



**WANPELA RED CROSS RED  
CRECENT GAID BILONG WOK  
WANTAIM KOMYUNITI NA  
MEKIM WOK STRET**



**ICRC**

# OL TOK AMAMAS

Nambawan tok amamas i go long olgeta wokmanmeri na volentia bilong Red Cross and Red Crescent Movement husat i bin sanap strong na wok na mekim wok wantaim bel bilong ol long mekim rot bilong wok wantaim ol komyuniti bilong graun i kamap gutpela moa na rot bilong mekim wok i kamap stret moa. Rivisen bilong dispela gaid em i bin kamap bikos long ol gutpela samting we ol wokmanmeri i bin lainim, ol gutpela rot bilong mekim wok, na ol nupela senis we yupela i bin kamapim insait long ol progrem, operesen na National Societies bilong yupela. Tenkyu long hatpela wok bilong yupela, mipela i bin muv gohet long senisim ol sistem we mipela i bin wok insait long en na mipela i kamapim nupela samting we i stap insait long dispela gaid buk. Tok amamas i go long yupela olgeta husat i bin tokim ol tim bilong yupela olsem i gat nid long wanpela rot bilong kisim fidbek, mipela i tok pait long wanpela baset bilong trenim ol wokmanmeri long wok wantaim komyuniti o strongim sait olsem i mas gat taim bilong ol komyuniti long stap insait long wok bilong mekim ol plen. Em i tru olsem i gat moa wok i mas kamap, dispela Movement i nidim ol lain bilong stap na soim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret. Mipela i nidim tru ol dispela lain!

Na tu, tok tenkyu i go long olgeta husat i givim taim bilong ol long wok, maski bikpela sik i bin kamap, ol i bin givim taim long ritim na sekim ol draf bilong dispela gaid buk. Ol kontribusen bilong yupela i bin bikpela samting tru bikos ol i givim stia na mekim ol samting i stap insait long dispela buk i kamap gutpela moa.

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Ol manmeri i ken kolim toktok, mekim kopi, trensletim o senisim tok i go long narapela tok ples long inapim nid bilong ol lokel manmeri long save gut long ol samting. Ol i no nid long kisim tok orait pastaim long International Federation of Red Cross and Red Crescent Societies, tasol ol i mas tokaut klia olsem ol i kisim infomesen long hia.

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# TOK I GO PAS

"Long bildim trast wantaim ol komyuniti, mipela i nid long klia gut na bihainim ol save bilong ol lokel lain na fidbek bilong komyuniti. Dispela em i noken stap olsem wanpela opsen – mipela nid long bihainim wanpela sistem long mekim dispela na mipela i mas mekim dispela gut. Olsem wanpela Federation o grup we i gat ol lokel lain insait long en, mipela i gat wanpela kain wok long sekim na lukim olsem ol komyuniti i stap olsem nambawan samting insait long olgeta wok mipela i mekim."

—J agan Chapagain, Secretary General, IFRC

"Ol komyuniti we i stap insait long hevi em ol i nambawan savemanmeri long wanem samting i wok long kamap, ol i nambawan lain tu bilong mekim samting na kamapim senis. Taim yumi helpim ol komyuniti long olgeta level long stap insait long ol ektiviti, dispela pasin em i no bilong mekim yumi pilim gut – em i mas kamap, olsem na em i kamap. Dispela em i min olsem mipela i mas putim ol rot bilong mekim wok we i isi long kamap na i bihainim wanpela sistem. Dispela em i bilong painim ol lain, putim yau long ol, mekim ol samting, na givim rispons i go long ol kwesten na nid bilong ol komyuniti. ICRC em i sanap strong long mekim dispela i kamap."

— Robert Mardini, Director-General, ICRC

Welkam long namba tu edisen bilong Red Cross and Red Crescent Gaid Bilong Wok Wantaim Komyuniti na Mekim Wok Stret. Planti samting i bin senis na i kamap gut moa bihain long ol i bin pablisim namba wan gaid long 2016. [Movement Commitments on Community Engagement and Accountability](#) em ol i bin kisim long 2019 Council of Delegates, bihain long dispela, wanpela naispela netwok bilong ol woklain bilong komyuniti engejmen na akauntabiliti i bin kamap na i wok gut tru, na mipela i gat moa [evidens](#) nau we i soim olsem strongpela pasin bilong engej o wok wantaim komyuniti i save mekim kwaliti bilong wok na impek bilong wok bilong mipela i kamap gutpela moa<sup>1</sup>. Na tu, insait long ol rispons bilong mipela i go long COVID-19 na Ebola, taim trast bilong komyuniti em i bin wanpela bikpela samting tru long mekim olgeta narapela wok i kamap gut<sup>2</sup>.

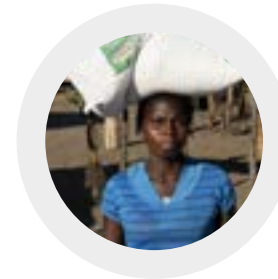
Maski dispela i bin kamap, i bin gat kainkain salens na samting i pasim rot long kamapim wanpela gutpela rot bilong sekim olsem mipela i *'putim ol manmeri i stap nambawan'* taim mipela i givim sapots we i inapim ol nid bilong ol manmeri, na i no daunim mak bilong ol long mekim wok o daunim nem bilong ol, na i helpim long strongim pasin bilong ol long daunim ol kainkain hevi na kamap strong na sindaun gut longpela taim.

As tingting bilong dispela gaid em long helpim Movement long lukluk long ol samting we i pasim rot bilong wok wantaim ol salens na lukim olsem olgeta taim, mipela i wok wantaim ol komyuniti, long gutpela stendet, insait long olgeta ektiviti bilong mipela. Ol senis bilong helpim mipela long kamapim ol samting em:

- Putim moa fokus long kamapim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret long level bilong oganaisesen, olsem wanpela step bilong kamapim strongpela pasin bilong mekim wok stret insait long ol program na operesen.
- Putim moa fokus long pasin bilong wok wantaim na hau long mekim pasin bilong wok wantaim i kamap insait long ol program na operesen, bai yumi ken muv long pasin bilong 'mekim wok long komyuniti' i go kamap long 'pasin bilong mekim wok wantaim' ol komyuniti.
- Mekim pasin bilong wok wantaim komyuniti na mekim wok stret i kamap isi taim yumi bungim ol dispela foapela komponen i kam wantaim na kamapim wanpela klia as tingting; dispela as tingting em ol komyuniti i impoten insait long disain na menejmen bilong ol program na operesen.
- Daunim namba bilong ol liklik eksen bilong komyuniti engejmen na akauntabiliti long 31 i go long 18, long givim moa stretpela na isipela rot bilong bungim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret insait long ol ektiviti bilong yumi.

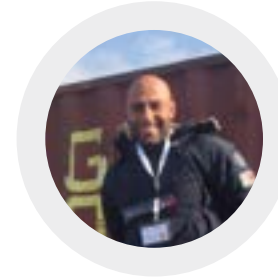
Evidens, eksperiens, na gutpela tingting i tokim mipela olsem taim mipela i wok tru tru wantaim ol komyuniti na ol i mekim wok we ol i sapos long mekim long disainim na menejim ol program na operesen, ol samting bai i wok gut moa, na bai i stap longpela taim, na bai i gat gutpela kwaliti moa. Tasol, nokennoken harim toktok bilong mipela taso. Hia em wanem samting ol woklain, volentia, lida, na komyuniti memba i tok long gutpela i bin kamap long pasin bilong wok wantaim komyuniti (komyuniti engejmen) na mekim wok stret (akauntabiliti):

## Ol Komyuniti



"Mipela i amamas olsem ol woklain bilong Zambia Red Cross i bin kam bek long givim fidbek long ol projek we i bin kamap. Planti taim, nogat lain i save kam bek long mipela bihain long ol eveluesen o asesmen. Ol i mekim disisen long ol ofis bilong ol na ol i no wok wantaim mipela ol komyuniti memba long wanem samting mipela i laikim. Mipela ol lain husat i ken tokaut long ol stori bilong mipela long wanem samting mipela i laikim o wanem samting i wok long kamap long mipela bikos mipela i save stap insait long ol dispela komyuniti."

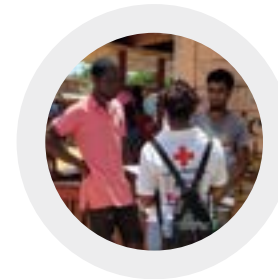
— Induna, Lyoto Village, Zambia



"Mipela olgeta i stap wantaim planti wari long hia. Em i impoten tru olsem ol oganaisesen ol Red Cross i wok long givim klia na stretpela infomesen, we ol i putim yau long wanem samting komyuniti i nidim na ol i ken mekim sampela samting long dispela infomesen we ol i kisim."

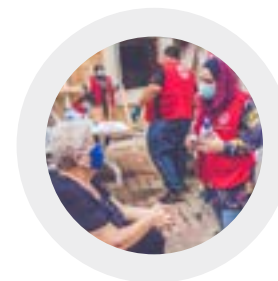
— Saleh, Resident and Red Cross volunteer in Nea Kavala camp for migrants, Greece.

## Ol woklain na volentia bilong mipela



"Mipela i painimaut olsem ol komyuniti i save laikim ol manmeri husat i givim taim long go na lukim ol, serim infomesen na i no serim nating, tasol givim taim long ol long askim kwesten na sekim na lukim olsem ol i klia gut long dispela infomesen."

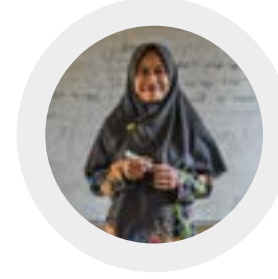
— Andrea Philips, Project Manager, Guyana Red Cross



"Em i gutpela na stretpela pasin olsem ol lain i mas kisim taim long wok wantaim ol manmeri na larim ol i stap insait long wok bilong mekim disisen na lukim olsem dispela we bilong wok i orait long ol na i no orait long ol woklain tasol."

— Basic Assistance Programme Manager, Lebanon Red Cross

## Pasin bilong go pas na lidim ol narapela



"Pasin bilong wok wantaim komyuniti na mekim wok stret long taim bilong imejensi operesen i save helpim long lukim olsem mipela i givim ol helpim bihainim ol nambawan bikpela samting we ol komyuniti i nidim"

— Ritola Tasmaya, Secretary General of the Indonesian Red Cross Society.



**Indonesia 2019** Olgeta taim Indonesian Red Cross i givim mani na vausa helpim, ol i save sekim na lukim olsem ol komyuniti i gat infomesen long seleksen kraiteria na distribusen proses. Dispela infomesen em ol i serim long kainkain we, olsem na maski ol lain i no save gut long rit na rait i ken klia gut long en.  
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# HAU LONG YUSIM DISPELA GAID

Dispela gaid em ol i raitim long ol Red Cross and Red Crescent National Societies, na IFRC, ICRC na ol patna National Societies husat i save wok wantaim ol. Dispela em i impoten long husat lain i laik strongim we ol i save wok wantaim ol komyuniti insait long wok bilong ol na kainkain sekta i ken yusim dispela gaid. Em i givim stia na tul bilong kamapim wanpela sistem bilong mekim wok na wanpela gutpela rot bilong wok wantaim ol komyuniti na mekim wok stret. Em i no kisim ples bilong ol gutpela we bilong mekim wok, tasol em i helpim long lukluk long ol samting we mipela i no stretim o ol samting we mipela i no save mekim gut. Ol stori we i stap insait long dispela gaid i tokaut long ol eksampel bilong ol gutpela we bilong wok (na ol stori bilong harim na abrusim dispela kain samting long kamap) insait long Movement. Ol tuls bilong yusim na trening we i sapatim dispela gaid, em link i go long ol i stap insait long dispela buk.

Dispela gaid em i gat sevenpela seksen, we yupela i ken yusim wanwan bilong ol sapos i gat nid long mekim olsem:

**Seksen 1: Introdaksen** i givim wanpela tok save bilong pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret na hau dispela i save sapatim wok bilong Red a Red Cross Red Crescent, na tu hau em i save sapatim ol narapela wok na risponsibiliti na ol narapela bikpela pasin bilong mekim wok insait long eria bilong helpim ol manmeri i stap long hevi.

**Seksen 2: Ol Komitment bilong Movement** i presentim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret we mipela i bin kisim long 2019 Council of Delegates.

**Seksen 3: Institutionalization** i tokaut klia long wanem as em i impoten long putim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret insait long ol polisi, prosidia, na we bilong wok, wantaim helpim bilong ol tok stia na tul long hau long mekim dispela.

**Seksen 4: Integration in programmes** i soim ol liklik eksen bilong mekim long kamapim gutpela pasin bilong wok wantaim komyuniti insait long saikel bilong program, wantaim helpim i kam long ol tok stia na tul long hau long kamapim wanwan bilong ol dispela eksen.

**Seksen 5: Community engagement in emergencies** i tokaut klia long hau long kamapim wanpela gutpela level bilong wok wantaim komyuniti taim i gat bikpela nid long mekim dispela hariap, na i nogat inap taim na planti samting bilong skelim insait long dispela wok.

**Seksen 6: Community feedback mechanisms** i givim ol wanwan step bilong tok stia long hau long kamapim wanpela rot bilong kisim fidbek insait long komyuniti insait long wanpela program, operesen o olsem pat bilong wanpela institutionalization.

**Seksen 7: Working with closely related sectors** em i lukluk long ol link i stap namel long pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stretim na proteksen, jenda na pasin bilong inklusen na rot bilong senisim pasin na ol samting nogut we i ken kamap long komyunikesen na emi tokaut klia long hau ol dispela eria i ken wok gut wantaim.

## Fidbek long dispela gaid buk

Dispela em i namba tu edisen bilong Red Cross Red Crescent Guide to Community Engagement and Accountability Ol i bin sekim na apdetim bihainim ol ekspriens na lesen we ol i bin lainim taim nambawan vesen i bin kamaut long 2016. Dispela vesen em ol bai testim long fild long 2021 na mekim em i kamap gut moa na mekim fainel kopi long 2022, olsem na plis serim fidbek bilong yu long dispela gaid na hau mipela i ken mekim em i kamap gutpela moa long yusim, gutpela moa long stretim ol hevi, na isi long yusim. Salim fidbek bilong yu i go long [CEA.Geneva@ifrc.org](mailto:CEA.Geneva@ifrc.org).



**Olgeta tul bilong dispela gaid i stap long**  
<https://communityengagementhub.org/resource/cea-toolkit/>



# OL SOTPELA WOD NA SOTELA NEM

<b>AAP</b>	Accountability to Affected People or Populations	<b>KAP</b>	Knowledge, attitudes and practices
<b>ACAPS</b>	independent specialists in humanitarian needs analysis and assessment	<b>KII</b>	Key informant interview
<b>ABC</b>	Assisting behaviour change	<b>KPI</b>	Key performance indicator
<b>ALNAP</b>	Active Learning Network for Accountability and Performance in Humanitarian Action	<b>M&amp;E</b>	Monitoring and evaluation
<b>ATM</b>	Automatic-teller machine (bank cash machine)	<b>MHM</b>	Menstrual hygiene management
<b>BOCA</b>	Branch Organizational Capacity Assessment	<b>Movement</b>	The International Red Cross and Red Crescent Movement
<b>CBS</b>	Community-based surveillance	<b>NS</b>	National Society
<b>CEA</b>	Community engagement and accountability	<b>NGO</b>	Non-governmental organization
<b>CBAT</b>	Community-based action teams	<b>NS</b>	National Society
<b>CDAC</b>	Communicating with Disaster Affected Communities Network	<b>NSD</b>	National Society Development
<b>CHS</b>	Core humanitarian standard	<b>OCAC</b>	Organizational Capacity Assessment and Certification
<b>CP3</b>	Community Epidemic and Pandemic Preparedness programme	<b>PASSA</b>	Participatory approach to safe shelter awareness
<b>CRC</b>	Community resilience committees	<b>PDM</b>	Post-distribution monitoring
<b>CVA</b>	Cash and voucher assistance	<b>PHAST</b>	Participatory approach to hygiene and sanitation behavioural change
<b>CWC</b>	Communication with communities	<b>PMER</b>	Planning, monitoring, evaluation and reporting
<b>CWG</b>	Community working groups	<b>PGI</b>	Protection, Gender and Inclusion (IFRC)
<b>C4D</b>	Communication for development	<b>PRP</b>	Physical Rehabilitation Programme
<b>DAPS</b>	Dignity, Access, Participation and Safety	<b>PSEA</b>	Prevention of sexual exploitation and abuse
<b>DRR</b>	Disaster Risk Reduction	<b>Q&amp;A</b>	Question and answer
<b>eCBHFA</b>	Evidence-based community-based health and first aid	<b>RCCE</b>	Risk communication and community engagement
<b>eVCA</b>	Enhanced vulnerability and capacity assessment	<b>RFL</b>	Restoring Family Links
<b>ECV</b>	Epidemic control for volunteers	<b>SEA</b>	Sexual exploitation and abuse
<b>EcoSec</b>	Economic Security (ICRC)	<b>SDB</b>	Safe and dignified burial
<b>FAO</b>	Food and Agriculture Organization	<b>SGBV</b>	Sexual and gender-based violence
<b>FAQ</b>	Frequently-asked questions	<b>SOPs</b>	Standard Operating Procedures
<b>FGD</b>	Focus Group Discussions	<b>TiP</b>	Trafficking in persons
<b>HR</b>	Human resources	<b>UN</b>	United Nations
<b>HQ</b>	Headquarters	<b>UNOCHA</b>	United Nations Office for the Coordination of Humanitarian Affairs
<b>IASC</b>	Inter-Agency Standing Committee	<b>WASH</b>	Water, sanitation and hygiene promotion
<b>IEC</b>	Information, education and communication	<b>WHO</b>	World Health Organization
<b>ICRC</b>	International Committee of the Red Cross		
<b>IFRC</b>	International Federation of the Red Cross and Red Crescent		
<b>IM</b>	Information management		
<b>IT</b>	Information technology		

**Kenya 2019** Kenya Red Cross, insait long patnasip wantaim ol gavanment atoritis, em i kisim pawa bilong ol yangpela manmeri long helpim long pait wantaim ol autbreik bilong ol sik. Ol skulk lab ol i developim long empawarim ol yangpela manmeri long kamap "champions" insait long komyuniti bilong ol long abrusim, ditekim na rispon long ol autbreik bilong sik. © Corrie Butler / IFRC



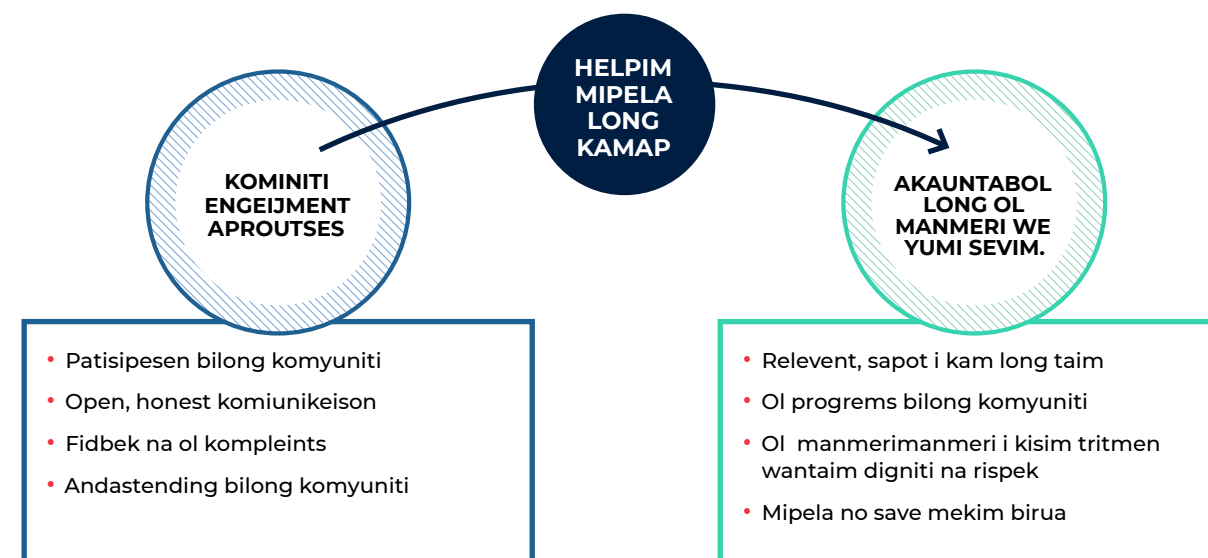
# SEKSEN 1 INTRODAKSEN

## Wanem samting em i pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret?

Pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret em i wanpela we bilong wok we i luksave na laikim olgeta komyuniti memba long stap olsem ikwal patna, na ol kainkain nid bilong ol, samting ol i laikim i ken stiaim olgeta samting mipela i mekim. Mipela i ken kamapim dispela taim mipela i bungim ol gutpela pasin wokbung insait long komyuniti, i gat open na honas toktok wantaim komyuniti na i gat rot bilong putim yau na harim na rispon long ol tingting bilong komyuniti, insait long ol program na operesen bilong mipela. Evidens, eksperiens, na gutpela tingting i tokim mipela olsem taim mipela i wok tru tru wantaim ol komyuniti na ol i mekim wok we ol i sapos long mekim long disainim na menejim ol program na operesen, ol samting we i kamap long dispela bai i wok gut moa, bai i stap longpela taim, na bai i gat gutpela kwaliti moa.

### Wanem samting em i pasin bilong wok wantaim komyuniti na mekim wok stret na wanem em i no dispela pasin...

- **Nupela samting** – Red Cross Red Crescent olgeta taim i bin save wok wantaim ol komyuniti, tasol mipela i no save mekim ol samting gut, olsem na mipela i kisim ol sistem we i ken mekim kwaliti i kamap gut moa na banisim ol spes long kamap insait long hau mipela i wok wantaim ol komyuniti.
- **Wanpela narapela program o aktiviti** – pasin bilong wok wantaim komyuniti em i wanpela pasin bilong tingting o we bilong wok we i mas stap olsem pat bilong olgeta samting mipela i mekim, na i bung wantaim insait long olgeta wok bilong mipela
- **Wok bilong wanpela man o meri** – pasin bilong mekim wok stret em i noken kamap olsem wok bilong wanpela man o meri tasol o wok bilong wanpela dipatmen tasol; mipela olgeta i gat risponsibiliti long sekim na lukim olsem mipela i wok gut wantaim ol komyuniti insait long ol wok bilong mipela
- **Wanpela moa boks bilong tikim** – em i wanpela pat bilong ol samting we mipela i save sanap strong long mekim na em i wanpela bikpela samting tru insait long wok bilong mipela na senis mipela i ken kamapim.





## HUSAT EM I KOMYUNITI?

Dispela hap tok 'komyuniti' em mipela i yusim planti taim insait long dispela gaid buk na em i toktok long grup bilong ol manmeri we i stap insait long ol ektiviti, progrem, o operesen bilong oganaisesen – wantaim ol dispela husat i kisim sapot na husat i no kisim sapot. Komyuniti em i ken toktok long wanpela eria o samting we i mekim wanpela grup i wankain, kain olsem mak bilong krismas, jenda o wanem mak ol i stap long en (eksampel, meri i gat bel).

I no olgeta lain insait long komyuniti i wankain na olgeta komyuniti bai i gat kainkain nid, kainkain mak bilong mekim samting, na kainkain nogut samting we i ken kamap long ol. Olsem na, taim yu lukim dispela hap tok 'komyuniti' insait long dispela gaid buk, em i toktok long ol kainkain grup husat i stap insait long komyuniti, em i toktok long ol meri, ol man, ol bois, na ol gels, ol bikmanmeri, ol manmeri i gat disabiliti, ol manmeri i kam long kainkain ples, i gat kainkain seks na jenda na ol lain i no save bisi long ol o ol lain we i isi moa long hevi i bungim ol.. Dispela em i toktok tu long ol man o meri husat i makim komyuniti, kain olsem ol lokel lida, ol oganaisesen, na ol atoriti.



