

# CELEBRATING 10 YEARS OF QUALITY AND ACCOUNTABILITY!

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!



## STRENGTHENING HUMANITARIAN ACTION IN 13 COUNTRIES SINCE 2005

### Q&A THROUGH THE DECADE

<p><b>2005</b></p> <ul style="list-style-type: none"> <li>Hosted the Sphere Project for the first time in Pakistan</li> <li>Became the Sphere focal point in Pakistan and conducted numerous Sphere ToTs in Pakistan</li> </ul>	<p><b>2011</b></p> <ul style="list-style-type: none"> <li>Conducted Q&amp;A needs analysis in 12 countries across Asia</li> <li>Translated HAP and Sphere Standards in local languages</li> <li>Published a "Q&amp;A for PCM" booklet</li> <li>Produced a Q&amp;A Joint Mini-Audit tool</li> </ul>
<p><b>2006</b></p> <ul style="list-style-type: none"> <li>Conducted its first regional training on quality and accountability (Q&amp;A).</li> <li>Community World Service Asia's Regional Representative became HAP's Accountability Ambassador</li> </ul>	<p><b>2012</b></p> <ul style="list-style-type: none"> <li>Conducted a research on "Observance of Quality and Accountability Principles in the Humanitarian sector in Pakistan"</li> <li>Established Information and Complaint Handling Centres for Flood affecteds across 4 districts in the aftermath of the 2010 Floods in Pakistan</li> <li>Organized the first Sphere Focal Point Forum in Asia</li> <li>Deployed Q&amp;A team in Japan in response to the Earthquake and Tsunami</li> <li>Conducted the first joint Q&amp;A ToT on both Sphere and HAP in Japan</li> <li>Published Q&amp;A Workbooks for field staff in English, Urdu, Sindhi and Dari languages</li> </ul>
<p><b>2007</b></p> <ul style="list-style-type: none"> <li>Introduced CRM at district level in Pakistan through the Mansehra Consumer Helpline (MCH) Project</li> </ul>	<p><b>2013</b></p> <ul style="list-style-type: none"> <li>Membership with People in Aid and achieved first Quality Mark</li> <li>Conducted the first-ever regional workshop on Global Q&amp;A Initiatives</li> <li>Participated in the consultation process of the CHS' formation</li> <li>Q&amp;A deployment in Philippines in response to the Typhoon Haiyan</li> <li>Produced a compilation of 10 case studies illustrating good and poor programming and policies drawn from experiences of Community World Service Asia's programming and that of its partners</li> </ul>
<p><b>2008</b></p> <ul style="list-style-type: none"> <li>Deployed Q&amp;A team in Myanmar in response to the Cyclone Nargis</li> <li>Deployed Q&amp;A team in Sri Lanka in response to the 2009 conflict for recovery and rehabilitation program in the northern province</li> </ul>	<p><b>2014</b></p> <ul style="list-style-type: none"> <li>Representation on IASC Task team on AAP/PSEA</li> <li>Facilitated WHS Consultations at community level in Pakistan &amp; Afghanistan</li> <li>Became a member of the CHS Alliance with representation on the Board</li> <li>Translated and printed the CHS handbook in Urdu and conducted the first ever open-call training on CHS in Cambodia and Afghanistan</li> </ul>
<p><b>2009</b></p> <ul style="list-style-type: none"> <li>Acquired full membership of HAP and became the lead agency for HAP in Pakistan</li> <li>Served three terms on the Certification and Accreditation Review Board (CARB) of HAP from 2009 to 2014</li> </ul>	<p><b>2015</b></p> <ul style="list-style-type: none"> <li>Began engaging Academia on Q&amp;A and signed MoUs with a number of universities in Pakistan</li> <li>Provided Q&amp;A Support in Nepal in response to the Earthquake</li> <li>Achieved ALNAP membership</li> </ul>
<p><b>2010</b></p> <ul style="list-style-type: none"> <li>Became a member of the HAP Board</li> </ul>	<p><b>2016</b></p> <ul style="list-style-type: none"> <li>Became the regional partner for MERS</li> <li>Conducted first ever ToT on Sphere in Iran and Afghanistan</li> <li>Hosted consultations on CHS Core Competency Framework with communities in Pakistan</li> </ul>
<p><b>2011</b></p> <ul style="list-style-type: none"> <li>Initiated Q&amp;A mainstreaming process &amp; assistance to external organizations on Accountability Assessments and Mainstreaming</li> <li>Received certification by HAP</li> <li>Became regional partner of the Sphere Project in Asia</li> <li>Launched the Accountability and Learning Working Group (ALWG) in Pakistan</li> </ul>	

