



<b>Time &amp; Location</b>	16 March 2023 at 10:00am, <a href="#">online</a>
<b>Chaired by:</b>	Irina Isomova, UNHCR
<b>Participants:</b>	Clear Global, Talk to Loop, UNHCR, UNICEF, PAH, IRC, Gdansk Foundation for Social Innovation (GFIS), Mercy Corps, CDAC Network, CARE Poland, Sluszna Strawa, IOM, Plan International, NGO Forum, DRC
<b>Minutes prepared by:</b>	Karolina Fabirkiewicz, UNHCR Minutes are available at <a href="#">AAPWG Poland - Google Drive</a>
<b>Agenda and discussion points:</b>	<p><b>Proposed agenda:</b></p> <ul style="list-style-type: none"><li>• Updates from Partners</li><li>• Presentation by Plan International on Child-Friendly Feedback Mechanism Guide and Toolkit</li><li>• Update on AAP WG Action Plan</li><li>• AOB</li></ul> <p><b>Updates from Partners:</b></p> <ul style="list-style-type: none"><li>• Overview of available hotline mechanisms:<ul style="list-style-type: none"><li>- IOM recently launched a new hotline for housing. The team will share more details shortly.</li><li>- WHO runs a health-related hotline for patients from Ukraine - 800 003 021 (open Monday-Friday 8:00-20:00, Saturday-Sunday 9:00-20:00).</li><li>- Members are asked to update the AAP database on available tools.</li></ul></li><li>• Talk to Loop's CFM:<ul style="list-style-type: none"><li>- Continue to receive complaints and feedback through the tool. The majority submitted by women aged 39-59.</li><li>- Website is available in Polish and Ukrainian. Recently Telegram channel has also been added to the tool. There is no need to sign up to the platform to act upon feedback received by the organization.</li></ul></li><li>• UNICEF:<ul style="list-style-type: none"><li>- Surveyed 30 organizations who partner with UNICEF on CFM. Results of the mapping can be presented in the next meeting.</li><li>- One of the biggest gaps is CFM for adolescents and UNICEF is planning to interview the group 15-25 years old in the next weeks.</li><li>- The report is not available online, however it will be shared with the members of the AAP WG by email.</li></ul></li></ul> <p><b>Presentation by Plan International on Child-Friendly Feedback Mechanism Guide and Toolkit:</b></p> <ul style="list-style-type: none"><li>• Toolkit is aimed mainly at children aged 8-15 but can also be used for younger children. Some of the child-friendly methods mentioned in the tool include happy/sad face activity, diamond ranking and starfish method.</li><li>• The documents are available in Polish and English. Ukrainian translation is in progress.</li><li>• In case of questions, members are encouraged to contact Jenna Treen, <a href="mailto:jenna.treen@plan-international.org">jenna.treen@plan-international.org</a>.</li><li>• PAH (Polish Humanitarian Action) who is partnering with Plan, runs Pajacyk program edition for Ukrainian children. Under the project, PAH is partnering with 37 organizations and is contacting them to learn what type of feedback collection is used.</li></ul>



**Update on AAP WG Action Plan:**

- Bilateral follow-ups have been completed and additional inputs are expected from two members.
- Organizations who wish to contribute to the Action Plan and take the co-lead role in any of the listed activities are kindly asked to contact Speciose Kampire, [kampire@unhcr.org](mailto:kampire@unhcr.org).
- AAP WG Action Plan will be finalized and presented in the next AAP WG meeting.

**New members of the AAP WG:**

- NGO Forum can present the AAP activities which they support in the next WG meeting.
- Gdansk Foundation for Social Innovation (GFIS) is new to the AAP, however, is working closely with Mercy Corps. GFIS highlighted a need to provide support to the Ukrainian humanitarian staff, including operators of the hotlines. MHPSS WG is working on the aspects of care for carers and the lead of the group could be invited to one of our meetings.

**AOB:**

- It was suggested to include the leads of other sectors in the mailing list and invite them occasionally to our meetings.

**Action points:**

- NGO Forum will present their activities in the next meeting.
- MHPSS WG lead will be invited to one of the upcoming AAP WG meetings.
- UNICEF will present the results of the research and the report on human-centered design and promotion of CFM in the next AAP WG meeting.
- AAP WG Action Plan will be finalized and presented in the next meeting.