

AAP/CE Working Group Meeting Minutes - June 2023

Date / Time / Venue	28 June 2023 / 2.00 – 3.30 PM (MMR Time) / Zoom	
Co-Chairs	OCHA / Plan International (Away)	
Participants	Attendance records stored by OCHA	
Agenda Items	Action Points	
<p>1. Welcome</p> <ul style="list-style-type: none"> OCHA co-chair welcomed participants and presented the agenda for the meeting Members were reminded of the availability of the interpretation channel The new National AAP Coordinator and IM Officer were introduced to the group 		
<p>2. May Meeting Minutes</p> <p>Review of May meeting minutes (to be uploaded to MIMU without names)</p> <p>Action points from May 2023:</p> <ul style="list-style-type: none"> OCHA to upload April meeting minutes COMPLETE PSEA lead, CP AoR and AAP Specialist to meet and discuss CFMs in Myanmar further IN PROGRESS OCHA to share translated AAP/CE WG ToR COMPLETE OCHA to share draft mapping survey IN PROGRESS OCHA to share common data points for review IN PROGRESS 	<p># OCHA to upload May meeting minutes</p> <p># PSEA lead, CP AoR and AAP Specialist to meet and discuss CFMs in Myanmar</p> <p># OCHA to share draft mapping survey</p> <p># OCHA to share common data points for review</p>	
<p>3. Member Presentation: UNICEF</p> <p>UNICEF provided an overview of the definition of AAP, and three of their key interventions:</p> <ul style="list-style-type: none"> supporting implementing partners in institutionalizing community feedback mechanisms establishing mechanisms for the collection, collation, and analysis of community feedback AAP E-course to strengthen capacities for mainstreaming AAP (launched May 2023) <p>UNICEF created a Power BI dashboard with the inputs and feedback received from affected populations by implementing partners across Myanmar. The dashboard allows analysis of feedback by theme as well as age, gender, and location. UNICEF found that the majority of feedback came from the following groups: people aged 19-34, females, and those living in villages. The WASH sector received the most feedback, and Rakhine State accounted for 74% of the total feedback. In terms of submission modalities, UNICEF received the most feedback through satisfaction surveys (2,153), feedback collection by staff (528), and suggestion/complaint/feedback boxes (323).</p> <p>UNICEF has conducted in-person capacity building sessions for implementing partners, AAP focal points, the private sector, and contractors. They also developed a quick guide on AAP and shared this concise and informative resource with clusters and field offices.</p> <p>UNICEF does not manage sensitive cases concerning PSEA or fraud but encourages partners to solve these through their own internal reporting channels or by using appropriate external referral pathways.</p>	<p># OCHA to share the UNICEF presentation, details of their AAP E-Course, and RNA questions with working group members</p>	

<p>Implementing partners are responsible for managing the individual or community feedback they receive until the loop is closed. However, UNICEF can get involved if required and work with the partners to find a resolution.</p> <p>UNICEF sets the mandatory AAP components with partners in the Program Charter when establishing and developing the partnership.</p>	
<p>4. Updates: Member updates, relevant updates from related groups, sub-national AAP updates, workstreams updates</p> <ul style="list-style-type: none"> • NRC has successfully established complaint and feedback mechanisms in Rakhine and the Southeast, and is now working towards establishing them in the Northeast. However, they have experienced challenges around low usage rates of the hotlines, despite sharing information about the service with affected people. To address this, NRC would like to conduct a survey among working group members to find out more about how organizations are managing their CFMs, especially those in the Northeast. • Trocaire carried out community consultations so that they could gather insights on how affected people engaged with the Information, Education, and Communication (IEC) materials that were provided. During these consultations, it was observed that approaching partners to establish complaint and feedback mechanisms proved to be beneficial and effective. By involving partners in the development of policies and mechanisms to address complaints and collect feedback, better engagement and communication with the community could be achieved. • UNICEF has conducted an in-person AAP Training of Trainers session for implementing partners from Kachin, and they had over 35 participants. Similar training sessions will be organized for partners from Rakhine, Northwest, Southeast, and Shan. In addition, UNICEF received approximately 60 registrations for their AAP E-course. There are 46 participants currently accessing the course, and 30 participants on the waiting list. • WFP has established a number of mechanisms for community engagement and collaboration with partners. Where partners do not have their own CFM, WFP allows them to utilize WFP's channels for feedback collection. WFP has multiple operations in the Southeast where common feedback channels include a helpdesk and helpline. In Myitkyina, WFP tends to receive feedback from suggestion boxes. WFP is currently developing program activities that integrate AAP communication materials in different languages. This initiative aims to improve communication and engagement. 	<p># OCHA to share the NRC survey with working group members</p>
<p>5. AOB</p> <ul style="list-style-type: none"> • The OCHA co-chair, National Coordinator and IMO will review the AAP mailing list to ensure those listed are still engaged with the working group. They will also carry out activities to expand membership. • OCHA extended an invitation to members to contribute to the development of the AAP sections in the Humanitarian Needs Overview (HNO) and the Humanitarian Response Plan (HRP). Those interested can contact the OCHA Co-Chair directly. 	<p># AAP Specialist, National AAP Coordinator and IMO to review AAP/CE mailing list and expand membership</p>
<p>Useful Links</p> <p>MIMU – Accountability to Affected People AAP Glossary in English and Myanmar Language Interagency Training Package in Myanmar Language (under Interagency AAP Training Package) Log of Interagency AAP Training Resources in Myanmar language Register for the self-paced online AAP course in Myanmar language</p>	