

July - December 2011

STRENGTHENING HUMANITARIAN ASSISTANCE REGIONAL UPDATE



CHURCH WORLD SERVICE
Pakistan / Afghanistan



CWS-P/A Q&A Support in Asia

The impact of humanitarian work on communities depends greatly upon the quality of services and accountability of actions both during emergency and non-emergency times. With millions of people affected by disasters and conflicts in Asia, the importance of Quality & Accountability (Q&A) is undeniable.

Through its *Strengthening Humanitarian Assistance* (SHA) unit, CWS-P/A continues to provide technical support and guidance on Sphere and Humanitarian Accountability Partnership (HAP) to numerous humanitarian agencies in Asia.

Among others, CWS-P/A is committed to promoting Sphere Standards and ensuring that its latest 2011 edition is widely applied. This is a formalized form of support, given its role as Sphere Regional Partner and having signed a Memorandum of Understanding (MoU) between CWS-P/A and Sphere Office in Geneva. In addition, a MoU was also signed with HAP secretariat to work together in providing organizational development services in this region.

This update is a summary of the support provided and the immediate outcomes of this support.

In brief: July - December 2011

- Sphere Focal Point Forum, Bangkok
- Regional Q&A Management Training, Bangkok
- HAP Auditors' Training, Bangkok
- MoU with HAP Secretariat
- Setting up of Humanitarian Accountability & Quality Assurance Unit (HAQA)
- HAP Orientation, Chiang Mai
- Q&A Training, Phnom Penh
- Distributed over 1334 Sphere Handbooks & 280 HAP Booklets
- Translation of HAP Standard 2010 into Japanese & Urdu
- Translation of Sphere Handbook into Myanmar

Introducing HAP and Sphere in Asia

In response to the needs and demands in Q&A capacity building, CWS-P/A offered a three-day training titled 'Quality and Accountability Management Training: Introduction to Sphere and HAP Standards', for aid workers from Asia. The training was held in Bangkok from September 26-28, 2011 at the Windsor Suites Hotel.

24 participants took part in the training from various NGOs and INGOs in Asia. Participants represented different professional backgrounds where some held specific responsibilities in Q&A, programme management, monitoring and evaluation as well as representing the senior management. It was a diverse group with 13

females and 11 males from organizations in 8 countries (Bangladesh, Cambodia, Japan, Myanmar, Pakistan, Philippines, Thailand and Vietnam). At least 60% of the participants were unfamiliar with HAP and Sphere.

One of the special features of the training was the emphasis on similarities and differences of Sphere and HAP and how they complement each other. Participants worked on a case study that allowed them to appreciate and apply both Sphere and HAP.

One of the immediate outcomes of the training is the interest of Japan based NGOs to support and participate in Q&A initiatives in Japan.

CWS-P/A considers accountability as a means for the responsible and judicious use of power to utilize funds and materialize plans for providing goods and services to intended beneficiaries.

2

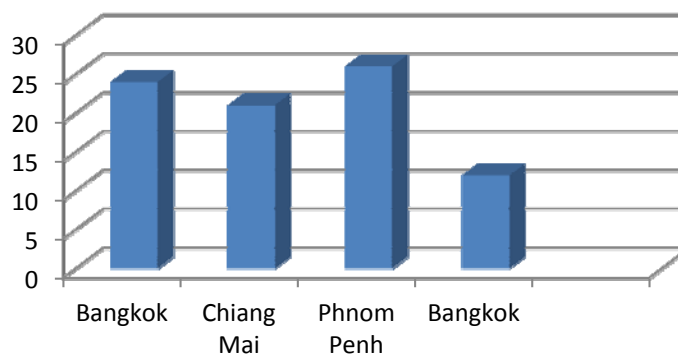
Q&A Orientations & Trainings

The inevitable outcomes of these efforts are:

- Greater awareness on the use and relevance of HAP and Sphere among NGOs
- Commitment from INGOs towards partner organizations to promote and implement Q&A
- Higher demands for Q&A technical support at agency level
- Greater collaboration among agencies to create a platform of mutual Q&A learning & sharing

Q&A Orientations & Trainings

No. of Participants



CWS-P/A specializes in tailor-made trainings and orientations that suit the ground reality of INGOs and its partner organizations. The purpose of such content specific trainings is to sensitize staff on quality and accountability. Orientations and trainings were conducted upon request and on the basis of specific needs. The requesting agencies work closely with CWS-P/A in shaping and designing these orientations and workshops to meet their specific needs.

A total of 87 participants participated in the trainings conducted. More than 45 agencies benefitted from these orientations. The above graph shows the total number of trainings carried out during the reporting period with corresponding number of participants.



