**Title:** Rohingya Refugee Settlement, Bangladesh

**Title**: Siobhan Luikham, IOM – Balukhali Site Manager

**Siobhan**: Site management is about the coordination of services in a camp or in something that looks like a camp. So working with all of the other agencies who are providing services, whether that's providing water, whether that's providing education and healthcare, trying to coordinate with them to make sure that the service provided in one part of the camp is the same as the other parts of the camp and that it's a good level and it's meeting the needs of the people. It's also about working with the residents of the site themselves, trying to build up their participation so that they can have more control over their lives whilst they are living in the camp.

**Refugee**: I have two children. I put them in these baskets to bring them here. We had to climb many steep hills. It took us 12 days to cross the border.

**Title**: 8 November 2017

**Title**: Arrival Centre, Balukhali Refugee Site

**Siobhan**: On influx days we set up an area for them to come and we support the refugee population to come to this area and receive services in one location so that they receive some emergency, for example, emergency food, some NFI (non-food items), and they also get registered for services which will help them later in the site. And then we're helping with crowd control, giving information to the people on what is happening today, what services are in the site in Balukhali, and also supporting them to move to the areas where they will be setting up their homes.

**Refugee**: To build a shelter, I was given bamboo and rope. I will put the tarpaulin over these poles.

**Siobhan**: The big challenge here is the scale of the numbers that we are dealing with, and also the fact that we have been playing catch-up. People arrived when there wasn't sufficient humanitarian assistance available. Things were not ready, so we've definitely been trying to catch up on the people who already arrived as well as trying to support in a more appropriate way the people who are coming.

**Refugee**: I am building my home here because your people [IOM] told me to. IOM marked a plot, and told us where to build. They are digging a tube well and latrine nearby. They said to buzild my shelter however I feel comfortable and as big as needed for my family. These were given to us by IOM. They said they would provide materials for walls, as well as, other home accessories later. But the first thing to do is put up the tarpaulin.

**Title**: International Organization for Migration (IOM) – The UN Migration Agency