**Colombia 2014** ICRC na Colombian Red Cross i bin mekim "education brigades" insait long sampela skul long taun, na ol sumatin i lainim long stap wantaim gut na i no kros na pait insait long dispela envairomen. © Didier Revol / ICRC

## Bilong wanem yumi nid long wok wantaim ol komyuniti?

### 1. Bikos yumi laik klia gut long wanem samting i kamap insait long komyuniti na wanem ol nid bilong komyuniti

Mipela nid long wok wantaim olgeta grup na wanwan manmeri insait long komyuniti long klia gut long wanwan samting ol i nidim, wanem samting ol i laikim, na wanem samting i wok long kamap insait long komyuniti. Sapos mipela i ting olsem mipela i save long wanem samting ol manmeri i nidim o hau ol samting i save wok insait long komyuniti bilong ol, mipela i ken mekim rong disisen na givim sapot we i no helpim ol, o i kamapim bagarap long ol. Eksampel, mipela i ken mekim bel hevi we i stap namel long ol liklik grup i go bikpela moa.

### 2. Long mekim ol progrem na operesen i kamap gut moa na i wok gut moa

Nogat lain i save long komyuniti. Ol komyuniti yet long ol yet. Taim mipela i kisim lokel save na tingting long plenim na menejim ol progrem na operesen, mipela i ken mekim raitpela disisen na givim sapot we ol i ken yusim, givim sapot long rait taim, na givim raitpela sapot we i gat gutpela kwaliti. Pasin bilong putim yau na harim fidbek bilong komyuniti i save givim mipela tok save hariap, taim ol samting i no wok long wok na i givim mipela gutpela tingting long wanem ol samting mipela i ken mekim gut moa.

### 3. Long kamapim trast, rot bilong kisim samting na pasin wanbel wantaim komyuniti

Pasin bilong kamapim open, hones komyunikesen na putim yau na harim wanem samting ol manmeri i wok long tokim mipela, em i wanpela sain bilong rispek na i bildim trast wantaim komyuniti. Sapos i no gat trast, ol manmeri bai i no laik long toktok wantaim mipela, yusim ol sevis bilong mipela, bilipim ol infomesen we mipela i serim, o welkamim ol volentia na woklain gut i go insait long komyuniti bilong ol. Taim ol manmeri i no trastim mipela, rot bilong mipela long helpim ol bai i pas na mipela i no inap long helpim ol.

### 4. Long strongim pasin bilong komyuniti long go pas insait long hevi na kamap strong

Ol manmeri we i stap insait long taim nogut o kraisis em ol i ken helpim ol yet. Planti taim ol i nambawan lain bilong helpim ol yet insait long wanpela kraisis na ol i gat save, ol i gat rot na ol i gat inap risos we i ken helpim ol long sekim na lukim olsem helpim em i raitpela na i ken stap longpela taim. Taim mipela i wok wantaim ol komyuniti long disainim na menejim ol progrem na operesen, dispela pasin i givim sans long ol komyuniti long go pas na mekim samting na strongim ol yet. Taim mipela i no wok wantaim ol, mipela i lukim ol olsem ol i stap tasol na kisim helpim, na dispela em i daunim wok mipela i laik mekim long strongim komyuniti bai em i ken kamap strong.

### 5. Long bihainim ol komitmen bilong mipela yet

Pasin bilong wok patna wantaim ol komyuniti em i nambawan samting insait long wok bilong mipela. Mipela i sanap strong long kisim na wok wantaim ol manmeri insait long wok menejmen bilong ol eidd, na mipela i save olsem mipela i gat wok long givim stretpela sevis long ol manmeri we mipela i laik helpim, na bildim ol lokel risos insait long [International Red Cross and Red Crescent Movement's Code of Conduct in Disaster Relief](#)<sup>3</sup>. The Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance<sup>4</sup> i sanap strong long putim rot bilong klia komyunikesen na rot bilong kisim fidek insait long ol wok bilong imejensi rispons. Long Disemba 2019, ol i bin apruvim namba wan grup bilong [Movement-wide Commitments for Community Engagement and Accountability](#)<sup>5</sup> long Council of Delegates (lukim pes 21).

## WANEM SAMTING I STAP INSAIT LONG WANPELA NEM?

I gat planti kainkain nem bilong diskraibim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret (komyunititi engejmen na akauntabiliti) - eksampel em, Accountability to Affected People or Populations (AAP), Beneficiary Communications, Accountability to Communities (AtC), Communication with Communities (CwC) o nupela nem we i kamapim insait long eria bilong helt na bikpela sik em, Risk Communication and Community Engagement (RCCE). Em i tru olsem wanem nem mipela i yusim em i no impoten na wok em i impoten, tasol ol kainkain nem insait long ol kainkain oganaisesen i ken mekim ol manmeri i paul. Tingim tasol olsem, olgeta bilong ol dispela wod em ol i impoten long diskraibim wankain samting - na dispela em rot bilong wok wantaim komyuniti na mekim ol samting i stap ples klia na dispela bai mekim kwaliti bilong ol progrem na operesen i kamap gut moa.



## Ol oganaisesen bilong helpim ol manmeri i save wok gut wantaim ol komyuniti, o nogat?

Evidens i kam long olgeta hap bilong graun i soim olsem i gat bikpela gep yet long hau ol eid oganaisesen i save wok wantaim ol komyuniti, maski i gat bikpela awenes na komitmen long pasin bilong mekim wok stret. Dispela infomesen, we Ground Truth Solutions i bin kolektim<sup>6</sup>, i soim ol tingting bilong klostu 10,000 manmeri insait long 10-pela kantri we disasta o kraisis i kamap long ol<sup>7</sup>.

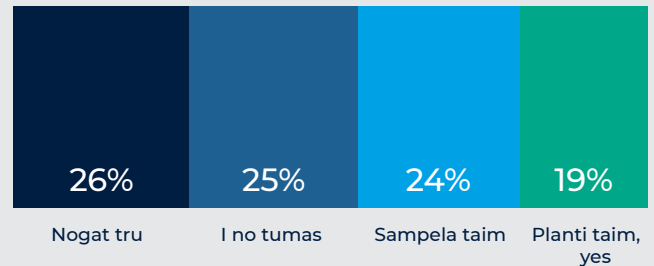
### Ol komitment i go long akauntabiliti em ol ino putim i go insait long prektis.

“Wanem Ol bikpela senis long sait bilong wok bilong stretejik influens long ol lain i stap insait long hevi na hau long disainim na implimentim ol eid bilong helpimol, dispela em i no kamap yet.”  
—Grand Bargain Annual Independent Report, 2020<sup>8</sup>

“Pasin bilong wokk bung wantaim na putim ol tingting bilong ol manmeri we i bin stap insait long kraisis i go insait long progrem disain em i bin wanpela gep insait long 2012, 2015 na em i stil wanpela gep yet insait long 2018.”  
—The State of the Humanitarian System, 2018<sup>9</sup>

“Fidbek em ol i kisim, tasol wantaim liklik tok save bilong senis we i kamap bikos long ol disain bilong ol progrem.”  
—Humanitarian Accountability Report, 2020<sup>10</sup>

### Dispela helpim yu save kisim em save inampim ol nids bilong yu?

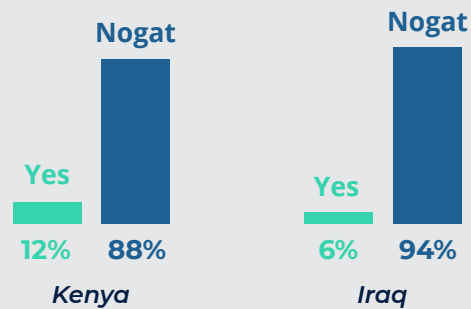


### Ol eid oganaisesen i save tok save gut long ol plen na ektiviti bilong ol, o nogat?

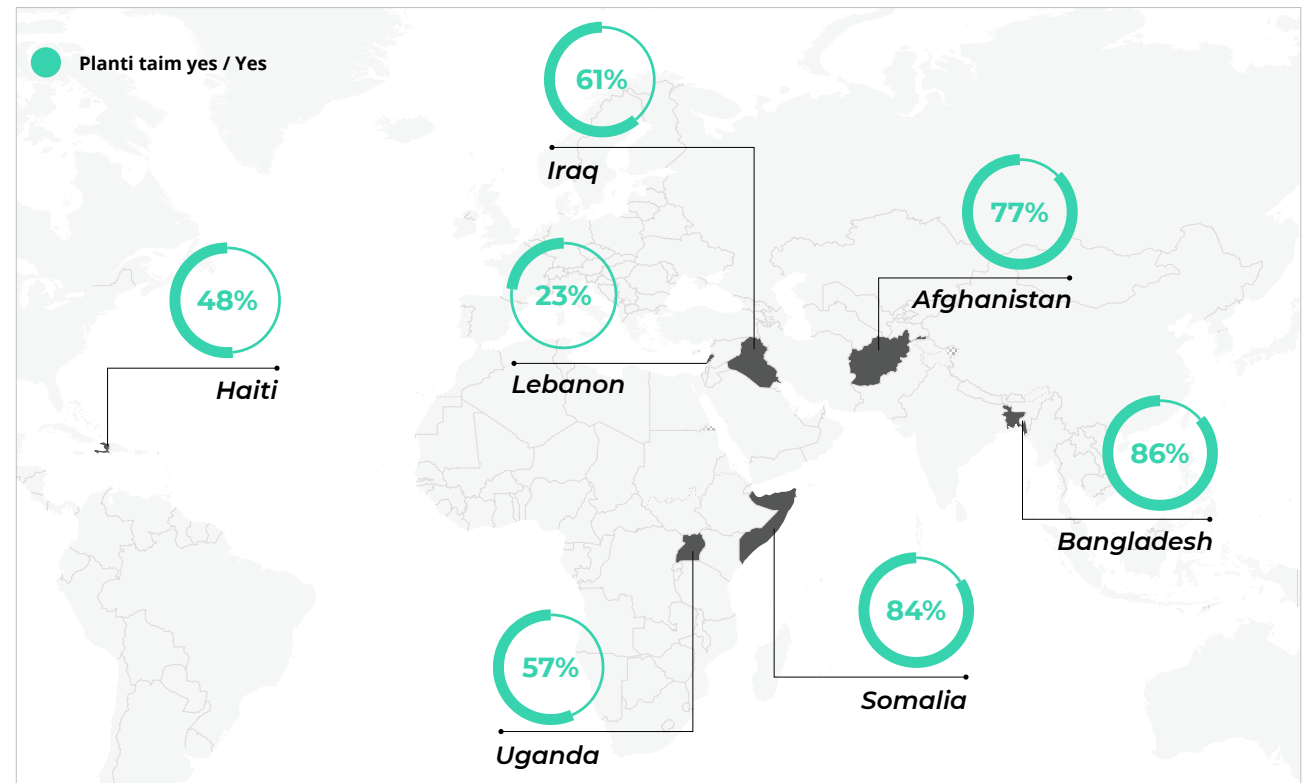


Infomesen i kam long: Survey of 5000 people for the State of the Humanitarian System 2018

### Yu save hau ol helpim save skelim hhusat husat ba kisim sapot na hhusat husat ba nonap?



## Yu save pilim olsem ol lain bilong givim helpim i save kisim tingting bilong yu taim ol save givim helpim o nogat?



### Ol rot bilong kisim fidbek ol i no wok gut tumas olsem yumi tingim long en

Yu tin sapos ol afekted manmeri i mekim wanpela komplek i kam long oganaisesen bilong yu, ol bai kisim wanpela rispons?



Yu bin kisim wanpela rispons long wanpela sajeston o komplek tu?



## Tasol strongpela evidens i soim olsem wok bung wantaim i save kamapim ol gutpela progrem na gutpela rilesensip wantaim komyuniti.

State of the Humanitarian System<sup>11</sup> ripot bilong 2018, i painimaut olsem i gat wanpela strongpela rilesensipnamel long:

- **Patisipesen na gutpela progreming:** Ol manmeri hhusat husat i bin ripot olsem i gat lain i toktok wantaim ol na ol i bin orait long givim fidbek em ol i save amamas long kwaliti bilong ol helpim ol save kisim, moa long ol lain we husatnogat lain i toktok wantaim ol na kisim fidbek.
- **I gat lain i toktok wantaim ol na ol i pilim rispek:** Ol manmeri we i bin gat lain i toktok wantaim ol, i bin orait long givim fidbek em ol bai kisim gutpela tritmen na rispek moa long ol manmeri wehusat nogat lain i toktok wantaim ol na kisim fidbek.

# Hau bai mi strongim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret insait long wok bilong mi?

## LIDASIP

modul 3



### Mekim komyuniti engejmenna akauntabiliti i kamap olsem rot bilong mekim samting insait long oganaisesenbilong yu:

- Kisim ol wokmanmeri long menedjim dispela wok na putim mani long sait bilong dispela wok.
- Givim wok long wanpela grup bilong wok long lidim wok set ap, we inkludim developmen bilong wanpela CEA polisi na putim dispela insait long ol streteji, Pen, bajet na ol proposel
- Mekim akauntabiliti olsem wanpela ki pefomens indiketa bilong oganaisesen na toktok long progres bilong dispela insait long ol miting



## OL PROGEM NA OPERESEN

moduls 4 5 6

### Sekim na lukim olsem ol program o operesen bilong yu i engejim ol komyuniti gut:

- Putim ol komyuniti engejmen ektiviti insait long ol plen, bajet, na proposel, wantaim ol rot bilong serim infomesen, kamapim wokbung wantaim, na harim na rispon long ol fidbek.
- Kamap fleksibel long respon long ol senis long nid na samting i kamap.
- Putim i go insait komyuniti engejmen sesen i go insait long ol trening
- Monitarim hau progem o operesen bilong yupela i inapim ol nid bilong ol manmeri na sapos ol i pilim olsem ol i kisim infomesen na tu, sapos ol i pilim olsem ol i stap insait long dispela progem



## CEA WOKMANMERI

olgeta modul

### Lidimna sapotim ol wok bilong strongim komyuniti engejmen na akauntabiliti insait long oganaisesen bilong yu:

- Givim trening na teknikel sapot i go long ol wokmanmeri na ol volentiavolentia long olgeta level
- Kamapim na Menedjim wanpela rot bilong komyuniti long givim fidbek
- Dvelopim komyuniti engejmen na akauntabiliti polisi na ol plen, na putim i go insait long ol narapela sekta polisi, tul na ol trening

## PGI WOKMANMERI

modul 7



### Wok wantaim CEA, long sapotim ol progem na operesen:

- Em i gat ol askim long hau long engejim ol komyuniti insait long jenda na daivesiti enalisis
- Sekim na lukim olsem komyuniti engejmen wok i stap olsem pat bilong wok bilong PGI.
- Mekim PGI i kamap nomol insait long ol rot bilong mekim komyuniti engejmen wok.

## VOLENTIA

moduls 4 5 6



### Stap olsem link namel long komyuniti na National Society:

- Wok wantaim ol ol komyuniti long taim bilong wok taim yupela i serim infomesen, ansarim ol kwesten, na ripotim ol fidbek i go long brens
- Wok wantaim ol komyuniti memba insait long plening na delivering ektivitis

## VOLENTIA MENEJMENT / BRENS MENEJA

moduls 4 5 6



### Sekim na lukim olsem i gat gutpela engejmen wantaim ol volentia na komyuniti:

- Gutpela komyuniti engejmen insait long ol brens ektivitis
- Mit planti (e.g., wanwan mun) wantaim ol volentia na harim ol na rispon long ol fidbek bilong ol long ol wanem samting i woklo kamap insait long komyuniti
- Tritim ol volentia long wankain we olsem hau yupela i laikim ol long tritim ol komyuniti, taim yupela i givim ol infomesen na wok wantaim ol long mekim ol plen na ektiviti.

## PLENING, MONITARING, IVELUESEN, NA RIPOTING

moduls 3 4 5 6



### Putim komyuniti engejmen na akauntabiliti i go insait long PMER:

- Makim taim ol komyuniti engejmen i no stap insait long ol plens
- Inkludim ol indiketa long mesarim kwaliti bilong komyuniti engejmen insait long ol monitarim plen na iveluesen.
- Putim komyuniti fidbek insait long monitoring na ripoting
- Sapotim ol bipo wewe bilong lainim samting we ba ol i yusim long infomim niupela ol progems

## SAPOT SEVISES

moduls 4 5 6



### Sekim na lukim olsem i gat ol proses bilong yumi na ol prosijas i sapotim ol komyuniti engejmen:

- Lojistiks i masgo insait long ol plen bai yumi no inap mekim ol promis we em no tru long ol komyuniti long wanem ol samting yumi ken givim long ol na long wanem taim
- Fainens, lojistiks na edministresen prosijas i mas isi long senisim na dispela bai mekim isi longol senis na bihainim ol nid bilong komyuniti taim ol i senis.
- Infomesen menejmen na IT i ken givim sapot long sait bilong ol ikwipmen, sofwe, na data menejmen bilong ol rot bilong kisim fidbek.

## OL HUMEN RISOS

moduls 3 6



### Putim ol komyuniti engejmenrisponsibiliti i go insait long ol HR proses:

- Putim ol komyuniti engejmen insait long ol wokmanmeri na volentia indaksen.
- Putim ol komyuniti engejmen risponsibiliti na kompetensi i go insait long ol wok diskripsen na komyunitiengejmeni goproses bilong haiaim wokmanmeri
- Sapotim ol investigesen i go insait long ol sensitiv komplek

## NATIONAL SOCIETY DEVELOPMENT

modul 3



### Sapotim wok bilong mekim komyuniti engejmen i kamap pat bilong institusen:

- Putim akauntabiliti i go long ol komyuniti insait long developmen proses na asesmen bilong oganaisesen
- Putim insait long ol streteji, misen stetmen na velu bilong oganaisesen

## IFRC, ICRC NA PATNA NATIONAL SOCIETIES

olgeta moduls



### Sapotim National Societies long strongim akauntabiliti insait long wok bilong ol:

- Givim teknikel sapot na fanding bilong ol komyuniti engejmen na akauntabiliti
- Putim ol indikeitas insait long program na operesen plens long monitarim akauntabiliti
- Toktok i go long lidasip bilong National Society long wanem we akauntabiliti i impoten
- Mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesenbilong yu
- Kodinet wantaim ol Movement patna na bai dispela i go long National Societies i ron gut na i helpim sosaieti.



## Turkey 2020

Houda Al-Fadil em i wanpela refuji bilong Syria na em save laik long kukim kaikai. Em i lainim long kukim ol nupela kaikai taim em i enrol insait long wanpela kukiing kos bilong ol tumbuna kaikai bilong Trukey. Dispela kos em i save kamap long komyuniti senta we Turkish Red Crescent i ronim

© Elif Irmak Erkek / Turkish Red Crescent



## Pasin bilong mekim wok stret insait long sekta bilong givim helpim long ol manmeri

Dispela Movement em i no stap em yet insait long ol wok bilong em long strongim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret. I gat sampela wok i kamap long olgeta hap bilong graun we i sapotim tu dispela tingting. Ol dispela komitmen we mipela i serim i sapotim ol kainkain eksen bilong mekim pasin bilong wok wantaim ol komyuniti i kamap gut moa insait long ol kainkain oganaisesen. Sampela bilong ol dispela eksen em:

### The Core Humanitarian Standard<sup>13</sup>

Core Humanitarian Standard on Quality and Accountability (CHS) i tokaut long nainpela komitmen we ol oganaisesen na manmeri insait long humeniterien rispsos i ken yusim long mekim kwaliti bilong helpim ol i givim i kamap gut moa na mekim helpim ol i givim i wok gut moa. Ol i karamapim kwaliti na wanem samting i rait insait long wok bilong eid bilong helpim ol manmeri, pasin bilong mekim wok stret long ol manmeri we i stap long hevi, pasin bilong kodinetim wok, pasin bilong lainim nupela samting, pasin bilong menejim ol manmeri na pasin bilong banisim seksuel eksploitesen na abius, na pasin bilong banisim giaman long yusim mani na korapsen long kamap. Ol liklik komitmen bilong Red Cross Red Crescent na ol eksen bilong wok wantaim komyuniti na pasin bilong mekim wok stret i bihainim CHS.

### Interagency Standing Committee Commitments on Accountability to Affected People<sup>14</sup>

Inter-Agency Standing Committee (IASC) em i nambawan rot bilong kodinetim wok namel long ol oganaisesen bilong givim helpim long ol manmeri. Commitments on Accountability to Affected People, dispela as tingting i tok olsem ol lain bilong rispon long hevi i mas givim tok save, na tu long kisim infomesen, harim samting, na rispon long ol tingting, ol laikim, na ol fidbek bilong ol lain i stap insait long hevi (dispela i karamapim tu ol komplek o toktok we i kamap long samting i no stret long SEA), na bai ol i ken sekim na lukim olsem ol kainkain grup insait long dispela populesen i ken gvim tingting insait long wok bilong mekim disisen.

### Grand Bargain Commitments<sup>15</sup>

Grand Bargain, we ol i bin lonsim long World Humanitarian Summit long Istanbul long May 2016, em i wanpela kain agrimen namel long sampela bikpela dona na humeniterien oganaisesen husat i bin sanap strong long mekim ol wok bilong helpim ol manmeri i kamap gut moa insait long ol lain i stap long hevi taim ol i mekim pasin bilong wok i kamap gut moa, mekim pasin bilong wok gut i kamap gut moa, na mekim pasin bilong mekim wok stret i kamap gut moa. Ol i mekim dispela bikos ol laikim Quid pro Quo o pasin bilong givim samting na kisim samting bek gen long kamap long olgeta lain. Bipo Grand Bargain i bin gat etpela rot bilong wok, na tupela bilong dispela rot i fokus long mekim samting i kamap olsem samting bilong ol lokel manmeri na kisim tingting na wok wantaim ol manmeri. Long 2021, ol i bin apruvim Grand Bargain 2.0 fremwok, dispela em i save luksave olsem, pasin bilong mekim ol samting i kamap olsem samting bilong ol lokel manmeri na pasin bilong wok wantaim ol lokel manmeri em i wanpela bilong tupela bikpela samting we i mas stap nambawan insait long wok. Na pasin bilong mekim wok stret na pasin bilong inkludim ol manmeri em i wanpela bilong foapela samting we i mas kamap insait long wok.

## Ol ples bilong kisim infomesen long wok wantaim komyuniti na mekim wok stret

### The Community Engagement Hub<sup>16</sup>

Community Engagement Hub em i wanpela fri onlain pletform, we British Red Cross i hostim, na em i save givim wanpela 'ples bilong kisim infomesen o samting' bilong ol wok wantaim komyuniti na mekim wok stret. Dispela websait i gat moa long 300 risos na i gat ol trening, wanpela e-learning gem, wanpela intarektiv mep, wanpela forum bilong toktok wantaim ol lain na i gat ol tul, ol gaid, na ol trupela stori long ol kainkain topik long sait bilong putim rot bilong kisim fidbek i go long sait bilong ol redio progrem. Dispela websait em UK Foreign, Commonwealth and Development Office i fandim na em i stap long tok ples English, French, Spanish, na Arabic. Sapos yu gat sampela kwesten o tingting bilong serim long dispela websait, plis kontektim Laurel Selby [LSelby@redcross.org.uk](mailto:LSelby@redcross.org.uk)

### The CEA toolkit<sup>17</sup>

CEA Toolkit i kam wantaim dispela gaid buk na em i stap long dispela websait bilong komyuniti engejmen Dispela toolkit i gat ol templet, seklist, na moa infomesen bilong givim yu stia long mekim samting. Insait long dispela gaid buk, mipela i soim wanem ol tul i ken sapotim yu long prektisim liklik eksen.



