

## Accountability to Affected People (AAP) Taskforce for the Refugee Response in Moldova

### Terms of Reference

April 2022

#### Background

The escalation of conflict in Ukraine has caused destruction of civilian infrastructure and civilian casualties and has forced people to flee their homes seeking safety, protection, and assistance. By the 4 April, 377,179 people have arrived in Moldova, with the majority being women and children. Arrivals are primarily from Ukraine, but there are also many with other nationalities who had been residing, seeking asylum, or were recognised refugees in Ukraine. The movement of people remains highly fluid with approximately three quarters moving onto to Romania and other places in Europe. Those who do not have specific plans and resources are provided with accommodation in temporary shelters, family homes or other short-term solutions identified by local organisations and volunteers. Upon arrival, individuals can find support provided by government authorities, local and international organisations and volunteers. Using information provided by responders and what they have gathered themselves through their journeys, refugees make decisions about onwards movements and accessing services. Despite existing support, huge information, communication, and engagement gaps remain for refugees to have access to quality information they need to make informed decisions, to be able to communicate with actors using their preferred platforms, formats and languages, and be able to participate in the decisions and activities that impact their futures.

UNHCR and partners have launched a Regional Refugee Response Plan that has Accountability to Affected People at its core to ensure those forced to flee can meaningfully participate in response design and decisions and can access services based on their priorities in safe and accessible ways. UNHCR will co-lead with a national NGO on AAP coordination through the AAP Taskforce in Moldova, ensuring it is mainstreamed across response activities, and organisations commit to upholding minimum standards. The AAP Taskforce will be guided by the [Core Humanitarian Standard](#), the [Grand Bargain Commitments](#), the Inter-Agency Standing Committee Commitments on Inclusion and Accountability to Affected People and prevention of Sexual Exploitation and Abuse (PSEA), Human Rights Based Approach (HRBA). The AAP Taskforce will work in partnership with local and community-based organizations including refugee-led organisations and informal networks, and in close collaboration with local stakeholders and authorities.

#### Accountability to Affected People

AAP commitments work to ensure that the power that humanitarian organisations and partners have during responses is used responsibly, and the people who organisations aim to support can hold them to account. Individuals regardless of age, gender, ability, religion, language, ethnicity and race, or any other background, can meaningfully participate in the response and have their views taken into account throughout the humanitarian programme cycle. Feedback must be regularly compiled and gathered and used in decision making; while the capacities of individuals are used and supported to be involved in response activities. Organisations must be transparent and have clear and accessible communication channels that use preferred formats, and people are informed of their rights and entitlements.

#### Governance and Ways of Working

##### *Meeting forum and communication*

The AAP Taskforce has been formed under the Protection Working Group but is crossing across other Working Groups. It will be chaired by UNHCR and a national actor (TBD). The AAP Taskforce (AAPTF) will meet on a biweekly basis (TBD) and notes on discussions around AAP matters will be circulated among members of the AAPTF. Options for interpretation into Romanian and Ukrainian during meetings will be explored to facilitate the inclusion of national actors and community-based organisations.

AAP coordination must ensure regular collaboration with and support to other WGs and Sectors to ensure mainstreaming of AAP across the response and collaboration in areas of overlap.

Organisations and individuals can volunteer and are welcome to lead on suggested workstreams and thematic areas. Progress and deliverables on thematic areas will be presented back to the AAP working group at the agreed timeline.

#### Membership

Membership of the AAP Taskforce will strive to be as inclusive as possible and ensure the participation of local organisations and/or community-based organisations and refugee led groups. All humanitarian and development

organisations, as well as donors are welcome to join the APTF. The Taskforce will engage the appropriate government offices. The APTF will seek to involve community members, particularly people with physical and intellectual disabilities, older people, women, and girls, Roma in the design, implementation and evaluation of projects and activities. Members are always welcome to invite partners and organisations they are working with to meetings and the mailing list.

### Objectives

The AAP Taskforce will provide technical and coordination support country-wide to promote the integration of accountability, community engagement and two-way communication between people and humanitarian actors into the RRP implementation. The Group will support response-wide, accessible, and inclusive AAP approaches, processes and mechanisms. A national coordination from among local organisations will be encouraged to promote the sustainability of the group.

### Responsibilities of the AAP Taskforce

- √ **Coordination:** Map accountability focal points, initiatives, resources, and activities within and across response actors to identify gaps and promote coordinated, inclusive, and collective approaches to accountability. Coordination will also be across the region, with other AAP coordination groups set up in relation to the Ukraine response.
- √ **Collective Information creation:** Support common and coordinated messaging and inclusive communication approaches based on needs and priorities stated by affected communities in languages and formats they prefer. Share information on and collaborate on approaches to make sure that information is provided on two-way channels, in accessible and timely formats, including for people with different communication impairments. Resources will be compiled in the Repository created by UNHCR.
- √ **Bringing refugee and host community voices to decision making forums:** the AAP Taskforce will endeavour to bring community voices to coordination meetings and use them for decision making. Refugee-led organizations, community-based and local groups will be invited to participate in meetings or identify other formats in which they can be engaged. Organisations will use UNHCR's feedback form as much as possible to have a consistent way of gathering feedback and enable aggregation of data for analysis at a Moldova Response-wide level. This will also feed into a regional analysis with other countries also using UNHCR's standard form. Regular reports of feedback received and referred or acted upon will be shared with the RCF and other WG for their use in decision making and follow up.
- √ **Closing the feedback loop:** an inter-agency referral SOP will be put in place to ensure feedback received can be referred for needed follow up services and reaches the relevant organisation in case of comments provided about a specific service or the organisation itself. This will include an agreed confidential pathway for referring sensitive complaints received through any feedback channel. Agreement on this will be done in collaboration with the PSEA Network and in accordance with data protection policies.
- √ **Provision of technical expertise:** Taskforce members will link to other WG and provide technical inputs on AAP relevant to their areas of work. Support requested by other WG can be discussed during meetings to identify the support that can be collectively provided by the groups.
- √ **Capacity-development:** Identify gaps in capacities related to AAP to share resources and collaborate on capacity development initiatives. Sharing training materials, guidance, and other relevant resources in the repository in relevant languages is encouraged to support on the job, formal and informal capacity development. Requests for AAP trainings from other sectors can be discussed in the Taskforce to identify the most suitable ways of delivering it by different actors. Organise deep-dives, workshops on thematic issues.
- √ **Collaboration with the PSEA Network:** share resources and collaborate on approaches to increase awareness of reporting and referral channels and support new or adapted feedback channels to reach the most marginalised people.
- √ **Maintain a Repository of Resources:** UNHCR will set up an online repository accessible by all partners where resources can be shared and used. Organisations contributing to the repository must make it clear to members what can be used for external consumption or any other guidelines. The repository can include tools, promising practices, templates, key messaging and records of lessons and reflections. Meeting minutes and feedback reports will be kept in this repository.
- √ **Coordination of community consultations and assessments:** AAP taskforce members will keep others informed of assessments and community consultations being undertaken to coordinate on these as much as possible and reduce instances of consultation fatigue. Resources can be shared to undertake joint consultations and later present results to the wider group. Community consultations ensuring

representation of various age, gender, and diversity groups, particularly the most marginalised will be championed by the group for design, delivery, and monitoring across all sectors.