



Fiji Communications Cluster

Terms of Reference

2019



Version and Approval

Version History

Version Number	Date	Revised By	Reason for Change
1.0	n/a	Ministry of Communications	Preparation of the First Draft
1.1	n/a	Fiji Communications Cluster	Inclusion of Changes from all the members
1.2	28/05/2021	Vivek Anand	Inclusion of Version and Approval Page

Document Approval

This document has been approved as the Terms of Reference for the Fiji Communications Cluster and accurately reflects the Roles and Functions of the Fiji Communications Cluster and the two Working groups under the Fiji Communications Clusters - Communications and Community Engagement (CCE), and Emergency Telecommunications Cluster (ETC). Following approval of this document, any changes would need to be approved by all the members below;





Approver Name	Role and Organisation	Signature/Electronic Approval	Date
Miss Tupou'tuah Baravilala	Chair of the Fiji Communications Cluster – Ministry of Communications		31/5/2021
Mr Vivek Anand	Chair of the Emergency Telecommunications Working Group – Department of Communications		28/5/2021
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1. Background

The Need for Effective Communication with Communities

- 1.1 Fiji is at risk of disasters such as tropical cyclones, floods, earthquakes, tsunamis, droughts and coastal erosion, and is in the top 10 of the world's most vulnerable countries to disasters, alongside Vanuatu, Tonga, Solomon Islands and Papua New Guinea¹.
- 1.2 Health emergencies such as outbreaks of diarrhoea, dengue, leptospirosis and typhoid can also occur following disasters, so it is essential that communities know what to do before, during and after disasters and health emergencies to ensure they are best equipped to protect themselves.
- 1.3 Indeed, lessons learnt from TC Winston² in Fiji included the need to improve public messaging of natural hazards and disasters to communities in all stages of preparedness, response, and recovery.
- 1.4 Whist recognising the basic principle of '*communication is aid*' and the importance of providing timely, accurate and reliable information to communities affected by disasters so that people at risk have the information they need to protect themselves, the global humanitarian community has also consistently agreed that humanitarian responses must be informed by the views of affected populations. The quality, effectiveness and timeliness of humanitarian action is improved by involving those affected because they possess valuable local knowledge, can identify needs and priorities and should have a say in decisions that affect their lives³.
- 1.5 The 2016 World Humanitarian Summit and Grand Bargain in calling for a "participation revolution" underlined the need for collective and intentional approaches to communication and community engagement⁴. Collective approaches enable the full range of stakeholders to come together, coordinate, share and deliver more effectively. Here in Fiji, this aligns with sections 3.2(c), 3.2(d), 3.2(e), 3.3 (a) and 3.3(b) of the Humanitarian Policy.
- 1.6 It is also very clear that communications isn't only about messaging to and with communities, but also about communications infrastructure and ensuring that humanitarian and emergency responders have the means to communicate among

¹ World Risk Index 2018, <https://reliefweb.int/sites/reliefweb.int/files/resources/WorldRiskReport-2018.pdf>

² Tropical Cyclone Winston National Lessons Learned Report

³ Collective Communication and Community Engagement in humanitarian action: How to Guide for leaders and responders, Available at: <http://www.cdacnetwork.org/contentAsset/raw-data/cca52f57-4f06-4237-9c18-37b9e8e21a18/attachedFile2>

⁴ The Role of Collective Platforms and Tools to support CCE in Humanitarian Action – CDAC Policy Paper, 2017

themselves during an emergency. A focus on connectivity ensures measures are taken to re-establish, build or maintain communications technology infrastructure and support affected communities to restore contact among themselves and with family members, as well as communicate with service providers. This could involve the provision of VHF radio for emergency responders or internet connectivity using Wi-Fi hotspots, for example, especially in situations where telecommunications services have been affected and are yet to be restored.

The Humanitarian Architecture in Fiji

- 1.7 Following the adoption of the Humanitarian Cluster Approach⁵ by the Fijian Government in 2011, the Fiji Cluster System began with 9 clusters including a Communications Cluster.



