How are people using Talk to Loop?
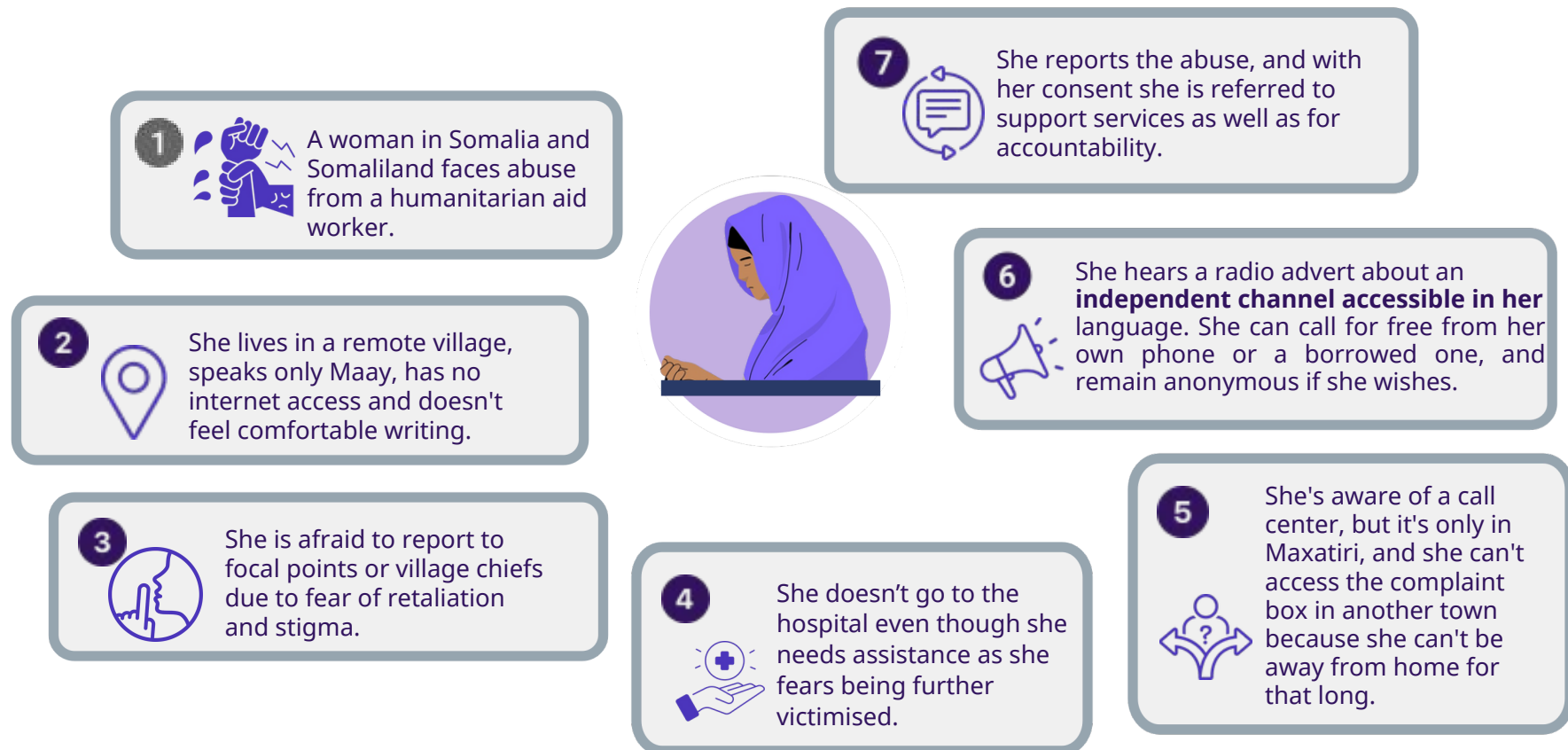
Here are some real life case studies...

talktoloop

Reporting Sexual Exploitation

1 A woman in Somalia and Somaliland faces abuse from a humanitarian aid worker.

2 She lives in a remote village, speaks only Maay, has no internet access and doesn't feel comfortable writing.

3 She is afraid to report to focal points or village chiefs due to fear of retaliation and stigma.

4 She doesn't go to the hospital even though she needs assistance as she fears being further victimised.

5 She's aware of a call center, but it's only in Maxatiri, and she can't access the complaint box in another town because she can't be away from home for that long.

6 She hears a radio advert about an **independent channel accessible in her** language. She can call for free from her own phone or a borrowed one, and remain anonymous if she wishes.

7 She reports the abuse, and with her consent she is referred to support services as well as for accountability.

Reporting Aid Diversion

1. **A retired public servant in rural Somalia,** living just 200-300 meters away from IDP camps, has witnessed humanitarian workers collecting personal details from vulnerable people, such as photos and biometric data, under false promises of aid. He also has knowledge of the collected data being used to claim aid without benefiting the vulnerable individuals.

2. He feels limited in his ability to report these issues through traditional channels. Although he is a retired police officer, he believes reporting these issues to local authorities or camp leaders may not lead to meaningful change, as some of them are complicit in the mismanagement of aid.