**Democratic People's Republic of North Korea 2016** Jo Kum Ju i mekim wampela bikipela wok insait long menejim ol greenhouses we DPRK Red Cross i sapotim aninit long integrated community development programme bilong em. Em i givim trening long ol teknik bilong lukautim kaikai i go long ol memba bilong komyuniti we i stap klostu. Ol tu i laik statim greenhouse project bilong ol yet.  
© Benjamin Suomela / Finnish Red Cross



## SEKSEN 2 MOVEMENT-WIDE COMMITMENTS FOR COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

Dispela Movement-wide Minimum Commitments for Community Engagement and Accountability (CR/19/R1) em ol i bin kisim long Council of Delegates long 08 Disemba 2019. Dispela ol bikipela na gutpela komitmen i gat wok. Wok bilong ol em long sekim na lukim olsem i gat rot bilong mekim wok we i wankain olgeta taim long wanem we mipela i wok wantaim ol komyuniti insait long Movement na wanem we mipela i mekim wok stret wantaim ol. Olgeta memba bilong Movement, wantaim olgeta National Society, ICRC ofisa na IFRC ofis, i risponsibel long inapim na holimpasim ol dispela komitmen na ol i raitpela na i bilong olgeta wokmanmeri na volentia insait long Movement, maski ol i gat wanem kain wok.

**Komitmen 1:** Olgeta pat bilong Movement i mekim komitmen long putim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret insait long ol plen, polisi na prosidia bilong ol.

**Komitmen 2:** Olgeta pat bilong Movement i mekim komitmen long olgeta taim mekim wampela enalisis bilong ol ples ol i save wok long en, long klia gut na stretim ol kainkain nid, hevi we i ken kamap na risos bilong ol manmeri na komyuniti we ol i laik givim servis na helpim i go long en.

**Komitmen 3:** Olgeta pat bilong Movement i mekim komitmen long helpim pasin bilong wok wantaim i kamap moa bikipela wantaim ol lokel manmeri na ol komyuniti local, na tu wantaim ol National Society volentia, na helpim ol long putim save bilong ol, skils bilong ol na wanem samting ol i inap long mekim long painim raitpela ansa bilong ol problem we i ken wok gut.

**Komitmen 4:** Olgeta pat bilong Movement i mekim komitmen long bihainim wampela sistem bilong putim yau na harim ol manmeri, rispon i go long ol manmeri na mekim samting long fidbek ol i kisim long ol manmeri na komyuniti we ol i laik givim servis na helpim long en.

**Komitmen 5:** Olgeta pat bilong Movement i mekim komitmen long mekim pasin bilong tokaut klia long ol samting, i kamap bikipela moa insait long ol komyunikesen bilong mipela na ol rilesensip wantaim ol manmeri na komyuniti we mipela i laik givim servis na helpim long en.

**Komitmen 6:** Olgeta pat bilong Movement i mekim komitmen long strongim save, skils na wanem samting ol komyuniti i inap long mekim, insait long pasin bilong wok wantaim komyuniti na mekim wok stret long olgeta level, na bihainim wampela sistem long putim ol samting mipela i lainim i go insait long wok bilong mipela.

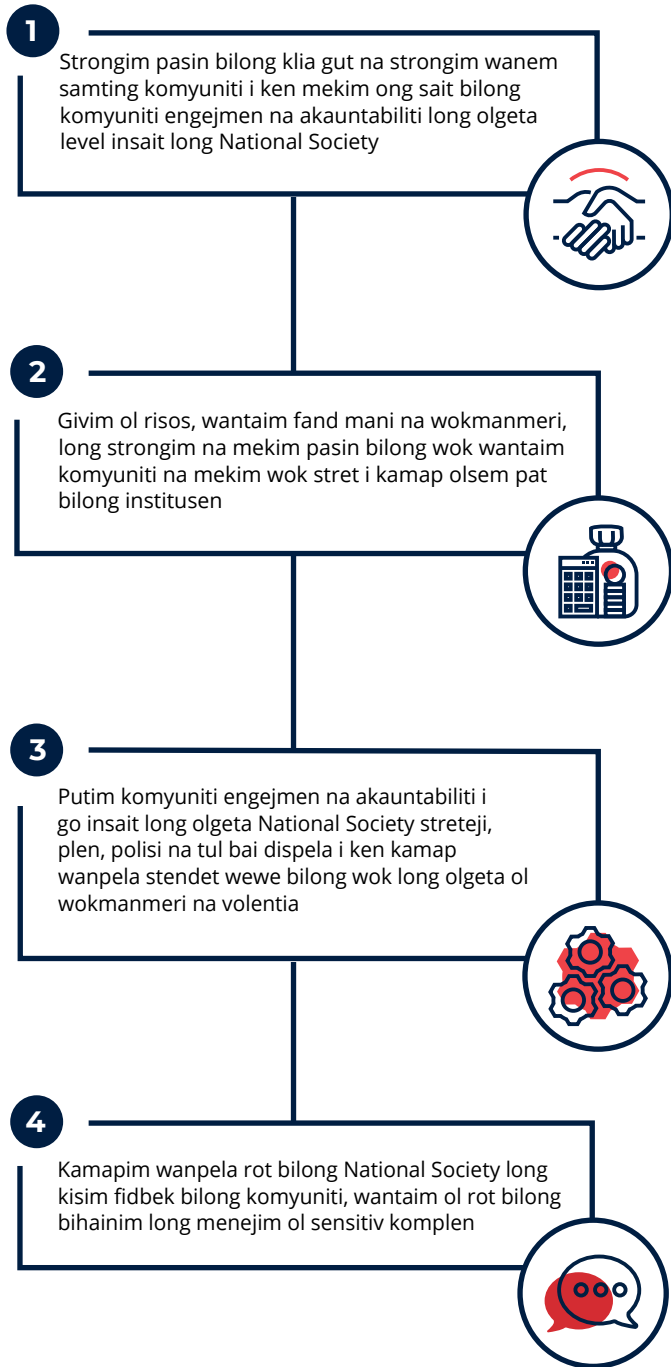
**Komitmen 7:** Olgeta pat bilong Movement i mekim komitmen long kodinetim ol rot bilong ol long mekim wok long sait bilong wok wantaim komyuniti na mekim wok stret taim ol i wok insait long wankain samting, na mekim dispela wantaim ol outsait patna, na dispela bai kamapim pasin bilong mekim wankain samting olgeta taim, na dispela bai stopim pasin bilong mekim seim samting tupela taim na mekim wok i kamap gut moa.



# Ol liklik eksen bilong wok wantaim komyuniti na mekim wok stret

18 pla minimam eksens tamblo em i tokaut klia longhau long putim Ol Komitment bilong Movement bilong ol Komyuniti Engejmen na Akauntabiliti long prektis.

## INSTITIUSENOLAISEISON



## PROGREMS

### Nidim asesments na context analisis

- 1** Painim ol infomesen i stap yet bilong dispela komyuniti
- 2** Wok wantaim komyuniti insait long plenim asesment
- 3** Givim sotpela tok save o trenim ol volentia long as tingting bilong asesmen na hau long toktok klia na mekim trupela o honas toktok
- 4** Kisim taim long klia gut long wanem samting i wok long kamap, ol nid na kapasiti bilong ol manmeri.
- 5** Putim ol kwesten bilong save long hau long engejim ol komyuniti insait long nids asesmen

### Mekim plen na disain

- 6** Ol komyuniti memba na ol ki steikholdas i mas involve insait long plenim program, dispela em toktok long ol man, meri, yangpla man na meri na ol majinolaisd or ol grup i stap long risk
- 7** Kros-sekim ol plens wantaim komyuniti na ol steikholdas bipo long implimentim long mekim sua olsem em metsim ol nids na ekspekteson bilong ol manmeri.
- 8** Inkludim komyuniti engejmen na akauntabiliti ektiviti na ol indiketa insait long ol plens na bajet bilong program, autlainim hau infomesen ba ol i serim, hau komyuniti wok bung wantaim ba kisim sapot, na hau ol fidbek ba ol i menejim

### Mekim wok na monitarim wok

- 9** Olgeta taim serim infomesen bilong progrem wantaim ol memba bilong komyuniti, na yusim ol nambawan gutpela rot bilong mekim wok i long go na bung wantaim ol kainkain grup.
- 10** Mekim komyuniti i patisipet insait long wok bilong menejim na stiaim progrem, mekim dispela tu long ol grup we i save stap ol yet na ol grup we i isi long kisim bagarap
- 11** Kolektim, enalaisim na rispon long ol fidbek bilong ol komyuniti, sekim na lukim olsem olsem ol manmeri i save long wanem kain kwesten long askim, autim wari o tingting bilong ol long progrem
- 12** Riviuim na senisim ol progrem ektiviti na na ol rot bilong mekim samting we em i kam long ol fidbek bilong komyuniti na ol monitarim data

### Iveluesen na lainim samting

- 13** Wok wantaim ol komyuniti long plenim iveluesen na toktok long ol samting we ol i painimaut long en
- 14** Askim ol memba bilong komyuniti sapos ol i amamas long dispela progrem, na hau ol i mekim dispela progrem na wanem samting ol mas mekim bai progrem i ken kamap gut moa

## OL IMEJENSI

Ol dispela em ol nambawan impoten liklik eksen long fokus long en insait long ol imejensi operesen:

- 1.** Putim komyuniti engejmeninsait long olgeta hap bilong rispons
- 2.** Klia gut long nid, ol samting komyuniti i inap long mekim na wanem samting i wok long kamap
- 3.** Mekim ol asesmen i stap ples klia na soim rispek long komyuniti
- 4.** Toktok wantaim komyuniti na ol nambawan stekholda long ol rispons plen
- 5.** Toktok wantaim komyuniti na wanbel long wanpela rot bilong makim ol lain bilong kisim helpim na sevis na wanpela rot bilong distributim ol helpim na sevis
- 6.** Putim ol komyuniti engejmen ektiviti na ol samting bilong yusim insait long ol rispons plen na bajet
- 7.** Olgeta taim serim infomesen bilong rispons wantaim komyuniti
- 8.** Sapotim wok bilong mekim komyuniti i stap insait long mekim disisen long rispons
- 9.** Putim yau long komyuniti fidbek na yusim em long stiaim rispons
- 10.** Larim komyuniti i stap insait long iveluesen

## Ol liklik eksen bilong mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesen



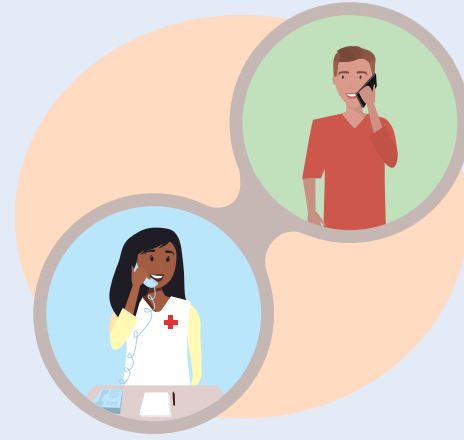
- 1 Strongim pasin bilong klia gut na ol risos long sait bilong pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret long olgeta level insait long National Society



- 2 Givim ol risos, wantaim fand mani na wokmanmeri, long strongim na kamapim wanpela oda bilong mekim samting long sait bilong wok wantaim komyuniti na mekim wok stret



- 3 Putim komyuniti engejmen na akauntabiliti i go insait long olgeta National Society streteji, plen, polisi na ol tul bai dispela i ken kamap wanpela stendet we bilong wok long olgeta ol wokmanmeri na volentia



- 4 Kamapim wanpela rot bilong kisim fidbek bilong komyuniti long National Society, wantaim ol rot bilong bihainim long menejim ol sensitiv komplek

### Ol tul bilong helpim yu long mekim komyuniti engejmen na akautabiliti i kamap olsem pat bilong oganaisesen

- |   |   |                                    |
|---|---|------------------------------------|
| 1 Tul 1 CEA briefing for leadership               | 5 Tul 5 Template CEA workplan                     | 10 Tul 10 Code of Conduct Briefing |
| 2 Tul 2 CEA Policy template                       | 6 Tul 6 CEA budgeting tool                        | 11 Tul 11 CEA checklist for plans  |
| 3 Tul 3 CEA self-assessment and planning workshop | 7 Tul 7 CEA M&E tool                              | 12 Tul 12 CEA case study template  |
| 4 Tul 4 Template CEA Strategy                     | 8 Tul 8 CEA job descriptions                      | 15 Tul 15 Feedback kit             |
|   | 9 Tul 9 CEA briefing for new staff and volunteers |                                    |

# SEKSEN 3 MEKIM KOMYUNITI ENGEJMEN NA AKAUNTABILITI I KAMAP OLSEM PAT BILONG OGANAISESEN

## Wanem samting em i 'institutionalization'?

Pasin bilong mekim 'institutionalization' long wok wantaim komyuniti na mekim wok stret em i min olsem mekim dispela i kamap olsem pat bilong DNA bilong oganaisesen, o bisnis. Dispela em i min olsem putim pasin bilong wok wantaim komyuniti i go insait long ol plen, polisi, wanwan step na ol we bilong wok i go inap em i kamap olsem wanpela samting we olgeta lain i ken lukim em i kamap, na em i stap insait long sistem bilong olgeta ektiviti, long olgeta steij bilong program o disasta rispons saikel. Long kamapim dispela, National Society i nid long strongim pasin bilong mekim wok stret i go long komyuniti i kamap olsem wanpela nambawan samting insait long oganaisesen, wantaim inap mani bilong fandim, inap taim bilong ol wokmanmeri na sapot i kam long ol lida. Ol eksen i stap daunbilo **em ol i no risponsibilit bilong wanpela man o meri tasol** (eksampel, community engagement and accountability lead) tasol **em i mekim bilong National Society** long wok bung wantaim long kamapim dispela.

## Bilong wanem yumi mas mekim komyuniti enejmen na akauntabiliti i kamap olsem pat bilong oganaisesen?

Bai pasin bilong wok wantaim komyuniti i...

- Kamap insait long olgeta program na operesen, long wankain nambawan kwaliti
- Olgeta lain bai i klia olsem em i mas kamap na gutpela program bai kamap
- Olgeta lain i ken lukim olsem dispela em i no dipen long pasin bilong program meneja o operesen meneja
- Em i no wanpela samting ol i ken mekim disisen long en, o edim tasol, o i luk nais long i gat, tasol em i bikpela samting
- Ol i no inap lusim dispela samting taim i no gat inap mani bilong fandim, o i no gat inap taim
- I no save pinis taim program o operesen i pinis
- I no save stop taim ol lain i go pas long dispela samting i lusim oganaisesen
- Olgeta lain i klia olsem dispela em samting we olgeta woklain na volentia i mas mekim





## Ol liklik eksen bilong mekim na tok stia bilong mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesen

- 1 Strongim pasin bilong klia gut na pasin bilong strongim ol samting we komyuniti i ken mekim long sait bilong komyuniti engejmen na akauntabilitilong olgeta level insait long National Society

### Hau bai mi mekim dispela?

#### » Mekim ol lida i laikim dispela samting

- Sapos ol lida i no lukim pasin bilong mekim wok stret olsem wanpela nambawan samting, orait ol woklain bilong ol tu bai gat wankain tingting, na dispela bai no inap stap insait long ol plen, polisi na bajet
- Tok save long ol lida long ol gutpela samting we i ken kamap taim i gat strongpela pasin bilong wok wantaim komyuniti long ol hevi we i impoten long ol. Eksampel, em i ken mekim nem bilong National Society i kamap gut moa; em i ken bildim trast wantaim ol patna; pulim nupela mani bilong fandim ol ektiviti; mekim wok i kamap gut moa; na mekim sait bilong mani i stap longpela taim na i no pinis hariap.

Ol Tul: 1 CEA briefing for leadership

#### » Kamapim wanpela polisi long pasin bilong wok wantaim komyuniti na mekim wok stret

- Holim wanpela woksop wantaim ol impoten manmeri insait long oganaisesen na kamapim wanpela polisi bilong wok wantaim komyuniti na mekim wok stret. Dispela polisi bai tokaut long wanem samting National Society i mekim komitmen long en na i givim stia long ol wokmanmeri na ol volentia
- Yusim Movement-wide Minimum Commitments for Community Engagement and Accountability olsem as tingting bilong dispela polisi (pes 21)
- Wantaim gutpela bel long kamapim pasin bilong wok wantaim komyuniti, yupela i mas kamapim dispela polisi taim yupela i toktok wantaim ol kainkain wokmanmeri na volentia Dispela em bai kirapim pasin bilong komyuniti long go pas long mekim polisi na mekim wok bilong kamapim polisi i gutpela moa.

Ol Tul: 2 CEA Policy template

#### » Kamapim wanpela plen long pasin bilong wok wantaim komyuniti na mekim wok stret

- Wantaim ol ektiviti, ol taimlain, ol wok, ol indiketa na bajet
- Kamapim dispela wantaim ol impoten manmeri long ol oganaisesen, wantaim ol wokmanmeri na volentia bilong brens. Pasin bilong mekim wok stret na tokaut long ol komyuniti long wanem samting i bin kamap em i wanpela wok bilong olgeta lain long serim, olsem na em i impoten long serim dispela plen tu
- Putim namba foa de i go long [community engagement and accountability training](#)<sup>18</sup> long mekim ol self-asesmen long luksave long ol samting we i orait na ol samting we i no orait long hau National Society i save wok wantaim ol komyuniti, na gaidim wanem ol eria long fokus long en, insait long wanpela streteji na wokplen bilong em
- Riviium na apdetim plen olgeta taim.

Ol Tul: 3 CEA self-assessment and planning workshop 4 Template CEA Strategy  
5 Template CEA workplan 6 CEA budgeting tool



» **Kisim ol ki pefomens indiketa (KPI) long mesarim hau National Society i mekim wok stret insait longol komyuniti**

- Ol KPI i sapotim pasin bilong mekim wok stret long kamap olsem wok bilong oganaisesen na bai lidasip i ken monitarimna sapotim ol eksem taim ol taget i no kamap
- Toktok wantaim lidasip, PMER, NSD na ol woklain bilong ol progrem na operesen long wanem ol KPI bai gutpela long National Society
- Putim ol KPI insait long plen na polisi bilong komyuniti engejmen na akauntabiliti, na wanpela plen bilong oganaisesen na plen bilong yia.

Ol Tul: **7** CEA M&E tool

» **Trenim ol woklain na volentia long pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret**

- Olgeta woklain, stat long volentia i go long het bilong dipatmen, i nid longklia gut, i nidim save na risos bilong komyuniti long wok gut wantaim ol komyuniti taim ol i wok
- Givim dispela tripela-de komyuniti engejmen na akauntabiliti trening i go long menejmen na wokmanmeri long sapotim wok bilong putim dispela samting i go insait long progrem na operesen, na long mekim dispela tupela samting i kamap olsem pat bilong oganaisesen'
- Mekim wanpela tupela-de trening bilong ol brens wokmanmeri na volentia, long sapotim ol long wok wantaim ol komyuniti
- Putim ol komyuniti engejmen sesen i go insait long ol narapela gutpela trening
- **Noken stop long mak bilong mekim trening tasol!** Sekim na lukim olsem ol woklain i kisim sapot na i gat saveman i helpim ol long mekim komyuniti engejmen i kamap gut moa long taim bilong kamapim wanpela rot bilong kisim fidbek i go inap long hau long yusim ol rot bilong mekim patisipetori plening.

Olgeta trening risos i stap long [community engagement hub](#)<sup>19</sup>



**United Kingdom**, Long Heathrow Eapot, ol British Red Cross volentia i bin welkamim ol Afgan famili husat husat i wok long go stap long long UK. Gloria em wanpela bilong ol lain hhusat save givim kaikai, kolos na ol tois long ol famili husat save kam kamap, na tu em save givim imosenol sapot. © Alicia Melville-Smith / British Red Cross

● **Ol Eksampel i kam long Movement**

**Red Cross bilong Kenya i painimaut olsem taim em i wanpela bikpela samting long mekim 'institutionalization' i kamap na mekim ol lida i laikim dispela samting**

Kenya Red Cross Society (KRCS) i bin stat long mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesen taim em i mekim wanpela nupela rot bilong akauntabiliti insait long wanpela progrem, na bihain em i yusim dispela samting em i lainim long kamapim wanpela plen long mekim akauntabiliti i kamap long olgeta hap bilong oganaisesen. I gat ol ektiviti bilong trenim olgeta woklain na volentia; ektiviti bilong kamapim wanpela sistem bilong kisim nesinel fidbek na komplek, putim ol mesa bilong akauntabiliti olsem wanpela stendet bilong olgeta nupela progrem na operesen; putim akauntabiliti i go insait long nupela plen bilong KRCS; na putim ol wok bilong akauntabiliti i go insait long wok bilong wanwan wokmanmeri na bihain sekim dispela long taim bilong sekim pefomens bilong wokmanmeri.. Wanpela trupela stori bilong dispela operesen i painimaut olsem KRCS i bin mekim trast bilong ol komyuniti long em i go antap, em i mekim senis i kamap long ol progrem i gutpela moa, na em i bildim pasin bilong komyuniti long go pas long ol projek na mekim projek i stap longpela taim. Painimaut moa long hau KRCS i mekim komyuniti engejmen i kamap olsem pat bilong oganaisesen, na ol salens we ol i bin bungim, ritim [dispela ripot](#)<sup>20</sup> o [lukim dispela vidio](#)<sup>21</sup>.

**Burundi Red Cross i lainim olsem em i impoten long trenim ol volentia bilong brens**

Burundi Red Cross i mekim disisen long mekim ol trening long komyuniti engejmen i go long ol wokmanmeri na volentia bilong brens, bikos em i luksave olsem ol brens i save wok klostu moa wantaim ol komyuniti. Wanpela Branch Secretary i tokaut long ol senis em i bin lukim bihain long ol dispela trening: *"Wanem we mipela i bin wok long wok bipo em mipela save stap long ol ofis bilong mipela na tingting long ol problem insait long komyuniti na bihain, mipela i save traim long painim ansa bilong dispela problem. Tasol taim mipela i bin go long komyuniti, mipela bai painimaut olsem nambawan nid insait long dispela eria em i no wanem samting mipela i bin tingim. Bipo mipela i save lukim komyuniti olsem ol lain i kisim samting. Tasol nau mipela i save olsem ol i patna na patisipen insait long dispela wok."*



**Burundi, 2009** Ol lokel volentia woka bilong The Red Cross i wok long sekim ol manmeri insait long wanpela ples sapos ol i yusim gut yet ol moskito net bilong ol bihain long sampela wik o mun. © Bob van Mol / IFRC



## 2 Givim ol risos, wantaim fand mani na wokmanmeri, long strongim wok bilong mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesen

### Hau bai mi mekim dispela?

#### » Givim ol mani bilong fandim wok bilong mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesen

- Givim wanpela pesentej bilong mani bilong fandim National Society i go long ol komyuniti engejmen kost we i no kam aninit long projek, kain olsem, ol posisen bilong ol wokmanmeri, ol rot bilong kisim fidbek long National Society, o trening bilong ol brens we i nogat dona i givim mani long ol – eksampel 5%
- Putim wanpela pesentej bilong komyuniti engejmen insait long olgeta program na operesen bajet na sekim na lukim olsem dispela em ol i ken yusim long mekim ol kainkain wok bilong ol
- Putim komyuniti engejmen insait long ol dona proposel. Sapos dona i no laik, tokaut klia olsem dispela em i wanpela komitmen bilong oganaisesen na i no wanpela narapela opsen na serim plen bilong komyuniti engejmen na akauntabiliti
- Askim ol patna sapos ol bai laik long helpim National Society long mekim akauntabiliti i kamap olsem pat bilong wok bilong oganaisesen. Taim ol dona lain i apim bilong dispela, planti patna bai i ken pilim gut long mekim dispela wok.

