Strengthening Communication, Community Engagement and Accountability Capacity in Papua New Guinea

Workshop on
Communication, Community Engagement and Accountability (CCEA)
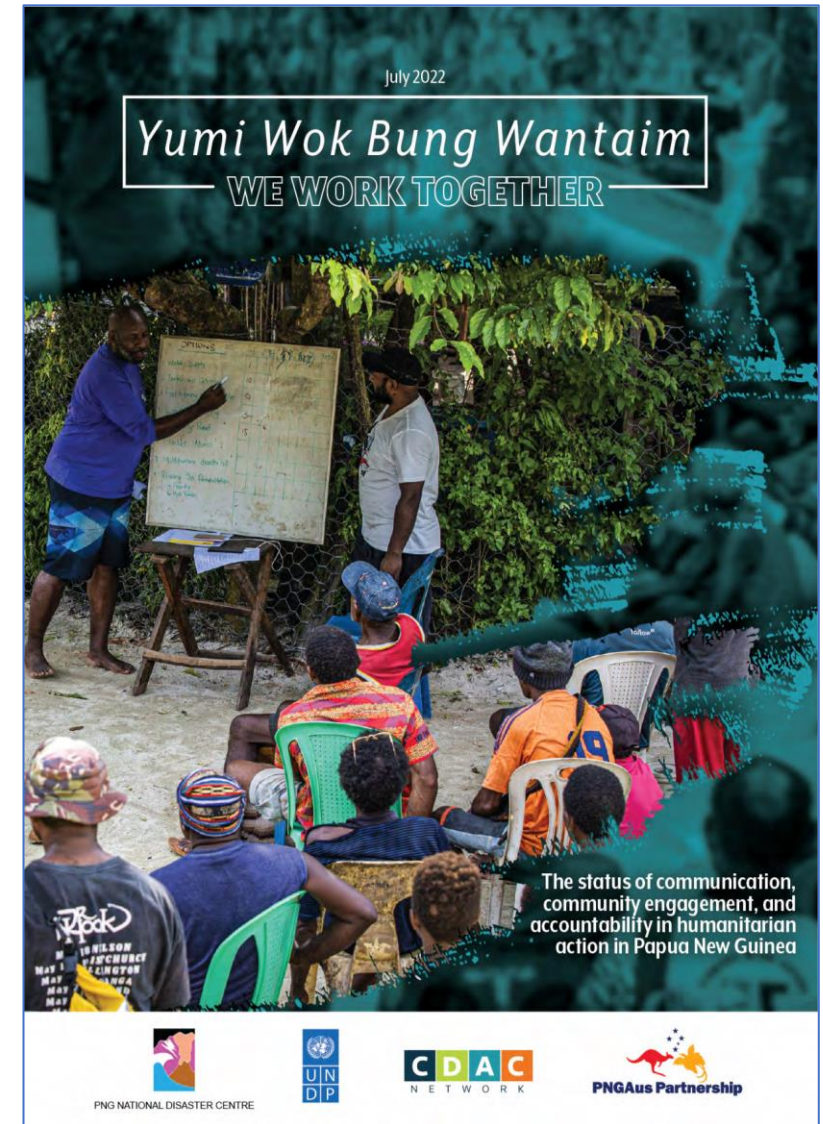for Programme Managers and Teams

Port Moresby

11-13 October 2022

Welcome and introductions

Welcome to the workshop!

# Background to the workshop

- Builds on the ongoing work of the PNG Disaster Management Team

- Follows up on the recommendations from the recent report on CCEA in PNG

- Opportunity to strengthen CCEA leadership capacity forpreparedness and response work in PNG

July 2022

Yumi Wok Bung Wantaim
WE WORK TOGETHER

The status of communication, community engagement, and accountability in humanitarian action in Papua New Guinea

PNG NATIONAL DISASTER CENTRE   UNDP   CDAC NETWORK   PNGAus Partnership

Welcome and introductions

Do you have any specific CCEA skills, experiences or learning can you share with other participants? Please tick any boxes that apply.

8 responses
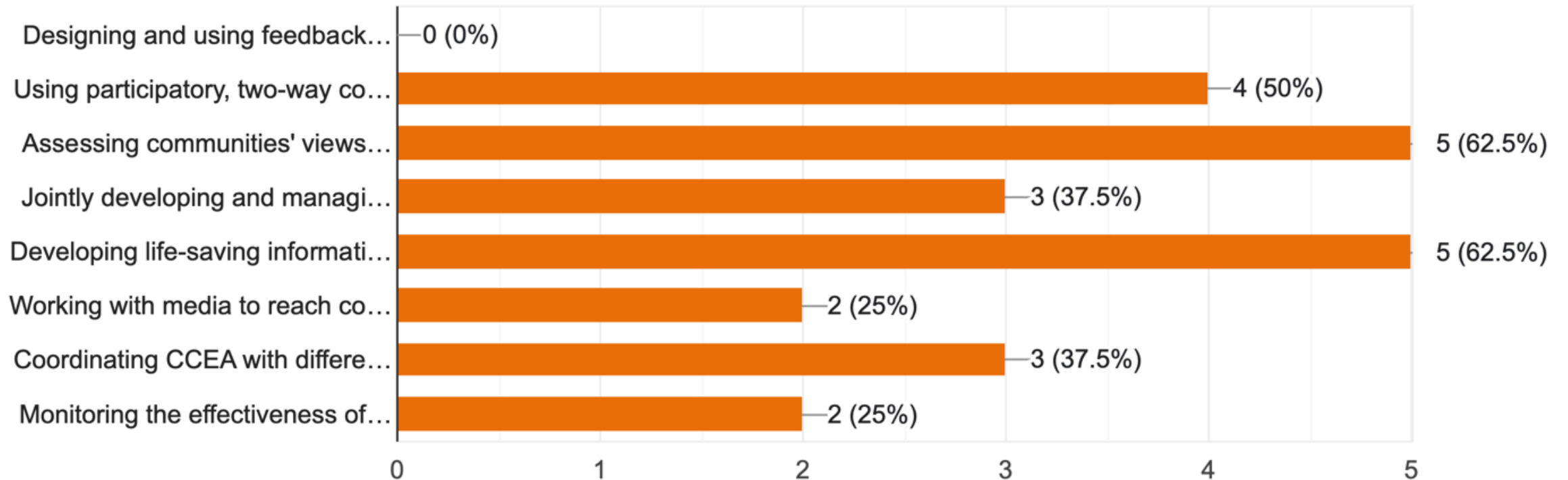
What is CCEA and why is it important?

What is CCEA?

Different names, with similar aims and approaches

Accountability to affected people (AAP)

Participation Revolution

Social Accountability

Communication is Aid

Citizen Engagement

Risk Communication and Community Engagement

Transparency and Accountability

Accountability to affected Populations (AAP)

Beneficiary communication

Putting People at the Centre

Localisation Agenda

IASC CAAPs

Community Engagement and accountability (CEA)

Grand Bargain

Communicating with Communities (CwC)

Communications for Development (C4D)

Participatory Development

Social & Behaviour Change Communications

Meaningful Dialogue

How do you define CCEA?

Group One:
- What is **Communication**? Why do we do it?

Group Two:
- What is **Community Engagement**? Why do we do it?

Group Three:
- What is **Accountability to Affected People**? Why do we do it?

Here is how others have defined CCEA

Communication is a two-way process where information is exchanged, interpreted and understood between people, groups and/or organisations

Community engagement is how an organisation choses (deliberately or not) to organise and structure its interactions with people and communities, including how they communicate with them.

