

## Summary Note on Accountability to Affected Populations/Community Engagement Working Group Meeting (July 2022)

<b>Date/ Time &amp; Venue</b>	27 July 2022, 2.00 – 3.00 PM (via Zoom)	
<b>Chair / Co-chair</b>	WFP (Michelle Sanson), <b>Plan International</b> (Angelo ‘Enan’ Melencio)	
<b>Participants</b>	Attendance records stored by OCHA	
<b>Agenda items and summary of discussion</b>	<b>Action Points</b>	
<p><b>1. Welcome</b></p> <p>The AAP CE WG co-chairs presented the agenda for the meeting and welcomed new members to the group.</p>		
<p><b>2. June meeting minutes and action points</b></p> <p>The June 2022 meeting summary was approved without further suggestions/feedback from the WG members. The co-chairs updated on the action point from June:</p> <ul style="list-style-type: none"> <li>Sharing focal points for community feedback mechanisms with the ICCG and INGO Forum: Co-chairs have shared the focal points with both fora.</li> </ul> <p>Co-chairs updated on ongoing workstreams:</p> <ul style="list-style-type: none"> <li>AAP self-paced e-course in Myanmar language: The e-course has started with the first batch of participants. The first four months will focus on the Food Security Cluster members, and after that, other clusters will be contacted to support the license fees during the months that their members are mainly enrolled. The course costs are 700 USD/a year – members are invited to indicate if they are able to fund the course, so it would be accessible for everyone.</li> <li>Update on ICCG and follow up with clusters and sub-national ICCGs: AAP co-chairs briefed the ICCG on the Working Group. As follow up, and to strengthen AAP at cluster level, co-chairs were invited by several clusters (Education, Nutrition, Health, GBV, and Food Security) and sub-national ICCGs (Sittwe, Kachin, and Southeast) to hold presentations. The co-chairs are open for invitations from other clusters and networks not mentioned.</li> </ul>	<b>#OCHA to upload June meeting summary</b>	
<p><b>3. Updates: Member updates; Relevant updates from related groups and sub-national</b></p> <p>GiHA CoP: Eight questions on AAP were incorporated in the updated Gender Profile for 2022. These will help collecting data to report on the AAP indicators in the HRP. The GiHA COP reminded that they are available for trainings for interested clusters and organizations.</p> <p>The southeast ICCG informed that they invited AAP/CE WG co-chairs to hold a presentation. An inter-agency distribution is planned in Shan South and will include as a pilot a collective feedback mechanism, hosted from UNHCR, which will be capturing all feedback from beneficiaries.</p> <p>WASH Cluster: In collaboration with the Global Wash Cluster (GWC) and the Global Accountability and Quality Assurance (AQA) Working Group, the WASH Cluster in Rakhine is piloting an AQA initiative approach in Rakhine. The first meeting was held in June, and the next one is planned for end of July. As representation of CSOs was not as big as it was hoped, further meetings in local language may be held. If organizations like to participate, please contact Jeffrey Silverman (jsilverman@unicef.org).</p>		

