Volunteers National Organization for Development and Humanities Services

منظمة المتطوعين الوطنية للتنمية والخدمات الإنسانية

(VOLUNTEERS)

Volunteers Accountability to Affected People (AAP) Frame Work

A. Introduction

Volunteers *has made this Accountability to Affected People (AAP) considering it as one of the most crucial documents for organization to provide support to the effected people, the relationship between volunteers and it is beneficiaries it serves, stakeholders and partners.*

B. Definition of AAP:

Accountability to those Affected people it serves has always been a part of ***volunteers*** *work in championing the rights of beneficiaries expressed in other* ***volunteer's*** *policies and commitments.* ***Volunteers*** *approach to accountability based on the Inter-Agency Standing Committee (IASC) definition of AAP as: "An active commitment to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist"*

Volunteers *is also guided by the IASC's five Commitments on Accountability to Affected People/ Populations (CAAPs) and the Core Humanitarian Standard (CHS) which sets out nine accountability commitments which places:*

"Communities and people affected by crisis at the centre of humanitarian action and promotes respect for their fundamental human rights. It is underpinned by the right to life with dignity, and the right to protection and security as set forth in international law".

In this paper, the term AAP is used to broadly encompass the responsibility of ***Volunteers*** *to put the interests of people it aims to support at the center of decision-making, whether in development or humanitarian contexts. At its core, AAP is about* ***Volunteers*** *responsibility to ensure programs generate meaningful and relevant results and outcomes for girls, boys, women, men and all the vulnerable groups in accordance with their specific needs, priorities and preferences. It involves working in ways to protect, facilitate and enable them to exercise their rights, including the right to safe, fair, equitable access to quality services and accurate, reliable and relevant information, the right to share their views and opinions about the quality and effectiveness of programs, and participate in decisions that affect them. This requires building relationships of trust between* ***Volunteers****, vulnerable people and communities, based on mutual respect, transparency and two-way communication and engagement. Throughout the text, we use "vulnerable people" to refer to girls, boys, women and men with different needs, priorities, vulnerabilities and capacities who are facing situations of poverty, deprivation, and risks or who are adversely affected by conflict, disasters or other emergencies. This includes women and children – especially girls, the poorest, minority groups, those with disabilities, the internally displaced, and those living in marginalized communities and fragile environments (such as refugee camps and urban and informal settlements*).

C: AAP Principles:

*AAP in **Volunteers** is built around seven pillars of accountability principles and good practices that put vulnerable people at the center of both development and emergency programs. These pillars should be reflected in all aspects of **Volunteers** work: The Programme planning cycle; management decision-making; and operations and resources management; in addition to partnership, monitoring and evaluation.*
Detail on the seven AAP Principle is as follows:

1: *Participation:*

Safe, appropriate, equitable and inclusive opportunities for girls, boys, women and men of all ages especially the most vulnerable and marginalized groups, to participate in decisions that affect them, including how to define and prioritize interventions and determine the most appropriate means of delivery of services in development contexts and assistance in times of emergency. This includes the responsibility to design relevant and appropriate participation and community engagement strategies and programs in consultation with vulnerable people, and in line with their preferences.

2*: Information and communication:*

Ensure safe, appropriate, equitable and inclusive access to life-saving information as well as information on people's rights and entitlements and how to exercise them. This includes the responsibility to support transparent, equitable, two-way communication based on the priority information needs and communication preferences of all groups of vulnerable people in the population.

3: *Feedback and complaints:*

Ensure safe, appropriate, equitable and inclusive access for vulnerable people to provide feedback, inputs and complaints about their experiences and perspectives on the quality and effectiveness of programs. This includes the responsibility to ensure mechanisms are in place to systematically collect and analyze feedback to inform decision-making processes, adapt programs and activities if required, and report back to people and communities on any corrective actions taken in response to their feedback and complaints.

4: Protection from Sexual Exploitation and Abuse

Assess, identify, prevent and respond to protection risks faced by vulnerable people. Ensure they have safe, confidential, appropriate, equitable and inclusive access to mechanisms to register, refer, investigate and respond to protection issues, and access quality support for sexual abuse and exploitation (SEA) survivors.

5: Strengthening local capacity:

Work with and through local actors, formal and informal community structures and networks, as well as national coordination mechanisms, to define Programme objectives and outcomes and capacity building and resilience strategies. Allocate and channel funding and resources to communities and local actors, and engage and empower them to participate in the design, implementation, monitoring and management of programs. This includes the responsibility to invest in emergency preparedness, capacity building and resilience efforts before, during and after situations of crisis and emergencies, or in development interventions.

6: Evidence-based advocacy and decision-making:

Advocate to duty bearers, service providers and other relevant stakeholders on behalf of vulnerable people and communities to address their priority needs and concerns in ways that respect their rights and dignity, including the right to participate in decisions that affect them. Ensure that decision-making processes at the strategic, operational and Programs level are based on evidence that considers the views and perspectives of vulnerable people themselves.

This includes the responsibility to document lessons learned and share this with relevant actors, including communities, to improve the quality, effectiveness and accountability of current and future programs.

7: Coordination and partnership

Build and strengthen partnerships and coordination with communities, local, national and international actors and networks to minimize gaps and duplication and maximize the quality, coverage, reach and effectiveness of humanitarian and development programs. This includes the responsibility to promote individual and collective measures to coordinate and improve accountability to vulnerable people and groups and ensure that their needs, interests, concerns and rights are at the center of decision-making at all levels.