Communication, community engagement and accountability across the Ukraine response

A snapshot

May 2022

Note: This report is a living document and will be updated regularly with the most recent communication, community engagement and accountability (CCEA) initiatives by operational partners, and an ongoing assessment of gaps and areas for improvement.

If you would like to share a relevant update or suggest a revision, please contact the CDAC Network Secretariat:

- FanMan Tsang, Director of Capacity-Bridging and Technology: fanman.tsang@cdacnetwork.org
- Alyssa Thurston, Policy Officer: alyssa.thurston@cdacnetwork.org

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List of acronyms

AAP	accountability to affected people
CCEA	communication, community engagement and accountability
CDAC	Communicating with Disaster-Affected Communities
CoP	community of practice
CwC	communication with communities
ETC	Emergency Telecommunications Cluster
FAO	Food and Agriculture Organization of the United Nations
GBV	gender-based violence
IDP	internally displaced person
ICRC	International Committee of the Red Cross
IFRC	International Federation of Red Cross and Red Crescent Societies
IOM	International Organization for Migration
LGBTQI	lesbian, gay, bisexual, transgender, queer and intersex
MSNA	multi-sector needs assessment
NGO	non-governmental organisation
OCHA	United Nations Office for the Coordination of Humanitarian Affairs
OHCHR	Office of the United Nations High Commissioner for Human Rights
PSEA	protection from sexual exploitation and abuse
SEA	sexual exploitation and abuse
SOP	standard operating procedure
ToR	term of reference
UN	United Nations
UNDP	United Nations Development Programme
UNHCR	United Nations Refugee Agency
UNICEF	United Nations Children's Fund

Background

The invasion of Ukraine has created the biggest displacement crisis in Europe since the second world war. By the 10 May 2022, approximately 5.9 million refugee movements had been recorded out of Ukraine, with a further 8 million people internally displaced.[1] The flows are complex, with 1.5 million movements back into Ukraine reported and an estimated 2.4 million refugees having travelled beyond the countries bordering Ukraine. The majority of current refugees and internally displaced people (IDPs) are women, children and older people, making protection and safeguarding key considerations of the ongoing response.

Every affected person – whether in-country or a refugee (Ukrainian or third-country national) – requires information to make important decisions and communicate with friends, family and people providing aid. **Yet there is significant evidence that two-way communication and engagement with communities can be the weakest link in complex humanitarian responses.[2]** Three months on from the start of the invasion, there are indications that this is the case in the Ukraine response.

As part of CDAC Network's efforts to ensure predictable and coherent engagement with communities and to drive change in communication, community engagement and accountability (CCEA) policy and practices, it has undertaken a rapid review of the state of CCEA in the Ukraine response.

This report provides a snapshot of the current CCEA structures and services being provided by Network members and partner organisations in Ukraine and border countries. It also outlines recommendations for improvement regarding the consolidation of responder efforts and the drive for more inclusive and locally led CCEA, and provides suggestions to address CCEA gaps.

The report is informed by continuous engagement with CDAC Network members since 24 February 2022; key informant interviews held in Poland between 3–6 May 2022; email correspondence between 3–13 May 2022 with response actors operating in Ukraine and border countries; CDAC community of practice (CoP) calls on in-country coordination and collaboration held in early March; and desk research of publicly available information. For a full list of organisations consulted for this report, see the Annex.

This report is a living document and will be updated regularly with the most recent CCEA initiatives by operational partners, and an ongoing assessment of gaps and areas for improvement.

Last updated: 30 May 2022.

1 UNHCR (2022) Ukraine Situation Flash Update #12, 11 May; IOM (2022) Ukraine Internal Displacement Report, 3 May.

2 CDAC Network, Humanitarian Policy Group, IASC Peer-to-Peer, among many other references.

CCEA commitments, structures and systems

States bordering Ukraine have stepped up their provision of communication through dedicated websites, hotlines and services to refugees, including community response e-forums. National and local governments, often in partnerships with non-governmental organisations (NGOs) working in social services, have supported humanitarian organisations on CCEA, with some providing platforms or funding for CCEA-related activities. Local and national agencies and authorities continue to lead much of the CCEA efforts to date. According to the Polish NGO Forum, many active groups are headed by Ukrainian diaspora organisations which have expanded their volunteer base to cope with the large flow of people.

