

Guidelines

Information Sharing Centre

<u>Audience:</u>	
	Refugee committees Information Sharing Centre Committees and Staff Camp committees Refugees CBOs NGOS
<u>Background:</u>	
<p>Information sharing or a lack thereof was initially identified as a major concern for refugees during repatriation workshops held by refugee committees in 2012. Refugees have no easy access to formal channels through which relevant information can be requested, accessed, disseminated or made credible. Since these initial meetings, information sharing is continually expressed as a key concern by all actors and has further been defined and specified as to what information people need – for refugees and camp leadership, as well as the humanitarian community - in supporting refugee preparedness for durable solutions.</p> <p>UNHCR and CCSDPT formed the Information Sharing Task Force (ISTF) in response to the concerns raised. The ISTF now includes representatives from refugee committees and CBOs and acts as an advisory support function. The ISTF came together in order to address the concerns voiced by the refugee community, by collating the feedback and commencing the process of the development of a strategy and tools for information sharing. Throughout the consultation process in all camps a model has been further developing about information sharing.</p> <p>These terms of reference cover the information sharing centres and sharing mechanisms in camp.</p>	
<u>Purpose:</u>	
<p>The information sharing centres and dissemination mechanisms are being developed in order to provide access for every refugee to timely, credible and relevant information. These guidelines will outline how information enquiries can be submitted and how information will be shared in the nine refugee camps.</p> <p>These guidelines explain the process for the information sharing centres regarding; contributing information, sharing information and making enquiries.</p>	
1	<u>Contributing Information to the information sharing centre:</u>
1.1	Information contributions can be made at the information sharing centre and through the proposed network of information sharing mechanisms. These contributions can be written or verbal and submitted to the information sharing committee or staff members. Examples of the proposed network of information sharing mechanisms include : public forums, section leader meetings, comment boxes etc.
1.2	Information submitted to the information sharing centre and / or the Common Service for dissemination must be sourced. This is to protect the credibility of the information sharing centre committee and staff and to reduce the risk of misinformation.
2	<u>Sharing Information:</u>
2.1	As the context changes the frequency of dissemination of information may need to be increased also.
2.2	Information will be collated through the information sharing centres and then sent to the Common Services and distributed regularly to all nine camps in varied formats such as a CD or printed materials.

Guidelines

Information Sharing Centre

2.3 Information through the formal channels will be screened at both the Common Service and information sharing centre in camp.

2.4 Triangulation (comparison) of information and a decision about its authenticity is the responsibility of the users. Although there will be initial screenings no recommendations will be given with the information and decisions made on the basis of the information is the responsibility of the refugee committee and refugees.

2.5 Information contributed by the camp community to the information sharing centre and / or it's committee and staff will be collated and shared with the Common Service for wider dissemination.

2.6 Staff at the information sharing centre should only disseminate sourced information and if they choose to share information without a source or unconfirmed information they do so in a personal nature and not a professional capacity. There will be a clear distinction between formal and informal information sharing in staff contracts.

2.7 Information will be available at the information centre but will also be shared through existing and agreed mechanisms ie: loudspeaker, radio, posters, notice boards etc. These mechanisms will be agreed in each camp by the information sharing committee and staff.

2.8 The translation of certain documents will be the responsibility of the contributor. A translated menu of information will be made available to assist refugees in knowing what information is kept at the Common Service.

2.9 There is no limit on the amount of information that can be contributed and shared. Translation will however be limited and may mean some distribution of information is slowed. Please note however much of the information coming directly from camp will already be in the ethnic languages so translation will not be a factor.

3 Enquiries:

3.1 Refugees can request specific information through the staff at the information sharing centre.

3.2 Staff at the information sharing centre can send specific information requests to the Common Service.

3.3 Refugees can ask for specific information requests through the information sharing centre committee and / or staff. Information requests can also be questions about rumoured information. All enquiries will be followed up internally or with the Common Service.

3.4 Enquiries and or requests for information can be submitted at any time.

3.5 Information requests can be made at the information sharing centre either in writing or verbally with a committee or staff member.

3.6 All enquiries will be logged for tracking and follow up purposes (personal details can be withheld).

3.7 Information enquiries or contributions can be made at the information sharing centre either in writing or verbally with a committee or staff member. Enquiries and or contributions can be anonyms if so desired. These will need to be written and left in the feedback box that will be present at every centre. Please note if it is a contribution of information and it is anonyms, it will not be shared publicly unless the information is sourced.

PLEASE NOTE:

Guidelines

Information Sharing Centre

4. Whilst the management of the information sharing centres, committee and staff and their adherence to these guidelines is the responsibility of the camp committee (under the refugee committee), it is the shared responsibility of all stakeholders including the refugees to ensure that this service is not abused and that it is used for its intended purpose of providing information to help refugees make a decision about durable solutions.