most affected by digital developments, can have a greater say in how CCE is practiced.

The Conference's objective will be to engage in a critical and inclusive discussion with global leaders from different spheres for a multi-disciplinary and multi-stakeholder dialogue. At a time when most conversations around Artificial Intelligence and its accountabilities and ethics are focused in the Global North, this conference aims to act as a platform to shift the emphasis and discourse from top-down technology solutions and technologists driving the conversation of accountability, to one that is far wider ranging and inclusive in its perspectives.

We seek to amplify different values, ethics, and philosophies that drive the majority of the world's cultures to have a greater influence in how we collectively think about our futures.

The event will be followed by the CDAC General Assembly, which will take place 28-29 October 2020.

We look forward to seeing you there.

WHO WE ARE

CDAC FULL MEMBERS

Action Aid International
 Anthrologica
 BBC Media Action
 Community World Service Asia
 DAHLIA
 Deutsche Welle Akademie
 First Response Radio
 Fondation Hirondelle
 Ground Truth Solutions
 InsightShare
 International Committee of the Red Cross
 International Media Support
 International Organisation for Migration
 Internews
 NORCAP
 The Peace and Conflict Journalism Network Asia
 Plan International
 Save the Children
 Smile Again Africa Development Organisation
 Thomson Reuters Foundation
 Translators without Borders
 United Methodist Communications
 United Nations Children's Fund
 United Nations High Commissioner for Refugees
 United Nations Office for the Coordination of Humanitarian Affairs
 United Nations Population Fund
 World Association for Christian Communication
 World Food Programme
 World Health Organization
 World Vision International

CDAC AFFILIATE MEMBERS

EarthX
 FilmAid
 InWhatLanguage
 Lifeline Energy

CDAC GOVERNING BOARD

Geoff Loane, Chair, Independent
Laura Collier-Keywood, Treasurer, Independent
Jonathan Mitchell, Transformation Director, Overseas Development Institute
Caroline Nursey, Executive Director, BBC Media Action
Rosie Parkyn, Interim Chief Executive Officer, Internews Europe
Jamo Huddle, Director of Humanitarian Design, Monitoring, and Evaluation, World Vision International
Laura Walker McDonald, Senior Director, Insights and Impact, the Digital Impact Alliance
Ledrolen R. Manriquez, Projects Coordinator, The Peace and Conflict Journalism Network
Leonard Doyle, Director, Media and Communication Division, Chief Spokesperson, the International Organization for Migration
Marina Skuric Prodanovic, Chief, Systemwide Approaches and Practices Section at the Coordination Division, OCHA.

CDAC SECRETARIAT

Marian Casey-Maslen, Executive Director
Murray Garrard, Communications Adviser
Judith Hall, Head of Finance and Administration (from November 2019)
Hannah Murphy, Communication & Community Engagement Adviser, Innovation Programmes (until July 2019)
Mina Patel, Admin and Finance Support (until November 2019)
Stephen Povey, Finance Adviser (outsourced) (until November 2019)
Angela Rouse, Senior Programme Manager (until November 2019)

CDAC EXPERT SUPPORT IN 2019

CARE Vanuatu
 Outsourcing HR
 Caroline Austin
 Jon Bugge
 Maxine Clayton
 Gemma Drake
 David Hesaie
 Jacinta Isaacs
 Rachel Maher
 Amelia Makutu
 Mercedes Sayagues
 Philip Tamminga

HOW YOU CAN JOIN THE NETWORK



↑ The CDAC-led learning event for the Fiji national platform

You can become a part of the CDAC Network as a member, strategically or corporate partner. You can help advance communication and community engagement systematically to ensure people living in crisis situations have the information and resources they need to manage the challenges they face and access assistance.

Members and corporate partners of CDAC commit to deliver the Network's agenda by participating in Network activities. Through flexible collaboration, through and beyond our Communities of Practice, members' capacities are quite literally networked to incubate new approaches and ideas, dramatically magnifying the power and value of those efforts and building greater change than would be possible working alone. The Network also has secretariat capacity to support members' change agenda and to contribute to delivery.