Overall, members of the international humanitarian community have generally reaffirmed their commitments to CCEA in their Ukraine response plans and funding appeals. Accountability to affected people (AAP) is a priority activity within the Ukraine refugee protection framework. Efforts towards reinforcing accountability include 'communication with communities and a community-based approach' and the establishment of Blue Dots, which are a UNHCR/UNICEF-operated '"one-stop shop" for information, assistance and referrals'.[3] The Ukraine Flash Appeal echoes the AAP commitment and puts 'people, gender equality and protection at the centre of the response', including protection from sexual exploitation and abuse (PSEA). It further commits to scaling up 'logistics and telecommunications to allow for an efficient and effective response and communication with affected communities' to enable AAP.[4] As part of its efforts to strengthen Ukrainian institutions and civil society, UNDP has committed to strengthening 'social bonds by engaging civil society in humanitarian and recovery efforts, community-level dialogue and conflict resolution activities'.[5] The international CCEA response is still being established, and individual initiatives are taking place alongside efforts for greater CCEA coordination among international actors. To assist this, REACH has also been producing information products across the response.

UNHCR, following the Refugee Coordination Model[6] for the response, leads on coordination of relief efforts, including AAP, in countries bordering Ukraine where there have been significant refugee movements, including in Moldova, Poland, Hungary and Romania. Within Ukraine, OCHA has led on coordination of humanitarian assistance from response actors since before the invasion.[7] Here, AAP is coordinated as its own working group[8] or within PSEA working groups.

3 UNHCR (2022) Ukraine Regional Refugee Response Plan and Flash Appeal summary, April.

4 OCHA Financial Tracking Service (2022) Ukraine Flash Appeal 2022. Dataset.

5 UNDP (2022) Resilience Building and Recovery Programme for Ukraine, April.

6 UNHCR (n.d.) Refugee Coordination Model (RCM).

7 OCHA (2022) Ukraine – Humanitarian Response Plan 2022, 11 February.

8 OCHA (2022) Strengthening the System-Wide Accountability to Affected People (AAP) in Ukraine Framework: Report on Enhancing AAP in Ukraine, March.

Key findings and recommendations on the main CCEA barriers and gaps

Finding 1: There is strong rhetoric from international agencies to support local/national CCEA and work on more inclusive partnerships – but progress has been slow

- International agencies and organisations have stated that they would like to include more local organisations in their response activities, especially in working groups and coordination, but have not been able to meaningfully do so. For example, the Polish NGO Forum was involved in early attempts to include media companies and private communication enterprises. According to the Forum, this was unsuccessful since international partners were unresponsive and inflexible regarding administrative blockages.
- Local organisations feel unsupported. Common perceptions are that resources flow to international actors only, and that it is hard to maintain and develop a consistent relationship with UN agencies due to the frequent turnover of international surge staff.
- There are currently few links between national/local-level and internationally led CCEA efforts, with many international agencies stating that there is little knowledge of Ukrainian-preferred channels of communication. There is a danger that, once international CCEA coordination mechanisms are in place, there will be multiple, parallel information provision for large numbers of refugees, leading to misinformation, missing feedback (and complaints) and confusion.
- National organisations state that they often cannot spare staff to participate in coordination as the bureaucratic demands – perceived and real – are too time-consuming.

Recommendations

- Efforts to link local and international response actors need to be more intentional and prioritised. There is a need to co-develop effective coordination pathways for local authorities, national organisations and the international response, in order to build trust and harmonise communication and accountability efforts. This could be led by an independent convener that provides coordination expertise, tools and mechanisms to link private sector, local government, local and international NGOs and UN agencies in the response.
- Regular reviews of gaps in the CCEA response are needed, as CCEA has been led by national social services and smaller local entities that may lack CCEA approaches for international affected people and refugees.

