

# 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**

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?
<b>Program activities and targeting</b>	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)
<b>Evacuation information</b>	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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