*Note: * - WASH: is the collective term for Water, Sanitation and Hygiene. Due to their interdependent nature, these three core issues are grouped together to represent a growing sector. It is the focus of Sustainable Development Goal 6*

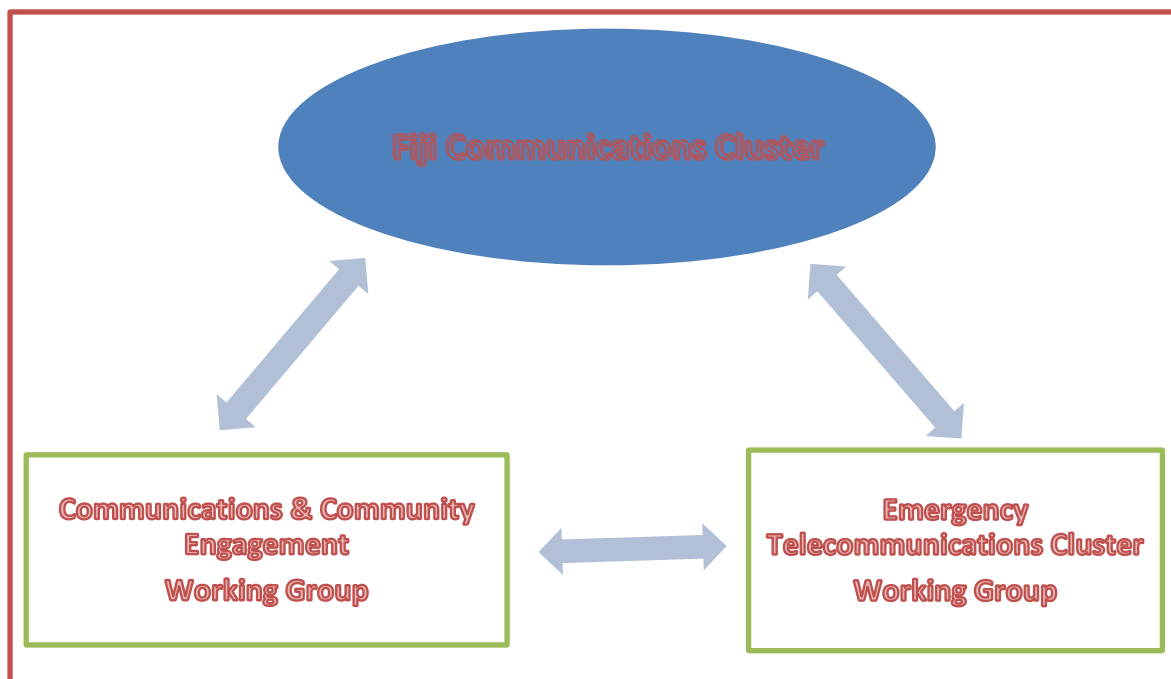
- 1.8 Following recent weather events necessitating a humanitarian response, it was evident that a key focus of the Communications Cluster was on telecommunications infrastructure and emergency telecommunications.

⁵ <https://www.humanitarianresponse.info/en/about-clusters/what-is-the-cluster-approach>

- 1.9 In the aftermath of Tropical Cyclone Winston, significant damage to telecommunications infrastructure created the need for the Communications Cluster to work closely with the Infrastructure Cluster in restoring communication networks. For practical reasons, the emergency telecommunications and infrastructural functions of the Communications Cluster were absorbed as a sub-group under the Infrastructure Cluster. Consequently, the Communications Cluster has been left dormant.
- 1.10 The Communications Cluster shall develop national standards and guidelines for the coordination of humanitarian actors and partners working in Fiji in the area of communications and community engagement and emergency telecommunications during preparedness, response and recovery. It is intended that the Communications Cluster enables diverse stakeholders to come together to collaborate, implement joint activities, pool funding and/ or agree on common standards and guidelines to support coordination. The Communications Cluster is guided by the “**do no harm**” principle.
- 1.11 This document sets out the terms of reference for the Fiji Communications Cluster which consists of two Working Groups focused on Communications and Community Engagement (CCE) and Emergency Telecommunications Cluster (ETC).

2. Roles and Functions of the Fiji Communications Cluster

- 2.1 The focus areas covered by this Fiji Communications Cluster are:
- 2.1.1 Communications and Community Engagement (CCE), and
 - 2.1.2 Emergency Telecommunications Cluster (ETC).



