Overview

Accurate and reliable information in a crisis or disaster is paramount for vulnerable populations. But across Europe, refugees in camps and urban locations alike consistently report high levels of frustration over barriers to accessing the information they need to make critical choices and access services.

A majority of refugees in Europe use smartphones to connect with social media and other online sources of information to help inform their most important decisions. Too often, the information they obtain and use is untrustworthy and inaccurate, placing them at higher risk of violence or exploitation.

Refugee.Info’s accessible and responsive platform of communication tools aims to harness the unprecedented potential of widespread smartphone ownership to deliver timely and credible information to vulnerable populations and empower them with the agency to make safer, better-informed decisions.

If refugees and displaced populations have relevant and credible information about their rights, laws, and the availability of age- and gender-appropriate services, they regain power to make choices that protect themselves, their families and each other.

The International Rescue Committee and Mercy Corps co-developed the Refugee.Info digital platform in 2015 to help meet vulnerable populations’ pressing need for reliable information in multiple locations and languages, including Arabic, Farsi and English.

Refugee.Info is an adaptable platform spanning four components:

- **Information delivery** via website, mobile app, blog and social media.
- **Connectivity** via Wi-Fi hotspot provision in camp and other settings.
- **Two-way communication** with targeted populations via community-building social media channels.
- **Service mapping** via website and mobile app.

To learn more, share ideas or partner with Refugee.Info, please reach out!