ANNEX 2F

# Internews' Humanitarian Communications Programs

Information saves lives

In humanitarian disasters people affected by the unfolding tragedy need more than physical necessities: they also have an urgent need for information. From earthquakes to armed conflicts, survival can depend on knowing the answers to questions such as: is it safe to go back home? Should I stay with my family or go elsewhere for help? What is the extent of the damage? Where can I get clean water and food? What are the symptoms of cholera? Where is the nearest health facility?

In crises around the world information saves lives. Internews supports local media to enable people in the midst of a disaster to take an active role in their own survival and recovery.

Since the 2004 Indian Ocean tsunami, Internews has been present in major humanitarian crises around the world, establishing critical links between affected populations, local media, and humanitarian agencies to provide life-saving information and set up effective two-way communication platforms.

Internews has responded to:

– The Pakistan earthquake (2005)

– Internally displaced people (IDP)/refugee crises in Darfur and Chad (since 2005)

– Post-election violence in Kenya (2008)

– Large-scale displacement in South Sudan (2006-2012)

– Conflict in Sri Lanka (2007-2010)

– War in Gaza (2009)

– Ethnic violence in Kyrgyzstan (2010)

– The earthquake in Haiti (2010-2011)

– Tunisia and Libya uprisings (2011)

– Horn of Africa, Liberia/Cote d’Ivoire South Sudan/Ethiopia refugee crisis and Syria/Jordan (2012)

– Mali, Ethiopia, Philippines (2013)

– South Sudan and Central African Republic (2014).

Internews within the humanitarian sector

Internews is a founding member and host at its London office of the Communicating with Disaster-Affected Communities (CDAC) Network ([www.cdacnetwork.org](http://www.cdacnetwork.org)), a ground breaking cross-sector collaboration between aid agencies, UN organizations, the Red Cross Movement, and media development organizations that recognises information and two-way communication as key humanitarian deliverables.

Internews is an European Community Humanitarian Office (ECHO) partner and is pre-qualified to the UKs Department for International Development's (DFID) Rapid Response Facility (RRF).

Internews and the CDAC-Network believe that Communication is aid. Watch this two minute animation and see why: [www.youtube.com/watch?v=Q6bB0y8DdYY](http://www.youtube.com/watch?v=Q6bB0y8DdYY)

To learn more about our humanitarian communication work: [www.internews.org/global-issues/humanitarian-information](http://www.internews.org/global-issues/humanitarian-information) and follow on twitter @jqg #commisaid

A few examples of Internews’ humanitarian operations around the world

Haiti (2010)

After the 12 January 2010 earthquake, Internews put together a team to assist local radio stations to continue broadcasting news and information, which was critical in the aftermath of the devastation. On 21 January, the team began producing *Enfòmasyon Nou Dwe Kone* (ENDK or News You Can Use), a humanitarian radio program that provides vital information to Haitians. Since then, Internews has also been training local journalists in humanitarian reporting.

The Caribbean nation became a real-world laboratory for new communication tools as relief workers used innovative technologies to aid in the recovery. Interactive maps and SMS (Short Message Service) texts helped guide search-and-rescue teams and find people in need of critical supplies.

See a 2012 review of Internews' humanitarian information radio program: [Closing the Loop — Responding to People’s Information Needs from Crisis Response to Recovery to Development](http://www.internews.org/research-publications/closing-loop-responding-peoples-information-needs)

Dadaab, Kenya (2011)

Back in 2011, Dadaab in Eastern Kenya, the largest refugee camp in the world, was home to more than 403,000 refugees. At that time Dadaab faced serious security concerns, as well as regional political tensions. In that landscape, clear, accurate and accessible information on humanitarian issues and services was vital. In August 2011, Internews conducted an in-depth assessment of the information needs of refugees living inside the Dadaab camp with Radio Ergo/IMS, the Norwegian Refugee Council (NRC), and Star FM, a local radio station.

Based on the assessment findings, Internews launched the Dadaab Humanitarian Information Service (HIS) to help refugees access critical, life-saving information and improve two-way communication between themselves and aid providers. In collaboration with local, independent Somali language radio station Star FM, Internews set up a fully operational radio station and training centre in Dadaab to produce and broadcast news and information to local and refugee Somali communities.

The Somali language program Gargaar (meaning "assistance") is broadcast daily. Listeners enjoy a range of issue-led programs, from water access in the camp to new camp health care services.

Internews trains young journalists from the refugee and host communities in radio production and humanitarian reporting skills. These youth journalists are able to produce content for local broadcast and provide an important voice for their community.

