

COMMUNITY GATHERINGS

Overview
May. 2015

COMMUNITY GATHERING

“ The community gatherings represent a platform for broad-based and voluntary participation of refugees in planning and monitoring of humanitarian assistance programs in Zaatari. The gatherings will also provide the venue for refugee’s participation in decision making. In addition, the gatherings will ensure regular information sharing and exchange between refugees and humanitarian partners”

COMMUNITY GATHERING

- Who are involved?
 - Refugees from every district
 - Partner organizations : participation of all
 - Led by Community Mobilization Working Group; chair and co chair (UNHCR/IRD) reports to Protection working group
 - Meets every two weeks on Tuesdays 12:30-1:30pm, Buffer Zone



OBJECTIVES



- Involving refugees in problem-solving and decision-making processes
- Developing refugees' capacities, resources, and community leadership
- Ensuring diverse representation: gender, age, socio-economic status, background, etc.
- Providing an opportunity for organizations to answer questions/concerns and hear feedback on assistance and service systems
- Strengthening communication between organizations and the refugee community

PILOT PHASE

October –
November
2014

STRUCTURE

- Where?
 - Districts 3, 7 and 10
- Who?
 - Subcategories: men, young men, women
 - PWDs are invited to attend appropriate subcategory meetings, and if needed, a separate gathering will be held for PWDs.
 - Each meeting has gathered 20 to 40 refugees.
- How?
 - Meetings occur weekly in each pilot district. Each subcategory meets every three weeks.
 - Refugees are invited by IRD community mobilizers.
 - Initial meetings with each subcategory in each district was used to select topics of importance. Refugees were asked to list issues of concern and vote on order of importance.
 - Follow-up meetings address the selected topic, and organization representatives answer questions/concerns and hear feedback.

TOPICS DISCUSSED

October 2014(location)	<i>Week 1</i>	<i>Week 2</i>	<i>Week 3</i>
District 3 – Questscope & Oasis Centers	Men <i>Cash for Work</i>	Young Men <i>Cash for Work</i>	Women <i>Electrical wiring</i>
District 7 – OXFAM Center	Men <i>Education</i>	Young Men <i>Cash for Work</i>	Women <i>Health Services</i>
District 10 – IRD Community Center	Men <i>Caravans</i>	Young Men <i>Cash for Work</i>	Women <i>Cash for Work</i>

HIGHLIGHTS

- Cash for Work (CFW) is a camp-wide, cross-sectional problem.
- The specific concerns of subcategories and districts vary.
 - CFW – geographic differences
 - Districts 3, 7 and 10 had varying concerns about the CFW system.
 - Different districts and streets have specific complaints with access to CFW assistance, but most focus around previous and current nepotism issues and interference from street leaders.
 - CFW – gender differences
 - Women feel that there is a lack of female-appropriate CFW opportunities available in the camp and that women from female-headed households should receive priority for CFW assistance.
 - Challenges at supermarkets
 - Challenges on electricity
- Many questions or concerns from the refugee community relate to confusion or lack of information about current service systems and procedures.

SUCSESSES

- Increased information sharing on services with refugees : transparency
- Increased follow up of cases : accountability
- Increased community involvement on solutions to problems , identified e.g. lifting electricity wires from the ground : meaningful participation
- Increased feedback on services offered to refugees in the camp
- More involvement in community e.g. youth during the storm : ownership
- Involvement of refugees in decision making and improvement in the camp e.g. PWD activities, supermarket list of preferred food to be stocked : community empowerment
- Complaint mechanism : feedback

CAMP-WIDE ROLL OUT

December
2014

COMMUNITY GATHERING
IN ALL DISTRICTS AIMS
AT HAVING 2 MEETING
PER DISTRICT PER
MONTH

Full camp
coverage as
main structure
of engagement.
All refugee
group and other
additional
meeting as
required.

LESSONS LEARNED



- Certain districts are underserved or lacking in communal spaces.
- Issues of importance typically cross-cut the camp and subcategories. However, these issues appear to rotate seasonally and the specific questions/concerns vary amongst districts and subcategories.
- The gatherings are offering the refugee community a space to express concerns and complaints to organization representatives.
- Promoting inclusiveness for all refugees

COMMUNITY GATHERING CALENDAR

MMs: Avail./sent	MMs:Avail./sent	(Postponed)	(Postponed)	Group#(2, 3, 4): D(3,4,5,6,7,8,9) - Men MMs:Avail./sent
				Location: IRD D7 Communal Center
				Topic: Malls
				Type: Discussion
15	16	17	18	19
Group#: 1 (D1,D2,D12)- Women	Group#: 2 (D3,D4,D5)- Women	Group#: 3 (D6,D9)- Women	Group#: 4 (D7,D8)- Women	Group#:5 (D10,D11)- Women
Location: IRD D2 Communal Center	Location: IRC Communal Center/D4	Location: IRD D9 Communal Center	Location: IRD D7 Communal Center	Location: IRD D10 Communal Center
Type:Discussion	Type: Discussion	Type: Discussion	Type: Discussion	Type: Topic Selection
Topic: Malls	Topic: Malls	Topic: Malls	Topic: CFW	Topic: CFW
(Postponed)	(Postponed)	(postponed)	MMs: Avail./sent	MMs: Avail./ sent
22	23	24	25	26
Group#: 1 (D1,D2,D12)- Men	Group#: 2 (D3,D4,D5)- Men	Group#: 3 (D6,D9)- Men	Groups#: (2, 3 &4), Districts (3, 4, 5, 6, 7, 8 &9) Women	Group#:5 (D10,D11)- Men
Location: IRD D2 Communal Center	Location: IRC Communal Center/D4	Location:IRD Communal Center/D9	Location: IRD D7 Communal Center	Location: IRD D10 Communal Center
Type:Discussion	Type: Discussion	Type: Topic Selection	Type: Discussion	Type: Topic Selection
Topic: Water	Topic: Malls	Topic: electricity	Topic: Malls	Topic: -
MMs:	MMs:Avail./sent	MMs:Avail./sent	MMs:Avail./sent	MMs:----
			Time: 1:30-3:00	Postponed

WAY FORWARD

- Structure and gathering schedule
 - Hold 2 gatherings per month: per districts and subcategories Men and Women
 - Having one meeting per district for specialized or interest group e.g. PWD, elderly, teachers, etc
- Refugee attendance
 - Open invitations and transparency
 - Ensuring diversity of refugee community participation
- Mass communication and information sharing
 - One page communique has been developed and is shared with all partners
 - Information dissemination across the camp through UNHCR Information & Mass Communication department
 - Having database with all information gathered
- Follow-up and action points
 - Partners and organizations : commitment needed on meaningful participation
 - CMWG reports findings from gatherings are reported to the Protection working group and CMC for sectors and organizations actions
 - Who is responsible for various follow-up procedures and action points?
 - How do we demonstrate and inform refugees about follow-up actions?

INFORMATION SHARING

Community gathering **minutes** are compiled and distributed weekly. If you wish to be included on the distribution list, please email Irene Omondi, omondii@unhcr.org

QUESTIONS?