Above: The Communications Cluster consists of two Working Groups; one on Communications and Community Engagement (CCE) and the other on Emergency Telecommunications Cluster (ETC). Note the direction of the arrows illustrating both vertical and horizontal two-way communication and reporting lines between the Working Groups and overall Cluster.

2.2 Acknowledging the ongoing work of other clusters in the Fiji Cluster System, the Fiji Communications Cluster will implement collective approaches through the CCE and ETC Working Groups to:

- 2.2.1 Develop national guidelines and/or standard operating procedures relating to CCE and ETC;
- 2.2.2 Deliver common, inclusive and consistent public messaging and communication with communities, including supporting media content development, common feedback mechanisms, data collection and analysis in preparedness, response and recovery;
- 2.2.3 Provide technical advice and support to the NDMO, the Inter-Cluster Coordination Group and individual clusters to formulate and implement CCE and ETC strategies for preparedness, response, and recovery;
- 2.2.4 Collate best practice and generate inclusive opportunities to share lessons learned and build capacity;
- 2.2.5 Advocate for collective approaches to communications, emergency telecommunications and community engagement at the policy and decision making levels;
- 2.2.6 Establish working groups to take action in addressing CCE and ETC needs or gaps identified by the Clusters, the Inter-Cluster Coordination Group (ICCG), the NDMO or the Communications Cluster;
- 2.2.7 Maintain strong links with all clusters, leading towards appropriate integration and inter-cluster support; and
- 2.2.8 Remain active and engaged during “peacetime”, preparedness, response and recovery to contribute to broader resilience building efforts.

3. Governance

3.1 The overall Communications Cluster Lead will be nominated by the NDMO. Each Working Group will have a Lead, Co-Lead(s), and a small support group of agencies (voluntary) to support secretariat functions at Working Group level. To convene the full Cluster, each Working Group will be represented by the Lead, Co-Leads and the small support group of agencies, with the NDMO. Reporting back from the Fiji Communication Cluster to the individual Working Group meetings is mandatory. The NDMO have appointed the Ministry of Communications to lead the Communications Cluster. The working group leads are:

- 3.1.1 Communications and Community Engagement:

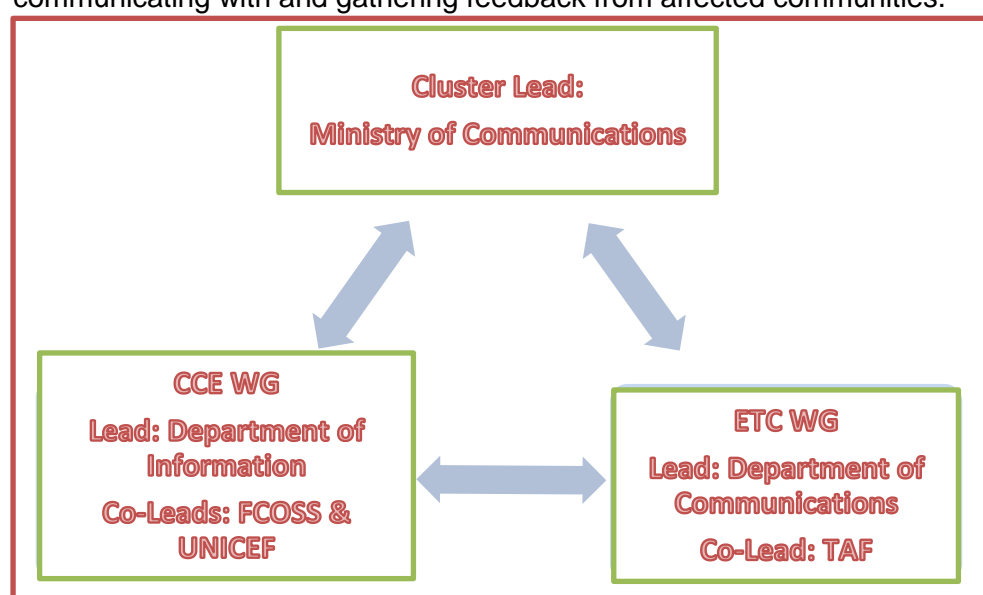
- 3.1.1.1 Lead - Department of Information, and
- 3.1.1.2 Co-lead - Fiji Council of Social Services and UNICEF.