Accountability is "an active commitment to **use power responsibly** by ***taking*** *account* of, ***giving*** account to, and being ***held to account*** by the people organisations seek to assist" OR

"Putting people at the centre" of decision-making.

The 4 Rs of Accountability
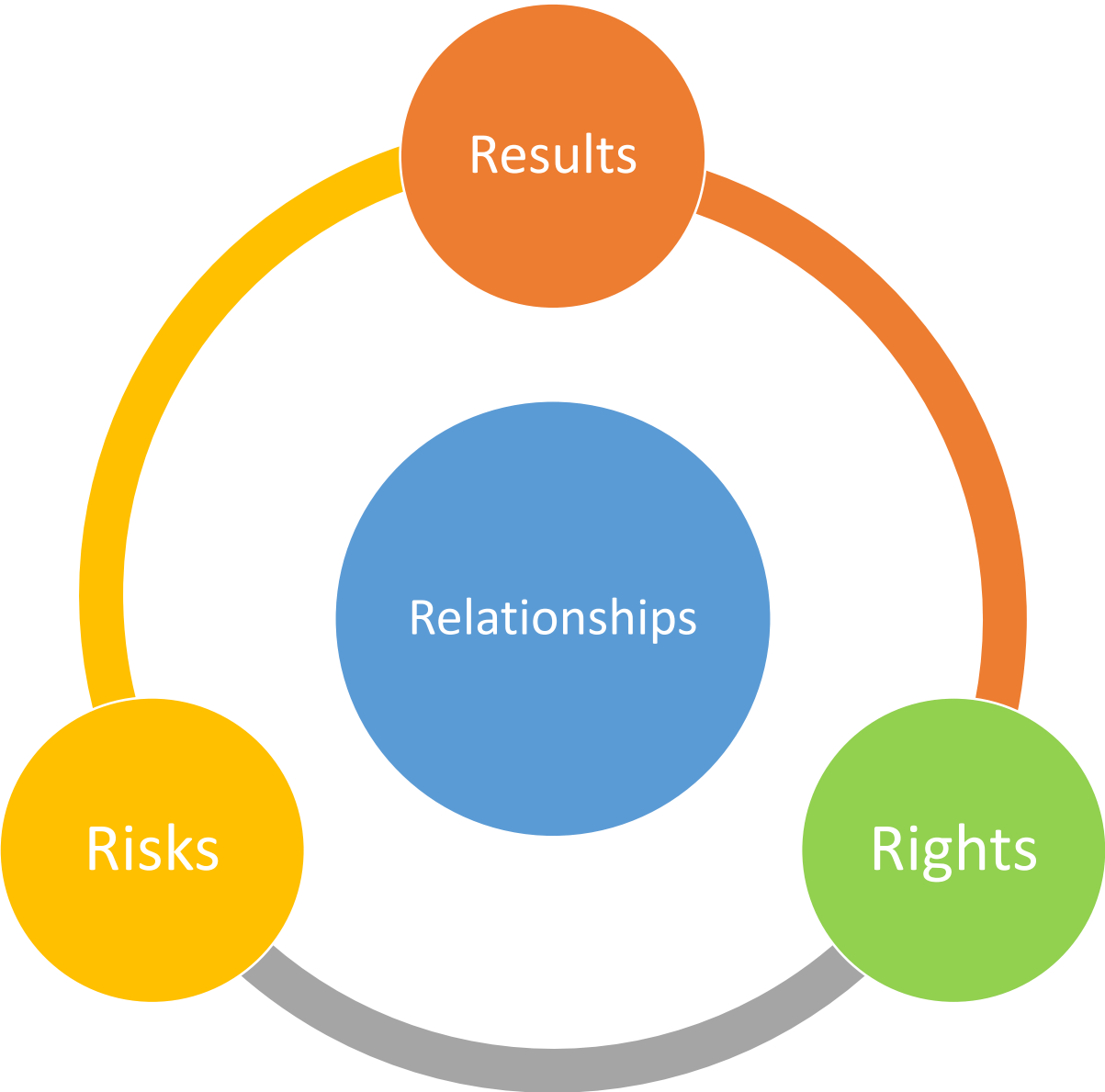
THE NINE COMMITMENTS

Communities and people affected by crisis can expect:

One

Assistance appropriate and relevant to their needs

Two

Access to the humanitarian assistance they need at the right time

Three

That they are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action

Four

To know their rights and entitlements, have access to information and participate in decisions that affect them

Five

Access to safe and responsive mechanisms to handle complaints

Six

Coordinated, complementary assistance

Seven

Delivery of improved assistance as organisations learn from experience and reflection

Eight

Assistance from competent and well-managed staff and volunteers

Nine

That the organisations assisting them are managing resources effectively, efficiently and ethically

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CCEA is NOT only about commitments 4 and 5! And it is much more than feedback and complaints mechanisms!

Moving up the CCEA ladder

Full Control — Communities have full control to manage project resources and decision-making

Delegation — Organisation delegates some responsibilities and decision-making power to communities.

Partnership — Organisation gives opportunities to jointly design, implement and partially manage project

Validate — Organisation presents its plans and ask communities to review and validate for relevance and appropriateness

Consult — Organisations consult with communities on their needs and priorities, but still make all major decisions

Inform — Organisation provides information about its plans with little to no input from communities.

None — Organisation offers no information or opportunities to be involved in a project

Understanding CCEA in the context of Papua New Guinea

What is your organisation doing and where?

Take a few moments to write down the kinds of CCEA activities you are doing in the different regions of PNG.

Post them on the whiteboard.

Yumi Wok Bung Wantaim
(We work together):

The status of communication, community engagement, and accountability in humanitarian action in Papua New Guinea

July 2022

What you can find in the report

- Communication culture and language

- Community participation and engagement in needs assessments and decision-making

- Preferred information, news sources, and communication channels

- Common messaging

- Early warning systems

- Feedback and grievance redress systems

- Safeguarding and prevention of sexual exploitation and abuse (PSEA)

- And much more!

This is a great resources to learn about existing CCEA capacities and experiences in PNG!

July 2022

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WE WORK TOGETHER

The status of communication, community engagement, and accountability in humanitarian action in Papua New Guinea

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But there are also some important gaps and challenges...

- Weak inter-agency coordination at subnational levels

- Diverse communication landscapes and preferences

- Limited communication of potential hazards with provincial authorities or wider communities

- No common system for communities to provide feedback on humanitarian efforts.

- SEA, including SGBV, reporting pathways are unclear

- No standard, inclusive approach to engaging communities in needs assessment processes

- CCEA gaps within current national and provincial policies, legislation, response systems and processes

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The status of communication, community engagement, and accountability in humanitarian action in Papua New Guinea

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How can we scale-up CCEA in PNG?

Working at your tables write down

6 **barriers** to strengthening CCEA functions in organisations

6 **enablers** that support strengthening CCEA functions in organisations

Working together to collectively support CCEA

There are dozens of examples of how organisations have joined together to address some of these barriers and to scale-up CCEA at the country level.

