Talking with Refugees

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CDAC – Communication with Disaster Affected Communities

Evolution

- UN OCHA, Geneva, G5 CDAC working group
- "Left in the Dark" published by BBC
- Haiti - CDAC debut / FRR Pakistan floods
- New members IOM, UNHCR, WVI, ICRC
- CDAC Haiti Review
- 5 year strategy launched
- CDAC Media and Tech fair (Google)
- New Members FilmAid, HFCC, Dahlia
- Typhoon Bopha learning review published

2001   2007   2009   2010   2011   2012   2013   2014   Current

- Media Publications
- 1st Formal CDAC meeting
- Consultant Hired Strategy & workplan
- IASC Framework CDAC as Accountability
- 1st CDAC Coordinator hired
- 3 mo. Pilot Pakistan
- Network Website
- New Members UNICEF, WFP, TWB, Freeplay Frontline SMS, First Response
- DFID Discretionary Grant $$$ (HQ staffing, Roster, Training)
- Independent Chair appointed
- 1st CDAC Board mtg.
- Training (simulation, partnership, financing)
- DFID DEPP P (3 million po Focus: emergency/p
- 2 Pilot countrie
- ~7 more staff to b

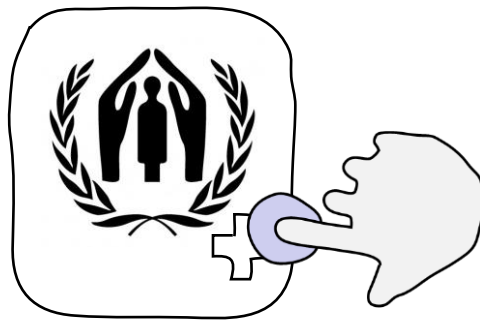# Talking with Refugees

# UNHCR Jordan & Lebanon app pilot

My UNHCR - click

The right to take informed decisions

Syria is home to u -tube uprising and Mike Pizzi (Fulbright research fellow in Zaatari) notes that

- People typically mentioned spending between 2-10 JD ($3-14) per month on mobile data
- About half of the men mentioned that they follow international and regional media outlets online & ALL uses Internet exclusively to interact with other Syrians
- Zain figures shows that 30% of the sim cards distributed go into smartphones
- Mobile internet access growing by 180 per cent between 2009 and 2013 (ITU 2013)
- For every handheld there is 10 active users (Nokia survey 2010-11)
- Mobile internet in the Arab region has grown 50% between 2012-13 (ITU 2013)
- GSM and 3G is the most sought for source of local information in Somalia (BBC MA Policy Paper)
- Half the Syrian refugees are kids and media savvy youth
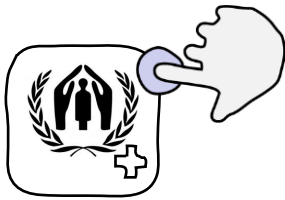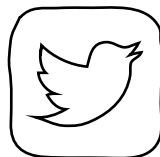
My UNHCR
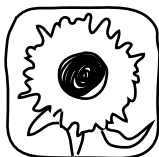
Mail Message Photo Stream Twitter

My UNHCR

Assess your needs ⟩

Services next to you ⟩

Your Community Priorities ⟩

Report an Incident ⟩

Feedback ⟩

General Information ⟩

📞 Call Infoline

My UNHCR

Authentication

Enter your ID Number

Enter your Year of Birth

5	4
6	5
7	**6**
8	7
9	8

Cancel   OK

‹ Back   📞 Call Infoline

My UNHCR

Choose your assessment

Your Needs Assessment ▽

OK

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My UNHCR

Needs Assessment

What is your Gender?

Male   Female

○   ◎

Enter your Year of Birth

5	4
6	5
7	6
8	7
9	8

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My UNHCR

Needs Assessment

According to you, what the top 4
Priorities of your community?