Finding 2: Significant gaps in the CCEA capacities of local and national agencies constrain activities

- The initial CCEA response was led by local organisations, including a vast number of small and medium-sized local charities, in partnership with local authorities. The scale of the current crisis has strained these partnerships and local/national actors have turned to faster, top-down approaches with little coordination or record-keeping of CCEA activities.
- Local organisations have not had time to adapt their traditional ways of working (e.g. face-to-face communication, operating in areas where they have strong cultural understanding) to the changing circumstances.
- Local and national agencies often lack capacity in communication and engagement with refugees at large scales. Capacity is constrained by skills, time and number of staff.
- The Polish NGO Forum, UNHCR and individual national NGO actors perceive communication efforts with refugees as inconsistent and overlapping, with little coordination between different actors.

Recommendations

- Significant community engagement knowledge and skills are already being used by local organisations in the response, but effort is needed to bridge these existing CCEA-adjacent skills with international expertise in AAP/CCEA to enhance collaboration and avoid duplicating structures (see Box 1).
- Adaptive training in national languages is needed to help local organisations work with international AAP procedures. This training should be delivered around existing work so as to avoid disruption.

Box 1 **What is capacity bridging?**

Capacity bridging is the equitable, two-way sharing among individuals and institutions of knowledge and skills to enable optimal CCEA competence and capabilities at scale throughout the humanitarian system. The term represents a shift away from concepts such as capacity building or capacity development towards a more inclusive and less hierarchal concept. Capacity bridging recognises and values the existing capacities of local and national response actors and their related national humanitarian architecture.

The people and place in each country context are the foundational building blocks for the CDAC Network's CCEA work. CDAC therefore works to 'bridge' the capacities of those from and within the country with those of international actors to fill critical gaps in CCEA knowledge and skills. CDAC supports this process through providing training and coordination.

Finding 3: Language and terminology are key barriers to participation and inclusion of local organisations

- Language barriers remain an issue for local organisations. International coordination and working groups are only operating in English, and documentation and support material shared with local organisations is also often in English.
- The terminology of AAP, PSEA and CCEA is highly specialised. Local organisations have struggled to understand the terms involved (particularly when working in English). Many have dropped out of coordination efforts despite initial involvement, as 'they speak an alien language'.
- There is a shortage of staff with knowledge of or skills in AAP who are able to work in local languages.

Recommendations

- A glossary of AAP/CCEA concepts is needed to explain and harmonise agreed terminologies.
- CCEA support materials and updates in local languages should be developed in association with local stakeholders.
- Greater availability and accessibility of CCEA documents, guidance and tools in all necessary languages. These should be disseminated widely.

Finding 4: Marginalised groups need specific CCEA considerations

- The crisis is highly gendered.[9] Organisations are adapting by ensuring an appropriate gender mix of staff, including women leads who work directly with refugees.
- As cautioned by the OHCHR on Ukraine, and as echoed in the CARE/UN Women report, 'LGBTI and gender-diverse people are vulnerable to acts of stigmatisation, harassment and violence from both armed combatants and civilians, whether such acts are opportunistically motivated, connected to larger social discriminatory patterns, or the result of explicit, targeted political repression'.[10]
- Safeguarding is a considerable concern and there has been a focused effort to build in more PSEA support. However, the associated CCEA needs are often unmet.
- Some of the countries receiving affected people, such as Hungary and Poland, are more conservative than Ukraine. This has caused some issues regarding the availability of information and services for women and LGBTQI+ communities.

9 CARE and UN Women (2022) Rapid Gender Analysis of Ukraine, 4 May.

10 OHCHR (2022) Ukraine: Protection of LGBTI and gender-diverse refugees remains critical – UN expert, 22 March.

Recommendations

- Go beyond assessing the information and communication needs of women and girls compared to men and boys. Include other, often marginalised population groups such as the LGBTQI+ community, people with disabilities, older people, the Roma community and other identities.
- PSEA materials should be provided in plain language, with concepts and terminologies agreed to have the same meaning to all parties and actors. These materials should be available in all relevant languages, so that the information is understandable by both host communities and people affected by crisis.
- Clear and safe feedback and communication channels for affected people to find help should be made easily accessible.