Collective approaches help ensure coordination of different CCEA activities, and may also help:

- Provide access to **information and connectivity** for communities affected by disasters

- Enable a **community voice** in decision-making

- **Track rumours** or misinformation circulating in the community

- Establish **mechanisms or protocols** for responding to community feedback

- **Mobilise resources** for CCEA activities

- Support national coordination structures

- Contribute to global evidence and learning

IOM staff member with community members draft their community's peacebuilding plan © United Nations in PNG

Source: Collective Communication and Community Engagement in humanitarian action: How to Guide for leaders and responders, OUT NOW! How to Guide on Collective Communication and Community Engagement — CDAC Network

Moving from activities to full integration into programmes

The typical humanitarian programme cycle (HPC)
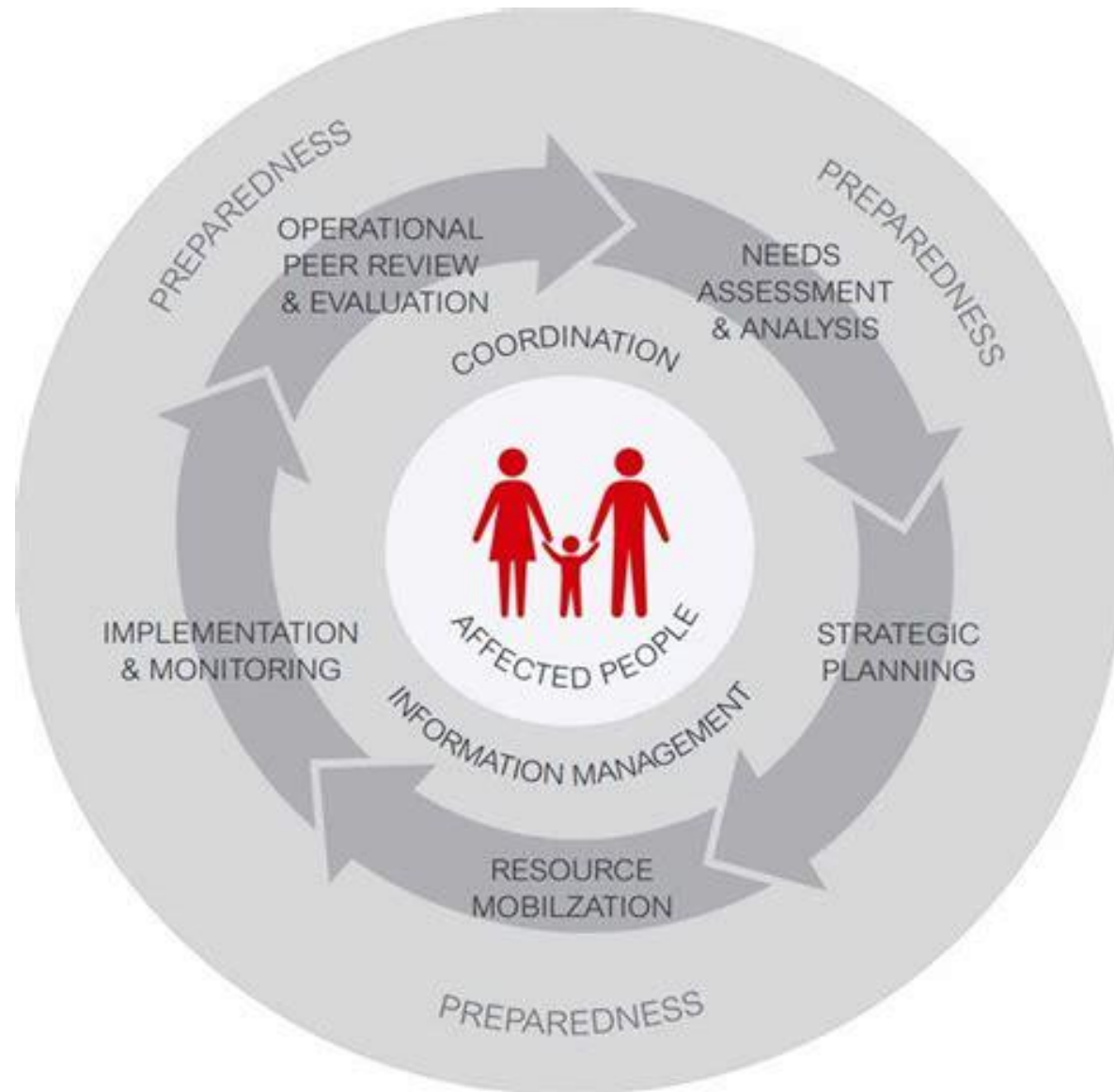
This is very similar to planning processes for longer-term development programmes, but the time period is often much shorter.

How can you strengthen CCEA across different phases of a programme?
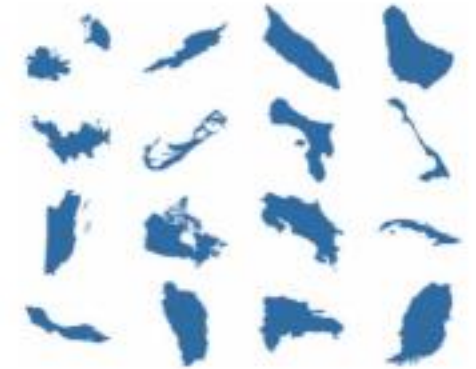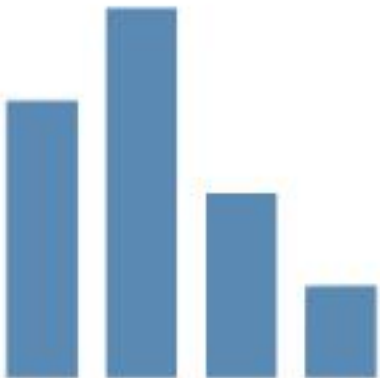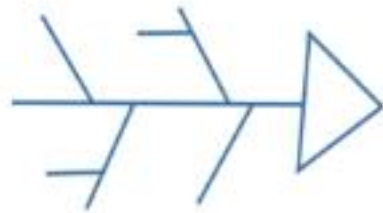
Integrating CCEA into the needs assessment phase

Incomplete information get in the way of understanding

What we tend to collect and report on

- Numbers – people affected
- Needs – defined by sector
- Things – physical objects (NFIs distributed)
- Money - implementation rates, budget execution

What we tend to miss or overlook

- SADD and diversity inclusion issues
- Marginalized and vulnerable groups
- Communication, information, language issues
- Social, cultural, political contextual analysis
- Institutional, community power dynamics
- **People's own views about their situation, problems and solutions**
- **Our own biases that distort understanding**

