

Communication & Community Engagement Working Group

Chair: CDAC

present: West Dominica Children Federation, EOC Hotline/Ministry of Justice, ACAPS, WFP, Dominican Post, IMC, Wash Coordinator, OCHA

1. Updates from the partners

- IMC: planning a complaint mechanism for wash-activities – not yet established
 - broadcasting messages on radio about IMC-activities
- Information Management Working Group has introduced Communication with Communities as a standard agenda point
- WASH: stresses the importance of good feedback mechanism, which is now lacking
- Dominican Post explains their role to check whether government is delivering what they promise to do, but also to visit activities from humanitarian agencies to report on their activities and explain their role to their audience
- WFP is conducting a vulnerability assessment, together with the Ministry of Social Services. With support from CDAC they drafted key messages and agreed on a communication strategy, which is now shared with the government. The Beneficiary Selection Committees will also play their role in collecting and addressing feedback. The government hotline has also a role as a feedback channel for beneficiaries
- Caritas is working in the Grand Bay area – have hired 20 social mobilisers who will sensitise the community on wash, but also collect feedback. They're planning on setting up a hotline, install a suggestion box and hold community based meetings
- ACAPS explains their role to collect and analyse secondary data to inform humanitarian actors
- West Dominica Children Federation is setting up child-friendly spaces, together with UNICEF/IsraAid and they also have a programme working with youth

2. Overview from Government Hotline activities

- Carlita Benjamin from the Ministry of Justice has been one of 3 people who was working for the hotline after Hurricane Maria.
- they have 3 numbers (2 Flow, 1 Digicel)
- They received phone calls from within Dominica, but also from abroad
- In the first few days, many phone calls were from people looking for missing family members
- Later more calls related to water, food, tarpaulins
- Now phone calls are more related to job opportunities, scholarships for students and building materials
- they document location/name/nr/complaint/response
- they've got phone numbers of different government departments, but not from the international actors

In the follow up discussion, the following ideas were shared:

- CDAC advocated that everyone would use the same template to collect and address feedback.
- the WASH-coordinator suggested to give the hotline-staff the numbers of all sector leads
- IM will share all information with the hotline-team

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3. Some ongoing Communication & Community Engagement activities

- FM Radio Reach: one partner shared some data, but this is not enough to draw a map.
- DBS Call-in Radio show – a flexible format has been shared with sector leads, but so far no-one has stepped up to discuss a topic of their choice with the listeners of DBS. WFP indicated their communication strategy includes the government, so they can't decide by themselves to go on air. They might also need permission from HQ to go on air.
- Dominican Post encourages partners to get in touch so they can cover more of what partners are doing on the island

4. Action points

- All sector leads to share their contact details with the government hotline
- All sectors to include Communication with Communities in their weekly agenda
- All sectors and agencies encouraged to use same template to document feedback to facilitate collating and referring across agencies/sectors (see attachment)
- All agencies to identify a focal point for Communication & Community Engagement
- DBS-radio format to be discussed within sectors and agencies
- FM Radio Reach: if there's still interest - to complete documents by Sunday 19 November