

# Myanmar Accountability to Affected Populations and Community Engagement Working Group (AAP/CE WG) Terms of Reference September 2021

## BACKGROUND

Placing communities and people affected by crises at the centre of humanitarian action promotes respect for fundamental human rights. It ensures that affected populations are treated with dignity and respect, and that aid workers are accountable for their actions.

The Myanmar AAP/CE WG supports the application of global commitments to accountability, including: the [Core Humanitarian Standard on Quality and Accountability](#); [the Grand Bargain commitments on local leadership and action, capacity strengthening, and the Participation Revolution](#); and the [Inter-Agency Standing Committee Commitments on Inclusion and Accountability](#) and [Accountability to Affected People and Protection from Sexual Exploitation and Abuse \(PSEA\)](#).

The AAP/CE WG builds on the AAP Small Group established in 2020 under the ICCG. The formalisation and expansion of the initial group reflects the commitment for effective accountability to affected populations and community engagement to be at the core of humanitarian response in Myanmar. The work of the AAP/CE WG will build on the efforts made by the AAP Small Group to ensure continuity.

## AAP/CE

**Accountability to Affected Populations** is an active commitment of humanitarian workers to act responsibly by taking account of, giving account to, and being held to account by the people humanitarian organisations seek to assist. Affected people are at the centre of any humanitarian action.

**Community Engagement** involves a two-way dialogue between crisis-affected communities, humanitarian organisations and, where possible, between and within communities. It should enable affected people to meet their differential needs, address their vulnerabilities and build on their pre-existing capacities. It recognizes the role of affected communities as first responders and thus the role of the international system is first and foremost to support their efforts.

## OBJECTIVES

Building on the needs identified, the AAP/CE WG will:

- Provide technical advice and coordination support around AAP/CE throughout the Myanmar humanitarian operation.
- Guide efforts to embed AAP/CE into all aspects of the Humanitarian Program Cycle – including Humanitarian Needs Overview (HNO) and Humanitarian Response Plan (HRP) processes and the ongoing monitoring of progress against the HRP.
- Support the development and use of accessible and inclusive AAP approaches, processes, mechanisms and systems that are appropriate to various age, genders, disabilities, and other diversities with a focus on leaving no one behind.
- Explore how AAP/CE data can be better utilised and shared between humanitarian organisations to enhance accountability, inform and shape humanitarian practice in Myanmar.
- Support AAP/CE capacity strengthening and implementation efforts at the national and sub-national level.
- Continue to explore an interagency platform for more collective approaches to accountability and community engagement in Myanmar.

## GOVERNANCE AND STRUCTURE

AAP/CE WG sits under the Myanmar Inter-Cluster Coordination Group (ICCG).

Meetings will be co-chaired by representatives of two agencies (preferably one international and one local/national). The co-chairs will commit to a one-year term and are to be selected and endorsed by the group. OCHA will provide secretariat support. A workplan will be developed based on the key functions to inform priority work of the AAP/CE WG.

The default frequency of meetings is monthly but the practical frequency will be determined by consensus, based upon changes in the context and on initiatives the group is working on.

The Myanmar AAP/CE WG will be conducted in English as the primary language. To mitigate barriers to participation, where possible the Working Group will endeavour to use captions and real-time translation technology, and Myanmar translation can be done as needed during meetings

Sub-working groups may be established when there is a need for greater focus on a particular thematic or focus area under AAP/CE. Based on the identified need/s, they may be ongoing, seasonal, short-term to progress a particular aspect of work, or established to support a specific emergency response. Sub-working groups ought to be solutions-focussed and action-oriented entities. Sub-national AAP groups may also be established based on need and commitment at the sub-national level.

## MEMBERSHIP

Effective AAP/CE underpins the ability to provide responsible and appropriate humanitarian assistance to affected people. It ought to be embedded throughout the humanitarian program cycle. Therefore, it is relevant for the AAP/CE WG to have multidisciplinary attendance and participation. Those with an interest in progressing inter-agency AAP are welcome to join.

To ensure linkages with the Protection Against Sexual Exploitation and Abuse Network (PSEA), either the PSEA Network Coordinator or one of the Co-Chairs should be a member of the AAP/CE WG.

Key people who should attend are:

- AAP/CE focal points from civil society, INGOs, Local NGOs, Red Cross movement, UN.
- Coordinator, Chair or Co-Chair of the PSEA Network and GiHA group

Sub-national colleagues or colleagues from regional offices covering Myanmar may also wish to attend to:

- Provide guidance and support, ensuring the Myanmar network is well appraised about other initiatives in countries in the region and allowing for peer-to-peer support and exchange.
- Ensure that discussions at the national level build on the needs in the field and field responses are aligned with national approaches and agreed messaging.

It is crucial that people with understanding of the local context influence the systems and structures in which AAP/CE is carried out. The AAP/CE WG wholly welcomes the participation of Myanmar colleagues and the unique insights they provide on serving the needs of affected people.