PNG COVID-19 4W
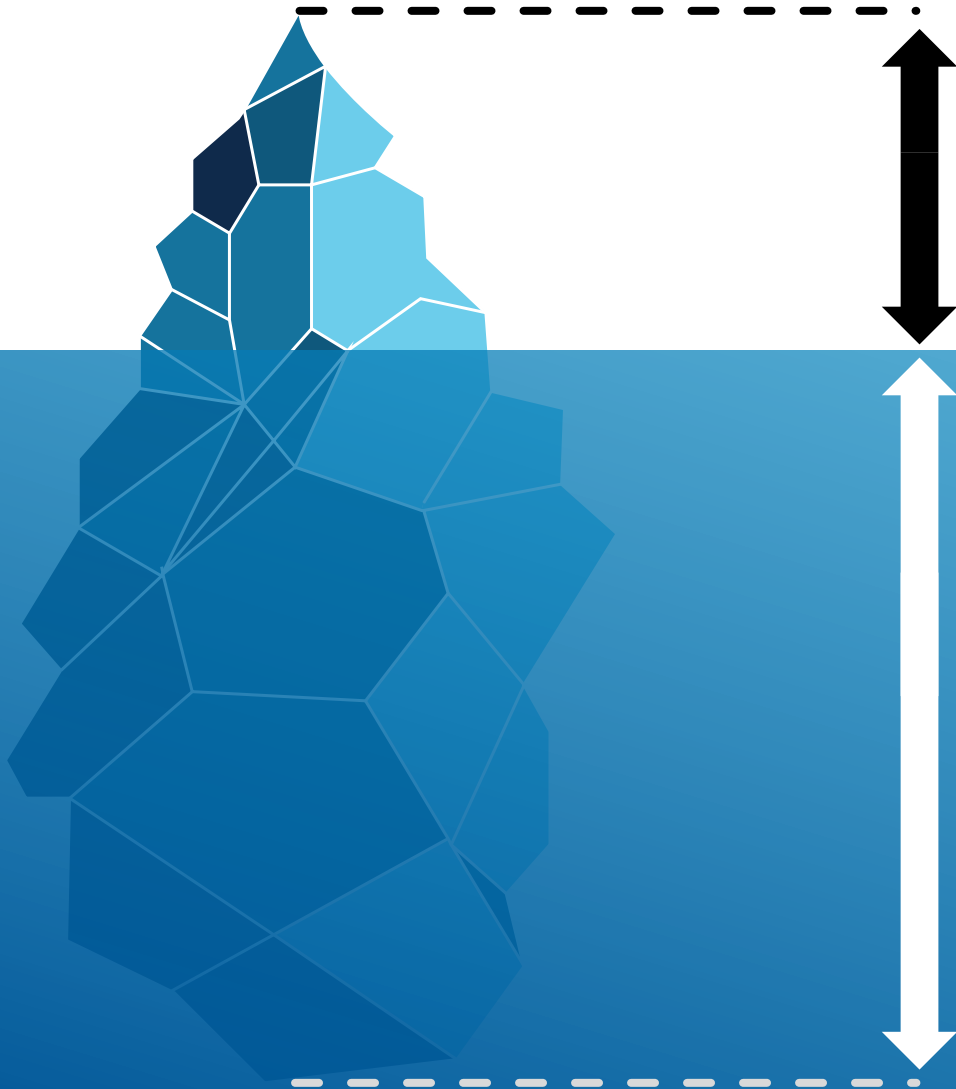
WHO

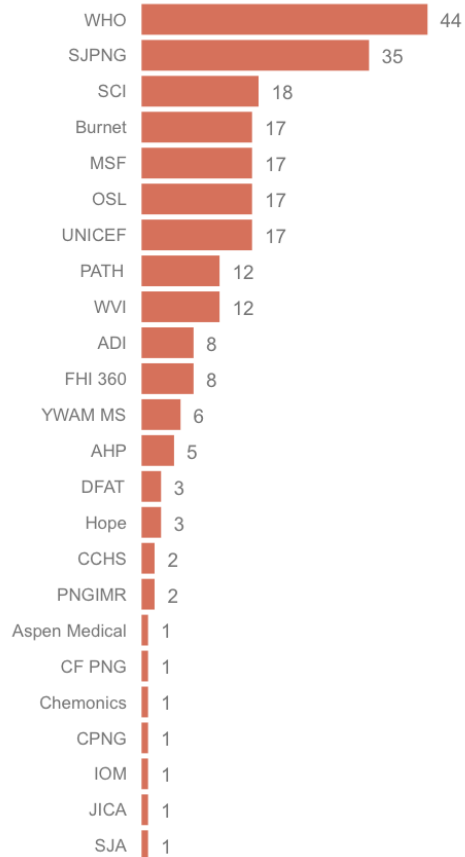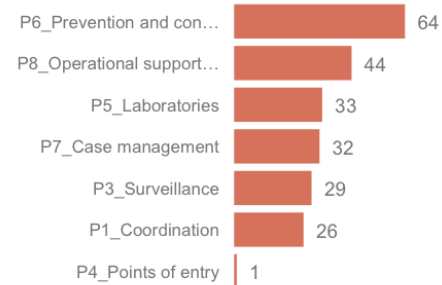**24** organisations

No. of activities per org

Organisation	Activities
WHO	44
SJPNG	35
SCI	18
Burnet	17
MSF	17
OSL	17
UNICEF	17
PATH	12
WVI	12
ADI	8
FHI 360	8
YWAM MS	6
AHP	5
DFAT	3
Hope	3
CCHS	2
PNGIMR	2
Aspen Medical	1
CF PNG	1
Chemonics	1
CPNG	1
IOM	1
JICA	1
SJA	1

WHAT

7 pillars

No. of activities per pillar

Pillar	Activities
P6_Prevention and con…	64
P8_Operational support…	44
P5_Laboratories	33
P7_Case management	32
P3_Surveillance	29
P1_Coordination	26
P4_Points of entry	1

No. of activities by modality of imp.

Modality	Activities
Technical support	123
In-kind	43
Training	34
Other	12
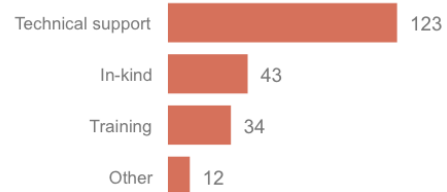
% of activities by status of impl.

● In progress ● Completed ○ Planned

163	53	
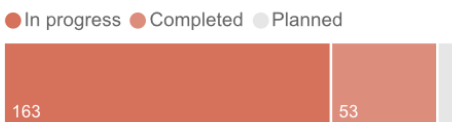
WHERE

17 provinces   **231** activities

No. of activities per province

Nationwide activities

12 orgs   **73** activities   **8** pillars →

Pillar	Activities
P6_Prevention and cont…	16
P7_Case management	16
P8_Operational support…	11
P3_Surveillance	10
P5_Laboratories	10
P1_Coordination	8

PAPUA NEW GUINEA

mapbox
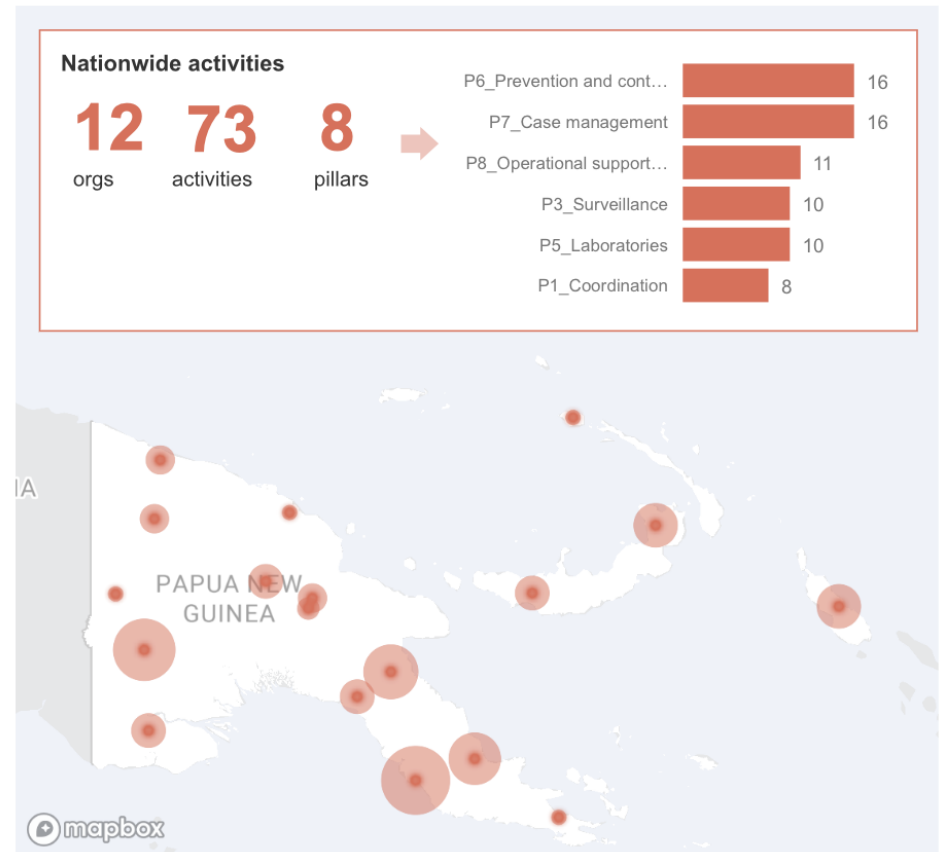
10 Simple CE/AAP questions for all phases of the HPC