3.1.2 Emergency Telecommunications Cluster:

- 3.1.2.1 Lead - Department of Communications, and
- 3.1.2.2 Co-lead – Telecommunications Authority of Fiji.

3.2 The Fiji Communications Cluster is 1 of 9 clusters in the Fiji Cluster System and will be represented by the Leads and Co-Leads at the ICCG forums. The Fiji Communications Cluster, in its coordination role, will maintain links with the other Clusters.

3.3 The Fiji Communications Cluster will provide support across the Fiji Cluster System – ensuring consistency and a coordinated focus on CCE across all clusters, communicating with and gathering feedback from affected communities.



Above: The Ministry of Communications will be responsible for leading the Communications Cluster as a whole. The Department of Information within the Ministry of Communications will lead the CCE Working Group, with the support of the Fiji Council of Social Services (FCOSS) and UNICEF as Co-Leads of the CCE Working Group. The Department of Communications within the Ministry of Communications will lead the ETC Working Group, with the support of the Telecommunications Authority of Fiji (TAF) as Co-Lead of the ETC Working Group. Note the direction of the arrows illustrating both vertical and horizontal two-way communication and reporting lines between the Working Groups and the overall Cluster.

3.4 The NDMO will participate in all Working Group meetings. The NDMO's focal point for liaison is Senior Administrative Officer (SAO) Aid and Humanitarian Coordination.

4. Meeting Schedule

4.1 The Working Group Lead/ Co-Lead(s) shall convene a meeting at least once each quarter (more often if necessary), regardless of the state of emergency. This arrangement will ensure an important focus on preparedness.

- 4.2 To promote collaboration, the Communication Cluster, shall convene at least once a year an annual conference/ learning event will be an opportunity to network with other clusters, colleagues, showcase progress, and share challenges and learnings.
- 4.3 The Fiji Communication Cluster may develop a periodic calendar, whether yearly or quarterly, for key events, communication activities, or new initiatives in various sectors that the Fiji Communication Cluster will participate in or support based on needs and relevance.

5. Operational procedures

- 5.1 The Lead/ Co-Leads may convene a meeting of their respective Working Groups in preparedness for, during, or in the aftermath of a disaster, if they believe that coordination of communications would help meet humanitarian needs and support affected populations.
- 5.2 Working Group members will collaborate on agreed priorities and activities in preparedness for disasters in an effort to build resilience (see preparedness activities below).
- 5.3 The Working Group will have two roles in the immediate response to a disaster:
 - 5.3.1 to directly deliver, through its members, communication – based response activities, and
 - 5.3.2 to coordinate communication-based response (including those not directly delivered by the Cluster/ Working Group).
- 5.4 The Lead/ Co-Leads will represent the Cluster and coordinate across the humanitarian architecture in Fiji, including but not limited to Government, Humanitarian Country Team, Clusters, and INGOs.

6. Membership

- 6.1 The Communications Cluster is an inclusive cross-sector coordination and technical support group and will include but is not limited to appropriate representation from government, existing clusters, civil society (NGOs, community and faith based groups), media partners, academia and the private sector.

7. Communication and Community Engagement (CCE)

Definition of CCE

- 7.1 A working definition of Communication and Community Engagement (CCE) is given below, though other definitions and terminologies (such as Communicating with Communities (CwC), Community Engagement and Accountability, C4D in Emergencies, #commisaid and beneficiary communication) are in use.
- 7.2 Communication and Community Engagement is an area of humanitarian action based on the principle “**Communication is Aid**”. It gives priority to sharing life-saving, actionable information with people affected by disaster using two-way communication channels so aid providers listen to and act on people’s needs, recommended solutions, receive feedback and complaints, and it ensures that people receiving assistance have a say in decisions that affect them. It also prioritises keeping people in crisis connected with each other and the outside world⁶.
- 7.3 To be most effective, information should be disseminated using multiple channels of communication. The selection of the most appropriate channels of communication and the content of messages should also be informed by and respond to the views of affected communities and marginalised groups⁷ that have typically been excluded from decision making.