Ol Tul: 6 CEA budgeting tool

#### » Luksave na makim ol woklain long lidim komyuniti engejmen na akauntabiliti

- Husat i ken go pas long dispela wok, mekim ol trening, na lidim wok na putim dispela i go insait long National Society
- Ol lain i go pas long komyuniti engejmen i mas gat ol save bilong mekim wok, i mas bel kirap na i mas gat taim long pusim dispela samting i go het, na em i noken stap tasol olsem wanpela kep ol i werim long het bilong ol
- Putim dispela wok long wokman o wokmeri we i stap raitpela level na ples insait long oganaisesen bai em i ken influensim ol wanwok na lidasip
- Luksave na makim ol komyuniti engejmen ples bilong bung insait long olgeta brens.

Ol Tul: 8 CEA job descriptions

## Ol Eksampel i kam long Movement

### Ol komyuniti engejmen wokmanmeri na ples bilong bung i pusim dispela wok insait long Hellenic Red Cross

Bihain long rispons bilong maigresen, Hellenic (Greek) Red Cross (HRC) i kamapim wanpela Community Engagement and Accountability Coordinator posisen insait long Social Welfare Division. CEA coordinator em i wanpela posisen we i joinim ol kainkain eria bilong wok na i save wok klostu wantaim olgeta HRC divisen na program, na givim teknikel sapot na tok skul long putim komyuniti engejmen insait long ol eria bilong wok na mekim em i kamap nomol. Dispela posisen em i bin impoten tru long developmen bilong Standard Operating Procedure (SOPs) bilong komyuniti engejmen na akauntabiliti, we i tokaut long ol liklik stendet bilong olgeta HRC program. Dispela SOP i kisim sikspela mun bilong ol miting, toktok, fidbek, na rivisen i kam long ol ples bilong bung na wok insait long National Society, na i kamapim wanpela bikpela dokumen we i isi long ol lain i ritim na save na planti bilong HRC program i givim tok orait long en. Wanpela [case study](#)<sup>22</sup> i painimaut olsem ol gutpela tingting, bel kirap na komitmen bilong CEA wokmanmeri na ol ples bilong bung na wok insait long HRC i kontribut long mekim akauntabiliti i kamap nomol insait long ol gol na plen bilong National Society.

### Wanem we sapot bilong wanpela patna i go long Nepal Red Cross i bin impoten

Wanpela [learning review](#)<sup>23</sup> i go insait long Nepal Red Cross Society (NRCS) i painimaut olsem wanpela strongpela komitmen long givim risos long komyuniti engejmen na akauntabiliti we National Society na patna bilong em, British Red Cross i givim, i impoten tru long mekim ol wok i kamap gut. Dispela sapot i helpim wok rikrutmen bilong ol CEA wokmanmeri, trening na orientesen bilong moa long 650 manmeri long wok bilong komyuniti engejmen, na givim mani long fandim kainkain komyuniti engejmen ektiviti. Dispela i helpim long pusim wok bilong mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong insait long NRCS, wantaim wok bilong putim em i go insait long ol aplikesen bilong kisim grent, developim ol tul na trening na developim ol akauntabiliti fremwok.



**Greece, 2016** Wantaim sapot bilong International Federation of the Red Cross and Red Crescent Societies na ol National Societies long olgeta hap bilong graun, Hellenic Red Cross i kontinu long givim helpim, heltkea na sapot long imosen na tingting i go long ol lain i lusim kantri bilong ol na kam long Greece.

© Mirva Helenius / Finnish Red Cross



## Mexico 2018

Sandra Patricia Estrada Fuentes wokabaut wantaim Florina Flores Carmona klostu long haus bilong em, we em i kuk liklik insait long wanpela wel paia bihain long wanpela graun guria.

Mexican Red Cross volentia givim kaikai, wara, haus, marasin, saikosial sapot, pesonol helt samting, ol samting bilong klinim haus, ol blanket, matres, stov. Na planti samting moa.

© Daniel Cima / American Red Cross



### 3 Putim komyuniti engejmen na akauntabiliti i go insait long olgeta bikpela plen, velu, liklik plen, polisi, na tul bilong ol National Society, na bai em i ken kamap olsem wanpela stendet rot bilong wok long olgeta wokmanmeri na volentia

#### Hau bai mi mekim dispela?

##### » Putim ol komitmen long akauntabiliti insait long misin stetmen, lo, ol nambawan velu, ol plen bilong oganaisesen, na polisi bilong National Society

- Dispela i helpim long putim em insait long kalsa bilong oganaisesen na salim wanpela tok save i go long ol wokmanmeri na patna olsem dispela em i wanpela bikpela samting insait long oganaisesen
- Putim pasin bilong tokaut long ol infomesen, pasin bilong stap insait long ol wok, na pasin bilong rispon hariap i go insait long ol velu, misin stetmen na lo bilong National Society. Yusim Ol Komitmen bilong Movement long CEA i stap long pes 21 long helpim yu
- Putim komyuniti engejmen na akauntabiliti taim yupela i rivaisim oganaisesen plen bilong National Society
- Putim ol komitmen i go long akauntabiliti taim yupela i kamapim ol nupela polisi o rivaisim ol olupela polisi.

##### » Bungim komyuniti engejmen na akauntabiliti insait long ol National Society plen, bajet bilong wanwan yia na ol plen, tul na gaidlain bilong teknikel sekta

- Dispela em i min olsem ol wokmanmeri i no inap long lukluk long narapela hap long kisim edvais long wanem samting ol i mas mekim, na dispela i tokaut olsem em i wanpela rot bilong wok we i bungim ol kainkain wok eria wantaim
- Putim ol komyuniti engejmen ektiviti, taimlain, indiketa, na bajet insait long plen bilong National Society long wanwan yia
- Sekim sapos komyuniti engejmen i stap insait long ol plen, tul, na gaidens bilong ol narapela sekta, na putim em insait long ol nupela tul o gaidlain.

Ol Tul: 7 CEA M&E tool 5 Template CEA workplan

##### » Putim ol samting we yupela i laikim ol wokmanmeri long mekim long sait bilong komyuniti engejmen na akauntabiliti insait long job diskripsen, indaksen, na apresel bilong ol wokmanmeri na volentia

- Dispela bai helpim long mekim olgeta lain long lukim komyuniti engejmen olsem wok bilong olgeta lain na em bai mekim klia long ol wokmanmeri na volentia long wanem samting yupela i laikim ol long mekim
- Sekim na lukim olsem olgeta wokmanmeri na volentia i kisim infomesen long klia gut long dispela na i sainim Red Cross Red Crescent o National Society Code of Conduct
- Putim ol risponsibiliti na save bilong wok bilong komyuniti engejmen insait long olgeta raitpela job diskripsen, na asesim pefomens bilong ol wokmanmeri long taim bilong apresel
- Putim wanpela tok save sesen bilong komyuniti engejmen na akauntabiliti insait long ol indaksen bilong ol nupela wokmanmeri, volentia na memba bilong gavanens

Ol Tul: 8 CEA job descriptions 9 CEA briefing for new staff and volunteers  
10 Code of Conduct Briefing



## » Putim wanpela komyuniti engejmen na akauntabiliti insait long ol PMER proses

- Sekim olgeta plen sapos ol i apruvim ol na sekim na lukim olsem ol i gat ol ektiviti na bajet bilong wok wantaim ol komyuniti
- Olgeta plen i save gat indiketa bilong mesarim ol level bilong akauntabiliti insait long ol
- Komyuniti fidbek i save stap na ol i save riviim wantaim monitaring infomesen
- Ol ripot i save gat wanpela seksen bilong komyuniti fidbek long hau National Society i inapim ol komitmen bilong akauntabiliti
- Infomesen i mas lukluk long seks, krismas, na ol hap bilong bodi we i gat disabiliti (liklik disabiliti) long klia gut moa long ol kainkain nid na gep i stap long ol wanwan grup. Lukim [PGI minimum standards](#) insait long ol imejensi na [tulkit](#)<sup>24</sup>
- Putim ol eksampel we ol rot bilong mekim komyuniti engejen i bin mekim kwaliti na senis bilong ol program na operesen i kamap gut moa.

Ol Tul: **11** CEA checklist for plans **7** CEA M&E tool **15** Feedback kit  
**12** CEA case study template

## 4 Kamapim wanpela rot bilong kisim fidbek bilong komyuniti long National Society, wantaim ol rot bilong bihainim long menejim ol sensitiv komplek

### Hau bai mi mekim dispela?

#### » Lukim Seksen 6: Community Feedback Mechanisms (pes 103) i gat wanwan step we i tok stia long hau long kamapim wanpela rot bilong kisim fidbek

Wanpela pemenen rot bilong kisim fibek long National Society i min olsem National Society i no inap long kamapim wanpela nupela rot bilong kisim fidbek long olgeta program na em i ken kontinu long kisim ne bekim ol fidbek bilong komyuniti

Ol Tul: **15** Feedback kit

## Ol Eksampel i kam long Movement

### Wok bilong putim komyuniti engejmen insait long Malawi Red Cross plen i givim tok save long ol wokmanmeri

Malawi Red Cross (MRC) i mekim gutpela samting long taim ol i senis long kamapim komyuniti engejmen na akauntabiliti olsem wanpela we bilong mekim wok insait long oganaisesen bilong ol. Ol i linkim komyuniti engejmen i go long program kwaliti na putim em insait long nupela Planning, Quality and Learning (PQL) dipatmen. Menejmen i putim moa komitmen bilong i stap akauntabel long ol komyuniti insait long 2019-2021 Strategic Plan bilong ol. Dispela i apim mak bilong wok namel long ol wokmanmeri, na ol i bel kirap moa long putim dispela i go insait long wok bilong ol. Wanpela program meneja i tok: "Ol program i no inap muv i go het sapos i no gat stretjik plen, na mipela i putim komyuniti engejmen na akauntabiliti i go insait long dispela. Olsem na, nau bikpela fokus i stap long dispela, na mipela i soim dispela insait long ol program bilong mipela." Ol sinia lidasip i tokaut klia olsem ol i pilim olsem ol i mas apim mak bilong ol komitmen long komyuniti akauntabiliti bikos em i kontribut i go long honas pasin long National Society.

### Myanmar Red Cross i putim ol liklik stendet bilong akauntabiliti i go insait long wanwan hap bilong oganaisesen

Myanmar Red Cross Society (MRCS) i putim wanpela as tingting insait long stretejik plen bilong em olsem 'olgeta program i mas gat wanpela komyuniti engejmen komponen bihainim wanpela grup bilong ol liklik stendet bilong akauntabiliti'. Long mekim olgeta hap bilong oganaisesen i laik long mekim dispela, MRCS i holim wanpela woksop we i bringim olgeta manmeri i kam long olgeta dipatmen na brens, wantaim ol brens we i no stap insait long wok bilong ronim ol program na operesen. Na tu, stretejik plen, komyuniti engejmen i stap insait long ol fremwok, tul na gaidlain bilong wanwan MRCS na tu em i stap insait long Partnership Framework bilong National Society, PMER Framework na ol tul, Communications Policy, ol Disaster Management SOP na rispons tul, trening pekej, ol komyuniti-beis program gaidens na ol ripoting templet na brens plen. Ritim [ful ripot](#)<sup>25</sup>.

### Wok bilong putim komyuniti engejmen insait long IFRC na ICRC gaidlain

[IFRC's Safe and Dignified Burial \(SDB\) Implementation Guide for Field Managers](#)<sup>26</sup> na [ICRC's Restoring Family Links \(RFL\) Strategy](#)<sup>27</sup> em tupela gutpela eksampel bilong putim komyuniti engejmen na akauntabiliti i go insait long ol gaidlain na risos bilong ol narapela teknikal eria. CEA wokmanmeri i givim tingting i go insait long developmen bilong SDB gaidlain taim ol i lukluk long ol lesan ol i bin lainim long ol rispons bilong Ebola insait long West Africa na Democratic Republic of Congo. Impoten wok bilong komyuniti engejmen em ol i putim insait na i gat wanwan seksen we i toktok long wok wantaim komyuniti nawanpela komyuniti engejmen man o meri insait long SDB tim. RFL streteji bilong ICRC i putim komyuniti patisipesen olsem wanpela bilong ol nambawan samting we i helpim em na i tokaut klia olsem ol wokmanmeri i mas kamapim ol sevis na givim ol sevis i go long ol manmeri i stap insait long hevi wantaim helpim bilong ol dispela lain manmeri.

## OL KOMYUNITI ENGEJMEN NA AKAUNTABILITI INDIKETA BILONG MESARIM 'INSTITUTIONALIZATION'

(long planti moa opsen lukim [Tool 7: CEA M&E tool](#))

Dispela em wanpela list we i soim ol indiketa bilong mesarim 'institutionalization', wantaim wanpela list bilong ol ki pefomens indiketa we yu ken makim. I no olgeta bilong ol dispela em yu mas yusim, tasol traim long putim sampela we i ken monitarim pefomens long wanem we ol komyuniti memba i save lukim na skelim ol samting. Ol infomesen we mipela i kolektim long ol komyuniti memba i mas bruk i go long seks, krismas, na disabiliti (long liklik mak) bai mipela i ken luksave long ol gep.

### Ol ki pefomens indiketa

- % bilong ol komyuniti memba husat i pilim sapot we i kam long National Society i karampaim bikpela namba bilong ol impoten samting ol i nidim
- % bilong ol komyuniti memba husat i pilim olsem National Society i save harim tingting bilong ol taim em i givim sapot
- % bilong ol National Society program na operesen we i gat ol komyuniti engejmen na ektiviti na bajet i stap insait long en (eksampel, ol ektiviti long serim infomesen, patisipesen na kisim fidbek)
- % bilong ol National Society polisi, streteji na prosidia we i bin putim ol komitmen bilong Movement o ol liklik eksen bilong CEA (eksampel, disasta rispons, helt kea, jenda, proteksen, komyunikesen na menejmen bilong ol wokmanmeri na volentia)

### Ol indiketa bilong 'institutionalization'

- % bilong ol wokmanmeri, volentia, na lidasip we i kisim trening long komyuniti engejmen na akauntabiliti
- % bilong ol mani bilong fandim National Society long olgeta yia long wok mekim mekim komyuniti engejmen na akauntabiliti i kamap olsem pat bilong oganaisesen
- # bilong ol mun wantaim wanpela wokman o wokmeri husat i lidim wok bilong komyuniti engejmen na akauntabiliti
- National Society stretji o plen bilong wanwan yia we i gatol gol, indiketa na bajet bilong komyuniti engejmen na akauntabiliti
- % bilong ol fidbek toktok we NS i kisim na i rispon long en
- % bilong ol manmeri husat i kisim rispons long ol fidbek bilong ol.

## Kamapim wanpela gutpela envairomen bilong komyuniti engejmen na akauntabiliti

Pasin bilong stap akauntabel tru tru long ol komyuniti em i nidim wanpela oganaisesen kalsa we i laikim na i sapotim pasin bilong toktok i go i kam, i patisipet, i tokaut klia long ol impoten infomesen, na i serim pawa<sup>28</sup>.

## Bihainim ol toktok yumi save mekim: Gutpela akauntabiliti insait long oganaisesen i save sapotim akauntabiliti autsait long oganaisesen

Pasin bilong i no komyuniket gut insait long oganaisesen i ken kamap olsem wanpela samting we i pasim pasin bilong kamapim strongpela akauntabiliti long komyuniti bikos em i pasim pasin bilong serim infomesen. Ol volentia i bin ripot olsem ol i pilim bel hevi bikos ol plen na infomesen em ol woklain i no bin serim wantaim ol, na ol meneja i no save putim yau na harim ol tingting bilong ol. Wanpela pret insait long oganaisesen o pasin bilong i no laik long givim na kisim fidbek namel long ol wokmanmeri na meneja i save daunim impoten wok bilong kisim komyuniti fidbek. Tasol, taim ol wokmanmeri na volentia i eksperiensim ol gutpela samting we i kam long pasin bilong wok bung gut wantaim insait long laip bilong ol, em bai kamap isi moa long soim dispela insait long we ol i wok insait long komyuniti. Namabawan bikpela samting em olsem, mipela i mas 'bihainim toktok mipela i save mekim' insait long oganaisesen na mekim wok stret long autsait.

### Hau?

- Strongim ol komyunikesen i kamap insait long oganaisesen namel long lidasip, wokmanmeri, na volentia, na long wanwan dipatmen na namel long HQ na ol brens. Eksampel, insait long ol miting bilong volentia na wokmanmeri (na givim taim long toktok i go i kam na harim wanpela narapela) o wanpela niusleta bilong insait long oganaisesen
- Givim ol skil trening, eksampel komyunikesen na fesilitesen skil, na putim ol dispela skil insait long ol job diskripsen na asesim ol wokmanmeri long ol dispela save na skil taim yu laik haiaim ol.
- Kamapim wanpela rot insait long oganaisesen bilong kisim fidbek long ol wokmanmeri na ol volentia, na lidasip i mas welkamim fidbek, mekim eksen long ol samting insait long fidbek, na yusim em olsem wanpela tul bilong kamap gut moa. Eksampel, wanpela [online survey](#) em ol i bin serim wantaim ol National Society volentia long wanwan hap long Africa na askim ol long eksperiens bilong ol taim ol i volentia long sik COVID-19<sup>29</sup>.
- Ol proses bilong National Society long mekim plen i ken givim taim na spes long ol wokmanmeri na volentia long patisipet, insait long ol ol streteji, ol plen bilong wanwan yia, na ol nupela program.
- Wanem kain ol lain i stap olsem memba na volentia bilong National Society i mas makim ol kainkain lain insait long komyuniti na wanpela gutpela wok i mas kamap long sekim na lukim olsem ol liklik grup, ol grup we i isi long kisim bagarap, o ol grup we no gat lain i representim ol, em ol i stap insait long volentia grup.

## Wanpela kalsa bilong lainim samting

Gutpela akauntabiliti em i min olsem i no mekim gen ol mistek bilong bipo. Tasol, dispela em i dipen long wanpela kalsa bilong lainim samting na serim samting, we ol gutpela samting bilong bipo na ol samting we i no kamap gut long bipo em ol i raitim long pepa, na i isi long olgeta lain long kisim, na serim long wanwan hap bilong oganaisesen, na serim wantaim ol patna.

### Hau?

- Kamapim wanpela infomesen menejmen sistem bilong sekim na lukim olsem ol nambawan pasin bilong wok, ol lesan we oganaisesen i bin lainim, ol iveluesen, ol monitarim infomesen, ol asesmen na komyuniti fidbek bilong ol narapela wok i stap na i isi long kisim na mekim disisen long disain bilong ol program na operesen bilong bihaintaim.
- Taim ol samting i no wok, investiget na painimaut wai, na serim dispela samting yupela i lainim long olgeta hap insait long oganaisesen bai ol narapela i ken lainim long dispela eksperiens na abrusim dispela seim mistek.



## Ol liklik eksen bilong komyuniti engejmen na akauntabiliti insait long ol progrem



### 1 Nidim asesmen na konteks enalasis

1. Painim ol infomesen i stap yet bilong dispela komyuniti
2. Wok wantaim komyuniti insait long plenim asesment
3. Givim sotpela tok save o trenim ol volentia long as tingting bilong asesmen na hau long komyuniket kliia na na mekim trupela honas toktok
4. Tekim taim long andastendim context, nids na kapasiti bilong ol manmeri.
5. Putim ol kwesten bilong save long hau long engejnim ol komyuniti insait long nids asesments



### 2 Mekim plen na disain

6. Ol komyuniti memba na ol ki steikholdas i mas involv insait long plenim program, dispela em toktok long ol man, meri, yangpla man na meri na ol majinolaisd or ol grup i stap long risk
7. Kros-sekim ol plens wantemwantaim komyuniti na ol steikholdas bipo long implimentim long mekim sua olsem em metsim ol nids na ekspekteson bilong ol manmeri.
8. Inkludim komyuniti engejmen na akauntabiliti ektiviti na ol indiketa insait long ol plens na bajet bilong program, autlainim hau infomesen ba ol i serim, hau komyuniti wok bung wantaim ba kisim sapot, na hau ol fidbek ba ol i menejim



### 3 Mekim wok na monitarim wok

9. Olgeta taim serim infomesen bilong progrem wantaim ol memba bilong komyuniti, na yusim ol nambawan gutpela rot bilong mekim wok long i go na bung wantaim ol kainkain grup.
10. Mekim komyuniti i patispet insait long wok bilong menejim na stiaim progrem, mekim dispela tu long ol grup we i save stap ol yet na ol grup we i isi long kisim bagarap
11. Kolektim, enalaisim na respon long ol fidbek bilong ol komyuniti, sekim na lukim olsem i gat ol manmeri i save long wanem kain kwesten long askim, autim tingting o wari bilong ollong progrem
12. Olgeta taim, yupela i mas yusim komyuniti fidbek na monitoring data long riviium na senisim ol progrem ektiviti na rot bilong mekim samting



### 4 Iveluesen na lainim samting

13. Wok wantaim ol komyuniti insait long plenim iveluesen na toktok bihainim ol samting we ol i painim long en
14. Askim ol memba bilong komyuniti sapos ol i hamas wantaim dispela progrem, na hau ol i diliverim na wanem samting ol mas mekim long impruvim

## Ol Tul bilong helpim

- |                                     |                                     |   |
|-------------------------------------|-------------------------------------|---|
| 5 Tul 5: Template CEA work plan     | 14 Tul 14: Q&A sheet for volunteers | 18 Tul 18: Participatory approaches to selection criteria |
| 6 Tul 6: CEA budgeting tool         | 15 Tul 15: Feedback kit             | 19 Tul 19: Communication methods matrix                   |
| 7 Tul 7: CEA M&E tool               | 16 Tul 16: FGD guide                | 20 Tul 20: Exit Strategy guidance                         |
| 10 Tul 10: Code of Conduct briefing | 17 Tul 17: Community meetings tool  |   |
| 13 Tul 13: CEA in Assessments tool  |                                     |   |

# SEKSEN 4 KOMYUNITI ENGEJMEN NA AKAUNTABILITI INSAIT LONG OL PROGREM

Dispela seksen i karamapim 14-pela liklik eksen bilong mekim insait long komyuniti engejmen insait long progrem saikel, stat long asesmen i go inap long fainel iveluesen. Ol gutpela gaidens i stap long hau long inapim wanwan eksen, wantaim ol link bilong sapotim ol tul. Ool dispela eksen em yupela i ken putim i go insait long kainkain progrem insait long kainkain teknikel sekta na ol woklain i ken yusim ol olsem wanpela seklist bilong sekim na lukim olsem wanpela progrem i gat wanpela gutpela level bilong engejmen wantaim ol komyuniti.

### Tingim:

- I no olgeta 14-pela eksen bai nupela – planti bilong ol National Society i mekim pinis planti bilong ol dispela eksen insait long ol progrem bilong ol. Yusim dispela gaid long sekim wanem samting ol i mekim pinis na luksave wanem hap yupela i ken mekim komyuniti engejmen i kamap gut moa
- Sapos yupela i no inap long mekim olgeta 14-pela eksen, noken wari – stat wantaim liklik samting, stat long yusim ol gutpela pasin bilong wok, na mekim wanem samting yupela i ken mekim, na bildim dispela samting isi isi
- Em i gutpela long putim komyuniti engejmen insait long stat bilong wanpela progrem, taim yu mekim olsem nau em bai yu mekim plen na bajet bilong em. Tasol, sapos progrem i stat pinis, yusim dispela gaid long asesim wanem eksen yupela i ken strongim o putim long mekim komyuniti engejmen i kamap gut moa taim
- Olgeta taim asesim sapos i bai gat sampela samting nogut i kamap bikos long dispela. Eksampel, taim mipela i givim samting, mipela i ken mekim na ol maket i no inap long salim kaikai bikos mipela i mekim bikpela distribusen bilong kaikai. O, mipela i ken putim ol komyuniti long hevi taim mipela i serim fidbek bilong ol wantaim ol gavman, o mipela i toktok long ol sensitiv samting long sosol media.

