



FROM
WORDS TO
ACTION

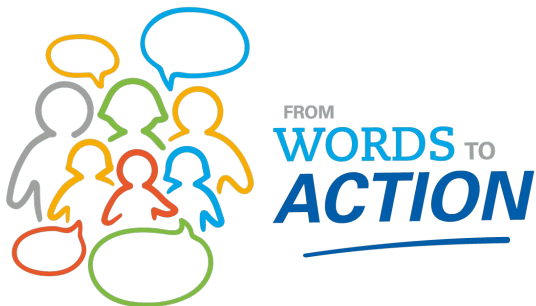


C4D/CCE/AAP strategies

Rohingya Refugee crisis Cox's Bazar, Bangladesh

What worked and challenges faced

Naureen Naqvi, C4D Specialist Humanitarian Actions,
UNICEF New York HQ



Background

Emergency created due to violence and forced migration of Rohingya communities from Myanmar

As of **11 October 2018**

703,000 Children in need of humanitarian assistance
(JRP March to December 2018)

1.3 million People in need - including refugees and host community
(JRP March to December 2018)

392,580 Children (arrived since 25 August 2017) in need of humanitarian assistance
(Based on ISCG SitRep 5 September 2018)

727,000 New arrivals since 25 August
(ISCG SitRep, as of 27 September 2018)

Current numbers at 750,000; apprx 70 % children, women and elderly

High risk of disease outbreaks and protection issues and poor living conditions



Limited knowledge and awareness of (*household and community level*)

Key life saving information related to women and children, essential behaviors and practices at household level on health, nutrition, WASH, education, protection

Challenges in engaging communities with consistent information or collecting feedback widely, promptly and consistently on humanitarian assistance (*service delivery level*)

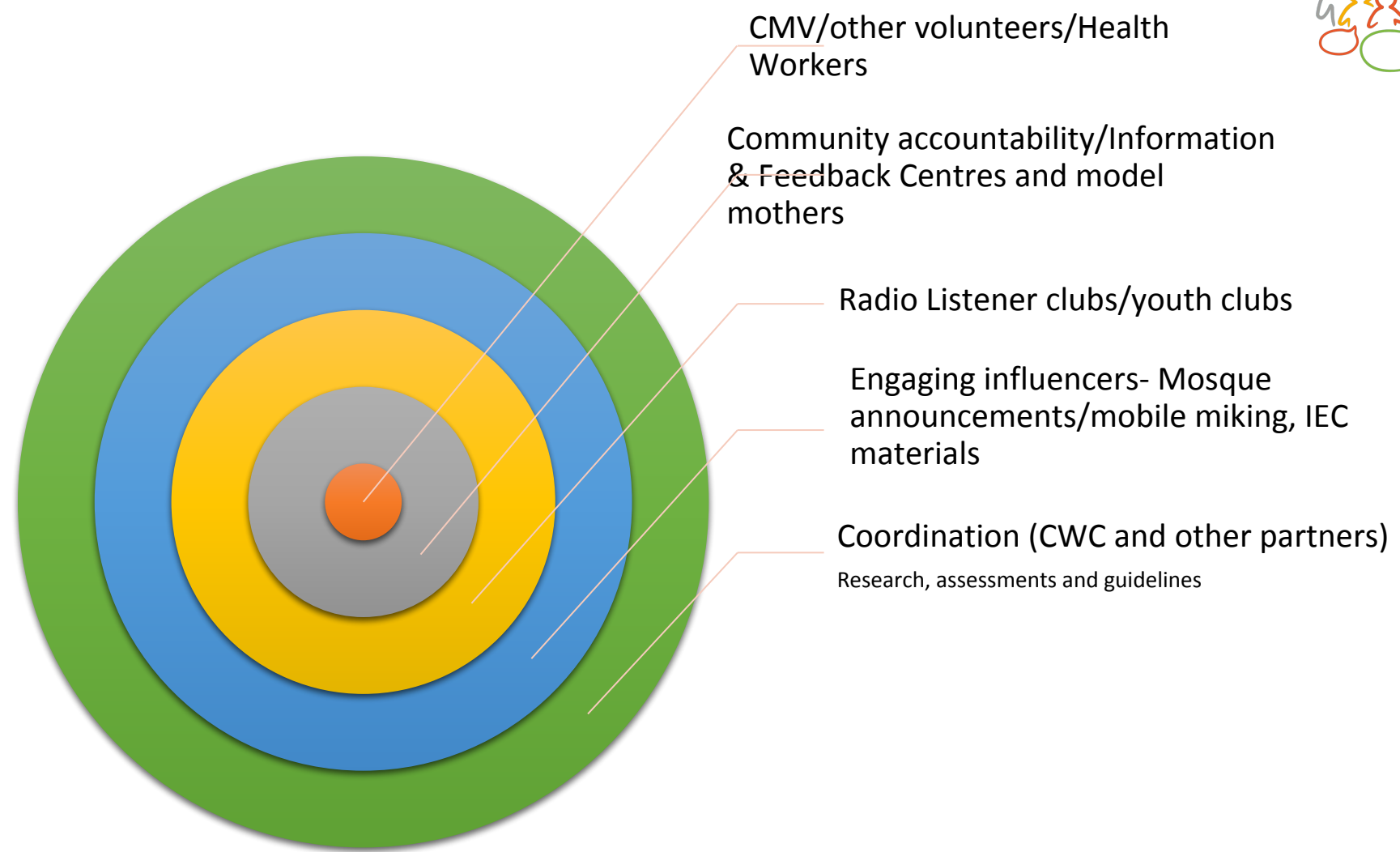
Context of pre-existing norms, traditional beliefs and practices; existing and language complexities

