

What is this document about?

- This document contains **guidance and materials to engage with communities on ensuring they are aware and understand their rights and responsibilities.**
- People who know why, exactly when and what amount of assistance they should receive and how to get help when there are issues **are better protected against harm, exploitation and abuse of any form.**



Key messages to convey

Your rights and responsibilities

Introduce the session by saying: You are here as recipients of cash assistance it is important that you know your rights and responsibilities.

- Everyone, no matter which gender, ethnicity, religion or ability, has rights. You have the right to a life in dignity, to receive humanitarian assistance and the right to protection and security.
- Specific to humanitarian assistance, you have the following rights and responsibilities:

RIGHTS	These are your RESPONSIBILITIES
<ul style="list-style-type: none"> ✓ To know WHY, WHEN and HOW MUCH assistance you will receive ✓ Right to be listened to and raise a complaint in case of a problem ✓ Right to transparent information ✓ Right to dignified treatment by everyone (humanitarian workers, financial services providers and others in the community) ✓ Right to privacy of your personal information ✓ Right to safety- protection from coercion, deprivation, violence, sexual exploitation & abuse <p><small>For rights related to engagement with financial institutions, find more information here.</small></p>	<ul style="list-style-type: none"> ✓ Provide correct and accurate information about self and family ✓ Respect humanitarian workers and financial service providers and their rules (be patient) ✓ Do not offer bribes, favours or other gifts as condition for service ✓ Always report if something feels wrong – this includes any form of violence, child maltreatment, gender-based violence, including sexual exploitation and abuse, as well as fraud/corruption, no matter who is involved (humanitarian workers, financial service providers, other community members etc)

- **Show participants a [video animation/or role play](#)** available in English, French, Spanish, Arabic or replicate the script to record it in your own language.
- **Discuss the video & explain:** All agents and humanitarian workers need to treat people fairly and in a dignified manner. Any inappropriate behaviour and/or misconduct should be reported.

How to get help and report issues

- **Ask:** Do you know where you can go to get help if there is a problem?
- **Explain the different available [community feedback mechanisms](#).** Remember, there should be at least 3 different channels to provide feedback – they should be free, in appropriate languages and accessible to everyone.

Tips for session facilitators:

- Properly **introduce yourself, with name & organization** and explain the purpose of the meeting.
- It is always good practice to **start the sensitisation session by explaining the objective of the assistance, including why (certain) community members were selected to receive assistance (and others not), when, for how long and how they will receive it.**
 - Sometimes this e.g. means explaining why **women are targeted as recipients** for assistance.
- Be patient: It is important that you **do not rush this session** and ensure everybody has understood.
- Use visuals - diagrams, pictograms, videos and relatable real-life examples to enhance comprehension.
- **REPEAT the message** throughout the project through face-to-face meetings, radio, SMS, social media, and printed materials to reach diverse groups.

For more tips of how to run facilitated sessions, refer to guidance [here](#).