

Meeting Minutes

16 February 2023

Time & Location	10:00am, Przemyslowa 30 in Warsaw and online
Chaired by:	Irina Isomova
Participants:	CLEAR Global, UNICEF, PAH, IRC, CDAC Network, IOM, Plan International, UNHCR (Lublin, Warsaw, Krakow and Country Office)
Minutes prepared by:	Karolina Fabirkiewicz Minutes available at AAPWG Poland - Google Drive
Agenda and discussion points:	<p>Proposed agenda:</p> <ol style="list-style-type: none"> 1. Updates from Partners 2. Presentation by Clear Global 3. Activity Info update 4. AOB <p>Updates from Partners:</p> <ul style="list-style-type: none"> • In line with request from members, meeting minutes of the AAP WG will be translated into Polish from now on. The schedule of the meetings was also shared for ease of reference. Members are encouraged to invite local organizations to join the group. • UNICEF is organizing workshops with experts on the promotion of CFMs. The invite was shared with the group. • Plan International developed the Child Friendly Feedback Mechanism Guide and Toolkit and will consider presenting it in the next meeting. • CDAC Network will organize a Regional Meeting on Communication on 24 February. Invite and registration link were shared with the members. <p>Presentation by CLEAR Global:</p> <ul style="list-style-type: none"> • Research conducted in October to understand language use, capacity and gaps for improved humanitarian communication in countries neighbouring Ukraine. • Shifts in language policy and political events since 2014 influence the languages people in Ukraine identify with. Not everyone views Russian in the same way, hence assumptions about language preferences should be avoided. People need space to safely use their preferred language. • Interpreting and translation are specialist skills and deserve adequate attention and funding. Translation staff rarely receives guidance on how to work in humanitarian setting, with trauma and violence. • Service providers and users over rely on translation apps, which risks in mistranslation and misunderstanding. Furthermore, language technology is lacking for minority and marginalized languages (Romani). • Information landscape is chaotic – the high volume of content is unmanageable and people struggle to find updated and trusted sources. <p>Activity Info update:</p> <ul style="list-style-type: none"> • Regional Refugee Response Plan covers activities between Jan-Dec 2023 and outlines the multi-partner, multisectoral response strategy and financial requirements of partners. Activity Info serves as an online tool for reporting of activities and results. • Out of 83 organizations, 17 reports on AAP activities in Poland.

- 5 indicators linked to AAP were included in the RRP: 1) number of feedback and complaints received; 2) number of feedback and complaints followed up; 3) number of persons involved in participatory programme design and monitoring and evaluation processes; 4) number of CwC tools available; 5) number of people trained on AAP standards.
- Date of reporting: until 10th of each month (for the previous month)
- In case of questions or access issues, please contact UNHCR Information Management team: polwarrpsupport@unhcr.org or markowsk@unhcr.org.
- Presentation with detailed information was shared with members.

AOB:

- Bilateral discussions with members on the AAP WG Action Plan are ongoing and the final document will be presented shortly.

Action Points:

- **Plan International will consider making a presentation in the next AAP WG meeting.**
- **AAP WG Action Plan will be finalized and presented shortly to the group.**