

# ENHANCING QUALITY & ACCOUNTABILITY IN ASIA

Since responding to the devastating earthquake in Kashmir in 2005, Community World Service Asia has assumed a leadership role among aid organizations in Asia and has initiated and supported the recognition, understanding and adopting of quality and accountability (Q&A) principles in development and humanitarian assistance across Asia. We have been committed to mainstreaming Q&A standards, tools and practices throughout our programming. Our goal has been to promote and develop our internal technical capacity, as well as to support our colleagues and partners in the region to incorporate Q&A into their interventions.

Community World Service Asia's strategy continues to ensure shifts in mindsets and practices leading to a growing capacity to self-monitor the levels of Q&A compliance. As a result, our interventions are increasingly becoming people-centered, ensuring participatory approaches, community ownership of interventions, and the inclusion of communities in decision-making processes. In the ten years of our Q&A work we have ensured that individuals are treated with dignity and their voices are heard. We work towards the same goal with equal zeal in the decades to come!



# Q&A THROUGH THE YEARS



1. Core Humanitarian Standard  
2. Project Cycle Management  
3. Disaster Risk Management

4. Interagency Standing Committee (IASC)'s Accountability to Affected Populations and Prevention of Sexual Exploitation and Abuse (AAP- PESA) Task team

5. Active Learning Network for Accountability and Performance in Humanitarian Action  
6. Minimum Economic Recovery Standards

## THE NUMBERS SO FAR!

Trainings conducted: **318**

Participants trained on Q&A: **7,775**



MEN: **5,028**

WOMEN: **2,747**

Number of Organizations assisted & trained on Q&A: **4,013**

**11,461** copies of various key Q&A materials have been developed, translated, and shared with around **805** national and international organizations



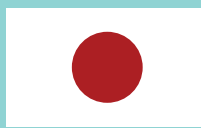
Deployments: **5** international deployments in Myanmar, Sri Lanka, Japan, Philippines and Nepal



**Myanmar:** Cyclone Nargis Response 2008



**Sri Lanka:** Recovery and Rehabilitation in response to Northern province conflict 2009



**Japan:** Great East Japan Earthquake and Tsunami Response 2011



**Philippines:** Typhoon Haiyan Response 2013



**Nepal:** Earthquake Response 2015

## REGIONAL ROLE OF PROMOTING QUALITY AND ACCOUNTABILITY IN ASIA



Community World Service Asia is country focal point in Pakistan and regional partner for Sphere in Asia in recognition of its consistent promotion of quality and accountability (Q&A) approaches in Asia since 2005.



## OUR STRATEGIC PRIORITIES:

	<b>Q&amp;A Service Provider:</b> Become the leading and experienced Q&A service provider in Asia
	<b>Q&amp;A Expert Pool:</b> Attract, Engage, Retain and Develop the Q&A expert pool
	<b>Q&amp;A Mainstreaming:</b> Internal mainstreaming of Q&A while focusing on collaboration within & across departments
	<b>Collaboration with Academia:</b> Become a model for Q&A integrated academic courses to contribute to professionalizing the sector by ensuring graduates from different universities in Asia Pacific region are well versed with basic principles and practices of the humanitarian & development sector
	<b>Q&amp;A Advocacy:</b> Advocate for a people-centered approach by creating, mentoring, facilitating, leading and influencing affected communities and all other stakeholders. Develop, translate and disseminate Q&A material for this purpose

## COUNTRY FOCAL POINTS:

 <b>Zobair Sohail</b> Afghanistan Deputy Director-Agency Coordinating Body for Afghan Relief (ACBAR)	 <b>Jesmin B. Hossain</b> Sphere Community Bangladesh (SCB) CARE Bangladesh
 <b>Kep Kannaro</b> Cambodia Partnership for Development of Kampuchea (Padek) Cambodia	 <b>YEE, Chun Wai Aman Emily Chan</b> China Collaborating Centre for Oxford University and CUHK for Disaster and Medical Humanitarian Response (CCOUC)
 <b>Chris Wong</b> Hong Kong Oxfam Hong Kong	 <b>H. Iskandar Leman</b> Indonesia MPBI (Masyarakat Penanggulangan Bencana Indonesia/Indonesian Society for Disaster Management)
 <b>Nazanin Kazemi</b> Iran International Consortium for Refugees in Iran (ICRI)	 <b>Aung, Thura</b> Myanmar Radanar Ayar Rural Development Association
 <b>Kedar Babu Dhungana</b> Nepal Sphere Nepal/DPNet Nepal	 <b>Rizwan Iqbal</b> Pakistan Community World Service Asia
 <b>Roderick Valones</b> Philippines Lutheran World Relief	 <b>Hannah Kwon</b> South Korea Korea NGO Council for Overseas Development Cooperation
 <b>Jeevan Thiagarajah</b> Sri Lanka Consortium of Humanitarian Agencies	 <b>Le Van Duong</b> Vietnam World Vision
 <b>Xie Ying</b> China The Benevolence Standards Working Group	