<p>PSEA Network: The network is continuing with capacity-building efforts. Recruitment for an international coordinator is being finalized, and the new person will be onboarding around August.</p> <p>National "Disability Inclusion Technical Advisory Group Meeting": A revised ToR and workplan has been drafted. The group is now opened up to technical partners who want to participate, not just only ICCG members.</p>	
<p><b>4. Member presentation: BBC Media Action</b></p> <p>BBC Media Action presented on Community Engagement and Accountability in the Rohingya response in Bangladesh. BBC Media Action and Translators Without Borders (TWB) (initially Internews) set up the Common Service for Community Engagement and Accountability in Bangladesh. BBC Media Action is not an implementing partner but supporting operational partners. Research on people's information needs and how to respond was conducted. Also, BBC Media Action produced content to support better community engagement that was available to everyone. Comprehensive feedback analysis was conducted to close the loop and ensure refugees feel their voices are heard. Please refer to the presentation for more details.</p> <p>It was noted that BBC Media Action will be supporting in Myanmar to develop useful content and tools. Interested members can contact Kate Gunn (<a href="mailto:Kate.Gunn@mm.bbcmmediaaction.org">Kate.Gunn@mm.bbcmmediaaction.org</a>).</p>	
<p><b>5. Member presentation: Trocaire</b></p> <p>Trocaire presented on their approach to AAP and feedback and complaints mechanism.</p> <p>Trocaire has a Complaints Handling Mechanism (CHM), which is implemented according to the organization's Complaints Policy. Trocaire has established five different channels for providing feedback – in-person, phone, feedback boxes, website and post. A complaints administrator is responsible for processing complaints received. Staff collect feedback from the communities when they accompany partner staff on monitoring visits.</p> <p>Trocaire uses two approaches to collect feedback and complaints:</p> <ul style="list-style-type: none"> <li>• Increasing awareness of Trocaire's CHM among partners <ul style="list-style-type: none"> <li>➤ Presentation of CHM policy at project inception meetings, at capacity strengthening workshops, partner meetings</li> <li>➤ CHM Partner Brief developed and shared</li> </ul> </li> <li>• Supporting the partners to establish or revitalize their Feedback and Complaints Handling Mechanism</li> </ul> <p>Please refer to the presentation for further details.</p>	
<p><b>6. Protection referrals</b></p> <p>The Protection Cluster presented on protection referrals – when and how to undertake protection referrals, both in-person and not in person (such as by hotlines).</p> <p>Protection referrals should be conducted if a CFM user exhibits emotional distress or the substance of their complaint raises protection issues. The Protection Cluster has referral pathways for GBV and child protection – it is important to ensure your CFM operators have a copy of them. The importance of debriefing was highlighted, for staff emotional wellness.</p> <p>Co-chairs agreed to follow up with the Protection Cluster for a condensed referral list and share it with WG members. The Child Protection AoR provided their referral contact directory, see <a href="https://www.myanmarchildprotection.com/">https://www.myanmarchildprotection.com/</a>.</p>	<p><b>#Co-chairs to follow up with the Protection Cluster on referral details</b></p>

For PSEA incidents - [mmrpsea@unfpa.org](mailto:mmrpsea@unfpa.org) can be contacted.

## 7. AOB

Members were invited to present on their CFM and AAP practices in upcoming WG meetings. A template for a presentation has been developed, both in English and Myanmar, to facilitate information sharing.

The AAP Advisor for the Protection Cluster, Gil Francis Gabuan Arevalo, noted to support the AAP mapping process, that is indicated in the WG's workplan. Gil will be reaching out to members to have bilateral discussions.

For other workstreams, including the planned dashboards, resource mobilization is ongoing to ensure human and material capacity to follow up on the various action points.

## Useful links

- AAP MIMU Page <http://themimu.info/sector/accountability-affected-people-aap>
- Ethiopia Community Voices Platform  
<https://www.humanitarianresponse.info/en/operations/ethiopia/inter-agency-aap>
- AAP English – Myanmar AAP glossary  
[http://themimu.info/sites/themimu.info/files/aap\\_public/Myanmar\\_AAP\\_CE\\_Glossary\\_ENG\\_MM.pdf](http://themimu.info/sites/themimu.info/files/aap_public/Myanmar_AAP_CE_Glossary_ENG_MM.pdf)
- Interagency Myanmar language AAP training package <http://themimu.info/sector/accountability-affected-people-aap> (under the heading Interagency AAP Training Package)
- Log of interagency Myanmar language AAP training resources  
[http://themimu.info/sites/themimu.info/files/aap\\_public/Log\\_of\\_Myanmar\\_Language\\_Interagency\\_Training\\_Materials.pdf](http://themimu.info/sites/themimu.info/files/aap_public/Log_of_Myanmar_Language_Interagency_Training_Materials.pdf)