## KOLEKTIMOL DISPELA EKSEN NA GAIDENS HIA I TOKTOK LONG OL EMEJENSI OPERESEN TASOL EM I IMPOTEN LONG LUKSAVE OLSEM DISPELA 14-PELA EKSEN BAI BIKPELA TUMAS INSAIT LONG OL ELI STEIJ BILONG WANPELA RISONS, OLSEM NA NARAPELA SEKSEN INSAIT LONG DISPELA GAI BAI TOKAUT LONG OL NAMBawan EKSEN BILONG FOKAS LONG EN SAPOS I NO GAT INAP TAIM NA YUSIM INFOMESEN BILONG KOMYUNITI LONG STRETPELA WE

Olgeta komyuniti infomesen em mipela i mas kolektim, storim, na yusim long stretpela we, dispela em i toktok tu long infomesen mipela i kisim long ol asesmen, ol fidbek, ol monitoring, na ol iveluesen. Dispela em i toktok long ol kain samting olsem:

**Protektim infomesen:** Storim ol pesenel infomesen bilong ol manmeri long seif ples we i hat long narapela lain i ken kisim na i no inap putim sefti, gutpela nem o hait infomesen bilong ol manmeri ples kliia na sampela samting nogut i ken kamap long ol. Bihainim data proteksen polisi bilong National Society o lukim [ICRC data protection handbook](#)<sup>30</sup> o [IFRC's data protection policy](#)<sup>31</sup>

**Kisim tok orait:** Ol lain i rispon em ol i mas givim tok orait pastaim bipo long intaviu. Tok orait em i min olsem ol i kliia gut long wanem as na mipela i kisim infomesen bilong ol na wanem we mipela bai yusim dispela infomesen, na hamas taim em bai kisim long ol long patispet, raits bilong ol long infomesen bilong ol i mas stap hait na raits bilong ol long stop long mekim intaviu.

Long lukim wanpela list bilong **ol nambawan stendet na prektis bilong kolektim infomesen long stretpela we**, lukim [IFRC's Project/Programme Monitoring and Evaluation Guide](#)<sup>32</sup> (pes 20) na [IFRC Framework for Evaluations](#)<sup>33</sup>.

## Ol asesmen na enalisis bilong ol komyuniti

Ol liklik eksen bilong mekim long komyuniti engejmen na akauntabiliti long taim bilong asesmen i sapotim asesmen long stap open, i isi long patisipet, na ol lain i ken kisim infomesen na save long wanem samting i wok long kamap na sekim na lukim olsem dispela wok i kisim gutpela save long ples we wok i kamap long en, kisim gutpela save long ol nid, ol samting we ol manmeri i laikim tru na ol risos we i stap.

### 1 Painim ol infomesen i stap yet bilong dispela komyuniti

Ol asesmen i save kisim planti taim, olsem na em i gutpela long sekim wanem infomesen bilong dispela komyuniti i stap pinis. Dispela bai seivim taim na mani bilong fandim wok, na em i helpim long daunim ol kwesten we i no gat nid long askim, na strongim pasin bilong klia gut long wanem samting i kamap insait long komyuniti na banisim ol woklain long pilim tait long mekim asesmen insait long ol komyuniti<sup>34</sup>.

### Hau bai mi mekim dispela?

#### » Lukluk insait

- Lukluk insait long oganaisesen long ol asesmen bilong ol nid, ol enalisis bilong ol komyuniti, ol monitoring infomesen, ol komyuniti fidbek o ol iveluesen bilong ol narapela program na operesen insait long ol wankain ples
- Toktok wantaim ol wokmanmeri bilong brens na ol volentia long kisim tingting bilong ol long hau komyuniti i save wok na wanem ol hevi yupela i mas save long en
- Sekim ol dokumen laiberi na risos bilong Movement:
  - IFRC Go <https://go.ifrc.org/>
  - Operational Learning dashboard i stap long Go <https://go.ifrc.org/preparedness#operational-learning>
  - IFRC dokumen laiberi <https://media.ifrc.org/ifrc/document-library/>
  - Community engagement hub <https://www.communityengagementhub.org/>

#### » Lukluk outsait

- Askim ol narapela oganaisesen o Gavman long serim ol ripot o infomesen
- Lukluk outsait long oganaisesen long ol asesmen bilong ol nid, ol iveluesen, ol infomesen bilong ol stekholda o risets we i stap long pablik long yusim. Sekim:
  - CDAC's Media & Telecommunication landscape guides <https://www.cdacnetwork.org/media-landscape-guides>
  - IASC Accountability and Inclusion Portal <https://aap-inclusion-psea.alnap.org/resources-iasc>
  - ACAPS <https://www.acaps.org/>
  - ReliefWeb <https://reliefweb.int>
  - Demographic health studies [www.dhsprogram.com](http://www.dhsprogram.com)
  - Ol UN websait i gat kantri profail bilong wanwan eria, eksampel FAO bilong sekuriti bilong kaikai, OCHA bilong imejensi rispons, WHO bilong helt na kain olsem.

Ol Tul: **13** CEA in Assessments tool

## WANEM SAMTING EM I ASESMEN BILONG NID NA WANEM SAMTING EM I ENALISIS BILONG KOMYUNITI?

**Enalisis bilong komyuniti** i laik klia gut long envairomen we komyuniti i stap insait long en. Dispela em i toktok long sosol, politik, envairomen, na ikenomik straka, na wok bilong ol kainkain grup na husat i gat moa pawa namel long ol, na wanem ol samting i nambawan long ol long sait bilong kalsa na gutpela pasin, na husat em ol liklik grup o grup we i isi long kisim bagarap, wanem ol risos i stap long dispela komyuniti. Enalisis bilong komyuniti em i mas kamap olsem wanpela proses we i save kontinu na i no kamap wanpela taim tasol

**Asesmen bilong nid** i save traim long klia gut long ol nid bilong ol manmeri long nau na wanem samting em i nambawan long ol insait long ol komyuniti na dispela em i gat ol kwesten bilong helpim long plenim program

Tupela proses wantaim em i mas kamap bilong sekim na lukim olsem ol komyuniti i wanbel long ol program na dispela i ken kamapim wanpela gutpela senis we i stap longpela taim. Tasol, tupela i no narapela narapela proses na tupela i ken bung wantaim long sampela samting.

### ● Ol Eksampel i kam long Movement

**Ol narapela infomesen we ol i brukim i go daun long wanwan grup na enalisis bilong komyuniti i impoten long klia gut long ol samting i save pasim rot bilong ol meri we i gat disabiliti taim ol i laik kisim ol sevis bilong helpim ol**

Taim wanpela globel stadi i bin painimaut olsem no gat planti meri i save yusim Physical Rehabilitation Programme (PRP) senta na moa man i save yusim, PRP i bilong ICRC tim long Niger i mekim disisen long painimaut sapos dispela em i wanpela problem long Niger na bilong waneOl narapela infomesen we olm em i wanpela problem. Tim i enalaisim sevis yusa infomesen we ol i kisim long Orthopaedic Department long National Hospital, na dispela i soim olsem moa sikman i rejista long PRP senta sik na i no planti meri i rejista long PRP senta long 2018. Long save wai, dispela tim i mekim semi-straksa intaviu na fokus grup diskasen wantaim ol meri na gel we i gat ol disabiliti. Ol meri i tokaut olsem ol i no gat samting we i strongim tingting bilong ol long mekim samting long Niger na tingting na pasin bilong ol lain long ol meri we i gat disabiliti em i no gutpela, na dispela i mekim ol meri i gat tingting nogut long ol yet olsem ol i no inap long mekim samting, o i pilim olsem ol i no gat risos long mekim disisen bilong ol yet long wanem samting ol i nidim long sait bilong helt. Dispela tim i mekim wanpela woksop wantaim ol meri we i gat disabiliti long serim wanem samting ol i painim na long save tru tru olsem dispela em i stret na kamapim ol eksen plen bilong lukluk na stretim ol dispela samting we i pasim rot bilong ol meri. Taim ol i enalaisim infomesen long sait bilong seks na krismas insait long wanwan hap bilong infomesen, PRP tim i bin luksave long wanpela problem, na bihain em i yusim praimer data long painimaut wai.



**Niger 2006** IFRC i stat long givim 2,030,000 long-lasting insecticide-treated moskito net long Niger long protektim 3.5 million pikinini long Malaria. © John Haskew / IFRC



## 2 Wok wantaim komyuniti longplenim asesmen

Ol komyuniti memba i ken givim gutpela tingting long nambawan rot bilong mekim wanpela asesmen, makim ol hevi o ples we sampela lain i gat moa pawa long narapela, na tu ol i ken givim gutpela tingting long hau long wok wantaim ol liklik grup we i save stap ol yet. Dispela i sapotim wanpela gutpela asesmen wok na i kamapim pasin bilong komyuniti long go pas long ol samting long de wan yet.

### Hau bai mi mekim dispela?

#### » Toktok long komyuniti pastaim

- Bung wantaim ol komyuniti lida na ol lain i makim ol komyuniti, na ol komyuniti volentia, long toktok long hau dispela asesmen bai kamap, wantaim ol taim bilong wok, ol metod na hau long wok wantaim ol kainkain grup
- Toktok wantaim ol kainkain lain insait long grup we i makim komyuniti long sekim na lukim olsem asesmen i no misim ol grup o mekim na ol grup i stap long sampela kain hevi
- Stat long kolektim infomesen long envairomen bilong komyuniti, wantaim ol kainkain grup we i stap, wanem kain pawa i stap namel long ol grup na sapos yupela i ken trastim ol lida
- Askim sapos ol narapela oganaisesen i bin mekim sampela asesmen insait long komyuniti
- Painimaut ol opsen bilong ol komyuniti memba long helpim long mekim asesmen (sapos em bai no inap kamapim wansait risalt) eksampel, ol lain bilong kolektim infomesen
- Toktok wantaim ol long ol asesmen plen na ol samting we yupela i bin painimaut long ol narapela stekholda, kain olsem ol lokel atoriti o NGO.

#### Seklist bilong ol infomesen bilong serim wantaim ol komyuniti bipo long wanpela asesmen:

- Introdusim National Society na wok bilong em – noken ting olsem olgeta lain i save long Red Cross Red Crescent
- Tokaut klia long as tingting bilong dispela asesmen na wanem samting bai kamap bihain
- Menejim ol tingting bilong ol manmeri taim yu tokaut stret long wanem samting i ken kamap na wanem samting bai no inap kamap Eksampel, sapos wanpela program i no inap kamap o i bilong wanpela sekta tasol, o i ken gat longpela taim namel long taim bilong asesmen na taim we wanpela program bai stat
- Tokaut klia long wanem kain pasin ol manmeri i mas lukim long ol wokmanmeri na long ol volentia
- Tokaut klia long hau ol manmeri i ken askim ol kwesten o tokaut long ol wari bilong ol na givim infomesen long ol manmeri long kontektim National Society sapos ol i nid long mekim
- Tokaut klia olsem taim ol i patisipet insait long asesmen, em ol i volentia na dispela bai no inap stopim ol long kisim sapot o mekim na ol bai i kisim sapot.

Ol Tul: [13 CEA in assessments tool](#) [14 Q&A sheet for volunteers](#)

## ● Ol Eksampel i kam long Movement

### Sierra Leone Red Cross i bildim pasin bilong komyuniti long go pas long stat bilong wanpela program

Taim Sierra Leone Red Cross Society (SRCS) i stat long wok wantaim wanpela komyuniti, nambawan step em long introdusim ol yet. Ol volentia i singautim ol lokel atoriti, ol komyuniti lida, ol lida bilong ol meri, ol lain i makim ol yangpela, ol Imam, na pasto, long serim infomesen long ol yet na National Society, na long program, na wanem samting ol laik mekim na askim ol lain i makim komyuniti long serim tingting bilong ol long hau ol i lukim dispela samting na wanem samting ol laikim na wanem samting ol i laik lukim. Dispela i ken kamapim pasin bilong komyuniti long go pas na mekim program i stap longpela taim moa. Eksampel, maski wanpela komyuniti-beis helt program long Ebola i pinis nau, ol volentia i wok long wok yet insait long komyuniti bilong ol long tokim ol lain long mekim ol seif na helti pasin. SLRCS Director of Programmes i bin tok: "Mipela i save toktok planti taim long mekim program i stap longpela taim, wok bilong mekim program i stap longpela taim em i no save kamap long pinis bilong program, tasol long stat stret bilong program. Taim yu stat long wok wantaim wanpela man o meri, dispela man o meri em i save long ol samting i wok long kamap, givim spes long dispela man o meri long givim tingting bilong em long ol disisen, autim ol tingting, na dispela bai mekim komyuniti patisipesen i go antap."



**Sierra Leone 2017** Ol PSS volentia wantaim Sierra Leone Red Cross Society i bin mekim wanpela grup PSS sesen bilong ol lain we taitwara i bin bagarapim ol.

Olsem pat bilong rispons bilong em, Sierra Leone Red Cross Society i bin trenim na trenim gen ol volentia we i bin stap pinis long mekim wok bilong sik Ebola, na i putim ol long givim sapot long ol sampela eria, wantaim eria bilong givim saikososol sapot. © Katherine Mueller / IFRC

### 3 Givim tok save o trenim ol wokmanmeri na volentia long as tingting bilong dispela asesmen na hau long toktok klia na mekim honas toktokp

Ol wokmanmeri na volentia i nid long inap long ansarim ol kwesten bilong komyuniti gut na givim honas ansa na noken mekim ol manmeri i gat wanpela tingting we i no tru o mekim ol giaman promis long wanem kain sapot ol manmeri bai kisim. Gulpela komyunikesen skil tu i save mekim rilesensip wantaim komyuniti i stat gut.

#### Hau bai mi mekim dispela?

##### » Redim wanpela asesmen tim

- Tok save long olgeta wokmanmeri na volentia long as tingting bilong asesmen, proses bilong asesmen, hau bai ol lain i yusim infomesen, na wanem samting bai kamap bihain, na ol i ken ansarim ol kwesten we ol komyuniti i gat na bai ol komyuniti i no gat kainkain tingting. Dispela em i mas gat wanpela narapela tok save long Code of Conduct, rot bilong banisim seksuel eksplotesen, abius long kamap, na enti-frod na korapsen. Yusim dispela [PSEA manual](#)<sup>35</sup>
- Trenim o givim rifresa trening long ol wokmanmeri na volentia long rot bilong mekim gulpela komyunikesen na hau long rispon long fidbek. Yusim dispela [one-day training course on good communication skills and feedback handling](#)<sup>36</sup>
- Toktok long ol trening tim long hau long toktok wantaim ol wanwan grup long rot we i stret, eksampel, ol manmeri i gat disabiliti, ol pikinnini, ol grup we i stap ol yet, o hau long yusim intapreta long mekim wok
- Ol wokmanmeri o volentia husat bai toktok long ol manmeri long ol sensitiv samting long sait bilong hevi, proteksen, jenda na daivesiti em ol i mas kisim trening gut long mekim dispela long rot we i stret na i soim rispek<sup>37</sup>
- Dispela asesmen tim i mas luksave long olgeta jenda, i mas toktok long ol lokel tok ples, na komyuniti i mas laikim ol na trastim ol.

Ol Tul: [10 Code of Conduct briefing](#) [14 QA sheet for volunteers](#)

### ● Ol Eksampel i kam long Movement

#### Trinidad and Tobago Red Cross i bihainim wanpela rot we i skelim gut ol samting taim ol i mekim ol asesmen

Taim Trinidad and Tobago Red Cross i bin karim aut wanpela situesen na konteks enalisis long klia gut long wanem samting ol lain i kam long narapela ples i nidim, wanem ol skil bilong ol na wanem ol samting ol i inap long mekim, ol i painimaut tupela gulpela samting. Nambawan samting, taim ol i mekim ol sevi, National Society i kisim planti askim long sapot, na ol i putim moa wok long inapim dispela askim. Tasol, asesmen tim i kisim taim long tokaut klia long wanwan memba bilong komyuniti, olsem ol dispela ol toktok em ol i no promis bilong givim sapot, tasol dispela em ol sans bilong National Society long lainim na lukluk long ol lain we i isi long kisim bagarap hariap. Taim ol i mekim olsem, i gat trast i bin stap insait long National Society na ol manmeri i laik long patisipet insait long ol program we i kamap bihain. Namba tu samting, taim ol i go na lukim ol lain na kamapim ol rilesensip wantaim ol lain i bin kam long Venezuela, Red Cross i kamapim rilesensip wantaim ol komyuniti we i painimhat long trastim narapela. Ridim [ful kes stadi](#)<sup>38</sup>.

#### Ol volentia na komyuniti i no pilim amamas bikos i no gat inap infomesen

Long Uganda, ol i bin salim ol volentia long mekim wanpela household registresen bilong ol refuji i kam long South Sudan. Ol volentia i no bin kisim tok save long as tingting bilong dispela registresen olsem na ol i no inap long tokaut klia long ol komyuniti long wanem as ol i kisim ol infomesen bilong ol. Dispela i mekim na ol lain insait long komyuniti i gat kainkain tingting na taim National Society i go bek long distributim ol samting, i bin gat planti belhat na bel hevi long ol lain husat i no bin kisim wanpela samting. Long taim bilong fokus grup diskasen, wanpela man i tok: "Olgeta lain i bin rejista tasol sampela lain tasol i kisim helpim – bilong wanem yupela i kisim ol infomesen bilong mipela sapos yupela i no inap long helpim mipela?" Bikos long dispela, National Society i mekim wanpela komyuniti engejmen trening long ol volentia long olgeta operesen bilong em.

Trinidad and Tobago Trinidad and Tobago Red Cross tim i redim ol sit bilong wanpela COVID-19 food security program insait long kantri. © TTRC / IFRC





## 4 Kisim inap taim long klia gut long envairomen, na ol samting nogut i ken kamap long ol manmeri na wanem samting ol i inap long mekim

Ol progem we i no klia gut long 'bikpela piksa' em planti taim ol i no save mekim wok gut, o nogut moa em ol i save kamapim ol samting we i no gutpela<sup>39</sup>. Konteks enalisis em i wanpela proses we i mas kontinu long monitarim hau situesen i wok long senis na wanem impek em i ken gat long progem.

### Hau bai mi mekim dispela?

#### » Wanem samting em i konteks enalisis (context analysis)?

- Profail bilong ol wanwan grup insait long komyuniti
- Mepim olgeta komyuniti lida, grup, na ol lain i save stap wantaim
- Ol pawa namel long ol kainkain grup, wantaim ol lain husat i save mekim disisen na husat i no save stap insait long grup o i save stap ol yet
- Ol level we ol grup i save stap wantaim na level bilong trast namel long ol manmeri
- Wok we jenda na daivesiti i mekim insait long laip bilong ol manmeri
- Mepim ol hevi o bel hevi we i stap insait long komyuniti
- Ol kalsa na bilip insait long komyuniti, long sait bilong ol hevi we i ken afektim progem
- Ol risos na strong we i stap insait long komyuniti
- Stekholda enalisis bilong ol narapela oganaisesen we i givim sevis

#### » Hau long mekim konteks enalisis

- Dispela infomesen i stap antap em ol i ken kisim long ol narapela hap, o long fokus grup diskasen, long ol ki infomen intaviu, komyuniti meping, o toktok stret wantaim ol lain na kain olsem. Sampela tulkit bilong yusim em:
  - IFRC PGI in emergencies toolkit i gat ol tul bilong mekim PGI enalisis<sup>40</sup>
  - ICRC Safer Access Framework na Practical Toolbox i gat ol tul long stekholda meping na konflik na vailens enalisis<sup>41</sup>
  - IFRC Enhanced Vulnerability Capacity Assessment i gat meping na sisenel kalenda tul<sup>42</sup>
  - CDA Collaborative Learning's Conflict Sensitivity & Public Health Emergencies<sup>43</sup> ii gat meping na asesmen wok pepa
- Pasin bilong klia gut long envairomen bilong komyuniti i save kisim taim wantaim pasin bilong stap isi na putim yau gut. Tingim wanem kain kwesten ol i askim, hau ol i askim, ol i askim husat na husat i wok long putim yau o lukluk. Noken putim wanpela man o meri long hevi bai ol narapela i tingting nogut long em o bagarapim em. Ol lokel volentia em ol i ken stap olsem gutpela lain bilong kisim tok stia na gaidens long en.

Ol Tul: **13** [CEA in assessments tool](#) **16** [FGD guide](#)

## ● Ol Eksampel i kam long Movement

### Klia gut long wanem samting i wok long kamap long sait bilong kalsa na wanem samting ol meri i save mekim long sait bilong sikmun em i bikpela samting

Long mekim sikmun bilong ol meri i stap klin o menstruel haijin menejmen (MHM) i kamap gut moa insait long ol ples i gat disasta, Vanuatu Red Cross Society (VRCS) i stap insait long wanpela stadi long klia gut long wanem samting i save kamap long sikmun bilong ol meri insait long ol komyuniti. Ol Fokus Grup Diskasen na longpela intaviu wantaim ol meri na gel i ken painimaut planti bikpela samting, we planti taim i no save stap insait long ol asesmen bilong ol samting we komyuniti i nidim. Eksampel, ol meri na gel i bin ripot olsem ol i pilim sem sapos ol man i save olsem ol i wok long stap long sikmun bilong ol, olsem na em i impoten olsem ol i mas gat eria bilong ol yet long waswas. MHM kit tu em ol i nid long distributim long em yet na i no wantaim ol narapela samting, na ol man i noken distributim, bai ol meri na gel i pilim olsem ol i ken askim ol kwesten. Ol pasin bilong tambuim wok, kain olsem noken kuk, raun o wok long gaden, i ken stopim meri long stap insait long ol ektiviti kain olsem go long taim bilong distribusen, bung wantaim na kuk kaikai insait long ol ivekuesen senta o ol gaden bilong planim kaikai. Dispela save bilong kalsa i helpim VRCS i mekim em i redim gut moa ol plen bilong em long rispon long ol disasta. Ritim dispela [ful studi](#)<sup>44</sup>.



**Vanuatu 2018** Vanuatu Red Cross Society i mekim risets long luksave long ol sans bilong strongim progreming na intavensan long sapatim helt menejmen bilong taim bilong ol meri long lusim blut insait long taim bilong disasta. Wok bilong dispela stadi em long lukave long ol samting we ol lokel manmeri i save laikim long stap insait long wanpela MHM kit na long painimaut moa long kalsa na sosol sait bilong sik mun na hau dispela bai mekim impek long MHM long taim bilong disasta insait long Vanuatu. © Vanuatu Red Cross Society

## 5 Inkludim ol kwesten bilong save long hau long engeijim ol komyuniti insait long nids asesments

Dispela i sekim na lukim olsem ol rot bilong serim infomesen, na mekim komyuniti i patisipet, na menejim fidbek i stap gut insait long ol program na bajet.