1. **What are your priority concerns right now?**

2. **Do you know how/where to access assistance?**

3. **Do you feel your can influence decisions about the assistance you receive?**

4. **Are you satisfied that assistance meets your community's priority needs?**

5. **Are you satisfied with the quality of assistance?**

6. **Do you think assistance is reaching those in most need fairly?**

7. **Do you think assistance is improving your situation?**

8. **Do you know where / how to make suggestions about the response?**

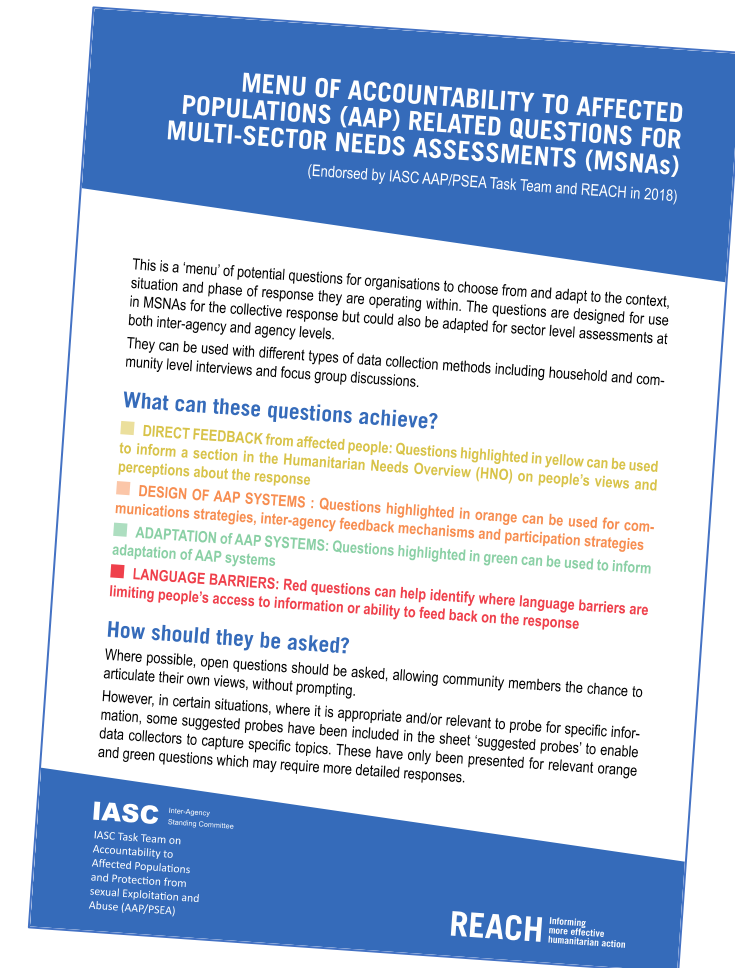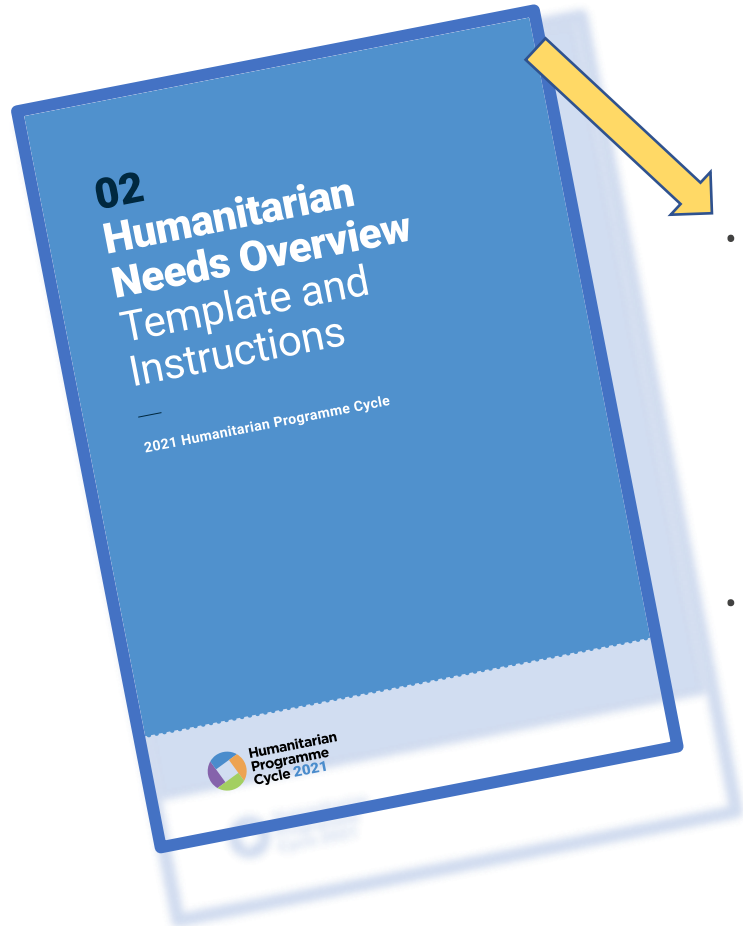9. **If you make a complaint, are you confident you will get a response?**

10. **Do you think humanitarian actors behave with respect to affected people?**

Can these be converted into monitoring indicators?

MENU OF ACCOUNTABILITY TO AFFECTED POPULATIONS (AAP) RELATED QUESTIONS FOR MULTI-SECTOR NEEDS ASSESSMENTS (MSNAs)

(Endorsed by IASC AAP/PSEA Task Team and REACH in 2018)

This is a 'menu' of potential questions for organisations to choose from and adapt to the context, situation and phase of response they are operating within. The questions are designed for use in MSNAs for the collective response but could also be adapted for sector level assessments at both inter-agency and agency levels.

They can be used with different types of data collection methods including household and community level interviews and focus group discussions.

What can these questions achieve?

DIRECT FEEDBACK from affected people: Questions highlighted in yellow can be used to inform a section in the Humanitarian Needs Overview (HNO) on people's views and perceptions about the response

DESIGN OF AAP SYSTEMS : Questions highlighted in orange can be used for communications strategies, inter-agency feedback mechanisms and participation strategies

ADAPTATION of AAP SYSTEMS: Questions highlighted in green can be used to inform adaptation of AAP systems

LANGUAGE BARRIERS: Red questions can help identify where language barriers are limiting people's access to information or ability to feed back on the response

How should they be asked?

Where possible, open questions should be asked, allowing community members the chance to articulate their own views, without prompting.

However, in certain situations, where it is appropriate and/or relevant to probe for specific information, some suggested probes have been included in the sheet 'suggested probes' to enable data collectors to capture specific topics. These have only been presented for relevant orange and green questions which may require more detailed responses.

IASC Inter-Agency Standing Committee

IASC Task Team on Accountability to Affected Populations and Protection from sexual Exploitation and Abuse (AAP/PSEA)

REACH Informing more effective humanitarian action

Integrating CCEA into response planning

02
Humanitarian Needs Overview
Template and Instructions

— 2021 Humanitarian Programme Cycle

Humanitarian Programme Cycle 2021

1.4

Humanitarian Conditions and Severity of Needs

- Integrate people's own expression of their priority needs (accountability to affected populations) and explain how they align or differ from the external analysis. Where relevant, describe how the perceptions of affected people are differentiated by sub-group.

