Time & Location	08 Dec 2022 at 10:00am, online
Chaired by:	Irina Isomova, UNHCR
Minutes prepared by:	Speciose Kampire, UNHCR Minutes are available at AAPWG Poland - Google Drive
genda and discussion points:	**AAP WG – Proposed agenda is as follows:** ● AAP-related updates from partner organizations ● Presentation on the preliminary results of the research about communication gaps, challenges on affected people by Clear Global ● AOB **General updates:** **UNHCR:** ● Welcoming new colleagues who join the AAP WG for the 1st time ● In view of the high mobility of actors, the AAP WG meeting will continued to be conducted in hybrid mode (in-person/online) unless otherwise decided by the group; ● In line with 2023 planning, UNHCR IM team will assist AAP group with mapping out static outreach facilities supported by partner organizations in different locations. Partner organizations were requested to share with UNHCR their plans on establishing/supporting outreach facilities. ● In the follow up to AAP-related discussions at MSNA validation workshop, partner organizations were encouraged to share experience on how to improve the reach out to people in shadows. Notably, there exists a different understanding on difficult-to-reach groups. ● UNHCR shared the link to the recently released Protection monitoring report with the group, suggesting there will be a detailed discussion regarding the key findings in the upcoming Protection Sector WG meeting; ● UNHCR shared some information on Userway- focus on digital accessibility and make information and CFM more adaptable and accessible by everyone. Related link was shared with the group. **UNICEF:** ● Update on their Spilno Hubs, location and scope of activities. Currently, there are 4 in total, and more are coming. UNICEF works with municipalities through providing family services. Spilno Hubs being the 1st place to collect feedback and complaint from affected people. ● The UNICEF shared a link to the questions/observations obtained through this initiative **PUI:** ● Scaling down their activities on the UNHCR projects by end of 2022. ● PUI will focusing on shelter-related activities in Porkarpadckie region. **CARE:** ● Through their funded partners, centres will be set up in different locations (not yet defined), providing range of services (MHPSS, GBV), the plan is to devise complaint and feedback system/develop SOPs.. The mechanisms to be used are yet to be defined. ● A bilateral discussion between Care and UNHCR will be done in addition to consultation with other Agencies to define what is the best mechanism to be used. **PHA:** ● Working on collecting feedback/complaints mostly on MPCA, currently in PDM and developing MEAL activities with other activities.

- Best practices/experience emerging in different locations. Hot line is the most used channel to receive feedback (MPCA program), but their partners receive feedbacks through daily face to face interactions with refugees.

Presentation by Clear Global on the preliminary results of the research about communication gaps, challenges on affected people - Poland and Moldova

- The research was conducted in Krakow and Warsaw focusing on the language capacity and gaps with a particular attention of vulnerable groups (criteria: Mixed groups from different part of UKR arrived in different time)
- Compering to other counties, Ukrainian fled to Poland face fewer information and communication challenges than those in Romania and Moldova, the reason being the big number of UKR diaspora presence in Poland.
- Access to information is mostly relies on social media networks and personal contact within UKR community. However, access to online information is preferable, even if the information sources do not contain all information but it reduces travel to the center.
- Less opportunity for face-to-face engagement
- Minority and 3rd Country Nationals are most marginalized. The focus is more to UKN refugees.
- Information Hubs instead of bank of websites was suggested by the community.
- Clear Global will share the presentation and results towards end results.
- **Yasno**, a Clear Global innovative solution to have answers built into the engine. The engine is built and will be tested by Humanitarian actors and Affected People.
- Results will be shared in the next AAP WG meetings
- Useful resources shared by CLEAR Global
- Glossary Protection & Accountability: https://glossaries.clearglobal.org/oxfam/
- PSEA Glossary: https://glossaries.clearglobal.org/psea/
- Tip sheets on Plain Language: https://clearglobal.org/wp-content/uploads/2022/11/CLEAR-Global-What-is-plain-language-tipsheet.pdf
- Tip sheets on interpreting on sensitive topics: https://clearglobal.org/wp-content/uploads/2022/03/TIP-SHEET-Interpretation-and-Sensitive-Topics-EN.pdf
- Practical tips for community interpreters: https://clearglobal.org/wp-content/uploads/2022/11/CLEAR-Global-Practical-tips-for-community-interpreters.pdf

Voice

- Mainly support National and Community Based Organizations to establish Complaint and Feedback Mechanism, including Sexual, Exploitation and Abuse (SEA) related complaints and internal procedure to deal with SEA allegations. They have Community Based Complaint Mechanism (CBCM) in place.

IMC

- Working with PWD, LGBTQI+ and Roma people providing online counselling, asking for information. They have QR code in the physical rehabilitation centres.

- **Outline of 2023 AAP Action plan:**

- Proceeding from the capacity development and technical support session held in September 2022 workshop, this is an opportunity to have a consolidated overview of actions support by partners in four areas (workstreams): Communication and transparency, Feedback and response, Participation and Inclusion, Organisational Learning and Adaptation.

- The AAP WG members are invited to join the mentioned workstreams in the AAP 2023 Action plan and reflect on the AAP activities that are implemented as part of their programme and could be introduced/shared and developed as promising practices.

Action points:

- Partners invited to attend the upcoming Protection Sector WG meeting which will have a presentation with the main findings on the situation and protection needs of Roma refugees from Ukraine as presented in the recently released report.
- UNHCR to share the outline of AAP 2023 Action Plan with the WG members. Partners are invited to indicate their interest in joining the workstreams, formulating and reviewing activities .

Meeting Minutes
08 December 2022