Sphere Focal Point Forum in Bangkok

CWS-P/A in collaboration with Sphere Office Geneva conducted a Sphere Focal Point Forum from 15-16 September 2011 in Bangkok, Thailand. The forum revived the Sphere Focal Points system in Asia and assisted in establishing Sphere Focal Points in countries where there are none. Existing Sphere Focal Points and organizations that may potentially commit to be a Sphere focal organization in the future participated in this forum. Participants highlighted the challenges of the Sphere Focal Point system and provided valuable input to Sphere Office Geneva to revise the existing Terms of Reference (ToR) of the Sphere Focal Point mechanism.

The forum served as a platform for agencies to share their challenges and achievements in Sphere implementation while looking at possible bi-lateral and regional collaborations. The following organizations participated in this forum: Consortium of Humanitarian Agencies (Sri Lanka), CWS-P/A (Pakistan), Disaster Forum (Bangladesh), Indonesian Society for Disaster Management (Indonesia), Korea NGO Council for Overseas Cooperation (South Korea), Lutheran World Relief (Philippines and USA), Nepal Christian Relief Services (Nepal), Network for Response and Preparedness Activities on Disaster (Bangladesh), Norwegian Church Aid (Laos), Sphere India (India), CWS-P/A, Sphere Secretariat (Geneva). Common collaborations at country and regional levels were identified as a way forward.

HAP Orientation for NCA's Partners

CWS-P/A carried out a one day HAP orientation in Chiang Mai for NCA's partner organizations. This is a follow up request from NCA following the HAP training conducted for NCA in Laos earlier this year. The orientation was participated by 21 participants from 13 NGOs and CBOs based in Burma and Thai Burma border. A few agencies were interested to pursue a more intermediate HAP training in Myanmar. Follow up with other ACT Members in Myanmar will determine if a collaborative effort to provide Q&A training will take place in the near future.



Sphere & HAP Material

HAP 2010 in Japanese

HAP Booklet is now available in Japanese language at <http://www.hapinternational.org/pool/files/2010-hap-standard-in-accountability-and-quality-management-japanese.pdf>. The translation process was led by CWS-Asia Pacific.

Sphere 2011 in Burmese

Local translation of Sphere 2011 Edition is now completed. The translation was led by Myanmar Red Cross Society.

HAP in Urdu

The HAP Standard 2010 is now available in Urdu. The translation process was led by CWS-P/A with support of the Accountability and Learning Working Group (ALWG).

Q&A Training for ACT Alliance Members and Partners

In responding to the needs and demands in Q&A capacity building by Dan Church Aid (DCA)-Christian Aid (CA) in Cambodia, CWS-P/A facilitated a three-day training titled 'Introduction to HAP & Sphere Standards & Application of Quality & Accountability (Q&A) in Food Security & WASH. The training was held in Phnom Penh, Cambodia December 19-21, 2011 at the DCA-CA office.

22 participants took part in the training from 6 organizations including DCA/CA, Padek, Live With Dignity (LWD), Finn Church Aid (FCA), Church World Service, Cambodia (CWS-Cambodia) and Norwegian Church Aid-Vietnam (NCA). Participants represented different professional backgrounds where some held specific responsibilities in Q&A, programme management, monitoring and evaluation as well as representing the senior management. There were 7 females and 15 males. DCA-CA will follow up on the action points agreed at the end of the training.

Wider outreach of Q&A expertise

As demand for HAP certification increases, the HAP board has determined that other agencies than HAP secretariat may be accredited to certify agencies against the HAP Standard. In view of this, CWS-P/A and HAP secretariat signed an MoU for a 2 year period with an aim to provide technical support to agencies in Asia.

CWS-P/A established the Humanitarian Accountability and Quality Assurance Unit (HAQA) in October 2011. Headed by Dr Jamie Munn, the unit will engage with organizations across the region, although with a focus on those operating in Pakistan and Afghanistan, to improve upon their existing accountability mechanisms and, when requested to do so, will provide HAP approved certification audits (and other services, such as baseline analyses). The unit has been established to assist organizations in the Asia/Pacific region to meet the 2010 HAP Standard and audit organizations to show compliance to the Standard as well as verify adherence to principles, codes of conduct and other standards the organization has agreed to nationally, regionally and internationally.

Announcement: Q&A Initiatives in Japan

CWS-Asia Pacific is proud to announce series of Q&A initiatives in collaboration with NGOs and NPOs in Japan from 30 January – 9 February. The initiatives include a Q&A conference, a Q&A orientation and for the first time a joint HAP-Sphere ToT. Further information may be found on The Sphere Project website: <http://www.sphereproject.org/>



The Sphere Project

HAP Humanitarian
Accountability
Partnership