



### Terms of Reference

#### **Background**

In the context of humanitarian action Communications with Communities refers to activities where the transmission and exchange of information and dialogue is used to save lives, mitigate risk, enable greater accountability and shape a response, as well as support the communication needs of people caught up in conflicts, natural disasters and other crises. Putting people at the center of humanitarian response, through appropriate communication and community engagement has several critical elements that include effective coordination of information dissemination, creation of platforms for sharing and dialogue, and receiving and acting upon feedback to ensure consistency, effectiveness and appropriateness of the humanitarian response

#### **Objectives**

The CwC Working Group in Cox's Bazar provides coordination and technical support to sectors and organizations working on communications and community engagement as part of the response to the Rohingya Refugee Crisis. It complements, but does not replace individual agencies' commitments to accountability, but through coordination of activities and, where appropriate, facilitation of common analysis or needs base support.

In line with the Grand Bargain, the Working Group will work closely with Bangladeshi civil societies by proactively reaching out to representatives of the host community, to attend meetings and collaborate with members; also by identifying a local co-chair for the Working Group and liaison, by liaising with the host community and local government bodies .

#### **Key Functions**

- Coordinate efforts by WG members to engage the affected community: through the mapping of partner activities, the development of common tools, strategies and approaches to ensure consistency, relevancy, effectiveness and appropriateness of the information disseminated. Where applicable, support the development of information products on community feedback and perceptions and relevant activities.
- Use appropriately focused sociological and behavioral research to support production of accessible and relevant information, guide sector community engagement, and ensure affected population both host participation for an effective and efficient humanitarian response.
- Promote accountability to all affected people, and liaison across the humanitarian sectors and working groups in Cox's Bazar to ensure that community concerns and perceptions are shared and addressed and then communicated back with the respective communities. Support the establishment of a common service feedback mechanism (which draws on the *collective* efforts of individual agencies, in combination with a response-wide *common* feedback mechanism, to create a product to inform decision-making) to address the concerns of the affected population, manage their expectations and fill-in information gaps to inform decision-making. Through this process, ensure that common accountability issues are systematically communicated to humanitarian leadership and that course correction is encouraged.
- Provide technical advice and support on the issues of communications and community engagement to the ISCG, sectors and organizations.
- Coordinate capacity building initiatives and identify gaps in staff capacity related to community engagement to strengthen the program interventions.
- Support the mainstreaming of community engagement within the overall emergency and early recovery response, and provide technical support to policy and strategy development across sectors.

#### **Membership**

Any organization working with the communities affected by the Rohingya Refugee Crisis can participate in the Working Group. There is no formal procedure to participate in this working group as member. However, participants will be expected to actively participate and have sufficient technical knowledge to contribute to discussions.

**The group meets every week on Wednesday at 2.30pm, IOM conference room in Cox's Bazar.**