# Meeting Minutes
28 July 2022

<table>
<thead>
<tr>
<th>Time &amp; Location</th>
<th>10:00am, <strong>Online meeting</strong></th>
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<tbody>
<tr>
<td>Chaired by:</td>
<td>Speciose Kampire, UNHCR</td>
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<tr>
<td>Minutes prepared by:</td>
<td>Karolina Fabirkiewicz, UNHCR</td>
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<td>Available at AAPWG Poland - Google Drive</td>
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**Agenda and discussion points:**

- AAP WG Workshop preparations ([Inter-Agency Workshop on AAP - Google Drive](#))
  - CwCs: a brief update on Counselling Lines launched in connection to recalibration of UNHCR’s cash programme
  - Presentation by REACH (Marta Piekarczyk) on AAP questions from MSNA questionnaire
  - Activity Info: a brief overview of reporting requirements at sector level and how does AAP WG fits in (Erica Lynn Frank, Information Management)

**AAP WG Workshop:**

- Tentative date agreed – **Tuesday, 6 September**
- In-person workshop in Warsaw
- After the meeting, Google Form will be distributed to members to indicate their willingness to attend the workshop

**CwCs: Update on Counselling Lines:**

- UNHCR Counselling Lines started operating on 18 July
- 10 operators based in Warsaw
- Information provision, complaint and feedback, assistance and referral
- So far, majority of calls related to UNHCR cash program
- Suggestion by members to develop a mechanism to link our organizations and channel requests received via phonelines to different organizations accordingly

**MSNA questionnaire by REACH – AAP questions:**

- AAP questions on humanitarian aid (type of aid received, who is the provider, level of satisfaction with aid received, etc.)
- Access to information (do people know how to access information, where do people find information, challenges faced, etc.)
- Plan to begin in September with 1100 interviews
- First round of feedback on AAP questions requested by end of the week

**Activity Info: Reporting requirements:**

- No specific indicators for AAP – to be discussed
- Default indicators to be shared with members and discussed in the next meetings

**Action points:**

- AAP WG members are requested to complete the [Google Form](#) regarding upcoming workshop by Thursday, 11 August
- MSNA questionnaire by REACH to be forwarded to members. Members are encouraged to provide feedback to Marta Piekarczyk ([marta.piekarczyk@reach-initiative.org](mailto:marta.piekarczyk@reach-initiative.org)) by end of the week
- Default Activity Info indicators to be shared by Erica Lynn Frank and to be discussed internally in the next meetings