

ACCOUNTABILITY TO CRISIS-AFFECTED PEOPLE

TIPS FOR APPLYING THE CORE HUMANITARIAN STANDARD (CHS)

MAKE SURE CRISIS-AFFECTED PEOPLE ARE PART OF DECISIONS



Are you inviting women, men, girls and boys affected by crisis to help you make decisions and influence the project design, implementation, learning and adaptation? If not, set up a local committee to help you do this.

MAKE SURE CRISIS-AFFECTED PEOPLE HAVE THE RIGHT INFORMATION



Do the communities you work with know what you provide, to whom and that it is free? Use posters, announcements, audio and digital messages to share this information.

MAKE SURE CRISIS-AFFECTED PEOPLE CAN GIVE FEEDBACK AND COMPLAIN SAFELY, AND ACT ON WHAT THEY SAY



Do you have feedback and complaints mechanisms set up? Can affected people access them and were they involved in the design? Are they informed of your follow up? Check yours are accessible and that people are informed.

PROTECT CRISIS-AFFECTED PEOPLE FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT



Do you know what your obligations are to protect people from sexual exploitation, abuse and harassment? Make sure you know what your organisation defines as exploitation, abuse and harassment – this may be different to your previous work. Check how to report if you suspect a humanitarian worker is abusing someone.

LEARN AND ADAPT BASED ON FEEDBACK AND PARTICIPATION



Are you using information from feedback and complaints to improve your work? How does affected people's participation and feedback influence your decisions? Take a flexible approach.

YOUR WELL-BEING IS IMPORTANT, IT ENABLES YOU TO HELP OTHERS



Do you or your colleagues need support for your physical, mental or emotional well-being? You can request support from your organisation. If you are partnering with other organisations, check if staff support can be sourced from the partnership.

Read about applying the CHS through lessons from emergency contexts



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 **CHS Alliance**

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 **DISASTERS
EMERGENCY
COMMITTEE**

WHAT TO EXPECT FROM THE ORGANISATIONS ASSISTING YOU

The support you receive in the aftermath of a disaster or crisis should meet the Core Humanitarian Standard (CHS). This is a globally recognised standard that sets out how aid organisations are expected to work and behave.

The support you get should allow you to:

HAVE A SAY IN DECISIONS

As people affected by a humanitarian crisis, you have the right to have a say in how you are supported. Reach out to humanitarian organisations operating in your area - they need to hear from you. Join local committees. Make your voice heard!



HAVE THE RIGHT INFORMATION

Do you know what assistance humanitarian organisations provide in your community? Do you know how people who receive humanitarian assistance are chosen? Do you know that the support you get is free? Organisations should provide this information to you. If not, contact them to request it.



SAFELY FEED BACK AND COMPLAIN

If you have a complaint or suggestion for a humanitarian organisation, do you know how to communicate it? If you have done so already, were you satisfied with the response? Each humanitarian organisation should have a way for you to raise problems or make suggestions, even anonymously.



BE SAFE FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT

You have a right to receive free aid services. No humanitarian staff or volunteer should request favours, gifts, services, or take advantage of you in any way. No staff or volunteer should engage in a sexual relationship with you, even if you consent. If they do, you can report this anonymously to any humanitarian organisation.



RECEIVE SUPPORT THAT TAKES YOUR VIEWS INTO ACCOUNT

Are humanitarian organisations improving their assistance to your community based on your feedback and suggestions? If they do not, you can share this feedback directly.



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