The Communication and Community Engagement Working Group (CCEWG)

- 7.4 The following organisations are to form the CCEWG”
- 7.4.1 Government Agencies;
 - 7.4.2 Infrastructure Cluster, Education Cluster, Safety and Protection Cluster, Food Security and Livelihoods Cluster, Logistics Cluster, Shelter Cluster, Health and Nutrition Cluster and WASH Cluster;
 - 7.4.3 The United Nations;
 - 7.4.4 Fiji Council of Social Services;
 - 7.4.5 Fiji Red Cross;
 - 7.4.6 Organisations in paragraph 7.3 who have expressed an expression of interest with the NDMO; and

⁶ Collective Communication and Community Engagement in humanitarian action: How to Guide for leaders and responders, Available at: <http://www.cdacnetwork.org/contentAsset/raw-data/cca52f57-4f06-4237-9c18-37b9e8e21a18/attachedFile2>

⁷ Marginalized or vulnerable groups may include children and young people, women including pregnant and lactating women, people with disability, the aged, people of diverse Sexual Orientation, Gender Identity, Gender Expression and other Sex Characteristics (SOGIESC), people living in informal settlements or people displaced by the effects of climate change and/ or natural disasters. A person’s vulnerability may change depending on the context.

- 7.4.7 General and specific interest (skillsets/ social issues) membership is required to ensure that coordination is consistent and wide reaching will also be by interest and determined by the Communications Cluster Lead.

Membership

7.5 The following are eligible to be members of the CCEWG:

- 7.5.1 International and national non-governmental organisations;
- 7.5.2 Organisations that work in the area of disaster management, and are capable of contributing to communication and community engagement processes and products at a national level;
- 7.5.3 Organisations that have access to communities, either through their own work or through their networks, and have the ability to contribute to the Working Group.
- 7.5.4 Would there be a process of nomination in place? SOP to be done to include nominated members.

Roles and responsibilities

7.6 Interested organisations are required to endorse the spirit and principles of Communications and Community Engagement.

7.7 **Roles and responsibilities** of CCEWG members:

- 7.7.1 Actively attend and participate in cluster meetings, events and collaborative activities to achieve the objectives of the CCEWG;
- 7.7.2 Actively share information with and seek broad input from within their organisation and/ or any relevant consortiums and coalitions they may be associated with;
- 7.7.3 Develop/ contribute to coordinated annual activities and a budget for the CCEWG, following strategic priorities;
- 7.7.4 Contribute to and support the drive for required resources and maintain relationships with relevant donors and emerging partners like the private sector;
- 7.7.5 Support monitoring, evaluation and learning efforts of the CCEWG to ensure it is effective;
- 7.7.6 Support the development and contribution to a knowledge management platform for the CCEWG;
- 7.7.7 Engage with Agency Heads and key people in the sector to ensure support for the CCEWG and the Fiji Communications Cluster more broadly;

- 7.7.8 Collaborate with colleagues to support improved coordination, especially in the case of a disaster or emergency response;
- 7.7.9 Upon nomination and consent, provide technical support and advice to the NDMO, the Clusters, or the ICCG to address communication needs;
- 7.7.10 Once a year members will be invited to participate in a review of the CCEWG and its TOR to agree upon key lessons learned for better service delivery; and
- 7.7.11 Upon nomination and consent, contribute to other Working Groups or initiatives set up by the Communications Cluster or the ICCG.

7.8 The **Lead or Co-Leads** of the CCEWG will:

- 7.8.1 Represent the Cluster at the Inter-Cluster Group;
- 7.8.2 Call monthly meetings of the CCEWG (or more frequently if required), organise the venue and facilitate discussions;
- 7.8.3 Propose a meeting agenda, in consultation with CCEWG members;
- 7.8.4 Take, maintain and circulate minutes of all meetings, including attendee lists and agreed action points for follow up by members;
- 7.8.5 Support the preparation of regular progress reports on the Cluster's strategic plan, annual activities and expenditure and disseminate these to members, when required;
- 7.8.6 Keep and maintain records online and offline; SOP to be done on record management.
- 7.8.7 Maintain and circulate an up-to-date contact list of Cluster and CCEWG Leads, Co-Leads, members and other key focal points within the Fiji humanitarian system, including names, positions, email addresses and mobile numbers;
- 7.8.8 Act as a key focal point for queries relating to the Communications Cluster; and
- 7.8.9 Coordinate across the humanitarian architecture in Fiji, including but not limited to Government, Humanitarian Country Team, Clusters, and INGOs.