- Identify overlapping needs and how they compound (or compensate) each other. Avoid listing only sectoral needs.

4.1

Data Sources

- Explain how the data, indicators and other information were sourced.

  - Clarify which and how information was also gathered directly from affected people (accountability). Explain how it has been analysed and acted upon, and how the feedback mechanisms were used.

- Where possible, use HDX to openly share the data that were sourced for the analysis and provide the links.

4.2

Methodology

- Include JIAF Framework

- Describe how the analysis was done, including how the indicators (qualitative and/or quantitative) and severity thresholds were established.

  - Indicate if the analysis was shared with affected people and how their own priorities were taken into account (accountability).

How can we improve CCEA planning to have broader impact?

Using community feedback to support monitoring

What are some common mistakes when designing and using feedback channels?

What has worked well? What hasn't worked well?

Tips on using feedback data to support better decision-making

1. **Tell a story** – what does the data mean concretely for the life of a vulnerable person?

2. **Use graphs effectively** – one good graph is better than a hundred

3. **Get visual or physical** – let your audience visualise the experience of an affected person

4. **Contextualise the data** – tell where the data comes from, the gaps and limitations and how it compares and contrasts with other data

5. **Justify your conclusions** –explain how and why you came to conclusions and alternative explanations

6. **Provide actionable recommendations**– provide recommendations and options to help decision-makers

7. **Think of how to communicate decisions** - consider how evidence-based decisions can be communicated to meet the needs and preferences of different audience

8. **Close the feedback loop** – take the time to share and validate the results and decisions made with the people and communities that provided the data in the first place

Monitoring and Measuring CCEA

Integrating CCEA into the monitoring
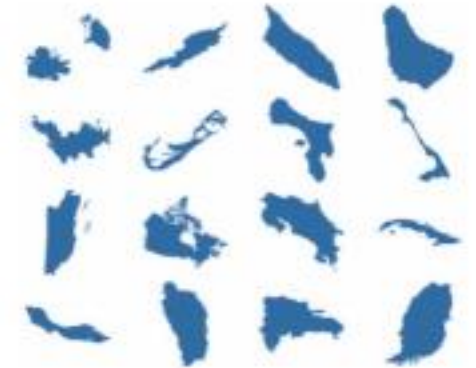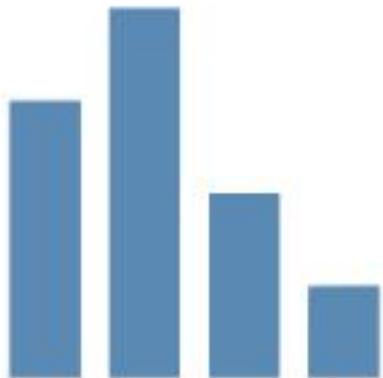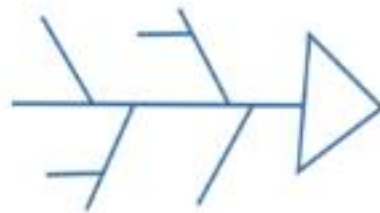
How do we know if CCEA efforts are successful?

Monitoring and measuring CCEA at the outcome level

1. % of population consulted satisfied that interventions address their priority needs and concerns (relevance)

2. % of population consulted satisfied with the quality of interventions (appropriateness)

3. % population consulted satisfied with the delivery of interventions (efficiency)

4. % of population consulted satisfied that interventions are fair, equitable and accessible to all groups in the target population (equity)

5. % of population consulted who consider they are able to influence programme decision-making processes (empowerment)

6. % of population consulted satisfied with the coordination of interventions (coherence)

7. % of population consulted who consider themselves more resilient/less vulnerable/more empowered as a result of interventions (effectiveness)

8. % of population consulted who consider themselves safer/better protected/at less risk as a result of interventions (effectiveness)

9. % of population (and/or local actors) consulted who consider their capacities have been strengthened as a result of interventions (effectiveness, sustainability)
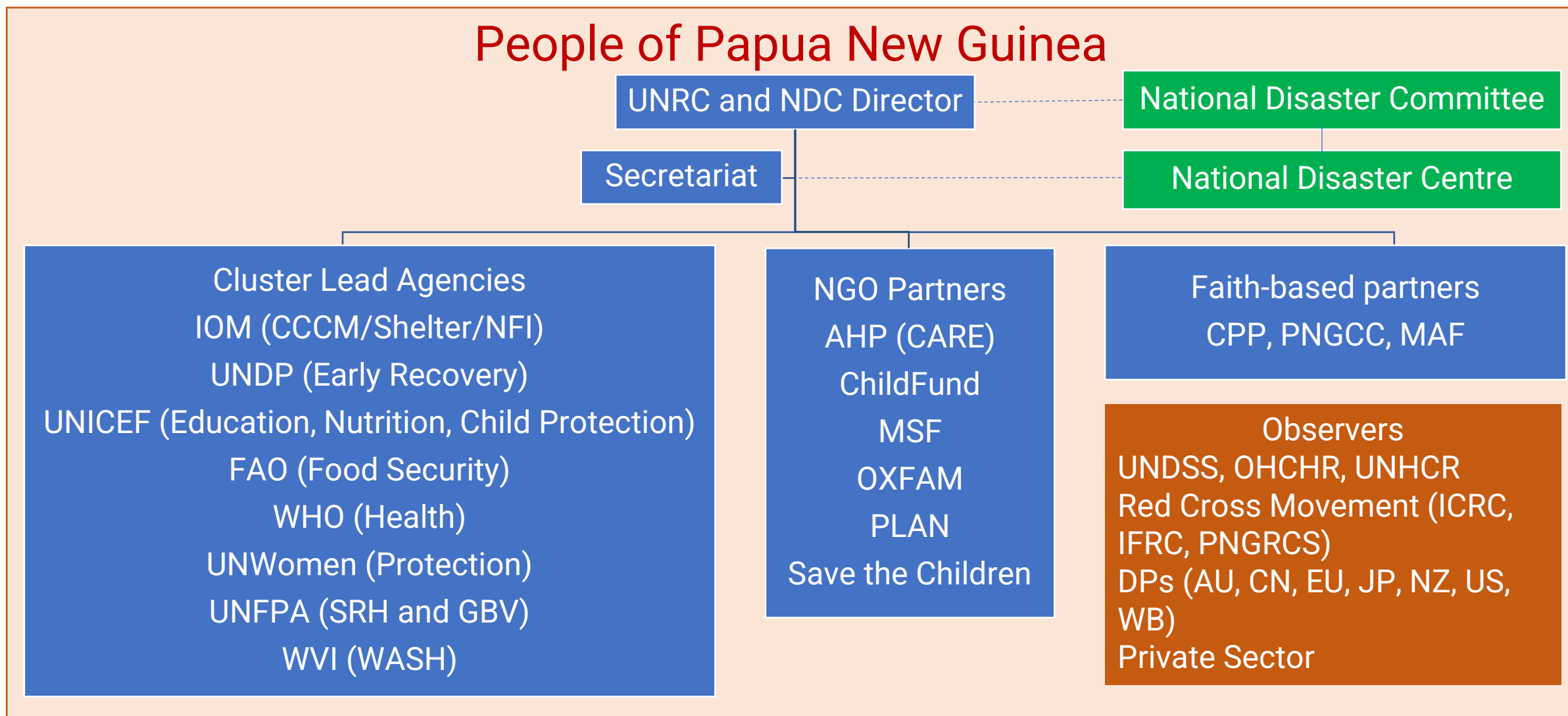
How can these indicators improve programme management?

