### **Humanitarian Service Directory for Palestinian People, State of Palestine, 2025**

Questions and Answers note

### **GENERAL QUESTIONS**

**Who has access to the tool?**

The tool is accessible to all humanitarian actors in the Gaza Strip and the West Bank, as well as helpline operators. It enables them to access real-time information beyond their own programs to share with communities. The tool compiles sharable information about the humanitarian response in both Arabic and English, including:

* Information about services on the ground.
* Top-line community engagement messages from clusters and partners.
* Helplines, QR codes, awareness-raising materials, and viable communication channels.

Currently, communities themselves do not have direct access to the tool and cannot check the information independently.

**Is there any plan to turn the tool into a smartphone application for community use?**

Plans to develop a smartphone application are under discussion and may be considered in the project’s second phase. For now, the focus is on:

* Rolling out the tool.
* Raising awareness among humanitarian actors.
* Ensuring effective use and functionality.

**Are there any technical trainings or protocols organizations need to follow to engage with the tool?**

Yes. The AAP team has conducted rollouts to clusters and their partners, presenting the tool and explaining its functionality. Additional presentations can be arranged for new colleagues or teams upon request. Please contact the AAP team to organize a meeting.

A **Guidance Note** has been developed, which includes:

* An overview of the tool.
* Key features and navigation instructions.
* A step-by-step guide for each section.

This Q&A document complements the Guidance Note and will be updated regularly to address new questions or concerns.

**Is there a mechanism for organizations to provide feedback on the tool?**

Yes. Feedback and suggestions can be sent to the OCHA AAP team, which is part of the coordination unit.

**Is the Service Directory a tool for individual case referrals?**

No, the platform is not designed for individual case referrals. It is an information hub that reduces the need for referrals related to information requests. UN Women is responsible for establishing an interagency complaint channel and referral mechanism for individual cases as part of the AAP CERF Project.

### **SERVICES**

**Who is responsible for updating the services?**

* **Services:** Individual agencies are responsible for entering and maintaining data about their services. Updates are expected only when changes occur.
* **Top-line community engagement messages:** These should be uploaded via the respective cluster coordinator, following their protocol. The AAP WG team is available to assist in reviewing and ensuring cultural and gender sensitivity.
* **Awareness-raising materials:** Any organization or partner can upload materials (e.g., social media cards, flyers, brochures) to enable others to amplify these messages.
* **Helplines:** Organizations are invited to upload helplines (programmatic, specialized, or feedback channels). Cluster coordinators are responsible for periodic reviews to validate these.
* **Frequently asked questions:** Primarily intended for helpline operators noting trends, but any humanitarian actor can submit a question requiring cluster action.

**How can I add a new service if my organization is not listed in the providers' list?**

Organizations can manually add their name in the "Provider" field in the service editing section, as there is no pre-set drop-down list.

**How can organizations ensure their services are highlighted?**

Newly added or updated services automatically appear at the top of the list. For critical updates, the OCHA AAP team can send an email notification for prompt dissemination.

**Should short-term services be included in the list?**

Yes. All services, regardless of duration, should be included. Organizations are responsible for removing inactive services. Guidance on this process is available in the Services section of the Guidance Note.

### **TOP LINE COMMUNITY MESSAGES**

**Do messages need to be uploaded on behalf of the Cluster?**

Generally, messages are developed within clusters and require approval from the Cluster Coordinator. Organizations can upload their own messages, but approval from the designated focal point is required.

**What if there are conflicting messages between organizations or clusters?**

Before publication, all messages are reviewed by the OCHA AAP team for clarity, cultural sensitivity, and appropriateness. The team collaborates with the RCT group and PNGO to address concerns and ensure balance. Feedback is communicated to the relevant cluster, and the revised message must be approved by the Cluster Coordinator.

### **QR CODES**

**How can QR codes and links be shared with callers?**

There are two options:

1. Helpline operators can click the link and complete the form on behalf of the caller.
2. The link can be sent directly via SMS, if supported by the helpline.

**Is the SMS option available for all helplines?**

This depends on the helpline's capabilities. Some helplines can send QR codes via SMS or WhatsApp. If this is not possible, operators can fill out the QR code form on behalf of the caller.