In its first year of broadcast, Gargaar has established itself as a key source of information and communication for the refugee and host communities, as well as the humanitarian agencies which provide services in the world's largest refugee camp.

"This programme has come to mean so much for the Dadaab community. Every day we speak with them and give people a place to voice their concerns. Without the support of the community we couldn’t have achieved that success", said Abdi Nasir Hussein, Star FM’s Programme Coordinator in Dadaab.

For more information: [www.internews.eu/News/One-Year-Of-Humanitarian-Radio-Programmes-With-And/](http://www.internews.eu/News/One-Year-Of-Humanitarian-Radio-Programmes-With-And/)

Mali (2012)

The Mali Humanitarian Information Service (HIS) is a platform for interactivity and dialogue between humanitarian organisations and local audiences. The project helps internally displaced people to get access to vital, life-saving information and improve two-way communication between themselves and aid providers.

In collaboration with local, independent radio station Radio Kledu and its regional radio stations, Internews produces a daily humanitarian information radio programme and trains Malian journalists in basic radio production and humanitarian reporting skills.

Mobile phone technology, social media and other innovative means are used to enable listeners to take part in call-in shows and live broadcasts within the community. Internews also mentors and trains Radio Kledu's staff in key broadcasting skills with a view to them subsequently taking on a greater role in the training and administration of local radio projects.

For more information: [www.internews.eu/Mali-Humanitarian-Information-Service-HIS/](http://www.internews.eu/Mali-Humanitarian-Information-Service-HIS/)

Philippines (2013)

When Typhoon Haiyan hit the Philippines on 8 November 2013, Internews Humanitarian Team was immediately deployed to Guiuan, Eastern Samar to set up an emergency radio station. Radyo Bakdaw ("Rise") provides lifesaving information to the citizens of Guiuan and soon after its launch became a landmark of success.

Since November 2013, Internews has worked intensively to support Radyo Bakdaw and bring a light of hope to the city of Guiuan. Radyo Bakdaw went live on 26 November, providing much-needed news and information to people affected by Haiyan. In the aftermath of the typhoon, Internews built up a team of local journalists and trained them to provide acute humanitarian information to deliver the best assistance to their community. Radyo Bakdaw works as a two-way communication channel, bridging the information gap between the affected population, local actors and aid professionals. Listeners are encouraged to send text messages to the station, with requests for information or vital messages they would like to communicate.

To help replace broken radios damaged by the storm, Internews has distributed 200 solar radios among community halls and other public places and has turned every Sunday into "[Radio Repair Day](http://www.cba.org.uk/featured/repairing-radios-part-of-filipino-post-typhoon-recovery/)", with two local technicians doing magic with a few wires and a soldering iron.

Radyo Bakdaw has helped bring a sense of normality back to the lives of many in the Guiuan area, by bringing the community together to take part in events such as the much loved karaoke sessions. In times of crisis, it is often the simple things that can conjure up community spirit and hope for the future.

For more information: [www.internews.eu/Philippine-Humanitarian-Information-Service-HIS/](http://www.internews.eu/Philippine-Humanitarian-Information-Service-HIS/)

South Sudan (2013-2014)

Internews Community Radio Network stations in South Sudan have made heroic efforts to remain on air and keep their listeners informed about rapidly changing events amid the conflict across South Sudan. The community stations, Naath FM in Leer, Mayardit FM in Turalei, Sobat FM in Nasir, and Nhomlaau FM in Malualkon, were established by Internews beginning in 2007.

For more information: <https://internews.org/staying-air-south-sudan-community-radio-stations-play-vital-role-during-conflict>

Understanding the local information ecosystem: Information Needs Assessments

Internews assesses the information needs of refugees and communities experiencing humanitarian crises.

When communities are experiencing humanitarian crises, it is important to determine what content and method of information delivery will enable people to take an active role in their own survival and recovery.

****Internews has conducted humanitarian information assessments in several crises:****

**Kenya (2011)**

At the Dadaab refugee camps, hundreds of Somalians have fled drought, famine and a civil war. Internews conducted a joint assessment of information needs in refugee camps around Dadaab, in Eastern Kenya. With Radio Ergo/IMS, the Norwegian Refugee Council, and Star FM of Kenya, the goal was to understand the information needs of refugees and explore ways to improve the flow of communication between refugees, aid agencies, and host communities.