Finding 5: Information is needed for refugees returning to Ukraine

- Information is needed for both directions of travel. There has been a noticeable rise in the numbers of refugees returning to Ukraine in May 2022. Returning refugees will need information on safe travel, services en route and what they should expect on arrival back in Ukraine.

Recommendations

- Invest in trusted information on cross-border services that can keep up with the rapidly changing needs of those on the move, including those returning to Ukraine.
- Prioritise engagement of credible media and social media actors to prevent mis- and disinformation.
- Rumour tracking for people on the move should be prioritised and the findings systemised and shared, as feedback mechanisms may not be dynamic enough to pick up on people's changing needs for support, services and communication.[11]

11 A. Horowitz (2022) Eight community engagement lessons from the last European refugee crisis (and how we can do better this time), CDAC Network.

Finding 6: Non-Ukrainian refugees need specific CCEA considerations

- There is a marked difference in how Ukrainian refugees are treated compared to non-Ukrainians.[12] For example, in Poland, arriving Ukrainians are not referred to as refugees but simply as Ukrainians, 'guests' or 'those in need'. The term 'refugee' is reserved for non-Ukrainians by both local official bodies and national response organisations.
- Ukrainians tend to be provided with more services (e.g. cash support, free city transportation), considerable volunteer support at both NGO and individual level, and even the option of being housed in people's homes.
- In contrast, third-country nationals classed as 'refugees' often receive minimal help (or, in some cases, no services at all) and are encouraged to leave Poland as soon as possible. They may also face race-based discrimination. It is worth noting that the term for 'refugee' is also interchangeably used with the Polish term for 'migrant', which has negative connotations.[13]

Recommendations

- Language provision needs to cover all languages used by refugees.
- Communication and feedback pathways used by marginalised people, including specific diaspora groups, may be very different to those used in the mainstream.
- Outreach and engagement with both marginalised affected people and host communities is needed to mitigate discrimination in the provision of services.

Finding 7: Engagement is needed with host communities

- Further work is needed on engaging host communities. There is little communication between aid providers and host communities, even though these communities are often also informal initial aid providers.
- There is also little gathering of feedback or monitoring of communication with host communities, which can lead to a rise in misinformation.

Recommendation

- A concerted effort to engage with local authority coordination bodies is needed, especially on gathering feedback and sharing information to avoid confusion and misinformation.

12 Amnesty International (2022) Poland: Cruelty Not Compassion, at Europe's Other Borders, 11 April.

13 Asylum Access (2022) How US and European media language used to describe the Ukrainian crisis reflect deeply rooted racism against non-European refugees, 13 May.

Overview of current CCEA activities in Ukraine and border countries

This section outlines the CCEA activities currently led by international, national and local agencies in Ukraine and border countries. The information is accurate as of 25 May 2022 and will be updated regularly.

CCEA coordination

- In the international response, UNHCR leads coordination efforts for refugees, while OCHA leads on the response within Ukraine, including on CCEA.
- While the refugee response as a border issue for individual countries is led by national bodies, services provision is nearly always led by local authorities, many of which have called on existing relationships with national NGOs.

Hungary

- AAP is coordinated within the protection working group, under the leadership of UNHCR. The group is a forum to share resources, initiatives and, if possible, align efforts.
- A mapping of AAP initiatives and feedback response mechanisms is currently underway, through the working group, to support the development of an inter-agency feedback response standard operating procedure (SOP). Terms of reference (ToRs) for the coordination of AAP have been agreed.

Moldova

- The AAP task force was established by UNHCR under the protection working group in March 2022. The group currently has around 40 members representing 20 organisations.
- ToRs are almost finalised.