1	⊖	Food/NFI	≣
2	⊖	Shelter	≣
3	⊖	Security	≣
4	⊖	Education	≣
	◍	Infomation	Delete

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My UNHCR

Needs Assessment

Please add details on your priorities

UNHCR

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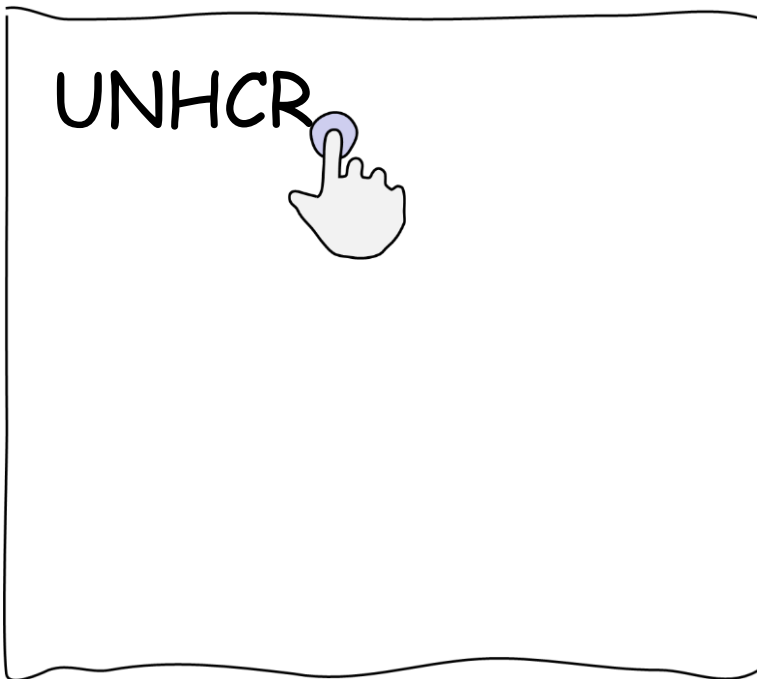
< Back   ☎ Call Infoline

🏠 My UNHCR ≡

Needs Assessment

Thank you for completing
Your need assessment.

Send 👆
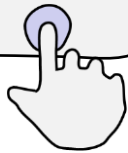
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My UNHCR

Needs Assessment

Please take a min to see what
Other members of your community
Have prioritized

Your Community Priorities

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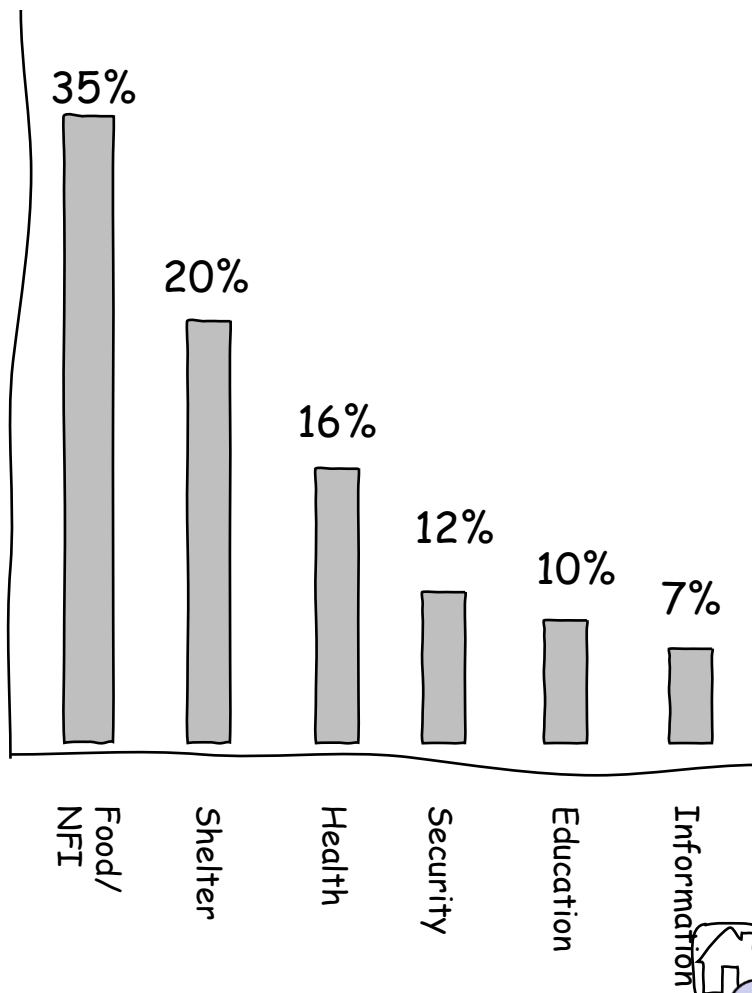
My UNHCR