### Hau bai mi mekim dispela?

#### » Ol komyuniti enejmen infomesen bilong kolektim insait long nid asesmen<sup>45</sup>

- Ol samting ol manmeri i nidim, ol tingting bilong ol na ol samting we ol i ting i impoten tru
- Mak bilong ol manmeri we i ken rit na rait
- Ol ples we ol i save trastim long kisim gutpela infomesen - ol manmeri na ol redio stesin o tv stesin
- Ol infomesen ol komyuniti i nidim
- Ol ikwipmen we ol komyuniti i nidim
- Ol samting we i pasim rot bilong ol long stap insait long ol bung o i pasim ol long kisim infomesen
- Namba bilong taim komyuniti miting i save kamap na wanem kain ol miting o bung i save kamap (na husat i save kam, husat i save toktok na husat i no save kam)
- Rot bilong mekim disisen insait long haus na insait long komyuniti
- Ol rot we ol i save laik long yusim long serim fidbek o autim komplek bilong ol
- Ol save, samting ol i inap long mekim, na bilip
- Tingting bilong ol manmeri na trast bilong ol insait long National Society

#### » Hau long kolektim infomesen

- Putim ol metod bilong kolektim infomesen we i larim ol manmeri i ken pilim fri long toktok long ol samting we ol i nidim na ol samting we ol i ting olsem i impoten tru, kain olsem ol fokus grup diskasen o ol ki infomen intaviu. Ol sevei i save larim ol manmeri long toktok long ol sampela we i stap pinis long pepa, olsem na samting impoten infomesen em sevei bai i no inap long kolektim
- Sampela grup bai no inap pilim gut long toktok fran long ol narapela, olsem na toktok long ol taim ol i stap ol yet – sampela yangpela meri bai i no pilim gutpela long toktok fran long ol bikmanmeri
- Olgeta infomesen em yupela i mas brukim i go long wanwan grup bilong seks, krismas na disabiliti long mekim isi long klia gut long ol kainkain ol samting wanwan grup i nidim na wanem ol samting ol i ting olsem i impoten tru. Dispela [PGI toolkit<sup>46</sup>](#) i gat tok stia
- Noken kolektim moa infomesen we yu no nidim Ol bikpela asesmen i save kisim planti taim, save givim stres long komyuniti na givim ol kainkain tingting long sais bilong program we bai i kamap long ol

#### » Hau long enalaisim infomesen

- Enalaisim ol nid asesmen na konteks enalisis infomesen wantaim. Ol model we planti taim ol lain i save yusim long enalaisim infomesen em, stakeholder, SWOT, o problem tree analysis. Dispela [IFRC's Analysis Framework<sup>47</sup>](#) i save helpim long gaidim ol tim long rot bilong kolektim na enalaisim infomesen. Maski ol i developim dispela long ol imejensi operesen, ol i ken yusim em tu long ol program na givim wanpela gutpela we long oganaism na storim infomesen na luksave long ol gep o samting i wok long kamap bikpela insait long infomesen we ol i kolektim
- Taim yupela i enalaisim infomesen, yupela i mas lukaut long:
  - Sampela gep i stap insait long infomesen – dispela asesmen i givim gutpela save na tingting long envairomen bilong komyuniti, ol samting we komyuniti i nidim na kapasiti bilong ol na wanem we em i nambawan we long wok wantaim ol kainkain grup? Sapos nogat, yupela bai nid long mekim folo-ap visit i go long ol komyuniti long kisim dispela infomesen

- I gat sampela grup we i no stap – i gat sampela grup we i stap insait long komyuniti, tasol ol i no stap insait long infomesen yupela i bin kolektim Sapos olsem, yupela mas mekim sampela moa wok long toktok wantaim ol dispela grup
- Ol samting we i no wankain – i gat sampela samting we i no wankain long ol samting we komyuniti i nidim, i ting olsem i impoten tru, o ol kapasiti bilong ol kainkain grup? Eksampel, ol lidaman bilong komyuniti i makim ol narapela samting olsem i impoten tru we i no wankain olsem ol narapela grup Ol dispela em yupela bai nid long lukluk na stretim taim yupela i mekim patisipetori plening.

Ol Tul: **13** CEA in assessments tool **16** FGD guide

## Ol Eksampel i kam long Movement

### Turkish Red Crescent Society i asesim ol komyuniti nid na save bilong COVID-19

Long klia gut long ol save, tingting na pasin (KAP) bilong ol refuji na lokel komyuniti, wantaim infomesen we ol i nidim na ol redio stesin o tv stesin ol i save trastim long kisim infomesen bilong COVID-19, Turkish Red Cross Society (TRCS), wantaim sapot bilong IFRC, i mekim wanpela KAP asesmen long Mas i go long Epril 2021. Dispela asesmen i helpim TRCS long klia gut long wanem samting ol manmeri i save long en, wanem samting ol i bilip long en, na wanem samting ol i mekim long COVID-19, na TRCS i wok long yusim long helpim National Society long mekim wok bilong em gut. Taim TRCS i save long wanem infomesen ol manmeri i gat pinis, na wanem tingting na pasin ol i bin mekim long dispela infomesen, na wai ol bai les long senis, dispela bai helpim TRCS long kamapim wanpela infomesen we i wok gut, na i kirapim toktok wantaim komyuniti, na promotim gutpela pasin. Na tu, dispela asesmen i helpim ol long klia gut long tingting na pasin bilong ol manmeri long COVID-19 veksin na sapos ol bai laik long kisim veksin. I gat ol kwesten tu long sekim na lukim olsem tok save bilong wanem samting nogut i ken kamap na tok save bilong komyuniti enejmen i bin kamap long olgeta grup, i no bin kamapim hevi o mekim hevi we i stap pinis i go bikpela moa. Ritim [ful ripot<sup>48</sup>](#).



**Turkey 2021** Nezila em i wanpela refuji bilong Syria we i gat 64-krismas na em i wok long stap long Gaziantep, Turkey. Ol i wok long askim em long wanem samting em i nidim na sapos em i amamas wantaim helpim long sait bilong mani we Turkish Red Crescent i save givim insait long Emergency Social Safety Net (ESSN) programme we EU i fandim.

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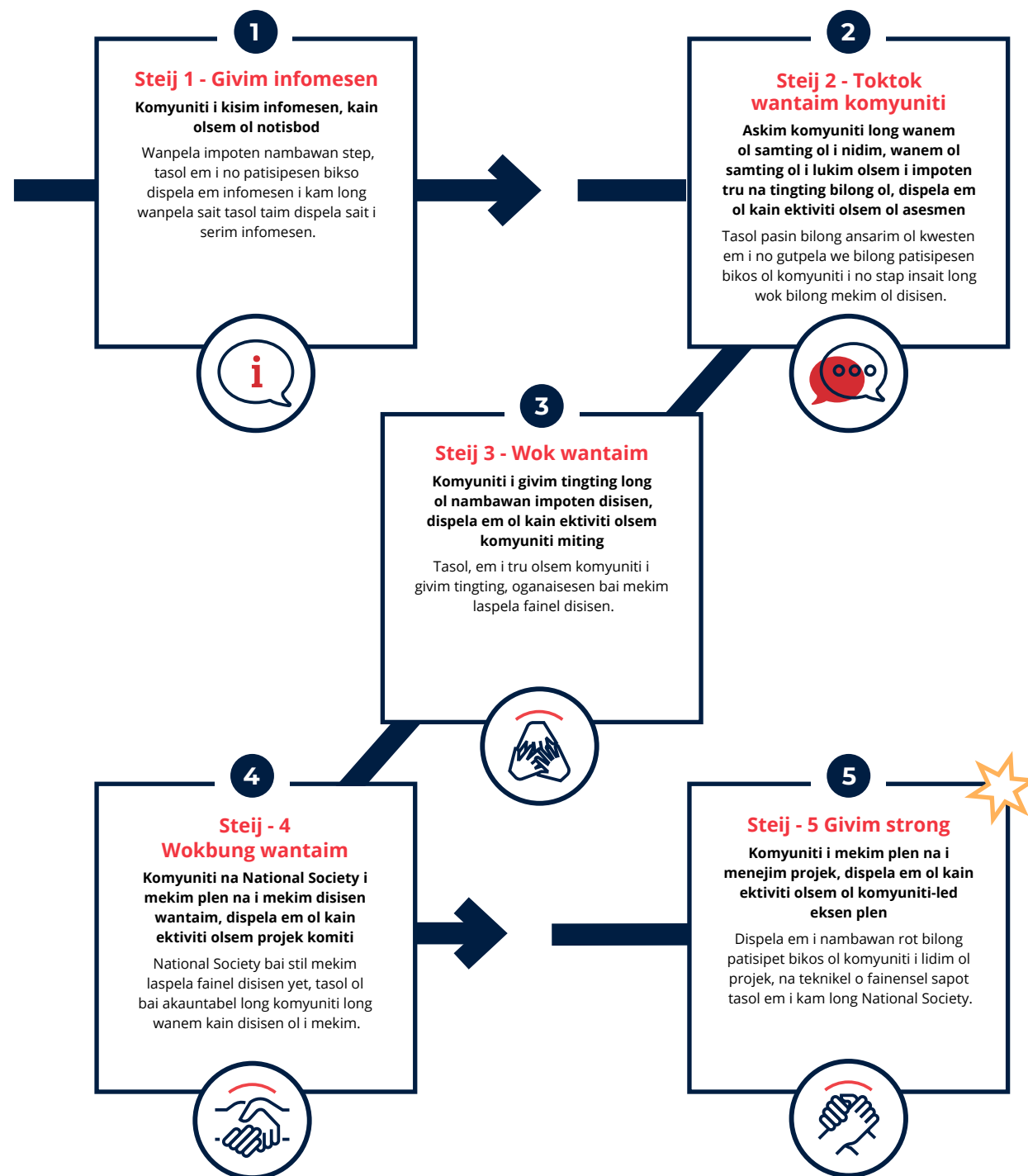


## Mekim plen na disain

Ol liklik eksen bilong komyuniti engejmen na akauntabiliti long taim bilong mekim plen na disain i save sapatim ol komyuniti long kamap olsem impoten pat insait long wok bilong plenim ol program na sekim na lukim olsem ol komyuniti engejmen ektiviti i stap insait long program plen na bajet.

### Ol level bilong komyuniti long patisipet – National Society bilong yu i stap long wanem mak?

Level bilong komyuniti long patisipet bai dipen long envairomen bilong komyuniti. Tasol, yupela i mas hones na pusim yupela yet long askim: *'I gat moa samting mi ken mekim long helpim komyuniti i pilim olsem em i gat vois insait long wok bilong disainim na menejim dispela program?'*



Bihainim IAP2's Public Participation Spectrum, 2014

## 6 Ol komyuniti memeba na nambawan stekholda i mas stap insait long wok bilong plenim program, wantaim ol man, meri, bois, gels, na ol grup we i stap ol yet o i isi long kisim bagarap

Ol program we mipela i disainim wantaim ol komyuniti em bai isi moa long inapim ol nid bilong ol na bai i ron gut moa. Na tu, dispela bai bildim trust na pasin bilong komyuniti long go pas, na dispela bai sapatim projek long stap longpela taim. Tasol, sapos ol program em ol i disainim insait long ofis na i no kisim tingting bilong komyuniti, em sampela taim ol komyuniti bai i no inap long inidim o laikim, na dispela bai westim taim, mani na wok.

### Hau bai mi mekim dispela?

#### » Givim inap taim long komyuniti long patisipet insait long wok bilong mekim plen

- Planti taim, dispela taim we ol i givim long mekim plen em i sot tru olsem na i no gat taim bilong patisipet (lukim ol patisipet salens boks long ol ansa bilong dispela long pes 56)
- Toktok long ol plen wantaim ol fomel na infomel lida pastaim na askim ol long helpim long kamapim nem bilong ol lain we yupela i ken wok wantaim insait long komyuniti. Sapos yupela i no bung wantaim ol dispela lain we i stap olsem lida, dispela i ken kamapim pasin bilong belhat na i no trastim wanpela narapela na dispela i ken mekim ol rilesensip insait long komyuniti i no kamap gut.
- Tasol, noken toktok long ol lida tasol, bikos yumi no save olsem tru tru ol i makim ol samting we olgeta memba long komyuniti i nidim. Taim yupela i toktok long ol lida tasol, dispela em **i no** komyuniti engejmen na dispela i mekim National Society i luk olsem em i laikim sampela grup tasol na i mekim pasin bilong i no stap ikwal i go bikpela, na givim moa pawa long ol lain husat i gat vois pinis.
- Yusim wanem samting yupela i painimaut long konteks enalisis long plenim hau long wok wantaim ol kainkain grup. Eksampel, sapos ol lain we i gat disabiliti i painimhat long kam long komyuniti miting, tingting long ol narapela we long wok wantaim ol, kain olsem ol intaviu insait long ol haus bilong ol.
- Painimaut tingting bilong ol komyuniti volentia long lokel save bilong ol long plenim ol program
- Kodinet wantaim ol narapela stekholda na patna long taim bilong mekim plen, kain olsem ol gavman, NGO, na ol lokel oganaisesen

#### » Ol Patisipetori Metod

- Ol kainkain teknikel sekta i gat ol patisipetori metod kain olsem:
  - [Participatory Approach for Safe Shelter Awareness](#)<sup>49</sup>
  - [Enhanced Community based health and first aid](#)<sup>50</sup>
  - [Enhanced Vulnerability and Capacity Assessment](#)<sup>51</sup>
  - [ICRC Participatory techniques flipbook](#)<sup>52</sup>
  - [Participatory hygiene and sanitation transformation](#)<sup>53</sup>
  - [Child hygiene and sanitation training](#)<sup>54</sup>
  - [Community-led total sanitation](#)<sup>55</sup>
  - [Moving towards children as partners in child protection in COVID-19 guide](#)<sup>56</sup>
  - [ALNAP and Groupe URDs Participation Handbook for Humanitarian Field Workers](#)<sup>57</sup> i givim planti gutpela gaidens long yu na sampela eksampe bilong ol patisipetori rot bilong mekim wok
- Yusim metod we yu save gut long en insait long sekta bilong yu o bihainim ol step bilong patisipetori plening we i stap daunbilo. Ol link bilong ol sampela tul i kam long ol dispela metod antap, we i isi long senisim na yusim long wanwan teknikel eria.

Ol Tul: **16** FGD Guide **17** Feedback kit **18** Participatory approaches to selection criteria

## OL STEP BILONG ENGEJ WANTAIM OL KOMYUNITI INSAIT LONG PROGRAM PLENING NA MEKIM OL KOMYUNITI I GO PAS LONG PROGRAM

### 1 Wokbung wantaim long luksave na makim ol nambawan solusen

- Presentim ol samting yupela bin painimaut i go long National Society na sekim sapos National Society i kliá gut long ol nambawan samting komyniti i laikim na wanem samting ol i nidim
- Tingting long ol sampela rot bilong inapim ol nambawan samting komyniti i nidim Wanpela gutpela tul em [problem/solution tree from the VCA toolkit](#)<sup>58</sup>
- Larim ol komyniti memba i givim tingting pastaim. Dispela bai mekim ol i no bihainim ol tingting bilong oganaisesen, long wanem ol i save lukim oganaisesen olsem ol savemanmeri.
- Yupela olgeta, mas asesim ol rot bilong mekim samting taim yupela i lukluk long:
  - Level bilong impek we dispela bai i kamapim
  - Sapos i gat risos i stap long kamapim dispela samting, kain olsem mani, teknikel save, taim, meteriel Yupela i mas honos long ol samting we program i no inap mekim long ol dispela eria
  - Sapos em i sapotim na strongim ol pasin bilong mekim samting na i sapotim kapasiti we i stap pinis insait long komyniti
  - Sapos em i ken stap longpela taim bihain long program i pinis, kain olsem em i no inap nidim mani o teknikel save long kontinu long ron
  - Em bai no gat impek nogut long envairomen
- Wanbel long wanpela fainel list bilong ol rot bilong mekim ol samting na lukluk long, yusim diskasen o pasin bilong vot sapos ol kainkain grup i gat kainkain samting we ol i ting olsem em i impoten tru



### 2 Wanbel long ol program autkam, ol ektiviti, ol wok na ol risponsibiliti

- Askim ol komyniti long wanem ol autkam ol bai laik long lukim long pinis bilong dispela program
- Plenim ol ektiviti we yupela bai nid long mekim long kamapim ol dipsela autkam, na toktok long:
  - Husat bai go pas long wanem ol ektiviti?
  - Ol risos we yupela bai nidim na husat bai givim ol
  - Taimlain na oda bilong mekim ol ektiviti i gat sampela samting we i bai kamap long ol dispela taim, kain olsem ol ileksen?
  - Sampela kraiteria bilong makim ol lain na rot bilong tagetim ol lain we yupela i wok wantaim grup (lukim pes 89 insait long imejensi seksen long kisim moa gaidens long dispela)
  - Wanem wok ol stekholda long autsait bilong program bai mekim? Hau bai ol ektiviti i yusim ol wok i stap pinis?
- [Activity 6 'Planning for change'](#) from [PASSA](#)<sup>59</sup> o PHAST i givim gutpela tul long plenim ol ektiviti na wanbel long ol wok taitel na risponsibiliti wantaim ol komyniti memba
- Diskas long wanem we yupela bai mesarim hau ol samting i wok long kamap na wanbel long ol indiketa we i bihainim tingting bilong komyniti [Activity 8 'Monitoring Plan'](#) from [PASSA](#)<sup>60</sup> i givim wanpela tul bilong kamapim wanpela monitarung plen bilong komyniti
- Toktok sapos ol komyniti memba i ken mekim sampela bilong ol monitarung wok, tasol sapos ol lain bai lukim ol olsem ol 'polis' o 'spai', orait maski long mekim dispela
- Toktok long wanem samting bai kamap taim program i pinis na wanem sapot komyniti bai nidim long go pas long ol ektiviti.



### 3 Wanbel long wanem we National Society na komyniti bai wok wantaim insait long dispela program

- Plenim hau komyniti bai patisipet long menejim dispela program. Ol kwesten bilong toktok long en em:
  - Patisipesen bai kamap wantaim ol komiti na representativ we i stap pinis, o yupela bai nid long makim ol nupela lain long sait bilong dispela program?
  - Sapos yupela i makim ol nupela lain, hau bai yupela i makim ol memba we i makim olgeta lain insait long komyniti? Lukim pes 64 long gaidens o tok stia bilong wok wantaim ol komyniti komiti
  - Hau bai yupela i wok wantaim ol narapela lain insait long komyniti? Yupela bai yusim ol wanem kain rot na hamaspela taim yupela bai mekim dispela?
  - Hau bai ol narapela stekholda i patisipet?
- Toktok long wanem infomesen bilong program yupela bai serim na hamaspela taim yupela bai serim long wanem kain rot
- Wanbel long hau yupela bai kolektim fidbek bilong komyniti, na rispon long dispela fidbek na mekim eksen long dispela fidbek Lukim pes 103 long kisim moa infomesen long rot bilong kisim fidbek .



**Jordan, 2014** Jordan em i gat histori bilong openim dua bilong em long ol refuji. Em i gat 12 milien manmeri na klostu 5 milen bilong ol dispela lain em ol bin refuji o i bin lusim kantri bilong ol na i kam wok long Jordan. Ol lain Palestine, Iraq na Syria i stap long kainkain hap bilong dispela kantri na ol i planti tru. 1.2 million manmeri bilong Syria i bin lusim Syria na kam insait long Jordan long taim hevi i bin kamap 3-pela yia i go pinis, 80% bilong ol dispela lain i stap autsait long ol refuji kem insait long ol komyniti bilong Jordan, na planti i save painim hat i gat gutpela sindaun. © IFRC



## ● Ol Eksampel i kam long Movement

### Community Patisipetori Appraisal long klia gut long nid bilong ol lain i kam long narapela kantri na wanem ol samting ol i inap long mekim

Ecuador Red Cross (ERC) i bin yusim wanpela rot ol i kolim community participatory appraisal long klia gut long ol problem we ol kainkain lain manmeri we i kam long narapela kantri i wok long bungim. ERC i wok wantaim ol long mekim gutpela plen, mekim dispela plen i go wantaim envairomen bilong ol na plenim ol progrem we i skelim gut olgeta samting. Participatory appraisal i larim ol komyuniti i serim save bilong ol na painimaut ol rot bilong stretim ol problem we ol i bin luksave long en. ERC i bin oganaisim ol participatory appraisal woksop we i gat ol bikpela manmeri na pikinini i stap insait long ol Provincial Boards long sekim na lukim olsem ol wok we bai kamap em ol progrem tim, komyuniti na brens i wok wantaim na kamapim. Pasin bilong tingim kainkain jenda i bin nomol insait long dispela woksop, eksampel, i bin gat balens patispesen namel long ol man na meri na ol i bin kolektim infomesen bilong wanwan grup. Ol woksop bilong ol bikpela manmeri i bin yusim ol kainkain ektiviti, na i bin gat wanpela sesen we ol i kolim "Family-Community", we i bin helpim ol patispesen long luksave long ol problem na salens, ol as bilong ol dispela salens na ol rilesensip, na i lukluk tu long ol eksen bilong daunim ol diselal hevi. Ol woksop bilong ol pikinini i bin yusim pasin bilong pilai long painimaut tingting bilong ol na wanem samting ol i pilim long ol yet, famili bilong ol, na rilesensip bilong ol wantaim komyuniti we ol i stap long en. Bipo long wanwan woksop, ol patispesen i bin kisim infomesen long as tingting bilong dispela sesen, hau ol bai yusim infomesen bilong ol, wanem samting bai kamap bihain, na patispesen bilong ol em ol i volentia na mekim. Na tu, ibin gat miting i kamap wantaim ol patispesen long serim wanem samting ol i painimaut. Ritim ful ripot<sup>61</sup>.

### Yusim pasin bilong grup i sapatim sevis long mekim ol sevis bilong refuji na asailem sika i kamap gutpela moa

Dispela [AVAIL project](#)<sup>62</sup>, em British, Italian, Irish and Latvian Red Cross na IFRC, i bin yusim pasin bilong grup i sapatim sevis long wok wantaim ol refuji na asailem sika long disainim ol sevis na tok save long ol senis i kamap long ol polisi na ol tingting na pasin. Ekampel, long Glasgow, Scotland, British Red Cross (BRC) i bin wok wantaim ol manmeri husat i bin yusim asailem proses long helpim na disainim ol woksop bilong ol nupela lain husat i kam bihain. [The co-design workshop](#)<sup>63</sup> i save yusim ol karekta long painimaut wanem ol kainkain ekspiriens bilong wanwan lain long asailem proses. Wanwan patispesen i bin kamapim mep bilong lukim wokabaut bilong wanwan karekta bilong ol, na ol i putim ol gutpela na nogut imosen na ekspiriens. Bihain, ol patispesen i serim ol mep bilong ol na toktok long ol impoten steij we karekta bai stap gut sapos em i kisim moa infomesen na sapat i kam long Red Cross. Wanpela wankain em ol i bin yusim long disainim na mekim wanpela [Life Skills course](#)<sup>64</sup> bilong ol nupela refuji na asailem sika we i kamap long Wales.

### Ol komyuniti i patispet long monitarim ol komyuniti helt sevis insait long Tanzania

Tanzania Red Cross Society i save yusim community score card long bungim ol lain bilong mekim ol polisi, ol komyuniti lida, ol opinien lida (opinion leader), ol sevis provaida na kainkain komyuniti grup long monitarim na mekim ol helt sevis i kamap gut moa. Wanwan patispesen i asesim wok bilong ol long givim komyuniti helt sevis na i makim pefomens bilong ol. Bihain ol i toktok long ol sko bilong ol na wanbel long wanem ol samting ol i mas mekim long mekim ol sko bilong ol i kamap gut moa. Ol i kamapim wanpela eksen plen, we i gat ol klia wok na risponsibiliti, we ol bai riviium long olgeta tripela mun. [Ritim ful ripot](#)<sup>65</sup>.

## 7 Kros-sekim ol plens wantaim komyuniti na ol stekholda bipo long implimentim long mekim sekim na lukim olsem em metsim ol nid bilong ol manmeri na ol samting we ol manmeri i laik lukim.

Dispela em i ken helpim long luksave long ol sampela problem, mekim komyuniti i go pas na i klia gut long ol samting, na i stopim narapela oganaisesen long mekim wankain wok na westim taim bilong ol.

### Hau bai mi mekim dispela?

#### » Serim na toktok long ol plen

- Presentim ol plen insait long ol komyuniti miting na askim long fidbek
- Postim ol plen long ol notisbod, wantaim opsen bilong givim fidbek long telefon hotlain o long ol volentia
- Askim ol komyuniti komiti o representativ long toktok long ol plen wantaim ol manmeri na givim fidbek i go long National Society
- Serim plen insait long ol miting wantaim gavman na ol narapela long sekim sapos ol bai mekim wankain wok na luksave long sampela sans bilong wokbung wantaim ol.