Poland

- The Government of Poland has set up a dedicated website for refugees in Ukrainian, Polish, Russian and English. The site also aims to help humanitarian organisations to better coordinate with NGOs, local governments and companies.
- An AAP working group meets every Friday. Updates can be found here.
- Polish NGO Forum meetings take place every Wednesday at 12.00 (Warsaw time) on Microsoft Teams in Polish. On every second week there is a follow-up meeting in English at 13.00 (Warsaw). More details can be found at: www.forumrazem.org.pl. To join, contact Joanna Kucharczyk: jkucharczyk@ashoka.org.

Romania

- AAP is being globally coordinated within the protection working group. However, a task force co-led between UNHCR and UNICEF has been created and ToRs are currently being validated. This will allow resource-sharing and coordination on assessment and information, and possibly elaboration of common tools.
- A mapping of AAP initiatives and feedback response mechanisms is underway. The first version will be available in early June 2022.

Slovakia

- AAP is coordinated by UNHCR within the protection working group and is being mainstreamed across the response.
- AAP is discussed at the different working groups of ongoing initiatives, including the cash programming roll-out.
- ToRs for the coordination of AAP have been agreed.

CCEA needs assessments

Ukraine and cross-border

- IFRC is conducting an internal mapping of the key information needs and their provision across affected countries.
- ETC conducted an assessment of communication needs in March 2022.
- World Vision conducted several rapid needs assessments, including on communication needs in Chernivtsi, Iasi, Bucharest and Constanta.
- REACH has conducted an assessment of preferred communication channels and information needs.

Romania

- Internews has started conducting an Information Ecosystem Assessment. Data collection will begin in June 2022.

Information and/or messaging provision

Ukraine and cross-border

- In Ukraine, an existing IOM-managed national hotline on safe migration has expanded in terms of both capacity and diversity of information provided. It now caters to the needs of IDPs, third-country nationals and people looking to cross borders. The ETC Chatbot, under the name vBezpetsi_bot (вБезпеці in Ukrainian), which translates to 'safe spaces', is available on Telegram and Viber. The ETC team continues to engage with the Protection Cluster and other humanitarian partners, including FAO, UNHCR and the cash working group, to expand the content disseminated by the clusters.
- Red Cross Societies have provided essential information via SMS, posters, info-cards and QR codes at border points.

- ICRC has provided information to affected people in various formats on a range of issues.
- UNICEF and UNHCR have established Blue Dot centres to support refugees in transit and reception areas across bordering countries, with an aim of establishing 26 sites. Currently there are 7 in Romania, 7 in Poland, 7 in Moldova, 2 in Italy, 2 in Slovakia, 1 in Hungary and 1 in Bulgaria
- UNHCR have a help page for refugees, as well as a hotline, social media updates and publicised email addresses for UNHCR contacts.
- UNHCR's hotline is also working in border countries.
- Internews has been supporting media producers from Ukraine for 30 years, and is continuing to provide training, emergency assistance, support with combatting disinformation, and operational equipment.
- Fondation Hirondelle and BBC Media Action are providing direct support (including financial grants) to help media outlets in Ukraine to continue operating.
  - BBC Media Action support includes the provision of security and safety training, tools and technical equipment. Mentoring and production advice aims to support the creation of essential humanitarian content, as well as an expansion from the direct messaging approach to support audiences to share knowledge and experiences. The support will also facilitate the efficient flow of relevant information between humanitarian actors and national media partners in Ukraine.
  - Fondation Hirondelle is working with local journalists to create specialised content, in Ukrainian and Russian, covering questions of international humanitarian law and justice. The content is broadcast/published via local media and certain articles are available on the JusticeInfo website. Fondation Hirondelle will also seek to provide media content to support Ukrainian refugees in Europe, particularly focused on psychosocial and protection issues, and humanitarian media content for people within Ukraine.
- CLEAR Global are working with Oxfam on information and messaging provision in Ukraine, Poland, Romania and Moldova.
- CDAC Network has compiled key Ukraine CCEA resources for responders.

