AAP Working Group

22 April 2022
Agenda

• Update on Minimum Questions
• Do No Harm Guide
• Looking ahead: complaint and feedback standards
• Reminders: data portal, mapping, materials bank
• AOB
Minimum Set of Questions

- Q1. What type of relevant information have you received to access the assistance you need?
- Q2. What would you like to receive more information about at the moment?
- Q3. Which sources of information do you trust to give you that information?
- Q4. What channel(s) of communication are you using right now to find the information you need to protect yourself and your family?
- Q5. What would be your preferred way to receive the information you need right now?
- Q6. What challenges are you facing in accessing information that you need at the moment?
- Q7. How would you prefer to provide feedback or make complaints to aid providers on the quality, quantity and appropriateness of the aid you have or will receive?
- Q8. How would you prefer to provide feedback to aid providers about the behaviour of aid providers and other sensitive issues?
Minimum Set of Questions: Update

• Suggested introductory language

  – We will not share any of your personal information.
  – Information collected will be anonymised and will be used to better serve and facilitate the humanitarian response.
  – Participation in this survey is not linked to any kind of assistance.
  – Your participation is voluntary and you can choose not to answer any question you want, or to stop at any time

• Consent:

  – Do you agree to continue the survey (yes/no)

• SPHERE aligned ages
Q5. What would be your preferred way to receive the information you need right now?

Q5.a. If social media:
- Instagram
- Tik Tok
- Twitter
- Facebook
- Other (please specify)

Q5.b. If Messaging Apps:
- WhatsApp
- Telegram
- Viber
- Facebook Messenger
- Instagram Chat
- Signal
- Twitter
- Other (please specify)
Do No Harm

Consent, confidentiality, sensitivity

- Constant Companion Sheet
- General Checklist/Do No Harm Principles: for humanitarian actors, journalists, researchers
- Age, Gender, Diversity Sensitivities
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
Looking Ahead

- Re-circulate Minimum Questions
- Review and feedback on Do No Harm Guide
- Taskforce to finalize draft of the Constant Companion
- Data Analysis plan
- **Complaint and Feedback Mechanisms**: standard practices and principles
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:

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