For more information on CDAC membership or becoming a corporate partner of the CDAC Network, visit: www.cdacnetwork.org/members/ or contact Marian.Casey-Maslen@cdacnetwork.org.



RACHEL MAHER/CDAC NETWORK

↑ Posters communicating information for displaced people in Bukina Faso

FINANCIAL STATEMENTS

CDAC Network's total income for 2019 was **£653,472**. The largest portion of income £608,997 was managed by CDAC Network Limited. The remaining £44,475 was managed by CDAC Member Internews Europe through hosting arrangements as part of the overall DEPP Programme and the DEPP Innovation window.

2019 was the CDAC Network's second year operating as an independent entity. The financial results and balance sheet set out on the following pages are extracts from the full statutory accounts. They are subject to final approval from the CDAC Network Limited trustees and the independent examiner, Sayer Vincent.

In summary; the CDAC Network Ltd total income for 2019 was £608,997 (2018:

£509,636) with a total expenditure of £484,072 (2018: £436,066). Income from Charitable activities was £570,856 (2018: £418,306); £139,198 from membership fees, £346,641 from the Australian Department of Foreign Affairs and Trade (DFAT) for Fiji and Vanuatu, £32,635 from DFID/Danish Refugee Council under the H2H Fund Mechanism and £52,382 from Sphere India towards support to the CwC Working Group in Kerala State and UNICEF for the Enhancing Surge Capacity project.

CDAC Network Limited ended 2019 with total reserves of £209,114 (2018: £84,189); £45,459 unrestricted (from Membership) and £163,655 restricted (from Charitable activities' funders).

CDAC Network Limited

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 December 2019

	Note	Unrestricted £	Restricted £	2019 Total £	Unrestricted £	Restricted £	2018 Total £
Income from:							
Donations and grants	2	-	-	-	57,489	-	57,489
Charitable activities	3						
Membership		139,198	-	139,198	141,663	-	141,663
DFAT – Fiji and Vanuatu		-	346,641	346,641	-	199,415	199,415
H2H Mozambique & Burkina Faso		-	32,635	32,635	-	63,943	63,943
Special initiatives		-	52,382	52,382	-	13,285	13,285
Other income	1e	38,141	-	38,141	33,841	-	33,841
Total income		177,339	431,658	608,997	232,993	276,643	509,636
Expenditure on:							
Charitable activities	4						
Membership		135,888	-	135,888	160,826	-	160,826
DFAT – Fiji and Vanuatu		-	239,472	239,472	-	146,043	146,043
H2H Mozambique & Burkina Faso		-	51,243	51,243	-	82,071	82,071
Special initiatives		-	30,661	30,661	-	13,285	13,285
Other expenditure		26,809	-	26,809	33,841	-	33,841
Total expenditure		162,697	321,375	484,072	194,667	241,399	436,066
Net income for the year	5	14,642	110,283	124,925	38,326	35,244	73,570
Transfers between funds		-	-	-	-	-	-
Net movement in funds	14	14,642	110,283	124,925	38,326	35,244	73,570
Reconciliation of funds:							
Total funds brought forward		30,817	53,372	84,189	(7,509)	18,128	10,619
Total funds carried forward		45,459	163,655	209,114	30,817	53,372	84,189

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 14 to the financial statements.

OPERATING IN THE TIME OF COVID-19

CDAC Network Limited

Balance sheet

Company no. 10571501

As at 31 December 2019

	Note	£	2019 £	£	2018 £
Current assets:					
Debtors	10	57,999		126,805	
Cash at bank and in hand		333,409		125,992	
		391,408		252,797	
Liabilities:					
Creditors: amounts falling due within one year	11	(182,294)		(168,608)	
Net current assets			209,114		84,189
Total assets less current liabilities			209,114		84,189
Total net assets	13		209,114		84,189
The funds of the charity:					
Restricted income funds	14		163,655		53,372
Unrestricted income funds:					
General funds		45,459		30,817	
Total unrestricted funds			45,459		30,817
Total charity funds			209,114		84,189

The opinion of the directors is that the company is entitled to the exemptions conferred by Section 477 of the Companies Act 2006 relating to small companies.

