HO 2.5 Feedback Channels

Adapted from: Caritas Internationalis. *Information Sharing Template.* 2016.

This template aims to help organizations identify what information needs to be shared with different groups throughout a program.

Program participants have a right to information. It is important to share information on who you are, what you do and how you work. Sharing information can help people access assistance, feel safe and improve their dignity. Access to information can also give people a sense of control over their own situation. It is important to make sure the information you share reaches different groups—including women, men, girls, boys, young people, old people, people with disabilities and people from different ethnic and religious groups, etc.

Information needs to be adapted to reach different groups—including vulnerable people. Using different formats to share the same information can help. The following template can assist you in thinking through what information needs to be shared, with who and how.

Table 1: Example of a completed table

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| **Sector/Activity** | | | | |
| WHAT information is to be shared? | **WHO** are you trying to reach with this information? | **HOW** will you reach different groups? What mechanism will be used? | **WHERE** will you be sharing the information? | **WHEN** will you share the information with different groups in each area? |
| Program activities and targeting | Women and men | Community meeting | Community X and Y | Monday (a.m.), Wednesday (p.m.), Friday (a.m.) |
| Elderly men and women | Church announcements | Community X | Twice daily, Monday–Friday |
| Elderly men and women | Mosque announcements | Community Y | Twice daily, Monday–Friday |
| People with disabilities and specific minority or ethnic groups | Door-to-door | Community X and Y | Monday and Tuesday (all day) |
| Evacuation information | Youth (girls and boys) | School groups (posters, Information, Education and Communication [IEC] materials) | School A, B and C | Every Thursday |
| Boys and men | Sessions with men and boys | Market X and Y | Tuesday and Friday |
| Women | Face-to-face at water points | Water point X, Y and Z | Monday, Wednesday and Friday |
| Adult men and women | Radio debates | District X and Y | Weekly for two months |
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