Hungary

- UNHCR materials on temporary protection, staying safe and guidance for volunteers have been produced and shared through multiple channels and with partners. Content will continue to be developed and updated, and work with response actors is ongoing to signpost existing materials and available services.
- A chatbot is being launched to provide information through automated responses in Ukrainian, Hungarian, Russian and English.

Moldova

- The Government of Moldova has a relevant and well-maintained website for information provision.
- UNHCR has also established a webpage.
- There has been some collaboration among agencies and governments to collect information on transport to Romania from Moldova (IOM, UNHCR). However, more needs to be done on coordination to address communication needs as there is currently a proliferation of pamphlets and information.
- Blue Dots are being established as information hubs, but more work needs to be done to bring in other services and agencies.
- The Dopomoha Moldaova site, operated by the group Moldova for Peace, allows refugees to send in questions and state their needs. These are then brought to the attention of the relevant organisations.

Romania

- Information is available on the Dopomoha Romania website. Dopomoha is a project created by Code for Romania in partnership with the Department for Emergency Situations (DSU), UNHCR, IOM and the National Romanian Council for Refugees (CNRR). Code for Romania War Task Force is supported by ING Bank.
- UNHCR is providing information via face-to-face interaction, and Romanian content is being integrated into the UNHCR Ukraine chatbot.

Slovakia

- UNHCR materials are being developed to share through UNHCR's channels and platforms, in collaboration with partners who also deliver this information face to face.

Feedback systems

Ukraine and cross-border

- As mentioned, an existing IOM-managed national hotline on safe migration has expanded in terms of both capacity and diversity of information provided. It now caters to the needs of IDPs, third-country nationals and people looking to cross borders.
- ICRC has an integrated feedback mechanism, including phone, email and face-to-face communication, from before the current crisis, which has since been reinforced.
- IFRC/Red Cross systems are being established for cash and voucher programmes, but also for Red Cross activities more generally in Poland, Slovakia, Romania and Ukraine. These systems use a combination of methods for information and feedback on the cash and wider programmes of assistance, including chatbots, call centres and in-person assistance centres.
- World Vision have developed a QR code that can be scanned to fill out and submit a feedback and complaints form. Additional channels, such as face-to-face, hotline and WhatsApp, will also be activated based on the targeted communities' preferences.
- IOM's implementing partners are expected to share and display information on PSEA and safe reporting channels, including IOM's own platform 'We are all in'.

Hungary

- A mapping is underway of feedback response mechanisms in order to develop an inter-agency SOP for receipt of and response to feedback, including safe and adequate referral of SEA reports.

Moldova

- The Government of Moldova runs or provides funding to NGOs to run several hotlines: asylum/migration assistance, for people with disabilities, anti-trafficking, gender-based violence (GBV) and legal assistance.
- UNHCR – at the request of the government – has taken over the assistance hotline (Green Line: 0800 800 11) and is trying to collaborate with agencies and other hotlines to ensure referrals and provision of information. Operators are being trained in recording feedback and supervisors will be trained to handle sensitive complaints.

- There are inter-agency discussions on agreeing a common taxonomy for common feedback mechanisms and discussions between UNICEF and UNHCR to establish a feedback mechanism in the Blue Dots.
- Moldova for Peace is conducting calls for feedback from people who have contacted them for information.

Poland

- Work is underway to set up a complaints and feedback working group to harmonise/coordinate between response partners.
- Loop provides a independent and accessible outlet where users can share stories and request help via Facebook Messenger, WhatsApp and the charity's web platform.

Romania

- UNHCR is currently conducting a mapping of feedback response mechanisms, and a mapping of SEA response has been finalised.
- A common feedback and complaints form is in its final validation stage and has been accepted by UNHCR and UNICEF. The form will be presented during the task force meeting and proposed for further use by other organisations. This form exists in long version, to be used by organisations, and short versions (self-service), to be used directly by refugees. It will be piloted in the first half of June in Bucharest.

Slovakia

- A mapping is underway of feedback response mechanisms in order to develop an inter-agency SOP for receipt of and response to feedback, including safe and adequate referral of SEA reports.