3. He hesitates to confront agencies due to fear of inaction or retaliation. He understands the IDPs also fear speaking out due to their vulnerability.

4. Through community outreach, he becomes aware of Talk to Loop, a platform which allows individuals to report concerns safely and anonymously. He reports these issues using his phone from his house without having to share his personal details and without risking exposure or retribution.

5. With his consent, the report is shared, with relevant stakeholders. The platform's confidentiality ensures that his identity remains protected while sharing his concerns for accountable action to occur leading to systemic change.

Shelter Risk Reduction

1 A woman is forced to **leave her land due to** the implementation of a mining project.
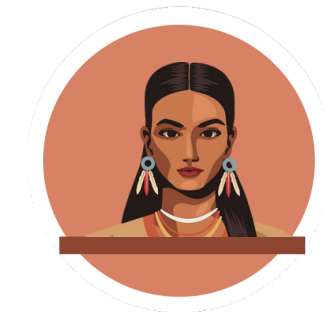
2 She has spent her entire life in **an indigenous reserve now** offered to private interests by the government.

3 She and her family, along with others from their community, have been relocated and as part of community development they need to build their own walls before the NGO will provide the roofing.

4 While the new housing meets global standards her family has to go into debt to pay for the increased cost of materials due to increased demand in the market from the project and, because they have to pay extra transport costs to get the children to school which is further away. She feels ashamed **to complain.**

5 The NGO holds community meetings but no one reports any of these concerns. They advertise an independent reporting line. She builds up the courage to report debt. Loop shares this generic information with the organisations, maintaining her anonymity.

6 The organisation moves their mid term evaluation forward and does market research and house to house interviews to learn more. They reduce the **criteria and stop the villagers getting into debt as part of the project.**

Early Warnings from Communities

1 A young Filipino man living in a riverside village is concerned about rising extreme weather conditions
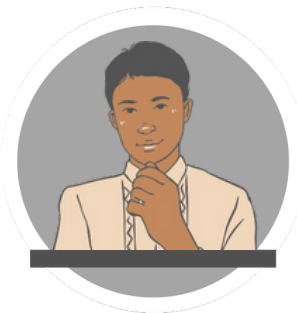
2 Neither authorities nor Disaster Risk Management groups have issued any alerts or provided adequate guidelines for preparedness.
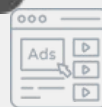
3 Persistent rain and strong winds elevate river levels, posing **serious threats to this remote** village where approximately 3,000 families reside in a flood-prone area.

4 He learns he can report the situation via Facebook Messenger to Talk to Loop, updating conditions for all **families awaiting preparation instructions.**

5 Talk to Loop informs authorities and active Disaster Risk Management organisations. Who are able to reply back with relevant information to the community through Talk to Loop.

6 After the flood crisis many families were left without a home and put into shelters. Communities kept using Talk to Loop to request **specific assistance, like street** lighting, clean water and food.

7 In response to adequate assistance communities use Talk **to Loop to express gratitude to** organisations, for their help.

Cash Programming

1 A woman in the DRC hopes to receive cash transfers. She is being considered as part of a community outreach effort aimed at ensuring assistance reaches those in greatest need.

2 As the head of her household, she struggles to secure her family's livelihood amidst numerous challenges

3 After entering the program, a staff member from the distributing organisation tells her she must give back some of the transfer or lose her spot on the beneficiary list.

4 She realizes that reporting the incident to a focal point could risk her not getting any cash assistance and she's unsure how to contact headquarters.

5 She reads a poster promoting an **independent channel that she** can use for free, with or without access to the internet where she can remain anonymous if she wishes.

6 She reports the abuse, and with her consent and request for anonymity maintained, her report is investigated. Loop is updated with outcomes that are then relayed to her. The organisation **averts a whistle blowing case and further Aid diversion.**

Requesting Assistance

1 The chief of a village in a newly liberated part of Somalia and Somaliland wants to report that **his community has not received aid in months and is** now safe to access.

2 Their livelihood was destroyed by the drought, having a big toll on a community that takes care of a number of People Living with Disabilities and older persons. They urgently **need assistance.**

3 He doesn't have access to the internet and speaks only Benadiri. He's unaware of call centers or complaint boxes, as he is not on a **beneficiary list. He has no idea of who might be able to help.**

4 He hears a radio advert about **an independent channel that** can facilitate communication between him and the aid sector, even when he does not know who to direct his request to.

5 He records a message on Talk to Loop which is forwarded to cluster actors working in the area. He receives feedback from several organisations and they exchange to better understand the needs etc.

Reporting Exclusion

1 A young Ukrainian woman was **excluded** from a cash assistance program without explanation, despite meeting all requirements.

2 She lives in a war-affected village, speaks a Ukrainian-Russian dialect, and relies on her phone for internet.

3 She reported the concern through the **official hotline** that she knew about but **no one answered** her calls.

4 She's the sole provider for her family but can't support them due to **lack of financial stability**, worsened by the ongoing conflict.

5 She learned on Facebook to report her issue via a **Telegram** channel to Loop. There, she described her situation in her native language.

6 Talk to Loop referred her concern to the named organisation using another official reporting channel and received a reply that an investigation would be opened. It was revealed that aid was only given to friends of employees. The woman was added to the beneficiary list.