Your Community Priorities

35%					
	20%				
		16%			
			12%	10%	
					7%
Food/ NFI	Shelter	Health	Security	Education	Information

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My UNHCR

Assess your needs >

Services next to you >

Your Community Priorities >

Report an Incident >

Feedback >

General Information >

📞 Call Hotline

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Services Available
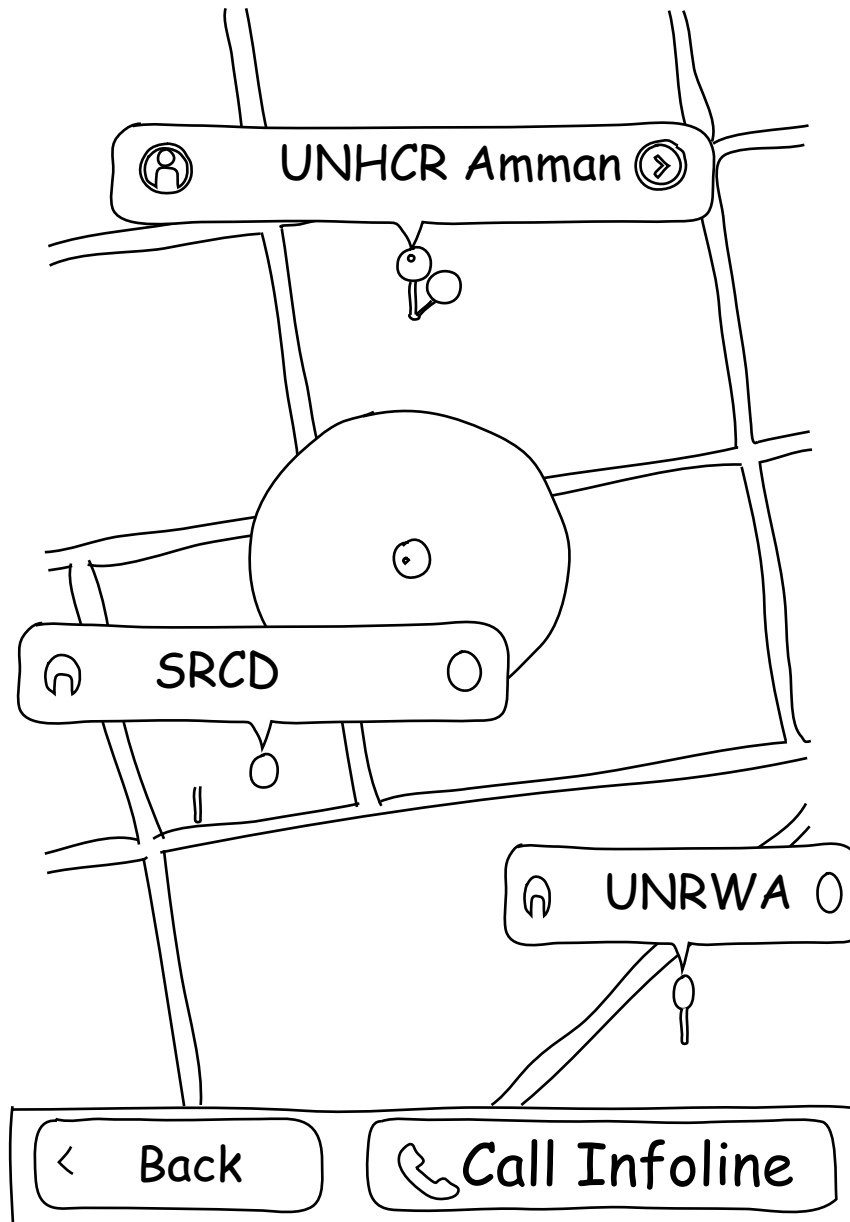
UNHCR Amman