Language and translation

Ukraine and cross-border

- CLEAR Global are providing translation support to a number of partners in the response.
- CLEAR Global/Translators without Borders have developed a language map for Ukraine.
- CLEAR Global has a Humanitarian Guide to Interpreting in Polish
- CDAC Network has a media landscape guide to Ukraine, available in Ukrainian and English, providing a snapshot on the media and communication environment in the country as of January 2022.

Hungary

- Questions on language preferences are being included in the multi-sector needs assessment (MSNA), which will begin data collection towards June.
- All CCEA materials are being translated into Ukrainian, and most into Hungarian and Russian as well. Some coordination meetings, trainings and other events are providing simultaneous interpretation into Hungarian.

Romania

- UNCHR communication with communities (CwC) forms and materials are being translated into Ukrainian and Russian, and questions about language preference have been integrated into focus group discussions with refugees.

Slovakia

- Questions on language preferences are being included in the MSNA, in addition to questions on information and communication needs and preferences for the tools used for border monitoring.
- Simultaneous interpretation into Slovak is provided for coordination meetings, and some events provide interpretation into Ukrainian.

Safeguarding

Ukraine and cross-border

- CLEAR Global, CDAC Network, CHS Alliance, IOM, UNICEF and other IASC members have developed the PSEA Glossary in Ukrainian, Russian and 100+ other languages.
- The task force for PSEA within Ukraine is co-chaired by OCHA and UNFPA.
- ICRC has multiple channels to report any safeguarding concerns.

Capacity bridging

Hungary

- Capacity building on AAP is being mainstreamed by including AAP in trainings for other sectors, including GBV and child protection.

Romania

- UNHCR has developed a capacity-building package for government, NGOs and volunteers, including awareness on AAP and CwC.
- UNHCR is also integrating awareness-building on two-way mechanisms and accountability through focus group discussions with refugees. This package has been piloted in Suceava and Maramures county, and will be used in further trainings in Iasi and Galati.

Slovakia

- Capacity building on AAP is being mainstreamed in trainings for other sectors, while a standalone workshop on AAP for local partners and government was held on 10 May 2022.

Community perception work

Ukraine and cross-border

- CLEAR Global are working closely with Oxfam's community perception tracker team.
- From June, Ground Truth Solutions will be rolling out perception tracking across Ukraine and at least two border countries.

Annex: List of organisations consulted

Key informant interviews and email correspondence

3–13 May 2022

Organisations consulted

- ActionAid
- BBC Media Action
- CLEAR Global
- Fondation Hirondelle
- International Rescue Committee (IRC)
- Internews
- Moldova for Peace
- National NGO actors operating in Chisinau, Warsaw and Rzeszow
- Plan International
- Polish NGO Forum
- Save the Children
- United Nations Refugee Agency (UNHCR)
- World Vision

CDAC CoP calls on in-country coordination and collaboration

2 and 9 March 2022

Organisations present

- BBC Media Action
- CLEAR Global
- DW Akademie
- First Response Radio
- Fondation Hirondelle
- Ground Truth Solutions
- International Committee of the Red Cross (ICRC)
- International Federation of Red Cross and Red Crescent Societies (IFRC)
- International Media Support
- International Organization for Migration (IOM)
- Internews

- IRC
- Lifeline Energy
- Plan International
- Save the Children
- Thomson Reuters Foundation
- UNHCR
- United Nations Children's Fund (UNICEF)
- United Nations Office for the Coordination of Humanitarian Affairs (OCHA)
- United Nations World Food Programme (WFP)
- World Health Organization (WHO)
- World Vision

CDAC is a network of more than 35 of the largest humanitarian, media development and social innovation actors – including UN agencies, RCRC, NGOs, media and communications actors – working together to shift the dial on humanitarian and development decision-making – moving from global to local.

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CDAC Network
27 Dingley Place
London
EC1V 8BR
United Kingdom

www.cdacnetwork.org
@CDACN
@CDACN
CDAC Network
CDAC Network

Companies House Registration No: 10571501
Registered Charity Number: 1178168