The directors acknowledge the following responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the special provisions applicable to small companies subject to the small companies' regime.

The financial statements were approved by the Board of Directors on 11 June 2020 and signed on behalf of the Board of Directors:

Geoff Loane
Chair

Laura Collier-Keywood
Treasurer

While writing CDAC's 2019 Annual Report, the scale of the crisis facing the world as a result of COVID-19 became apparent as, on 30 January 2020, the World Health Organisation (WHO) declared the Coronavirus disease (COVID-19) a Public Health Emergency of International Concern. On 11 March 2020, the WHO made the assessment that COVID-19 can be characterised as a pandemic.

In early 2020, CDAC was busy creating awareness among its staff, expert pool and crisis-affected populations on CV-19 preventative measures. Due to the nature of CDAC's work on CCE with disaster-affected communities, its ongoing work has not been unduly impacted as existing national platforms on the ground have been able to operate. We will continue to keep apprised of the situation of the pandemic in the many countries in which CDAC operates.

CDAC believes the response to the COVID-19 pandemic will be a test of the quality of our localisation efforts. Our Communication, Community Engagement and Accountability (CCEA) approach on COVID-19 is wider-than-health given the widely-recognised health interdependences we are currently witnessing across the globe in this pandemic (and as evidenced in the SARS pandemic and more recent Ebola outbreaks).

CDAC strongly supports national Ministries of Health (MoH) and WHO leadership models, working in complementarity with the existing National CCE platforms (in some cases led by NDMOs and Ministries of Communication and Information). We seek to advance MoH/WHO technical messaging across all sectors and diverse audiences.

Regarding sustainability, CDAC is building upon existing CCE work and with in-country National Platforms, the operational lifespan of which are designed to extend beyond the COVID-19 response having been strongly embedded within the national/international preparedness and response architecture.


In addition, we have curated – and continue to do so – a portal of all the latest and most up-to-date humanitarian guidance, strategy, messaging, training and subject-specific resources, all of which can be downloaded from our [COVID-19 Resource Portal](#).

"Harnessing the power of digital technologies is essential for achieving universal health coverage. Ultimately, digital technologies are not ends in themselves; they are vital tools to promote health, keep the world safe, and serve the vulnerable."

**DR TEDROS ADHANOM GHEBREYESUS, DIRECTOR-GENERAL,
WHO, APRIL 2019**



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 @commisaid
 CDAC Network

#Commisaid

Companies House Registration No: 10571501
Registered Charity Number: 1178168

Acknowledgements

2019 was a busy year, and we are grateful for the unflagging support from our board, members, partners and supporters. It has been their generosity of time, expertise, resources and finance that has helped ensure that the CDAC Network remains resourced and able to help organisations put communities in control of the assistance they receive in humanitarian response.

A special thanks to our members for their annual membership fees which are invaluable to the operations of the secretariat. Particular thanks go to the following donors for their generous financial support for programmes: the Australian Department of Foreign Affairs and Trade (DFAT); the UK Department for International Development (DFID); the H2H Network; UNICEF; and Sphere India Secretariat.

CDAC's work in 2019 would not have been possible without the additional capacity support of the CDAC Expert Pool, whose work across the globe enables the full implementation of the CDAC multi-year strategy. We are hugely grateful for your hard work and continued commitment: Thank you!

CDAC Network is a growing platform of more than 30 humanitarian, media development, social innovation, technology, and telecommunication organisations, dedicated to saving lives and making aid more effective by strengthening communication and community engagement.

Hyperlinks: if you are reading a hard copy of this Annual Report, please note that links to all of the articles, papers and documents referred to can be found in the online version at www.cdacnetwork.org/who-we-are/annual-report/

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