8. CCEWG Key Activities – Preparedness

- 8.1 Maintain a Communications and Community Engagement's 4Ws mapping of; who is doing what, when and where to provide NDMO with appropriate context for coordination; skills, assets and other capacities will also be included in this mapping.
- 8.2 Develop standards, guidelines, templates and SOPs to support effective, consistent and management of CCE.
- 8.3 Develop a message bank of jointly agreed, tested common messaging and pre-positioned multi-media communications materials that can be applied to the various types of disasters, clusters, different communities and vulnerable groups, appropriate communication channels and infrastructure and the media landscape. This central repository of messages will be administered by NDMO.
- 8.4 Agree on standard definitions for a common and inclusive language approach e.g. who is covered in the definition of vulnerable groups.
- 8.5 Collaborate on capacity strengthening for membership including representatives from vulnerable groups.
- 8.6 Integrate questions into coordinated assessments regarding the communications environment, including ICT access and preferred communication channels.
- 8.7 Develop common tools, standards and a question bank of jointly agreed and tested questions that can be used for aggregated data collection, efficient analysis and community feedback mechanisms e.g. ongoing micro-surveys, IDAs, vulnerability assessments etc. This will be included in the central repository to be managed by NDMO.
- 8.8 Partner with the media to build capacity and awareness around the humanitarian context, architecture and the phases of preparedness response and recovery.
- 8.9 Support the Inter-Cluster Group and Clusters with technical advice.
- 8.10 Produce sound quality research policy positions and papers advocating for a collective approach to Communications and Community Engagement.
- 8.11 Undertake applied research to understand the communications environment to ensure CCE activities are based on a sound understanding of the ways different Fijian communities share, access and evaluate information.
- 8.12 Link regularly with the Emergency Telecommunications Cluster Working Group (ETCWG) to ensure alignment with efforts to improve channels, upgrade communications/ ICT/ Telecommunications infrastructure and coordinate with service providers.

9. CCEWG Key Activities – Response

- 9.1 Support the NDMO and the Ministry of Communications to coordinate and harmonise inter cluster communications, public information and communications with affected communities.
- 9.2 Activate the message bank to ensure pre-approved joint messaging is disseminated through relevant channels.
- 9.3 Activate the question bank to ensure agreed questions, templates and tools are integrated in the rapid data collection, IDAs and community feedback mechanisms.
- 9.4 Ensure national guidelines and SOPs for CCE are easily accessible and available to international responders.
- 9.5 Monitor and respond to any rumours or misinformation circulating in the community, as required.
- 9.6 Track all feedback data collected by clusters and recommending corrective actions where appropriate.
- 9.7 Monitor major issues arising from feedback received by individual organisations, communities or clusters and referring specific concerns to relevant organisations, communities or clusters to ensure continual improvement.
- 9.8 Collaborate and coordinate with clusters on the referral system.
- 9.9 Track any actions taken to respond to any major issues arising from feedback and reporting changes made back to the original sources of feedback as well as Government, the Inter-Cluster Coordination Group and the Humanitarian Country Team.

10. Emergency Telecommunications Cluster (ETC)

Definition of ETC

- 10.1 The Emergency Telecommunications Cluster (ETC) is a National and regional network of humanitarian, government, NGO and private sector organisations working together to provide shared communications services in humanitarian preparedness and response.
- 10.2 A working definition of Emergency Telecommunications is given below. The ETC is a service cluster responsible for the support, provisioning and maintenance of common telecommunications and data communication services. A communications emergency exists when a critical communications system failure puts the public at risk.

10.3 The Emergency Telecommunications Cluster Working Group (ETCWG) will provide and maintain clearly defined services to ensure timely, predictable, and effective inter-agency telecommunications to support humanitarian operations.

10.4 The ETC reviews the existing emergency infrastructure and processes. It articulates key steps for upgrading the emergency response machinery, taking account of trends in disaster management and emerging technologies.

The Emergency Telecommunications Cluster Working Group (ETCWG)

10.5 When disasters strike they have devastating effects on people's lives, and on the economy. The impact is even worse for those living in remote and isolated areas in Fiji with no access to basic information and communication facilities. The ETCWG play a critical role in disaster risk reduction and management. Communications technology is critical to deliver early warnings and in the immediate aftermath of disasters by ensuring timely flow of vital information.