Monitoring and measuring CCEA coordination processes

1. # of organizations/projects with an explicit CCEA strategy aligned to overall agreed CCEA strategy.

2. % of organizations using common CCEA indicators and monitoring approaches in line with (national, provincial, DMT, etc.) CCEA strategy

3. # and % of programmes with feedback and complaints mechanisms meeting minimum quality criteria

4. # of issues identified through feedback and other inputs from the target population for which solutions are in process or closed
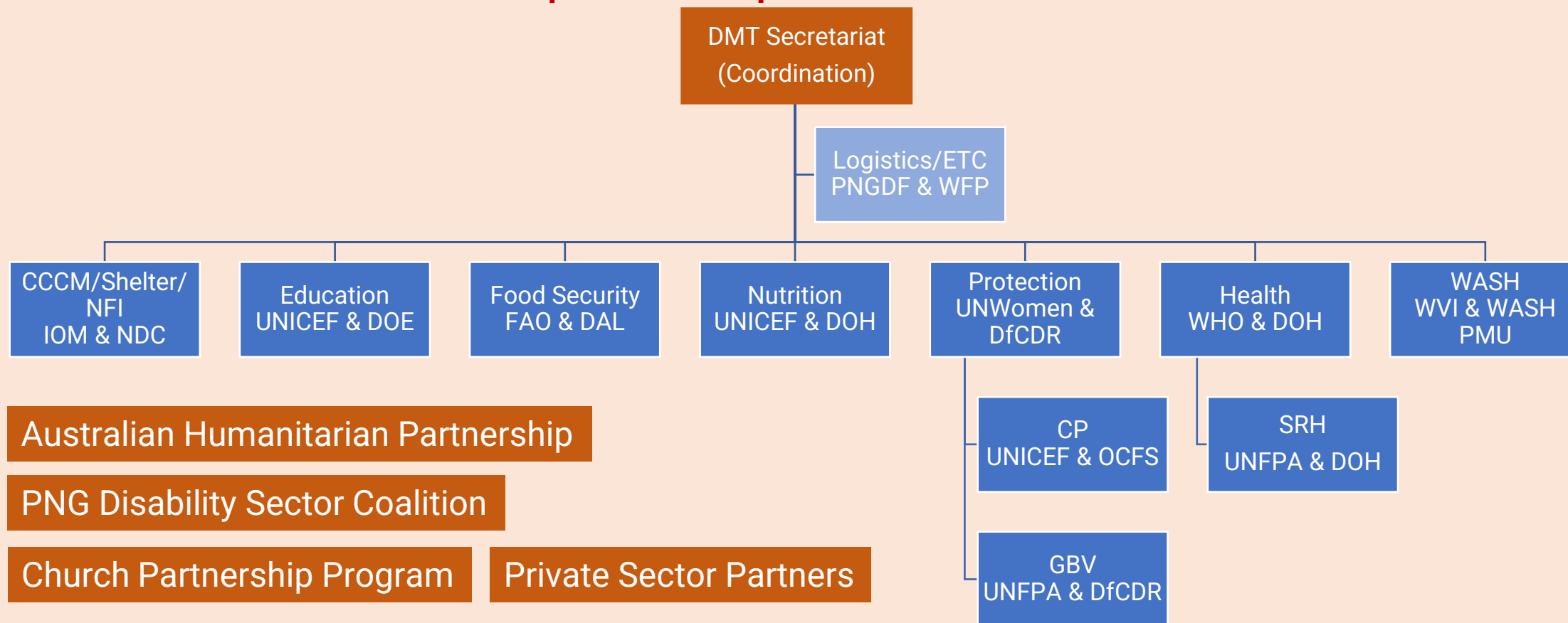
CCEA Coordination

Disaster Management Team

People of Papua New Guinea

- UNRC and NDC Director ----- National Disaster Committee
- Secretariat ----- National Disaster Centre

Cluster Lead Agencies
IOM (CCCM/Shelter/NFI)
UNDP (Early Recovery)
UNICEF (Education, Nutrition, Child Protection)
FAO (Food Security)
WHO (Health)
UNWomen (Protection)
UNFPA (SRH and GBV)
WVI (WASH)

NGO Partners
AHP (CARE)
ChildFund
MSF
OXFAM
PLAN
Save the Children

Faith-based partners
CPP, PNGCC, MAF

Observers
UNDSS, OHCHR, UNHCR
Red Cross Movement (ICRC, IFRC, PNGRCS)
DPs (AU, CN, EU, JP, NZ, US, WB)
Private Sector

DMT Inter-Cluster Coordination Group

People of Papua New Guinea

DMT Secretariat
(Coordination)

Logistics/ETC
PNGDF & WFP

CCCM/Shelter/
NFI
IOM & NDC

Education
UNICEF & DOE

Food Security
FAO & DAL

Nutrition
UNICEF & DOH

Protection
UNWomen &
DfCDR

Health
WHO & DOH

WASH
WVI & WASH
PMU

CP
UNICEF & OCFS

SRH
UNFPA & DOH

GBV
UNFPA & DfCDR

Australian Humanitarian Partnership

PNG Disability Sector Coalition

Church Partnership Program

Private Sector Partners

Cross-cutting themes: Inclusion, Community Engagement, Gender, Cash

Levels of coordination – like CCEA!

6	Shared management and decision-making
5	Joint planning, implementation & monitoring
4	Sharing resources
3	Organising joint activities
2	Consulting and sharing analysis
1	Basic information-sharing
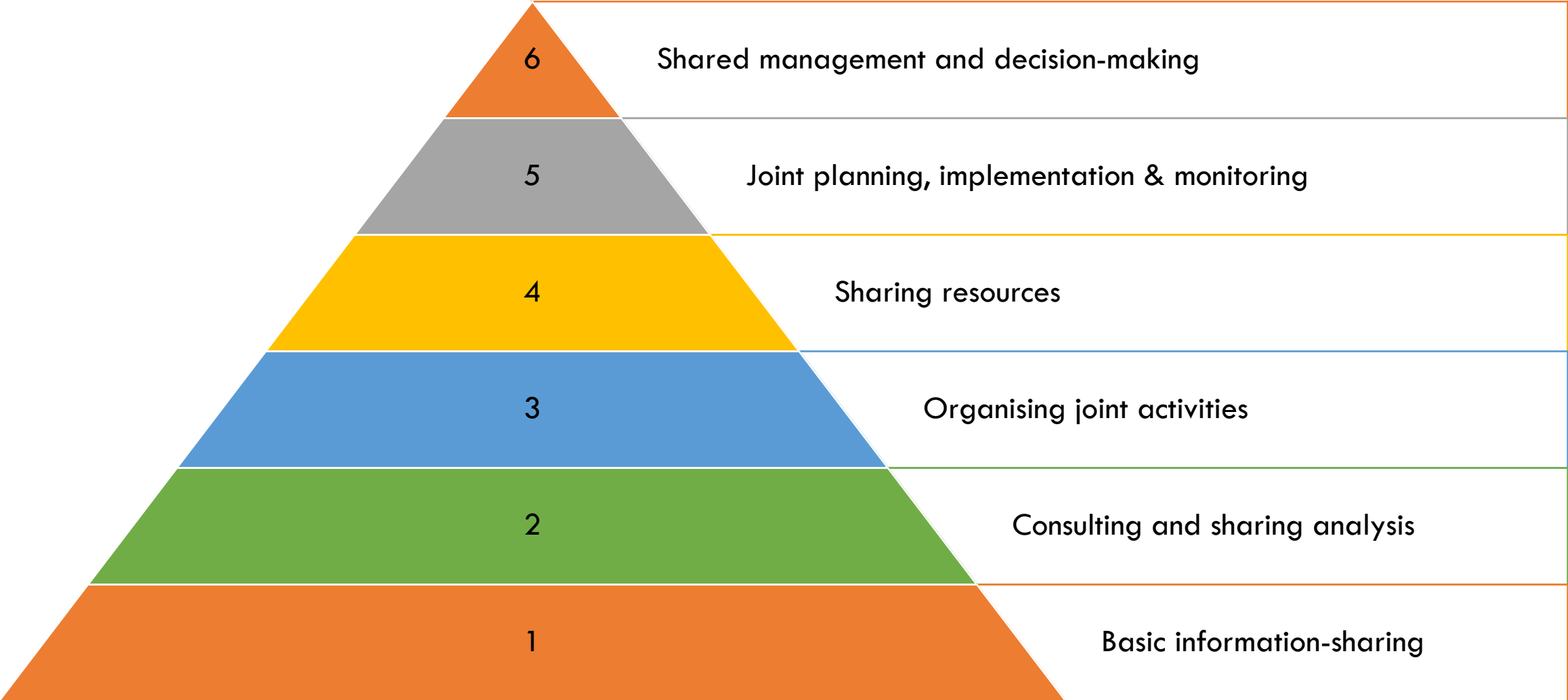
Measuring effectiveness of CCEA coordination

