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Beirut Lebanon

New mobile application launched supporting Syrian Refugees in Lebanon

BBC Media Action - the BBC’s international development charity - in partnership with RI - Relief International have launched the “Dawaween” mobile application offering practical help and support to Syrian refugees living in Lebanon.

Part of their “Communication Hubs- Dawaween” initiative for safe access to life-saving information, the app features a collection of short films produced by BBC Media Action addressing important issues for refugees such as legal status and protection, health, education, shelter management, hygiene and nutrition. It also contains an innovative “Shout Out” section which allows refugees to leave questions and opinions via a voice messaging service which will then be referred to the relevant aid agencies.

Users of the application can also learn more about a network of drop-in communication centers across Lebanon providing refugees with invaluable humanitarian information. Run in partnership with Relief International, these centres, called “Dawaween” in Arabic, are welcoming and safe spaces where refugees and host communities can get access to helpful services and organizations. News relating to events and activities taking place at the “Dawaween” will also be published on the application, encouraging refugees to join in and participate.

In addition, the mobile app includes a directory for services and aid agencies that provide various services for refugees across Lebanon, searchable by topic and region. It also features a complaints and referral hotline number that provides refugees and host communities with multi-sectoral responsiveness on issues including protection, education, health, wash, shelter and financial assistance.

The application is in Arabic, free of charge and can be downloaded to mobile phones and tablets using the Android operating system via the Google store. Users should search for the “Dawaween” app and follow the download instructions.

In addition to the mobile application, more details regarding the project can be found at www.syrialifeline.org, as well as via:
Twitter
Facebook
Vimeo
YouTube

Please do let us know if you use any of our films for your work via Twitter or email at beirut@bcmmediaaction.org.

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Notes to editors

About BBC Media Action. BBC Media Action is the BBC’s charity for international development. Its aim is to inform, connect and empower people around the world and works in partnership to provide access to useful, timely, reliable information. It aims to help people make sense of events, engage in dialogue, and take action to improve their lives. BBC Media Action is funded by external grants and voluntary contributions. BBC Media Action has been working in Lebanon with Syrian refugees for 3 years. This work has included the Echo funded project “Connection” that produced a series of films that were screened at UNHCR registration centres in Lebanon and Jordan.

About Relief International. RI is an international humanitarian relief and development agency with cross-sectoral programs that provides emergency relief, rehabilitation, development assistance, and program services to vulnerable communities worldwide. Since 2006 RI has provided relief through various programs in relation to Health and Nutrition, Basic Assistance, education, and Communication to Syrian refugees, host communities and other vulnerable communities in Lebanon. RI is dedicated to bridging emergency relief and long-term development through community empowerment by building capacities worldwide to reduce vulnerability and improve resiliency through sustainability.