Ol Tul:  Community meetings tool

## ● Ol Eksampel i kam long Movement

### Long Iraq, ol i bin sekim ol samting i stap insait long Menstrual Hygiene Management kit bipo long ol i mekim distribusen

Iraqi Red Crescent Society (IRCS) i bin kisim na mekim global menstruel haijin menegmen (MHM) kit i bihainim envairomen bilong Iraq long nesinel level, tasol ol i mekim disisen long sekim sapos i gat nid long sampela senis long kamap long ol rijen bipo long ol i mekim distribusen insait long wanpela provins. IRCS i wok wantaim French Red Cross (FRD), long mekim wanpela fokus grup diskasen wantaim ol meri na ol gels long sekim list bilong ol samting i stap insait long ol MHM kit. Ol painimaut olsem i gat impoten samting we i narakain long krismas bilong ol meri na tu, i gat impoten samting we i narakain long ol meri i stap long taun na ol meri i stap longwe long taun. Eksampel, ol skul gel i laikim wanpela singel-yus ped we ol bai i no inap long karim raun i go inap ol i kam long haus na wasim, na ol meri we i stap longwe long taun i laikim ol ped we ol i ken yusim gen bikos ol stap longwe long ol maket na stua. Ritim [ful keis stadi](#)<sup>66</sup>.

## OL SALENS NA ROT BILONG MEKIM SAMTING LONG SAIT BILONG PATISIPESAN

SALENS	OL ROT BILONG MEKIM SAMTING
<p><b>I nogat taim long toktok wantaim komyuniti – taim bilong givim proposel em neks wik</b></p>	<ul style="list-style-type: none"> <li>Holim wanpela de repid komyuniti konsaltesen na yusim ol fokas grup diskasen na ol ki infomen intaviu insait long moa long wanpela lokesen</li> <li>Sapos ol brens i gat skil na eksperiens, ol i ken go pas long ol konsaltesen na serim hevi bilong wok</li> <li>Toktok wantaim ol volentia we i beis long komyuniti na kisim tingting bilong ol</li> <li>Toktok long ol nambawan komyuniti representativ long telefon</li> <li>Yusim ol onlain metod long kisim fidbek, kain olsem WhatsApp o sosol midia</li> <li>Holim ol fokas grup diskasen onlain long ol ples we ol manmeri i ken yusim intanet na smatfon, na yusim ol app kain olsem Jitsi<sup>67</sup></li> <li>Yusim ol infomesen we i stap pinis we i toktok long ol dispela ples</li> <li>Putim dispela i go insait long ol dona proposal, taim yu tok olsem ol dispela plen em yupela bai apdetim bihain long yupela i mekim narapela bikpela komyuniti konsaltesen o putim wanpela bajet we i isi long senisim kain olsem 'community project', we yupela i ken yusim long rispon long nid bilong komyuniti</li> </ul>
<p><b>Mipela i no gat mani long toktok wantaim komyuniti long taim bilong mekim developmen proposal</b></p>	<ul style="list-style-type: none"> <li>Kamapim wanpela liklik mani we yupela i ken yusim long toktok wantaim komyuniti, we yupela i ken putim mani i go bek insait long en taim yupela i kisim mani bilong proposal</li> <li>Sapos ol brens i gat ol skil na eksperiens, ol i ken mekim ol konsaltesen klostu long brens na dispela bai daunim kost</li> <li>Yusim ol onlain metod long kisim fidbek, kain olsem WhatsApp o sosol midia<sup>68</sup></li> <li>Toktok long ol nambawan komyuniti representativ long telefon</li> <li>Holim ol fokas grup diskasen onlain long ol ples we ol manmeri i ken yusim intanet na smatfon, na yusim ol app kain olsem Jitsi.</li> </ul>
<p><b>I no gat rot bilong bung wantaim komyuniti na sindaun wantaim ol</b></p>	<ul style="list-style-type: none"> <li>Toktok long ol nambawan komyuniti representativ long telefon</li> <li>Yusim ol onlain metod long kisim fidbek, kain olsem WhatsApp o sosol midia</li> <li>Holim ol fokas grup diskasen onlain long ol ples we ol manmeri i ken yusim intanet na smatfon, na yusim ol app kain olsem Jitsi</li> <li>Yusim ol infomesen we i stap pinis we i toktok long ol dispela ples</li> <li>Wok wantaim ol volentia husat i beis long komyuniti, na husat i ken mekim ol konsaltesen bilong dispela program</li> </ul>
<p><b>Ol program autkam em dona i makim pinis olsem na i no gat we bilong mekim sampela senis</b></p>	<ul style="list-style-type: none"> <li>Yupela i mas hones long ol samting we yupela i no inap long mekim, sapos dona i tok olsem yupela i mas yusim mani long helt ektiviti tasol, tokaut klia long dispela i go long komyuniti</li> <li>Raitim na dokumentim ol fidbek bilong komyuniti na serim dispela wantaim dona long helpim ol long senisim tingting bilong ol long larim yupela long mekim sampela senis long projek we i inapim askim bilong komyuniti</li> <li>Stekholda enalisis i ken painimaut sapos ol narapela oganaisesen o gavman i ken inapim ol nid bilong komyuniti we stap autsait long program.</li> </ul>

## SALENS

## OL ROT BILONG MEKIM SAMTING

### Lida i no laikim mipela long toktok long ol narapela manmeri insait long komyuniti

- Tokaut klia long ol komyuniti lida olsem National Society i gat ol bikpela as tingting we yupela i mas bihainim
- Wok wantaim ol komyuniti lida, tasol yusim ol rot bilong toktok wantaim olgeta lain insait long komyuniti Long Haiti, ol i bin kamapim ol projek komiti wantaim ol lida, tasol ol komyuniti miting i kamap tu long serim ol disisen we i bin kamap na kolektim fidbek bilong ol narapela manmeri insait long komyuniti
- Askim ol volentia bilong komyuniti long edvais long hau long senisim tingting bilong ol lida long larim ol narapela lain insait long komyuniti long patisipet
- Askim edvais long ol narapela stekholda kain olsem ol komyuniti-beis oganaisesen o NGO we i wok long wok i stap long hap
- Kamapim wanpela rot bilong kisim fidbek
- Tokaut klia olsem dona i laikim olsem yupela i mas kisim tingting bilong olgeta manmeri.

### Hau long sekim na lukim olsem ol meri i patisipet gut

- Kamapim wanpela spes bilong ol meri long patisipet
- Tingting long ol wok bilong wanwan jenda na hau ol i save wok wantaim wanpela narapela Eksampel, noken holim miting long ol taim we ol meri bai redim kaikai o mekim haus wok na askim ol meri long ol samting we i pasim rot bilong ol long patisipet na hau long daunim ol dispela samting, eksampel lukautim pikinini long taim bilong miting
- Strongim ol man insait long komyuniti long sapotim ol meri long patisipet
- Sekim na lukim olsem ol meri i ken patisipet gut eksampel, ol i pilim orait long toktok insait long ol miting na ol toktok bilong ol em ol manmeri i lukim olsem em i bikpela samting.

### Hau long sekim na lukim olsem ol grup we i save stap ol yet o ol grup we i isi long painim hevi em ol tu i patisipet

- Kamapim ol liklik sab-grup long givim wanwan manmeri sans long toktok taim narapela lain we i save toktok tumas o i gat moa pawa, em ol i no stap
- Tokim ol lain bilong mekim disisen olsem tingting bilong ol dispela liklik grup em i impoten na ol i mas tingim ol dispela tingting
- Patna wantaim ol oganaisesen bilong ol lain i disebol o ol lapun manmeri sapos ol i nidim spesel komyunikesen kain olsem tok ples we i yusim sain tasol
- Makim ol ples bilong miting we i isi long ol long go long en na i seif long ol lain we i hat long muv o i no inap lukluk gut
- Sapotim ol lain we i save lukautim ol lapun na disebol long kam long ol miting

### Samting ol manmeri i laikim em i bam wantaim tingting bilong ol savemanmeri eksampel, ol i laikim ol rot bilong wara saplai we i no gutpela long envairomen bilong ol o bai i no inap stap longpela taim bikos ol yet i no inap long stretim ol samting taim ol i bagarap

- Redi long putim yau long wari bilong komyuniti na kamap wantaim wanpela tingting we yutupela wantaim i wanbel long en
- Toktok ples klia long ol hevi na tokaut klia wai na National Society bai i no inap long bihainim rot bilong mekim samting we ol i askim long en – eksampel, em bai i no inap helpim ol o ol yet bai no inap long stretim taim em i bagarap
- Tokaut klia long narapela samting ol i ken mekim na askim komyuniti sapos ol bai laik long traim dispela kain nupela rot bilong mekim samting Givim wanpela piksa o sempel o soim ol dispela nupela rot bilong mekim samting
- Askim ol narapela komyuniti husat i bin yusim ol dispela nupela rot bilong mekim wok long serim ol eksperiens bilong ol.



## 8 Putim komyuniti engejmen na akauntabiliti ektiviti insait long ol program plen na bajet, tokaut long hau yupela bai serim infomesen, sapatim komyuniti long patisipet, na menejim fidbek

Dispela bai helpim long lukim olsem yupela i no lus tingting long komyuniti engejmen o lukim komyuniti engejmen olsem wanpela program we i stap em yet

### Hau bai mi mekim dispela?

#### » Putim ol komyuniti engejmen ektiviti insait long program plen

- Long liklik mak bilong wok, putim ol ektiviti we i:
  - Tok save long ol komyuniti long wanem samting, ektiviti, senis o samting we i no inap kamap long taim, tok save long ol tu long wanem infomesen em yupela bai serim na husat bai yusim ol wanem kain rot long serim infomesen na wanem taim ol bai serim infomesen
  - Kamapim na mentenim ol rot bilong patisipet long gutpela we olgeta taim wantaim komyuniti long mekim disisen, putim husat bai patisipet, hau ol bai patisipet, wanem taim ol bai patisipet na long wanem kain topik em ol bai patisipet
  - Kolektim, enalaisim, na rispon long komyuniti fidbek, sekim na lukim olsem ol manmeri i save long hau ol i ken askim ol kwesten, givim tingting o autim wari bilong ol long dispela program
- Long sampela program, i gat narapela komyuniti engejmen ektiviti kain olsem:
  - Ol ektiviti we i sapatim sosol senis long kamap, kain olsem ol rot bilong kisim fidbek bilong monitarim ol tingting bilong ol manmeri long wanpela sik o tingting bilong ol long ol mobail sinema na redio so long mekim ol manmeri i gat moa save na strongim ol long mekim ol pasin we i seif moa
  - Ol ektiviti we i save sapatim pasin bilong serim infomesen hariap wantaim ol komyuniti i ken seivim laip, daunim mak bilong hevi long kamap, na daunim ol nogut samting we i ken kamap long disasta, kraisis o bikpela sik
  - Ol ektiviti we i sapatim komyuniti long go pas na toktok long ol hevi we i impoten long ol na em ol dispela samting we National Society i no inap toktok long en.

Ol Tul: 5 Template CEA work plan

#### » Putim komyuniti engejmen indiketa insait long monitarim plen

- Monitarim ol samting sapos komyuniti engejmen ektiviti i wok long kamap bihainim plen, i wok gut na i sapatim program long mekim wok stret
- Daunbilo em sampela eksampel bilong ol bikpela indiketa we yupela mas putim.

Ol Tul: 7 CEA M&E tool

#### » Putim ol komyuniti engejmen kost insait long program bajet

- Komyuniti engejmen em i no nid long ekspensiv, na ol rot bilong mekim em yupela i ken senisim long mekim em i bihainim envairomen na i inapim mani we yupela i gat
- Bajet we yupela i nidim em bai dipen long ol rot we yupela i yusim, tasol planti taim wanpela program bajet i mas putim mani bilong:
  - Komyuniti engejmen na akautabiliti trening o ol rifresa trening
  - Pe bilong ol volentia we i save wok long wanwan de tasol na ol kost bilong fiul bilong ol komyuniti visit

- Ol woksop, fokus grup diskasen na miting insait long komyuniti
- Wanpela rot bilong kisim komyuniti fidbek
- Ol komyunikesen tul we yupela bai yusim, kain olsem redio o TV, mobail sinema, printing bilong ol posta na ol liklik pepa we i gat infomesen, ol notis bod, ol kost bilong SMS, sosol midia na kain olsem.

Ol Tul: 6 CEA budgeting tool

### Ol Eksampel i kam long Movement

#### ICRC i putim komyuniti engejmen na akauntabiliti i go insait long ol Economic Security program

ICRC's Economic Security (EcoSec) Programme i bin kamapim ol Practical Guidelines bilong putim Integrating the Principles of Accountability to Affected Populations i go insait long ol program bilong em. Komyuniti engejmen na akauntabiliti em i stap insait long olgeta trening we EcoSec i oganaisim na i gat ol ki pefomens indiketa i stap insait long ol monitarim tul kain olsem post-distribusen monitarim. Sapos ol EcoSec tim i wok wantaim ol patna, ol bai sekim na lukim olsem ol patna wokmanmeri i save long dispela na i gat kapasiti long mekim ol 'liklik prektis' bilong sekim na lukim olsem i gat akauntabiliti i kamap long manmeri we i stap insait long dispela program. Dispela em i karamapim tu pasin bilong mekim ol wokmanmeri bilong patna i luksave long dispela na i givim moa meteriel risos long helpim ol patna long spendim inap taim na mekim ol visit i go long ol lain i stap insait long program, na yusim ol kaikain metod bilong komyunikesen, na kamapim wanpela gutpela rot bilong kisim komplek na fidbek.



**Colombia, 2012** Wanpela ICRC tim i bin oganaisim tupela de veksinesen na woksop bilong tokaut long hau long lukautim gut ol animal olsem pat bilong wanpela ikenomik sekuriti program. ICRC bringim ol ikwipmen i kam long taun i stap klostu, kain olsem moa long 3-pela aua long ron i kam long hap. © ICRC

## OL KOMYUNITI ENGEJMEN NA AKAUNTABILITI INDIKETA BILONG OL PROGEM

(bilong planti moa opsen lukim Tul 7: CEA M&E tool)

Dispela em i list bilong ol sampela progem indiketa we yu ken yusim. I no olgeta bilong ol em yupela i bai yusim, tasol em i impoten long putim sampela bilong ol long monitarim ron bilong progem taim yupela i skelim wanem we komyuniti i wok long lukim ol samting. Ol infomesen we yupela i kisim long ol komyuniti memba em yupela i mas brukim i go long ol wanwan grup bihainim seks, krismas, na sapos ol i disebol (long wanpela liklik mak) na dispela bai mekim isi long luksave sapos i gat ol gep we i stap long pasin bilong wok wantaim wanwan bilong ol dispela grup.

### Monitarim ol komyuniti engejmen ektiviti

- # / % bilong ol wokmanmeri o volentia bilong progem we i kisim trening long komyuniti engejmen na akauntabiliti
- Dispela progem em yusim infomesen i kam long konteks enalisis
- # na wanem kain ol metod yupela i bin makim long serim infomesen wantaim ol komyuniti long wanem samting i wok long kamap insait long progem
- % bilong progem fidbek we yupela i bin kisim na % bilong rispons we National Society i bin givim
- # bilong ol progem disisen we yupela i bin mekim taim yupela i skelim fidbek bilong komyuniti

### Monitarim ol level bilong progem akauntabiliti i go long ol komyuniti<sup>69</sup>

- % bilong ol komyuniti memba husat i pilim olsem sapot i kam long progem i wok long lukautim planti bilong ol impoten samting we ol i nidim
- % bilong ol komyuniti memba husat i pilim olsem sapot i kam long progem i wok long helpim ol long kamap moa independen/ na ol i ken stap long strong bilong ol yet na i no nidim sapot long bihaintaim
- % bilong ol memba bilong komyuniti husat i pilim olsem ol wokmanmeri na volentia bilong progem i wok long soim rispek long ol taim ol i wok wantaim ol
- % bilong ol memba bilong komyuniti husat i pilim olsem progem i bin tokim ol gut long ol plen na ektiviti bilong progem
- % bilong ol memba bilong komyuniti husat i pilim olsem tingting bilong ol em ol wokmanmeri i wok long harim insait long taim bilong mekim progem plening na mekim disisen
- % bilong ol memba bilong komyuniti husat i save hau progem i bin mekim disisen long husat i mas kisim sapot na husat i mas noken kisim sapot
- % bilong ol memba bilong komyuniti, wantaim ol grup we i save stap ol yet na ol grup we i isi long kisim bagarap, we i save hau long givim fidbek o mekim komplek long progem
- % bilong ol manmeri husat i bin kisim wanpela rispons long fidbek bilong ol long dispela progem

## Mekim wok na monitarim wok

Ol liklik eksen bilong komyuniti engejmen na akauntabiliti long taim bilong mekim wok i save lukim olsem ol komyuniti i kontinu long mekim samting bilong givim stia na menejim progem, kisim infomesen olgeta taim long ron bilong ol ektiviti, na i ken givim na kisim ol rispons long fidbek bilong ol – na bai progem i ken monitarim olsem dispela samting i wok long kamap, na i ken senis na mekim samting i kamap gut moa taim ol i bihainim ol fidbek.

### 9 Olgeta taim, serim infomesen bilong progem wantaim ol memba bilong komyuniti, na yusim ol nambawan gutpela rot bilong i go na bung wantaim kainkain grup.

Taim i nogat gutpela komyunikesen namel long National Society na komyuniti, dispela i ken kamapim bel hevi na pasim rot bilong wok wantaim komyuniti Gutpela komyunikesen em i min olsem progem i ken kisim ol gutpela tingting bilong komyuniti, na bai save long ol senis i kamap long envairomen o sampela hevi i kamap long sait bilong sekuriti, na strongim pasin bilong komyuniti long go pas long ol samting – olgeta dispela samting bai apim mak bilong kwaliti bilong progem na wanem kain senis em i ken kamapim.

### Hau bai mi mekim dispela?

#### » Yupela i mas serim wanem infomesen?

- Infomesen bilong National Society, wantaim wanem kain pawa em i gat long mekim wok, ol we bilong em long mekim wok, pasin we ol wokmanmeri na volentia i mas bihainim (code of conduct bilong ol)<sup>70</sup>
- As tingting bilong ol progem na taimlain bilong ol
- Ol ektiviti bilong progem na hau yupela bai menejim na mekim ol dispela progem
- Ol rot bilong bihainim long mekim ol distribusen, wantaim infomesen long wanem taim ol dispela distribusen bai kamap, hau yupela bai menejim ol, na wanem kain ol proses ol manmeri i mas bihainim
- Ol infomesen long wanem as na ol samting i no kamap long taim o ol infomesen long ol salens
- Hau ol manmeri i ken patisipet, wantaim husat ol komiti o representativ bilong ol na wanem ol posisen na risponsibiliti bilong ol
- Infomesen long rot bilong kisim fidbek, wantaim infomesen long hau ol i ken yusim dispela rot, wanem samting i save kamap long ol fidbek, na wanem taim ol manmeri i ken kisim bekim
- Eksen we i bin kamap bikos long fidbek bilong komyuniti, na wanpela wanpela tok save long wanem as na i no gat eksen o i no gat senis i kamap long fidbek we ol i bin givim
- Wanem taim progem bai pinis na wanem samting progem bai hend ova i go long ol
- Yupela i mas was gut olsem infomesen we yupela i givim em i hones na i stret.



## » Wanem taim em yupela i mas serim infomesen?

- Infomesen em yupela i mas serim olgeta taim wantaim komyuniti taim program i wok long ron Wanpela gutpela samting long bihainim em:
  - Serim infomesen olgeta mun long ol longpela program we i stap sikspela mun o moa
  - Serim infomesen olgeta wik o olgeta tupela wik long ol sotpela program, we i stap tupela o tripela mun tasol
- I gat ol nambawan impoten taim bilong toktok wantaim komyuniti:
  - Long taim bilong statim wok. Tok save long olgeta manmeri long ol as tingting, ektiviti na taimlain bilong program, dispela em sapos i gat gep namel long taim bilong mekim plen na taim bilong mekim wok o senis i bin kamap long ol plen
  - Bipo long stat bilong ol ektiviti, kain olsem stat bilong distribusen, o stat bilong konstraksen, o stat bilong openim klinik o stat bilong helt na haijin kempen
  - Taim i gat sampela samting i no kamap long taim, o i gat problem o i gat senis i kamap
  - Taim sampela ektiviti i wok long stop nau
  - Taim program i wok long pinis nau
- Yupela i mas serim infomesen long taim bai ol manmeri i ken redi na mekim samting, eksampel, noken serim infomesen long wanpela distribusen long de we em i wok long kamap.

## » Wanem we yupela i mas serim infomesen?

- Yusim ol rot bilong givim infomesen na ol rot bilong kisim infomesen we ol komyuniti i bin tokaut long en long taim bilong asesmen na plening
- Yusim toktok we i isi na i klia long ol lokel tok ples na noken yusim ol teknikel wod
- Luksave long wanem ol lain i no inap long kisim dispela infomesen Eksampel, ol manmeri we i disebol i ken kam long ol miting, o nogat? Olgeta manmeri i gat fon, o nogat? Ol lidaman insait long komyuniti i ken serim infomesen wantaim ol meri, o nogat? Dispela infomesen em yupela i nid long senisim na mekim em i kamap long mak bilong ol pikinini, o nogat?<sup>71</sup>
- Infomesen em i pawa, olsem na noken wetim wanpela man tasol long serim impoten infomesen. Painim ol rot bilong givim infomesen ples klia i go long olgeta lain insait long komyuniti, kain olsem ol notis bod o ol miting
- Tingim wanem kain tingting na trast ol manmeri bai gat taim ol i kisim infomesen long ol wanpela kain rot bilong komyunikesen na wanem kain tingting na trast ol bai i gat long National Society. Tingim tu wanem kain infomesen yu bai serim na wanem kain tingting na trast ol bai gat long dispela infomesen. Eksampel, yusim redio bilong lotu em i ken givim tingting olsem National Society em i wanpela grup bilong lotu Putim infomesen long lokel edministresen ofis em i ken givim tingting olsem National Society em i wok wantaim Gavman
- Sekim olgeta tupela o tripela mun olsem program i wok long yusim ol rot we i wok gut na ol tok ples we olgeta lain i ken harim na save na dispela ol infomesen em ol lain i bin kisim, i bin klia gut long en na em i bin helpim ol.

Ol Tul: **19** Communication methods matrix **7** CEA M&E tool

## » Yupela i mas serim ol infomesen wantaim ol volentia na patna

- Ol komyuniti volentai em ol i mas save long wanem ol samting i wok long kamap bai ol i ken ansarim ol kwesten stret taim ol i mekim ol ektiviti
- Toktok wantaim ol patna na stekholda longol program we i wok long kamap na ol ektiviti na dispela bai stopim pasin bilong mekim seim samting moa long wanpela taim.

Ol Tul: **14** Q&A sheet for volunteers

## ● Ol Eksampel i kam long Movement

### Wanpela program i bin stop bikos i no bin gat komyunikesen i kamap long Madagascar

Wanpela WASH program insait long Madagascar i lainim wanem samting nogut komyunikesen i ken kamapim long wok bilong mekim program taim mani i no kam long taim na dispela i mekim na ol i no bin pinisim wanpela hul wara. Dispela hul em ol i bin digim pinis, tasol mani i no kam long taim long dona na dipsela i mekim na ol samting i no kamap bihainim plen. WASH program i no go bek long komyuniti na tokaut klia long komyuniti long wanem as na ol i no mekim wok. Dispela i mekim na komyuniti i ting olsem National Society i bin brukim promis bilong em, na ol i no trastim oganaisesen. Belhat insait long komyuniti i min olsem ol volentia bilong komyuniti i pilim sem long go long wanwan haus na komyuniti long mekim ol ektiviti bilong strongim pasin bilong stap klin. Ol komyuniti memba husat i bin mekim tok promis long bildim ol toilet bilong ol yet, ol tu i no pilim olsem ol i laik mekim dispela samting. Wanpela man i tok: "taim yupela i pinis, mipela bai pinis". Tasol, taim dispela WASH tim i tokaut klia long wanem as ol i no bin pinisim dispela wok, komyuniti i kisim save na i tok tenkyu long ol long tok save. Sapos WASH tim i bin go lukim komyuniti o i bin ringim ol komyuniti volentia long tokaut long samting we i no kamap long taim, olgeta narapela ektiviti bilong program bai inap long kontinu.