10.6 The failure of telecommunications and broadcasting infrastructure following natural or manmade disasters can seriously hamper relief operations. When telecommunications infrastructure is damaged, network connectivity is disrupted or networks become congested; response and recovery efforts are delayed and there is difficulty in coordinating efforts, all of which affect the quality and timeliness of relief services. When broadcast transmitting infrastructure is damaged the disaster management agencies are severely handicapped in communicating alerts and updates to the public.

10.7 The ETCWG is a forum to facilitate the operational use of telecommunications in the service of humanitarian assistance. The group seeks to increase the effectiveness of its participants related to regulatory, operational and technical aspects of telecommunications for disaster operations.

Governance

10.8 In an increasingly complex and interconnected emergency communications ecosystem, public safety agencies must consider the various functions and people that exchange information prior to, during, and after incidents. Similarly, agencies are integrating new and emerging communications technologies that must be interoperable with existing systems and across partner entities.

10.9 With this integration of capabilities and partners, a single agency cannot solve communications operability, interoperability, and continuity alone. Effective communications require a partnership among response entities across all levels of government and disciplines to ensure the right information gets to the right people at the right time. A strong governance framework to plan, collaborate, and make decisions brings together all relevant participants with a stake in ETCWG.

- 10.10 The emergency telecommunications ecosystem is dynamic - not everyone is needed every day depending on the incident, events, access to information, and technologies used - and it is also multi-directional, as anyone can initiate emergency communications. By first understanding the ecosystem and unique needs in their area, agencies can then tackle challenges to achieving reliable, secure, and interoperable communications at any time.
- 10.11 The ecosystem is comprised of; networks of people, technology, infrastructure and processes. Together, these components create a “system of systems” that plays an important part in ensuring the operability, interoperability, and continuity of emergency communications.
- 10.12 The significance of governance is further demonstrated in that all other elements are managed or facilitated through governance. Governance serves as the framework for ETC to collaborate and make decisions that establish a shared approach for improving Emergency Telecommunications.
- 10.13 Effective governance fosters collaboration between public safety partners, emergency communications officials, and members of the whole community. Governance structures facilitate a greater understanding of existing communications capabilities and gaps, as well as the development of a coordinated strategic plan to prioritise resources and investments. Effective governance includes multi-disciplinary state, regional, jurisdictional, and local entities working together to promote interoperability efforts that are supported by policies and processes developed to support the communities.

The ETCWG Secretariat

- 10.14 The Secretariat will support the coordination of tasks required by the ETCWG. The ETCWG Secretariat will be managed by the Co-Leads. Key responsibilities are as follows:
- 10.15 Provide organisation and administrative support for the ETCWG:
- 10.15.1 Working with members to identify suitable dates for meetings and consultations with stakeholders;
 - 10.15.2 Develop and agree on structure and processes of achieving key objectives of the ETCWG;
 - 10.15.3 Facilitate the preparation of necessary documentation for processes required;
 - 10.15.4 Circulate agenda(s) and any documentation for the meetings; and

10.15.5 Take minutes of the meetings (all formal meetings), circulate and finalise drafts.

10.16 Acts as an information and reference point for ETCWG:

10.16.1 Maintain a catalogue/register of documentation related to the ETC activities;

10.16.2 Circulate relevant materials to the ETC members;

10.16.3 Organise and resource ongoing ETC meetings. Ensure the group meets at least once a month unless otherwise agreed by the members; and

10.16.4 Facilitate the dissemination of any amendments in the ETC document.

10.17 Facilitate the coordination of key ETC responsibilities:

10.17.1 Ensure monitoring work is carried out and facilitate follow-up action on required tasks of the each member's as per roles and responsibilities assigned; and

10.17.2 Facilitate the timely reporting of projected activities including work plans and targets.

Membership

10.18 The ETC is an inclusive cross-sector coordination and technical support group and will include but is not limited to appropriate representation from government, media partners, academia and the private sector. The members of the Emergency Telecommunications Cluster Working Group will include representatives from the following organisations;

- a) Government Agencies;
- b) Fiji Business Disaster Resilience Council;
- c) Telecommunications Operators; and
Fijian Media Organisations.