- Core Humanitarian Standard
- Project Cycle Management
- Disaster Risk Management
- Interagency Standing Committee (IASC)'s Accountability to Affected Populations and Prevention of Sexual Exploitation and Abuse (AAP/PSEA) Task team
- Active Learning Network for Accountability and Performance in Humanitarian Action
- Minimum Economic Recovery Standards

### THE NUMBERS IN 10 YEARS!

Trainings conducted: **286**      Participants trained on Q&A: **6652**

Number of Organizations assisted & trained on Q&A: **3708**

**9,000** copies of various key Q&A materials have been developed, translated, and shared with around **500** 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

**MEN: 4257**      **WOMEN: 2395**

### 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:

- Become the leading Q&A service provider in Asia
- Attract, engage, retain and develop the Q&A expert pool
- Internal mainstreaming of Q&A while focusing on collaboration within & across departments
- Ensuring effective and continuous learning platforms towards a sustainable improvement in performance internally and among implementing partners
- Becoming the national model for Q&A integrated academic courses that include the study of humanitarian and development practices and policies
- Develop, translate and disseminate Q&A material to advocate for a people-centered approach by creating, mentoring, facilitating and influencing various networks and platforms

#### Country Focal Points:

<b>Najeebullah Tajali</b> Afghanistan Deputy Director-Agency Coordinating Body for Afghan Relief (ACBAR)	<b>Md. Abdul Wahed</b> Bangladesh Care Bangladesh
<b>Kep Kannaro</b> Cambodia Partnership for Development of Kampuchea (Padek) Cambodia	<b>YEE, Chun Wai Aman</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 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 Radanan Ayar Rural Development Association
<b>Kedar Babu Dhungana</b> Nepal Sphere Nepal/DPNepal Nepal	<b>Rizwan Iqbal</b> Pakistan Community World Service Asia
<b>Roderick Valones</b> Philippines Lutheran World Relief	<b>Faye Lee</b> South Korea Korea NGO Council for Overseas Development Cooperation
<b>Firzan Hashim</b> Sri Lanka Consortium of Humanitarian Agencies	<b>Le Van Duong</b> Vietnam World Vision

### 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 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><b>Subhashis Roy</b> 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><b>Sylvia Robert</b> 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><b>Aninia Nadig</b> Advocacy and Network Management The Sphere Project</p>
<p>"Congratulations on the 10th anniversary of Community World Service Asia's Q&amp;A work in the region! It has been a joyful and fruitful journey together with Community World Service Asia in our efforts to promote and mainstream quality and accountability among humanitarian communities in Korea, and we hope to this strengthen partnership to further enhance quality and accountability in this region"</p> <p><b>Kyungshin Faye Lee</b> Korea NGO Council for Overseas Development Cooperation</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><b>Manu Gupta</b> Chairperson, Asian Disaster Risk Reduction and Recovery &amp; Executive Director for SEEDS India</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 that they will find creative ways to enhance our work through the use of quality and accountability tools."</p> <p><b>Kelly Wooster</b> Wooster Consulting</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><b>Michel Dilckes</b> 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><b>Cathy Watson</b> LEGS Coordinator</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><b>Ben Fraser</b> International Programs Co-ordinator Act for Peace</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><b>Smruti Patel</b> 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><b>Paulina Parhiala</b> Director, ACT Alliance</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><b>Judith Greenwood</b> Executive Director CHS Alliance</p>		