## WORKING WITH COMMUNITY WORLD SERVICE ASIA ON Q&A

<p>"It was really wonderful to partner with Community World Service Asia who have contributed in meeting the unmet needs of program quality and accountability in humanitarian response in different countries. We feel blessed to have this partnership which has mentored the staff and aid workers of humanitarian agencies to lead the response with quality standards. I wish that the benefits of this partnership reaches more and more people in the future."</p> <p style="text-align: right;">Subhashis Roy Technical Advisor- Emergency Capacity building (TA-ECB) LUTHERAN WORLD RELIEF</p>	<p>"Community World Service Asia has certainly been an inspiring pioneer on joint approaches to Q&amp;A as well as global implementation and learning strategies towards enhanced quality and accountability to communities! Throughout its ten years presence in the Asia Pacific region it has organized regional training of trainers events on joint Q&amp;A, supported organisations and individuals, capitalized and produced learning papers on Q&amp;A, producing a 'Guide to the Guides' for field practitioners to support the implementation of Q&amp;A throughout the Project Cycle and more."</p> <p style="text-align: right;">Sylvie Robert Independent Consultant</p>	<p>"For Sphere, the regional partnership with Community World Service Asia has been a real success, both in terms of Community World Service Asia doing excellent and innovative work around Q&amp;A training and its research around the impact of Q&amp;A and on local actors' understanding of Q&amp;A. Community World Service Asia has actively supported the setting up of country focal points for Sphere in a number of South Asian countries. In numerous encounters and moments of collaboration, we have developed a cordial relationship based on mutual trust and appreciation. This collaboration is certainly a good practice example which we hope to continue engaging in and learn from when establishing similar partnerships in different parts of the world."</p> <p style="text-align: right;">Aninia Nadig Advocacy and Network Management Sphere</p>
<p>"Community World Service Asia's people centered approach reflects the mission of the CHS Alliance which puts people and communities affected by disaster at the centre. Through capacity building, training and materials, they are strengthening quality and accountability in Asia."</p> <p style="text-align: right;">Judith Greenwood Executive Director CHS Alliance</p>	<p>"ADRRN envisions national and local CSOs in Asia to be counted at par with the most credible and respected international organisations. I am glad Community World Service, in carrying out its Q&amp;A work in the region, is making a tremendous contribution towards this vision."</p> <p style="text-align: right;">Manu Gupta Chairperson, Asian Disaster Risk Reduction and Recovery &amp; Executive Director for SEEDS India</p>	
<p>"The CHS Alliance deeply appreciates Community World Service Asia's efforts on promoting quality and accountability in humanitarian and development work in Pakistan, Afghanistan and the wider Asia Pacific region through continuous advocacy and capacity strengthening around the Core Humanitarian Standard."</p> <p style="text-align: right;">Michel Dikkes Quality and Accountability Officer, CHS Alliance</p>	<p>"Community World Service Asia are leaders in the promotion of quality and accountability in the region. The Livestock Emergency Guidelines and Standards (LEGS) Project is delighted to continue our working partnership with them on training and promotion of Q&amp;A standards, drawing on their extensive network, long-term experience and commitment to good practice."</p> <p style="text-align: right;">Cathy Watson LEGS Coordinator</p>	<p>"Promoting Q&amp;A as part of the earthquake response in Pakistan in 2005-2008 was only the beginning of Community World Service Asia's efforts. What sets Community World Service Asia apart, in my view, is their sustained commitment to Q&amp;A, enthusiasm to learn and capacity to cascade knowledge and skills across a wide range of actors in the humanitarian sector. The Community World Service Asia team's enthusiasm for promoting how quality and accountability can make a positive impact on our work is contagious! I look forward to seeing how their efforts to promote Q&amp;A will continue to grow in the light of global challenges. I have no doubt they will find creative ways to enhance our work through the use of quality and accountability tools."</p> <p style="text-align: right;">Kelly Wooster Wooster Consulting</p>
<p>"We would like to congratulate Community World Service Asia for their dedicated work on quality and accountability in the last ten years."</p> <p style="text-align: right;">Smruti Patel Interim Executive Director NEAR</p>	<p>"Firm organisational commitment to quality and accountability enables people affected by disasters and poverty to access and influence quality assistance. Community World Service Asia continues to lead, inspire and enable our sector by its example."</p> <p style="text-align: right;">Paulina Parhiala Director, ACT Alliance</p>	<p>"Through many years of dedicated, specialist work, Community World Service Asia has managed to put quality and accountability standards at the front and centre of humanitarian response work. This is a significant achievement, particularly in elevating community needs and priorities and in reinforcing accountability principles across the humanitarian sector. As a key leader in this important area of work, Community World Service Asia is uniquely placed to expand their influence across humanitarian organisations, governments and communities, building individual and agency wide skills and instituting best practices for quality and accountability. Congratulations on the ten year achievement!"</p> <p style="text-align: right;">Ben Fraser International Programs Co-ordinator Act for Peace</p>