10.19 ETC Membership will be assessed every two years and members are to nominate the Chair. Nominated members are required to appoint two (2) employees to be part of the working group and serve as primary and secondary contact points on behalf of their organisation. This will enable members' continuous support on the activities of the working group.

Roles and responsibilities of ETCWG members

10.20 The ETCWG, is responsible for ensuring that emergency telecommunications services are in existence in all common operational areas as agreed by the Department of Communications. The ETCWG members should:

- 10.20.1 Actively attend and participate in cluster meetings, events and collaborative activities to achieve the objectives of the ETCWG;
- 10.20.2 Actively share information with and seek broad input from within agencies and/ or any relevant consortiums and coalitions they may be associated with during disaster;
- 10.20.3 Engage with key people in the sector to ensure support for the ETCWG and the Fijian Communications Cluster more broadly;
- 10.20.4 Support the development on implementation of a common infrastructure and service with support from network providers in facilitating the provision of telecommunications resources for Disaster Mitigation and Relief Operation;
- 10.20.5 ETCWG will provide technical support and advice to the NDMO, the Clusters, or to address communication technical needs;
- 10.20.6 Reporting of any emergency disaster related work to the ETCWG;
- 10.20.7 Assist inter-agency telecommunications infrastructure and services covering which are essential for the efficient and effective operations;
- 10.20.8 To collate and maintain a coverage register of all existing dissemination mediums;
- 10.20.9 Providing standard, interoperable ICT platforms and procedures to avoid duplication and ensure cost effective services; and
- 10.20.10 Ensuring a smooth transition to the post-emergency reconstruction.

11. ETCWG Key Activities – Preparedness

- 11.1 Supporting the NDMO and the Ministry of Communication to coordinate and harmonise Emergency support agencies, including responding agencies.
- 11.2 Upgrade existing internal communications systems to facilitate advanced emergency communications technologies which add useful communications tools.

11.3 Achieving full interoperability with all responding agencies for emergency communications amongst each other and with NDMO.

11.4 To review and update the National Emergency Telecommunications Plan (NETP).

11.5 Alerts and updates regarding impending disasters which may impact the public are disseminated via the Free to Air radio and television broadcast stations, subscription television broadcasting services, social media and public telecommunications networks.

12. ETCWG Key Activities – Response

12.1 Support the NDMO with the Department of Communications to coordinate continuous communication services during disaster - thus improving inter-operability among first responders that will help deliver a more coordinated response.

12.2 Establish and coordinate a contingency emergency communications system.

12.3 Alerts and updates regarding post disasters which may impact the public are disseminated via the Free to Air radio and television broadcast stations, subscription television broadcasting services, social media and telecommunications networks.

13. Copyright

13.1 Any activities delivered and implemented through the Communications Cluster or individual Working Groups shall remain its copyright. If such activities are funded by others, then the copyright issues of such activities, materials and work will be shared and agreed beforehand.

14. Review

14.1 At least once a year, the Communications Cluster will conduct a review of its relevance and performance, drawing on input and feedback from members and stakeholders. This would include progress of its operations and an opportunity to revise its TOR if required with agreement and consensus of the Cluster.

ANNEXES

Annex 1 – Names and Contacts of CCE Cluster Members

Annex 2 – Names and Contacts of ETC Cluster Members

Annex 1 – Names and Contacts of CCE Cluster Members

Name	Role	Organisation	Email	Mobile
Viliame Tikotani	Department of Information	Ministry of Communications	viliame.tikotani@gmail.com	9905850/ 7801932
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Vasiti Soko	Director NDMO	NDMO	Vasiti.soko@govnet.gov.fj	
Prishika Nadan	Senior Administration Officer Aid & Humanitarian Coordination	NDMO	prishika.nadan@govnet.gov.fj	9989514
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Filimoni Tagicakibau	DRR Officer Northern Division	NDMO	filimone.tagicakibau@govnet.gov.fj ; filitagicakibau@gmail.com	9989645
Sunia Ratulevu		NDMO	sunia.ratulevu@govnet.gov.fj	8659725
Peni/ Ben Kuboutawa	Communication Officer (ETC focal point), Emergency Planning Coordination Unit	Ministry of Rural and Maritime Development	benkubou@gmail.com	8072868
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