

**TOOL:**

# COMMUNICATION NEEDS ASSESSMENT CHECKLIST

Checklist of areas to cover in learning what influences relevance, consumption and impact of information and the channels used for communication, feedback and response. Use with question banks provided.

## Background & Demographics

Date: ..... Arrival date: .....

Location: ..... Consent given: .....

Country of Origin: ..... Age: ..... Gender F M O

**Mother**

Tongue: ..... mother tongue speak read write

2<sup>nd</sup> language: ..... mother tongue speak read write

3<sup>rd</sup> language: ..... mother tongue speak read write

Education/Literacy Level    Grade School    Vocational    Religious    University

Top 3 Influencers for the populations group:

.....

## Existing communication channels

Information Type	Level of Trust	Accessibility	Barriers to Access	Frequency of use	Order of Preference

## Existing communication channels

*What information you would like to receive more of? In what way?*

Information Type	Channel	Level of Trust	Accessibility

## Feedback and response

*How would you prefer to give feedback or lodge complaints?*

Area of feedback	Preferred Channel	Preferred Method of Response
<b>Aid Staff</b>		
<b>Services provided</b>		
<b>Community issues</b>		
<b>Confidential Issues</b>		