1. % of coordination mechanism members that are satisfied with the effectiveness of coordination on CCE- and AAP- related issues

2. % of participants joining coordination meetings from local and national agencies

3. % of DMT members satisfied that they can influence decision-making in coordination mechanisms

What coordination mechanisms are you involved in?

Map out the different coordination mechanisms you are involved in.

What is the level of coordination?

Identify the challenges to effective coordination?

What are your recommendations on how to improve coordination?

Existing commitments and opportunities for CCEA in PNG

Commitments
- Key commitment for DMT, ICCG and cluster members
- Grand Bargain donor commitments to CCEA
- Also included in main UN agencies and many international NGOs

Opportunities
- Disaster Management Act review opportunity to integrate CCEA
- Opportunity to integrate into provincial and district planning
- DMT should measure how CCEA in programme interventions
- Include CCEA into cluster ToRs
- Make CCEA a regular standing agenda item in coordination meetings
- Align CCEA efforts with local, district and national processes

44

What comes next?

What should we do to continue strengthening CCEA capacities, collaboration after this workshop?

What is the best way to organise CCEA so that we can influence improvements at the project level and the collective level?

People-Centred Coordination
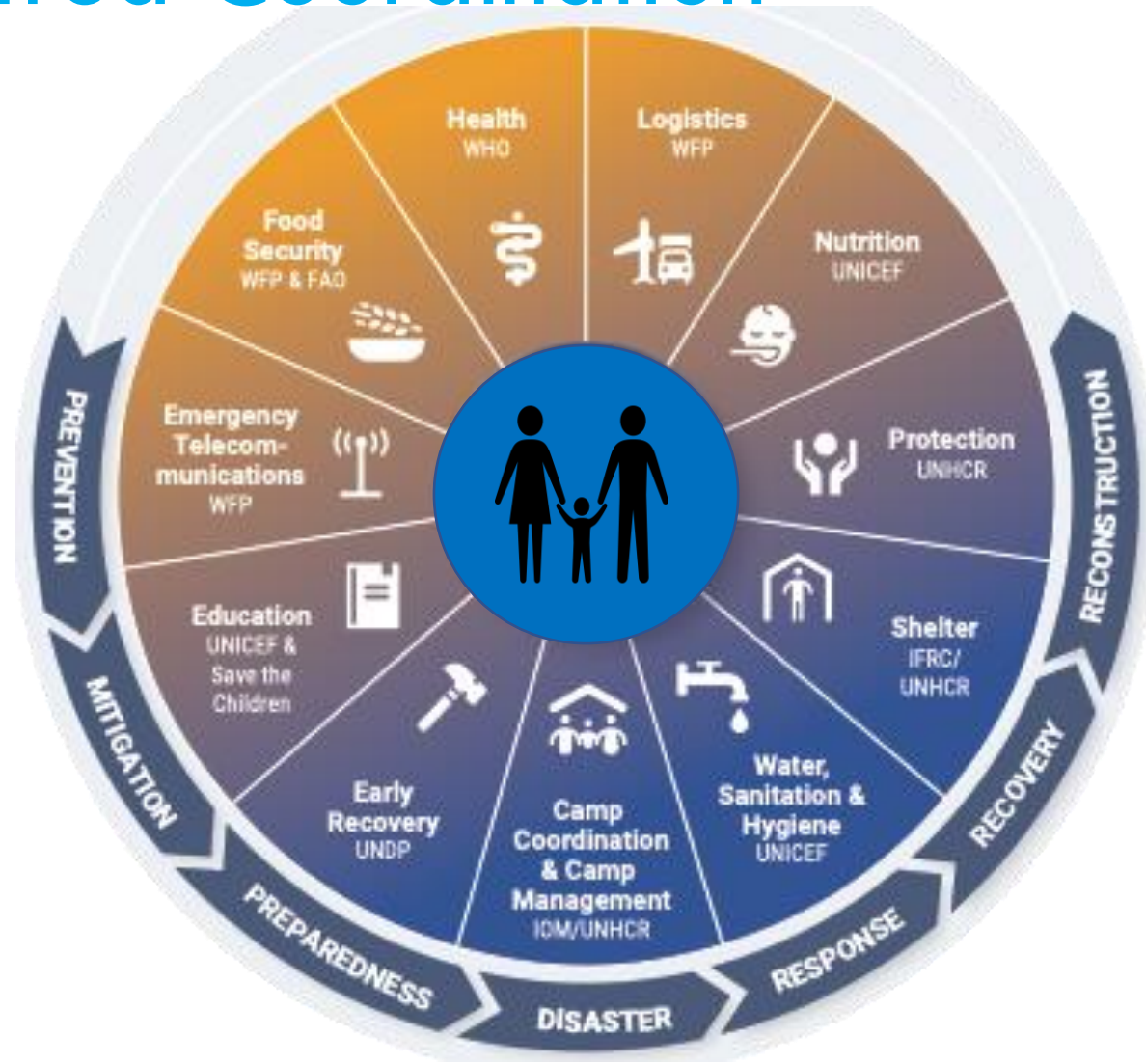
What kinds of questions can you ask?

Moving up the CCEA pyramid…

And how about participatory, joint planning, implementation and monitoring of CCEA?

- **Who** are we involving and engaging? **Who** controls the process and decision-making?
- **What** are the most appropriate strategies for CEA? **What** are the barriers and enablers?
- **Where** are we coordinating? **Where** it is convenient for us?
- **When** are we coordinating CEA? **When** it is convenient for us? **When** a timetable dictates?
- **Why** are we coordinating CEA? Quality and effectiveness? Efficiency? Scale, scope and reach? Strengthening local capacities and empowering communities and local actors?
- **How** do we know we are being effective? Inclusive? Sustainable?

How about a people-centred 5W Matrix?

- **Who** are we communicating with?
- **What** are we telling them?
- **What** are they telling us?
- **Where** are we communicating?
- **When** are we communicating?
- **Why** are we communicating?
- **How** do we know we are effective?

The 3W/4W Matrix:

- **Who** is doing
- **What?**
- **Where?**
- **When?**