Read the report: [Humanitarian Communications and Information Needs Assessment Among Refugees in the Camps](http://www.internews.org/sites/default/files/resources/Dadaab2011-09-14.pdf): Findings, Analysis & Recommendations

Video:

[Serious Communications Gaps at Camps for Somali Refugees are Putting Lives at Risk](http://www.youtube.com/watch?v=NeSzfLtPtrI)

[Digital Survey Captures Refugees' Information Needs](http://www.youtube.com/watch?v=plc395hH1zs)

View [photos](http://www.flickr.com/photos/internews/sets/72157627279326679/with/6031994847/) from the assessment

**Libya (2011)**

Beginning in March 2011, Internews has been working to understand local information needs of residents and those who have fled to neighbouring countries, map available information sources, and develop recommendations to improve the flow of reliable local news and information in Libya.

Reports:

[Libya Media Assessment](http://www.internews.org/sites/default/files/resources/InternewsLIBYAMediaAssessment_2011-06.pdf), June 2011

[Humanitarian Information Assessment at Choucha Camp on the Tunisia/Libya Border](http://www.internews.org/sites/default/files/resources/HumanitarianInformationAssessment_ChouchaCamp_Tunisia_2011-03-07.pdf), March 2011

Watch a video: [Libya Explores Open Media](http://www.youtube.com/watch?v=_wvCL0EhWKY)

Radio interviews with Jamal Dajani, Internews VP for the Middle East and North Africa:

[Independent Media in Libya](http://www.internews.org/research-publications/independent-media-libya), CBC Radio, August 2011

[Libyan Media: Past, Present and Future](http://www.internews.org/research-publications/media-interview-jamal-dajani-about-libyan-media), On the Media, August 2011

Cote d’Ivoire/Liberia (2011)

Internews' assessment along Liberia’s eastern border with Cote d’Ivoire, where more than 150,000 Ivoirians have fled the violence at home, makes several recommendations for how the international aid community, along with local media organisations and telecommunications companies, can better meet the information needs of Ivoirian refugees. ([More information](http://www.internews.org/our-stories/program-news/assessment-report-communication-strategy-needed-assist-ivoirian-refugees-li))

Read the report: [Assessment: Local Media Landscape and Information Needs of Ivoirian Refugees in Eastern Liberia](http://www.internews.org/sites/default/files/resources/InternewsLiberiaAssessment_April2011.pdf)

Watch a video: [Communication Strategy Needed to Assist Ivoirian Refugees in Liberia](http://www.youtube.com/watch?v=h3CscAbuZJY)

Republic of Southern Sudan (2011)

Fighting in the disputed Sudanese border region of Abyei, beginning on 21 May 2011 sent tens of thousands of people fleeing south to Warrap State for their safety. Since March 2009, Internews has operated an FM radio station in Turalei, the administrative capital of Warrap State's Twic County. Internews carried out an assessment to investigate the impact of Mayardit FM following the May Abyei crisis and the subsequent mass displacement of people, and make recommendations for future improvements. ([More information](http://www.internews.org/our-stories/program-news/mayardit-fm-southern-sudan-responds-humanitarian-crisis))

Reports:

[Communication in Crisis](http://www.internews.org/sites/default/files/resources/Communication_In_Crisis_July-2011.pdf): Assessing the Impact of Mayardit FM Following the May 2011 Abyei Emergency

[Mayardit FM Audience Survey](http://www.internews.org/sites/default/files/resources/SudanRadio_MayarditFM-V1.pdf)

Lebanon (2013)

Internews research amongst Syrian refugees in camps and urban locations in Lebanon reveals high levels of frustration and confusion amongst refugees about where to turn for help.

The report - [Lost: Syrian Refugees and the Information Gap](https://internews.org/sites/default/files/resources/Internews_Lost_SyriaReport_Nov2013_web.pdf) - presents findings that pose both unique challenges and opportunities for programs seeking to provide humanitarian information to Syrian refugees in Lebanon.

So far, according to the report, there is little evidence of any comprehensive strategy or investment in providing a humanitarian communication strategy. Various agencies are employing piecemeal tactics to communication through counselling lines, SMS and face-to-face outreach, yet all of these have their limitations.

For more information: <https://internews.org/research-publications/lost-syrian-refugees-and-information-gap>

About Internews

Internews is an international non-profit media development organisation whose mission is to empower local media worldwide to give people the news and information they need, the ability to connect and the means to make their voices heard.

Formed in 1982, Internews has worked in more than 75 countries, and currently has offices in more than 45 countries in Africa, Asia, Europe, the Middle East, Latin America and North America.

For more information on our programs: @internews [www.facebook.com/internews](http://www.facebook.com/internews)