AAP Working Group

29 April 2022
Agenda

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
Minimum Set of Questions

- Revised set circulated to AAP WG, will be added to data portal
- **KoBo version** will be updated soon

The below set of questions represent the minimum data needs to obtain an understanding of information/communication needs and accessibility and effectiveness of feedback & response mechanism for refugees fleeing from Ukraine. The Accountability to Affected People Working Group (AAPWG) in Poland recommends integration of these questions in all assessments across all sectors and encourages systematic sharing of results for analysis.

As the number of refugees fleeing Ukraine continues to increase, timely and accurate information, effective two-way communication, and functioning and safe feedback and response mechanisms are key priorities to ensure accountability to affected people (AAP). The AAPWG is established to advance a coordinated approach to AAP activities and to provide technical support across sectors to ensure that the response is informed by feedback and priorities of refugees and that refugees have information about the services available for them.
Do No Harm Guide

- **Audience:** Anyone interacting with refugees/displaced communities
- **Context:** Simple language, no jargon, visually accessible
- **Guiding Principles:**
  - Secure informed consent
  - Engage refugees in a sensitive manner
  - Be Respectful, Sensitive to Cultural Differences, and Adjust Your Behaviour
  - Ensure Accuracy and Privacy
  - Preserve safety
  - Expertise is need in documenting crimes
Do No Harm Guide

‘Do No Harm’ Guidance
For Any Interaction with Refugees or People Affected by the Ukraine Crisis

This guide is for anyone planning to interact with the refugee community or any person impacted by the situation in Ukraine. Read this if you are a researcher, volunteer, visitor, or work for local and national authorities, INGOs, UN agencies, media outlets, businesses.

Remember: a person’s physical and psychological wellbeing, safety, and dignity is paramount, outweighing all other considerations.

Before interacting with the refugee community or any person impacted by the situation in Ukraine, you should understand the principle of Do No Harm, including the following key considerations:

What is ‘Do No Harm’?

When interacting with refugees, you can cause do-harm through your actions, language and behavior, even if it is not your intention.

Avoid exposing refugees to added risk through your actions. In some cases, the harm may not be immediately apparent to you.

Remember that the refugee community is at increased risk of exploitation, and your actions or disclosures even if well intended, can cause distress or be exploited by others, resulting in serious harm.

Guiding Principles

A person’s circumstances and cultural differences should be weighed against the value of an interview, and any interview should only be conducted with respect for, and informed consent of, the participant.
Do No Harm: Other Initiatives – Updates?

• Constant Companion

• Core Humanitarian Standards
Looking Ahead

Capacity Building and Conduct
- Mapping of actors
- Do No Harm Guide
- Constant Companion
- Core Humanitarian Standards

‘What is AAP’ Guide

Communication with Communities
- Minimum Set of Questions
- CwC Bank of Materials

Standardized Messages

Complaint & Feedback Mechanisms
- Minimum Set of Questions

Complaint & Feedback Taskforce: Guide, resource bank

Refugee Participation in programming

Regional Refugee Response Plan For the Ukraine Situation
Poland
Capacity Building: ‘What is AAP Guide’

- Simple, accessible overview of what we mean when we say ‘AAP’ + Acronym guide/common glossary
- Developed in close consultation with Polish NGOs/NGO Forum
Complaint and Feedback

• Establishment of a Complaint & Feedback Taskforce

• Objectives:
  • Compilation of Accountability/Complaint & Feedback resources
  • Development of a complaint and feedback guide/SOPs
Standardized Messages

- Common stock messages for critical subjects:
  - PSEA
  - Trafficking
  - Fraud
  - ...?
Coordination Data Portal


Or google search:

data2 UNHCR Ukraine
All AAP WG Members: Mapping

Fill out the online **mapping form** and disseminate the link among partners.
**Communication with Communities Bank**

- Upload materials to the **CwC bank (Google Drive)** of material
- Use a common file nomenclature:

  CwC_MHPSS_Psyh First Aid_Ukr CARE_22 Mar 2022