Complexity and challenges at 'sector' level Multiplicity of partners among and within sectors/clusters engaged in community mobilization: potential for duplications; inconsistencies in messaging
Lack of SOPs, documented experiences etc



A common assumption

- **“Communities affected by humanitarian situations are too shocked and helpless to take on responsibilities”**
- *In fact, many people, including children, participate in helping others*
- *and themselves during and after an emergency.*



CMV/other volunteers/Health Workers

Community accountability/Information & Feedback Centres and model mothers

Radio Listener clubs/youth clubs

Engaging influencers- Mosque announcements/mobile miking, IEC materials

Coordination (CWC and other partners)
Research, assessments and guidelines



- CMVs are from Rohingya community: focus on females
- Work for approx. 4 hours in a day
- Each CMV trained to facilitate IPC / dialogues with families on prioritized lifesaving behaviours and also collecting their feedback;
- Each CMV cover 50 households
- Approximately 20 contacts with each household in a year



Community Volunteers

- Around 40 information hubs by various partners.
- Provide information on available services in the catchment area
- Disseminate public announcements
- Provide key life-saving messages to visitors
- Distribution of communication materials
- Demonstration sessions for practicing key behaviors
- Organize dialogue with communities
- Receive and respond to communities' queries, feedback and complaints
- Provide necessary contact details



Information Hubs & Feedback Centres

Model Mothers (MMs) and Youth Mobilisers are attached to the IFCs to:

- Conduct outreach activities for community mobilisation.
- Reach about 15 families per day
- An estimated number of 3,600 families are covered in 12 locations per day per site reaching an estimated 90,000 families in a month (25 working days).



We finally got there....C4D/CCE/AAP in action



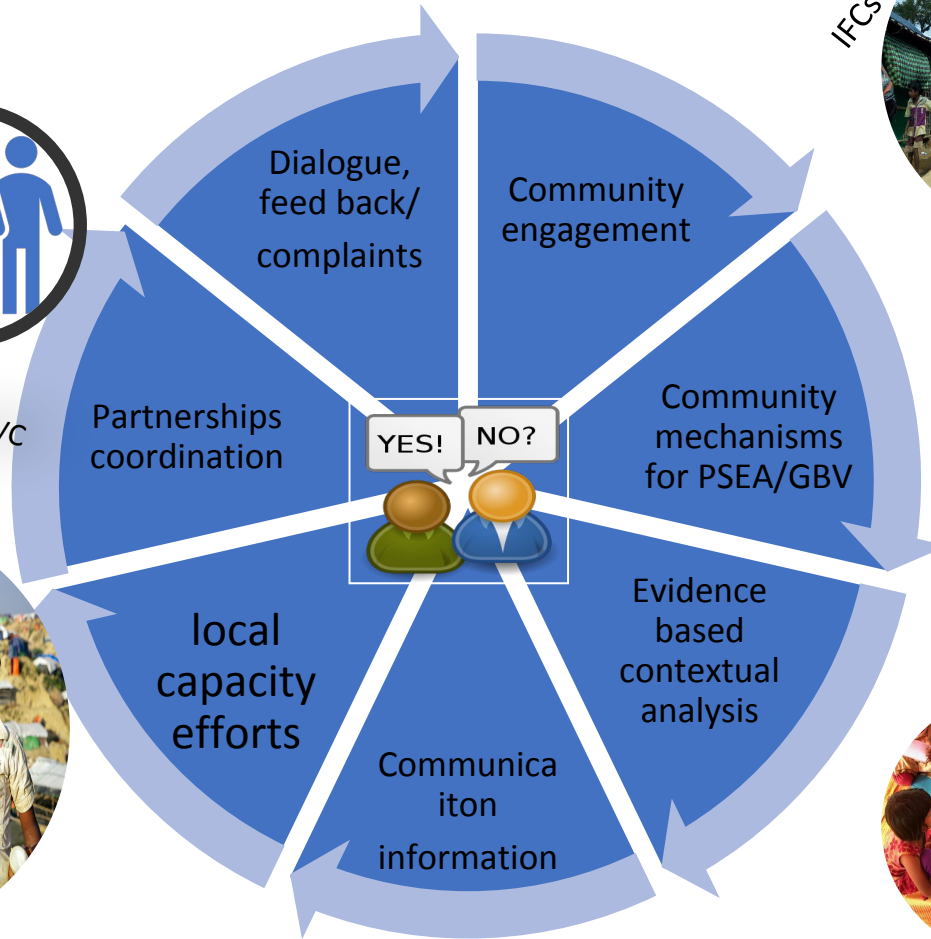
More than 30,000 queries, feedbacks and complaints



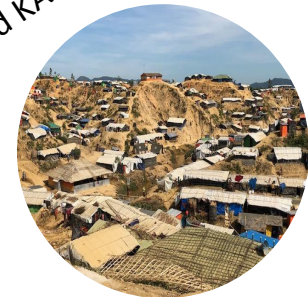
local partners/CWC



Radio listeners clubs for young people



Community dialogues, FGDs and KAP



Engaging with adolescents and youth



Challenges, questions, thoughts!

- ***Lack of Coordination at the onset***
- ***Overlap of activities/messages***
- ***Lack of participation of Community platforms***
- ***Sectoral cylos!!!!***
- ***“communities are too stressed to tell us their needs” an assumption***
- ***MORE EMPHASIS ON PREPAREDNESS***

Start from the scratch..... what happened to previous experiences? JRP as best practice!

Questions?