## KEY FUNCTIONS

<b>Collective accountability</b>	<ul style="list-style-type: none"> <li>• Encourage and facilitate sharing of AAP/CE related data for joint consideration and analysis, with a view to understand broader needs and priorities, and document the impact of programme realignment in response to community feedback.</li> <li>• With cooperation from partners on sharing and agreement on common data fields, strive to analyse datasets from agency-specific and collective feedback mechanisms, assessments, and monitoring and evaluations, to understand broader needs and priorities, and document the impact of programme realignment in response to community feedback.</li> <li>• The coordinator/co-leads will upload reports, assessments, communication content for communities, meeting minutes and other relevant information suggested by members to a shared online drive or to the <a href="#">AAP MIMU page</a> to promote dissemination and transparency, and to make all documents and products as accessible as possible to all response stakeholders, taking into account 'do no harm' principles for protection of beneficiaries and using password protection as and where appropriate.</li> </ul>
<b>Coordination and collaboration</b>	<ul style="list-style-type: none"> <li>• Map accountability focal points, community feedback mechanisms, resources and activities throughout Myanmar to identify gaps and promote coordinated, inclusive and collective approaches to accountability.</li> <li>• Work with the PSEA Network to strengthen access to reporting and referral channels and appropriate people centred feedback channels.</li> <li>• Collaborate/coordinate with other related coordination entities in Myanmar including; PSEA Network; Gender in Humanitarian Action (GiHA), Protection Sector, Accountability and Learning Working Group (ALWG); ERP WG (on CwC needs); Humanitarian Advocacy and Communications Group (HACG); Risk Communications and Community Engagement (RCCE) Group; Disability Inclusion ICCG Small Group</li> <li>• Collaborate/coordinate with other related sub-national/regional coordination entities in Myanmar, for example the Rakhine CwC working group.</li> </ul>
<b>Collective Information creation</b>	<ul style="list-style-type: none"> <li>• Support common and coordinated messaging that people need in languages and formats they prefer and that is accessible to them in a timely manner.</li> <li>• Help establish and promote collective messaging processes, online platforms and guidelines for listening to and utilising community input.</li> <li>• Support clear and efficient referral pathways, including identifying gaps that need to be filled, particularly for PSEA complaints in collaboration with the PSEA Network.</li> </ul>
<b>Provision of technical expertise</b>	<ul style="list-style-type: none"> <li>• The working group coordinator, co-leadership agencies and Working Group members with AAP and community engagement specialties will provide technical support to inform the HCT and support the ICCG.</li> <li>• Develop standards, guidelines and practical tips on good practice by adapting and contextualizing international guidelines.</li> <li>• Develop and sustain joined-up response efforts on information sharing and community feedback that inform the Humanitarian Programme Cycle (HPC), including the HNO, and the HRP and its monitoring framework.</li> </ul>
<b>Capacity strengthening</b>	<ul style="list-style-type: none"> <li>• Identify gaps that hinder the implementation of accountability good practice and propose solutions.</li> <li>• Support training, mentorship opportunities, peer-to-peer exchanges and other initiatives to enhance capacity on AAP/CE and address identified gaps.</li> <li>• Collaborate with the PSEA Network in their work to strengthen policies and practices</li> </ul>

	regarding the handling of sexual exploitation, abuse and harassment complaints.
<b>Tools and indicators</b>	<ul style="list-style-type: none"> <li>• Develop cross-sector accountability processes and linkages that promote specific or response-wide information sharing and inclusive community-based project design and feedback mechanisms.</li> <li>• Review cluster indicators, outcomes, outputs and activities in the HRP from an AAP perspective and suggest needed improvements.</li> <li>• Support development of response-wide referral pathways when crisis-affected people ask questions, give feedback and file complaints.</li> </ul>
<b>Coordination of assessments</b>	<ul style="list-style-type: none"> <li>• Support integration of AAP/CE related content into needs assessments and monitoring tools and processes.</li> <li>• Where possible, support the coordination of community consultations, perception surveys, key informant interviews and other assessments in which crisis-affected people are the contributors.</li> <li>• Coordinate with assessment teams or other individual partners conducting participatory research to include accountability questions and support reporting and analysing data, ensuring it is routinely disaggregated by age, sex and disability.</li> </ul>
<b>Advocacy and influence</b>	<ul style="list-style-type: none"> <li>• Provide regular briefings to the UNCT/HCT on the status of AAP/CE implementation and any areas needing high level advocacy or support.</li> <li>• Advocate for AAP/CE to be considered and integrated at all levels of response, including mainstreaming into programming, cluster strategies, funding mechanisms, response monitoring and evaluations.</li> <li>• Advocate for collective accountability systems that meet the needs of affected people and inform humanitarian response overall.</li> <li>• Advocate for more systematic and well-designed two-way communication with affected people and communities.</li> </ul>

#### Document control

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