SRCD

UNRWA

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Assess your needs >

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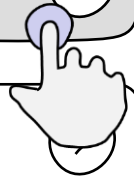
Report an Incident >

Feedback >

General Information

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My UNHCR

Feedback

UNHCR encourages refugees to comment on the organization's performances in order to improve its operations

Important: Your feedback will remain anonymous if you so chose. You can follow the feedbacks at the UNHCR portal

...

Send

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My UNHCR

Assess your needs >

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Report an Incident >

Complaint Box >

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General Information

UNHCR handed over 2 ambulances in Azraq refugee camp
21 Jul 2014

UNHCR & UNRWA launch a "Back to Learning" campaign
22 Jun 2014

27,400 households have received a free sim card from UNHCR
18 Mar 2013

Verification exercise in Zaartari Camp starts
13 Jan2013

New version of "Your UNHCR" app Available. Please download
01 Jan 2014

32,587 refugees benefited from cash assistance this week
24 December 2013

There are 2,539,615 Syrian Refugees
23 Dec 2013

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My UNHCR

Assess your needs ⟩

Services next to you ⟩

Your Community Priorities ⟩

Report an Incident ⟩

Complaint Box ⟩

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UNHCR (Infoline)

02:31

Mute

Keypad

Speaker

Add call

Hold
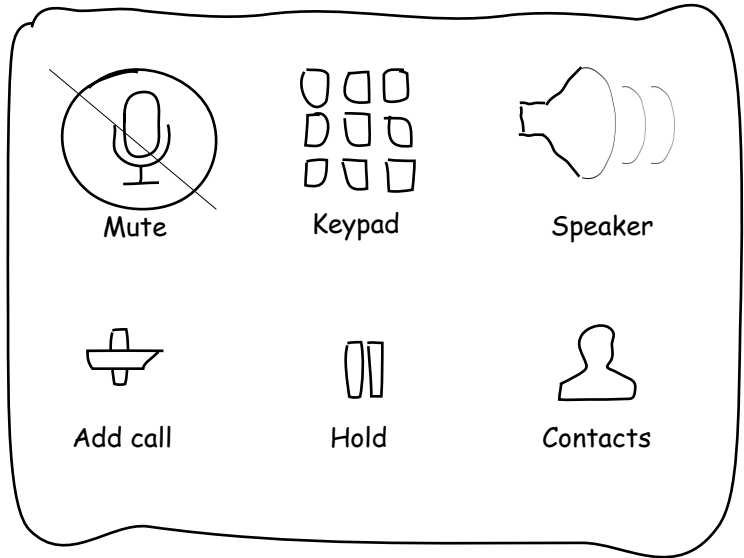
Contacts

END CALL

App usage est
02:45
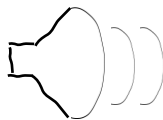
Keypad

Private smartphones

Add call

UNHCR community centers through tablets/free airtime in camp and urban

Contacts

Wider use of private smartphones

Speaker

As an add on to traditional media and other channels

Thank You for calling

⌂ My UNHCR Status

"Hackathon" in Amman
Geeks get together and code a beta version

A trial version is developed and tested

Based on modules that can be adapted country wise

App available in app stores, itunes, android marked, play store...