# AAP WG: Meeting Minutes

**29 April 2022**

<table>
<thead>
<tr>
<th>Time &amp; Location</th>
<th>10:00am, online meeting</th>
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<tbody>
<tr>
<td>Chaired by</td>
<td>Jessica Caplin</td>
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<td>Minutes prepared by</td>
<td>Ricardo Pla Cordero</td>
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<td>Available at</td>
<td>AAPWG Poland - Google Drive</td>
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<td>Participants</td>
<td>Aga Macura (Clear Global), Ksenia Buglewicz, Murtagh Victoria, Pawel Mania, Kordian Kochanowicz, Mariana Palavra, Raheel Ayaz, Stijn Aelbers, Virginia Moncrieff</td>
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## Agenda:

### Previous action points
- Closing out Minimum Questions
- Do No Harm guide: Next Steps

### Updates
- Constant Companion
- Core Humanitarian Standards

### Looking ahead
- Complaint and Feedback Mechanisms: Taskforce
- Standard Communication Messages
- AAP Overview Guide

### Reminders
- Data portal
- Mapping
- Materials bank
- AOB

## Discussion

### Minimum Set of Questions
Reviewed set was circulated to the AAPWG. It will be uploaded to data portal in Word and PDF; KOBO version to be reviewed and uploaded. Reminder of the objective: questions to tag into any survey to obtain an understanding of information/communication needs and feedback preferences; additional questions can be added if relevant, always keeping these as the minimum set.  
**Action point:** UNHCR to upload Question Set to data portal.

### Do No Harm guide
Reminder of the context and objective: developed by a smaller Taskforce to address issues on conflict-related human rights violations that could be raised during interaction with refugees/displaced communities. The guide is intended to be simple, not using jargon, visually accessible, and to be used for any person interacting with refugees/displaced communities.  
**Action point:** all members to share feedback by today Friday 29 April COB.

### Constant Companion
Victoria Murtagh, Plan International  
IOM requested sector-specialists to proofread translations. Interested organizations with this capacity can express interest in liaising with IOM Team for the review.  
DRC (Kordian Kochanowicz), and CLEAR (Aga Macura) expressed interest. UNHCR (Jessica Caplan) can share with GBV Protection Sector lead.  
**Action point:** Vicky/PLAN to liaise with IOM for review.

### Core Humanitarian Standard
Catherine Skehan – CHS Alliance.  
Plain language versions available in Ukrainian, Polish, and Hungarian. Full version of the CHS available in Ukrainian.  
Ongoing additional translations to Rumanian, Slovak and Hungarian. Discussions ongoing for Polish with PAH. CLEAR (Aga Macura) expressed interest in supporting translations.  
**Action point:** CHS/Catherine to share with CLEAR/Aga translation resources.

### Looking ahead / next steps
Project 1 - ‘What is AAP’ Guide.
Objective: to reflect basic AAP concepts, glossary and activities in a simple and visual format. To be developed in close consultation with Polish NGOs/NGO Forum and disseminated in workshops with national stakeholders.

**Action point:** Share examples on "What is AAP" Guide - Google Drive / UNHCR to share a first draft.

**Project 2. Establishment of a Complaint and Feedback Taskforce.** Objectives: Compilation of a resource bank and development of a complaint and feedback guide/SOPs. This would include elements for a common analysis of feedback trends, categorization of feedback, formulation of actionable recommendations for the GoP and national stakeholders.

Organizations interested: Plan Int. (Victoria Murtagh), CARE (Uwe Korus) Loop (Alex Ross). CLEAR (Aga Macura). UNICEF (Mariana Palavra)

**Action point:** UNHCR to share invitation for a first call on Tuesday 9am. All members to share existing basic materials at Feedback Mechanisms - Google Drive for a first draft to be reviewed by AAPWG.

**Project 3 – Standardized messages.**
Objective: to establish and disseminate a common stock of messages for critical subjects (PSEA, Trafficking and Fraud, to start with). Information sources should be accurate and reliable, while messages could be tailored to channel and audience type.

Additional suggestions (Internews Stijn Aelbers): work on media engagement to build content on refugee rights, and (Plan, Vicky) engaging with host community. Perhaps as ideas for Refugee Participation pillar

**Action point:** UNHCR to share first draft by discussion during next call.

**Reminders**
All members to contribute to
- Data portal
- Mapping
- Materials bank

**AOB**
Discussion on engaging Polish actors, potential use of simultaneous translation.

**Action point:** UNHCR to explore possibilities on automated/individual simultaneous translation and platform requirements.

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<td><strong>Minimum set of questions</strong></td>
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<td><strong>CHS</strong></td>
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<td><strong>Feedback &amp; Complaints Taskforce</strong></td>
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<td><strong>Standardized messaging</strong></td>
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