### Gutpela komyunikesen em i impoten tru long taim ol revovesen i kamap long wara saplai long Myanmar

Taim Myanmar Red Cross Society (MRCS) na ICRC i bin plenim wanpela bikpela renovesen long faivpela wara long taun, ol i save olsem gutpela komyunikesen wantaim komyuniti em bai nambawan samting long mekim komyuniti i laikim dispela projek. Dispela tim i holim ol miting wantaim ol fommel na infomel lida, na ol lida bilong ol lotu na i serim infomesen bilong ICRC na National Society wantaim olgeta lain long komyuniti taim ol i givim ol infomesen pepa, we i gat telefon namba bilong ICRC hotlain. Ol i fokus long tokaut klia long wanem as na dispela projek i mas kamap na wanem kain samting bai kamap sapos sampela samting i distebim wok, na ol i tok save tu long wanem ol narapela hap bilong kisim wara long taim wok i kamap, na wanem em ol ples bilong kisim infomesen insait long komyuniti. Na tu, ol i givim sapot long komyuniti long kamapim wanpela komiti bilong pond renovesen long lukluk long projek na serim infomesen namel long National Society na ICRC na komyuniti. Ol bai serim tu ol komplek, kwesten, na ol tingting bilong mekim samting i kamap gut moa.



Myanmar © Joe Cropp / IFRC

## 10 Helpim long mekim ektiv komyunikesen patisipesen i kamap insait long pasin bilong menejim na gaidim progrem, na tu long sait bilong ol lain we i stap ol yet na ol lain i isi long kisim bagarap

Komyuniti patisipesen i save helpim progrem long ran gut taim em i helpim tim long luksave long ol hevi hariap, wokbung na stretim ol hevi, na mekim ol ektiviti wantaim ful sapot, tingting, na risos bilong komyuniti.

### Hau bai mi mekim dispela?

#### » Redi long mekim gutpela patisipesen

- Setim ap na mentenim ol rot bilong patisipet na wanbel long ol samting long taim yupela i mekim plening, eksampel, bung wantaim ol komyuniti komiti o representetiv, ol fokus grup diskasesn wantaim ol kainkain grup, ol miting long ples bung bilong taun na kain olsem
- Long kamap gut, I komyuniti patisipesen i nidim olgeta lain insait long tim long gat raitpela tingting na pasin, olsem na trenim ol wokmanmeri na volentia, na sekim na lukim olsem ol i klia gut long veliu bilong patisipesen na soim rispek long ol manmeri. Yusim [community engagement branch level training package](#)<sup>72</sup>.
- Komyuniti patisipesen i kamap bikos ol komyuniti i trastim yupela olsem na mekim taim long stap insait long komyuniti na putim yau na harim ol tingting bilong ol na toktok wantaim ol
- Ol komyuniti volentia tu i mas patisipet long mekim ol disisen - tasol patisipesen bilong ol i noken kisim ples bilong komyuniti memba.

Ol Tul: **16** FGD Guide **17** Community meetings tool **20** Exit Strategy guidance

#### » Yupela i mas toktok wantaim ol komyuniti long wanem ol disisen?

- Hau yupela bai mekim ol ektiviti, na tok save bilong husat i bai mekim wanem wok, wanem hap ol bai mekim wok, wanem taim ol bai mekim wok, na hamas taim ol bai kisim long mekim wok na kain olsem
- Lokesen na disain bilong ol konstraksen o instolesen
- Rot bilong selektim ol lain, tagetim ol lain na mekim distribusen
- Ol senis we i kamap long progrem, na ol ektiviti bilong ol progrem na taimlain bilong progrem
- Hau long winim ol salens, kain olsem samting i no kamap long taim, i no gat inap man o ektiviti i no wok long wok
- Ol hevi we ol komyuniti i autim na hau yupela bai lukluk long dispela
- Progrem i pas na yupela i givim wok i go long komyuniti

#### » Ol sampela gutpela tingting long pasin bilong wok wantaim ol komyuniti komiti

- Sekim na lukim olsem ol komiti em olgeta lain insait long komyuniti i trastim ol na ol i makim olgeta kainkain grup insait long komyuniti, eksampel, i no ol bikman tasol – na sapos i gat ol bikman tasol, painim ol we bilong wok wantaim ol narapela grup insait long komyuniti
- Sapos yupela i setim ap wanpela nupela komiti, ol lain we yupela i makim em ol i mas makim olgeta grup insait long komyuniti na i gat balens long sait bilong jenda. Em bai gutpela moa sapos ol dispela komiti em komyuniti yet i makim taim ol i vot long wanpela rot we i seif na i gutpela
- Tokaut klia long wanem samting yupela i laikim komiti long mekim. Raitim ol toktok bilong ol i ken ritim na lukim na dispela em bai givim ol klia tingting na yupela olgeta i ken luksave long ol samting we ol komiti i mas mekim
- Tingting long givim trening long komiti, eksampel, givim trening long ol skills bilong komyunikesen na kisim fidbek
- Sekim na lukim olsem ol komiti i wok long mekim ol wok bilong ol na ol infomesen i wok long i go i kam namel long ol komiti na ol narapela manmeri insait long komyuniti
- Ol i wok long toktok yet wantaim komyuniti na i stap redi long helpim olgeta manmeri long komyuniti, eksampel, taim ol i holim komyuniti miting na yusim ol rot bilong kisim fidbek long komyuniti

## Ol Eksampel i kam long Movement

### Ol edvaisori komiti i strongim ol sevis na sosol koheesen insait long Turkey

Long sekim na lukim olsem ol Turkish Red Crescent Society (TRCS) komyuniti senta i wok long givim ol sevis we i inapim ol nid bilong ol manmeri, edvaisori komiti i bin kamapim wanwan komyuniti senta, we i gat ol memba bilong lokel komyuniti, ol lain i kam long narapela ples, na ol narapela lain we i isi long kisim bagarap. Ol komiti i bung wanpela taim long olgeta mun na i bungim National Society, lokel gavman, na ol komyuniti memba wantaim. Ol i kamapim sans bilong toktok long hau long senisim ol komyuniti senta ektiviti na tokaut long ol narapela hevi we i wok long kamap wantaim ol stekholda. Long nambawan miting, ol i bin givim wanpela pes pepa long tok save long ol as tingting, wok na ol rot bilong komiti long mekim wok na olgeta i bin toktok na wanbel long dispela. Ritim [ful ripot](#)<sup>73</sup>.

### Bilong wanem em i impoten long sapotim, trenim na monitarim ol komyuniti komiti

Long Madagascar, National Society i kamapim wanpela komyuniti komiti we ol i kolim KOIF. KOIF i save luksave long ol nid bilong ol lain long ples na bihain olgeta manmeri long komyuniti i save makim wanem nid em i nambawan na ol i mas fokus long en. KOIF i kamapim wanpela eksen plen bilong ples we i makim wanem samting komyuniti yet i ken mekim na i makim wanem samting komyuniti i nidim sapot. Ol dispela plen em ol i bin toktok long en insait long ol komyuniti miting na olgeta lain long komyuniti i bin wanbel na tok orait long em. Insait long wanpela komyuniti, dispela i bin wok gut tru. Ol memba bilong KOIF i bin kisim gutpela sapot i kam long National Society na ol i bin kisim trening tu. Bihain ol i bin go pas long lukautim menejmen bilong ektiviti na stat long mekim ol ektiviti bilong ol yet. Eksampel, ol i mekim rot i joinim ples na mein rot na dispela i mekim namba bilong ol manmeri i ken go long lokel maket, skul na heltkea, em i go antap. Tasol, insait long narapela komyuniti, KOIF i no bin kisim gutpela sapot, na long taim bilong fokus grup diskasesn wantaim ol meri insait long komyuniti, wanwan meri tasol i bin save long KOIF. Wanpela meri i bin tokaut olsem em i bin stap long KOIF tasol em i tok tu olsem ol i save singautim em long go long ol miting na ol i no save givim em tok save pastaim long redi na ol i no tokim em long wanem kain wok em i gat.



**Madagascarr 2021** Madagascar Red Cross i bin diskasim ol selekson kraiteria na targeting wantaim ol komyuniti olsem wanpela pat bilong rispons bilong ol long ples drain a Covid-19. © Malagasy Red Cross



**11 Kolektim, enalaisim, na rispon long komyuniti fidbek, sekim na lukim olsem ol manmeri i save long hau ol i ken askim ol kwesten, givim tingting o autim wari bilong ol long dispela program**

Fidbek i save helpim program long klia gut long ol tingting bilong komyuniti, luksave long wanem samting i no wok long wok gut, na klia gut long hau long mekim impek i kamap gut moa. Wanpela rot bilong kisim fidbek i ken helpim tu long luksave na banisim pasin bilong bagarapim ol narapela long sait bilong seks na abius na korapsen we i ken kamap long han bilong ol wokmanmeri na volentia.

**Hau bai mi mekim dispela?**

**» Sapos National Society i gat wanpela rot bilong kisim fidbek we i stap pinis**

- Yusim dispela insait long program, na noken kamapim wanpela nupela samting
- Toktok wantaim tim husat i menejim dispela rot bilong kisim fidbek long hau long yusim dispela samting long sapotim program
- Trenim wokmanmeri na volentia bilong program long hau dispela rot bilong kisim fidbek i save wok
- Toktok wantaim komyuniti long hau dispela rot bilong kisim fidbek i save wok, tokim ol tu long sampela samting we i ken pasim rot bilong ol long yusim na sampela senis we yupela nid long mekim
- Putim tok save bilong dispela rot bilong kisim fidbek i go long olgeta hap bai planti lain long komyuniti i ken save

**Seksen 6 i gat tok stia long hau long kamapim wanpela rot bilong kisim fidbek na dispela i stap long pes 103**

**Ol Tul:** **15** Feedback kit



**Lebanon 2006** Lebanese Red Cross Youth volentia, Sarah Moukarcel, i toktok wantaim wanpela IDP long Mount Lebanon distrik (klostu long Beirut) long kisim infomesen. Planti ol IDP i wok long stap long ol skul na kisim helpim. Lebanese Red Cross i wok long visitim ol komyuniti long painim ol dispela IDP, na luksave long wanem samting ol i nidim na helpim ol. © ICRC / Marko Kokic

**12 Olgeta taim, riviuiim na senisim ol program ektiviti na na ol rot bilong mekim wok taim yupela i kisim ol fidbek long komyuniti na long ol monitoring data**

Taim komyuniti i tokaut long ol problem o givim sampela tingting long fidbek na monitoring, na yupela i no bisi long dispela, em i save kamapim bel hevi na i ken mekim ol manmeri i les long wok wantaim yupela. Yupela i nid long riviuiim program olgeta taim na mekim liklik senis bai em i ken wok gut, i gat mining na i inapim ol nid bilong komyuniti.

**Hau bai mi mekim dispela?**

**» Monitarim pefomens long rot we i fomelna rot we i no fomel**

- Monitarim ol samting long sekim sapos program i wok long inapim ol nid bilong ol manmeri, na i wok long wok wantaim ol raitpela manmeri, na i wok long sapotim ol manmeri long stap long strong bilong ol yet na Mekim ol senis sapos yupela i nid long mekim
- Monitarim ol samting long sekim sapos ol manmeri i pilim amamas wantaim kwaliti bilong infomesen, patisipesen na kontrol we ol i gat insait long dispela program, na ol i ken mekim ol senis sapos i gat nid long mekim
- Putim ol kwesten insait long ol fomel monitoring proses, tasol askim ol kwesten tu long ol rot we i no fomel, kain olsem long taim bilong ol komyuniti miting
- Pasin bilong holim wanpela fokus grup miting long olgeta sikpela mun wantaim ol nambawan grup insait long komyuniti em i wanpela gutpela we long sekim na painimaut long sampela hevi o kisim sampela gutpela tingting bilong mekim wok i kamap gut moa
- Toktok wantaim komyuniti long rot bilong kisim fidbek na monitoring infomesen taim yupela i holim ol program tim miting na mekim dispela topik i stap olsem wanpela samting bilong toktok olgeta taim, na toktok tu long hau long ekt long ol fidbek we yupela i kisim
- Sapos ol seim hevi i save kamap olgeta taim long taim bilong miting, yupela i mas lukluk na stretim taim yupela i mekim wanpela senis i kamap long program o tokaut klia i go long komyuniti long wanem as na yupela i no inap long stretim dispela hevi
- Bung olgeta taim (kain olsem olgeta mun) wantaim komyuniti volentia long klia gut long ol fidbek we ol i kisim long ol rot we i no fomel na ol i wok long harim insait long ol komyuniti, toktok long ol salens we ol i bungim, na putim yau long ol tingting bilong ol long mekim ol samting i kamap gut moa
- Kontinu long kondinet wantaim ol narapela patna na stekholda long luksave long ol narapela sans bilong wokbung na noken mekim seim wok planti taim.

**Ol Tul:** **7** CEA M&E tool **16** FGD Guide **17** Community meetings tool **15** Feedback kit

## ● Ol eksampel i kam long fild

### Italian Red Cross i monitarim tingting bilong ol lain i kam long narapela ples long mekim ol sevis i kamap gut moa

Italian Red Cross na IFRC i patna wantaim Ground Truth Solutions long monitarim ol tingting bilong ol lain i kam long narapela ples na i stap long Europe. Ol i kamapim wanpela sotpela isipela sevei, ol i testim dispela sevei wantaim ol lain i kam long narapela ples, na bihain ol i stretim em gut long painimaut wanem we ol dispela lain i save kisim infomesen; klia gut long sistem bilong asailem (asylum); hau ol i ken inapim ol nid bilong ol yet; wanem tingting bilong ol long sait bilong sefti; trast bilong ol long ol wokmanmeri bilong Red Cross; hau ol i ken inap long toktok long senisim wanem kain sapot ol i kisim; na sapos ol i pilim olsem ol gat pawa, o nogat. Ol infomesen em ol volentia i bin kolektim taim ol i sindaun wantaim ol lain na mekim intaviu na bihain long wanwan raun bilong wok bilong kolektim infomesen, ol i serim wanem samting ol i bin painimaut wantaim ol tim insait long oganaisesen na wantaim ol lain i kam long narapela ples. Ol sevei na ol toktok i kamap wantaim komyuniti bikos long dispela sevei i luksave long ol samting we Italian Red Cross i ken mekim long ol sevis bilong em na bai em i ken kamap gut moa. Eksampel, ol lain we i kam long narapela ples i bin ripot olsem ol i no klia gut long rot bilong asailem, olsem na ol risepsen senta wokmanmeri i stat long serim infomesen long rot bilong kisim asailem. Ol i serim dispela infomesen isi isi long liklik mak long sampela de, long mekim isi long ol manmeri long klia gut long dispela infomesen. Bihain long namba wan raun bilong wok bilong kolektim infomesen, Italian Red Cross i mekim ol dispela sevei na i putim pasin bilong kisim fidbek i go insait long menejmen gaidlain bilong ol risepsen senta bilong em. [Ritim ful ripot](#)<sup>74</sup>.

### Kamapim ol rot bilong kisim fidbek insait long Cameroon

Insait long Cameroon, National Society i kamapim wanpela gutpela rot bilong kisim fidbek we ol i save kolektim infomesen long kainkain rot na enalaisim na yusim olsem wanpela tul bilong kontinu long senis na mekim wok bilong ol long COVID-19 rispons i kamap gut moa. Wantaim sapot i kam long IFRC, National Society i kamapim ol rot bilong kolektim fidbek long sosol midia, National Society hotlain, ol volentia na FGD na na ol KII insait long ol komyuniti. Olgeta infomesen em ol woklain i bin enalaisim taim ol i yusim [IFRC's COVID-19 feedback tools](#)<sup>75</sup> long luksave long ol bikpela samting i wok long kamap na ol salens, we tim bai toktok long hau long rispon long ol dispela samting. Ekampel, fidbek i soim ples klia olsem sampela manmeri i no bin bilip olsem COVID-19 em i trupela samting, olsem na ol volentia i bin kisim skul toktok long hau long stretim dispela insait long ol komyuniti long taim bilong sosol mobilaisesen. Fidbek i tokaut tu long ol WASH tim long ol ples we ol manmeri i no inap long kisim seif wara. Taim ol wokmanmeri i luksave olsem ol yangpela manmeri i bin bilip olsem COVID-19 i save kamap long ol bikmanmeri tasol, National Society i wok wantaim ol yangpela influensa (influenta) long helpim long toktok long dispela na strongim ol yangpela lain long yusim mask. Laspela samting, ol woklain i yusim fidbek long kamapim ol topik na samting bai stap insait long redio progrem bilong National Society long COVID-19, wanem hap ol telefon kol na SMS i save kam, em ol i save kolektim dispela infomesen tu, na enalaisim insait long rot o sistem bilong kisim fidbek. [Ritim full keis stadi](#)<sup>76</sup>.



Italy 2016 Ol Italian Red Cross volentia bilong Teobaldo Fenoglio risepson senta i askim ol Migrants long ol ekspians na tingting bilong ol. © Emiliano Albensi / Italian Red Cross

## Iveluesen na lainim samting

Ol liklik eksen bilong komyuniti engejmen na akauntabiliti long taim bilong iveluesen na lainim i helpim long sekim na lukim olsem olsem ol ol woklain i toktok wantaim komyuniti long hau iveluesen i mas kamap, na dispela progrem i i iveluetim wanem samting ol komyuniti memba i save lukim. Dispela ol eksen em i bilong mid-tem, ril-taim o end lain iveluesen.

### 13 Wok wantaim ol komyuniti insait long plenim iveluesen na toktok long ol samting we ol i painimaut long en

Dispela em bai impruvim kwaliti bilong iveluesen na mentenim wanpela gutpela rilesensip wantaim komyuniti, we bai mekim isi long wok wantaim ol gen long bihain taim.

#### Hau bai mi mekim dispela?

##### » Plenim Iveluesen

- Pasin bilong klia gut long ol iveluesen olsem em wanpela proses bilong i helpim long luksave long ol eria bilong impruvim, na em i no proses obilong painim ol asua
- Yusim ol patisipeitori grup olsem ol komyuniti komiti long wok wantaim komyuniti insait long wok bilong plenim dispela iveluesen.
- Inkludim ol metod bilong kolektim data we i mekim isi long ol manmeri long toktok long rot we i seif na infomesen ol i givim bai stap hait

##### » Ol topik long toktok wantaim komyuniti em

- As tingting bilong dispela iveluesen
- Ol impoten kwesten bilong askim
- Ol raitpela metod bilong kolektim data
- Husat i mas kolektim data
- Wanem taim bai dispela i kamap, tingim long sait bilong ol de, taim, na ol sisen, na wanem samting ol memba bilong komyuniti i mas mekim
- Hau long toktok na serim wanem samting yupela i bai painimaut wantaim komyuniti
- Wanemol samting i ken stopim wok long kamap, kain olsem fanding o ol hevi bilong stretim bikos long rikwaimen bilong dona (donor)

##### » Husat long wok wantaim

- Toktok wantaim ol kainkain grup long sekim na lukim olsem olsem olgeta lain bai stap insait. Wanpela eksampel em, i gat ol taim insait long ol de we ol meri bai no inap long patisipet?
- Tingimhusat lain bai kolektim iveluesen data na dispela lain bai mekim ol ol manmeri i rispon long wanem kain we long ol kwesten. Eksampel:
  - Sapos iveluesen em ol progrem tim i wokim, ol manmeri bai serim ol samting we ol i no gutpela long en, o ol nogut ekspians bilong ol, o nogat?
  - Ol meri na yangpela ol meri i ken toktok wantaim ol man husat i mekim iveluesen, o nogat?
  - Ol lain husat i mekim iveluesen i ken toktok long lokel tok ples, o nogat?
  - Ples, lotu o klen bilong ol iveluesen tim i mekim ol lain bai no inap trastim ol o mekim ol i luk olsem ol i wansait, o nogat?



## » Sapos yupela i ken mekim, bihainim wanpela rot bilong mekim iveluesen we ol komyuniti i go pas long en

- Indaba em wanpela monitoring na iveluesen vidio tul bilong ol komyuniti, we ol komyuniti i ken mekim stori vidio bilong ol yet yusim wanpela aplikesen na mobail fon. PMER yunit bilong IFRC i bin go pas long ol Indaba rot bilong mekim ol beislain, monitoring na iveluesen na i gat wanpela [manual](#), ol tul na [eksampel bilong ol komyuniti vidio](#)<sup>77</sup>
- Bikpela Senis Tru em long patisipetori rot bilong mekim wok na long ol iveluesen we yupela i askim ol komyuniti long serim ol stori bilong ol long ol bikpela senis i kamap we ol i bin lukim bikos long dispela progrem. Dispela ol stori em yupela i ken bung na toktok wantaim, na komyuniti i bai iveluetim ol bikpela senis we dispela progrem i bin kamapim long laip bilong ol<sup>78</sup>
- Yusim [IFRC Framework for Evaluation](#)<sup>79</sup> long kisim moa tok stia.

**Ol Tul:** 7 CEA M&E tool

## » Toktok wantaim komyuniti long iveluesen

- Sekim na lukim olsem ol komyuniti i klia gut long as tingting bilong iveluesen na wanem samting bai kamap bihain long menejim tingting bilong ol, bikos sampela taim ol manmeri i ken ting olsem iveluesen em wanpela asesmen bilong wanpela nupela progrem
- Tokaut klia long wanem we iveluesen bai kamap, wanem taim em bai kamap, husat bai mekim na tokim ol manmeri olsem ol infomesen we ol i serim em konfidensel na nogat man bai save long en
- Ol iveluesen tim mas kisim trening long toktok klia na wantaim rispek na ol i ken ansarim ol kwesten bilong iveluesen
- Olgeta taim iveluesen tim i toktok long ol nupela grup bilong manmeri, ol i mas tokaut klia long ol i husat na wanem wok o as tingtingbilong dispela iveluesen
- Toktok wantaim ol steikholdas na ol patnas long oliveluesen plens.

**Ol Tul:** 19 Communication methods matrix

## » Serim ol samting we tim i bin painimaut

- Toktok wantaim ol komyuniti long ol samting tim i bin painimaut insait long iveluesenna wanem ol samting bai kamap bihain, eksampel toktok wantaim ol long taim bilong ol miting na ol woksop
- Taim bilong presentim ol resalt bilong wanpela iveluesen, yupela i mas lukaut gut na noken putim wanpela manmeri long hevi taim yupela i autim tingting bilong ol kamap ples kila long pablik
- Lukaut gut tu olsem ol samting we yupela i painimaut em ol i no intapretim olsem ol tokpromis taim yupela i tok klia long wanem rekomendesen yupela i ken mekim na wanemol rekomendesen yupela bai no inap long mekim.
- Serim ol ol samting we yupela i painimaut long iveluesen wantaim ol wanwok na ol patna long sekim na lukim olsem ol narapela i ken benefit long ol lesen ol i lainim na abrusim ol misteks ol i wokim pinis. Eksampel, serim ol dispela infomesen insait long wanpela woksop we i fokus long ol lesen we yupela i bin lainim.

**Ol Tul:** 17 Community meetings tool

## ● Ol Eksampel i kam long Movement

### Pasin bilong serim ol samting we yupela i bin painimaut long iveluesen wantaim ol komyuniti ikamapim ol ansa long Zambia Red Cross

Zambia Red Cross Society (ZRCS) na patna bilong ol Netherlands Red Cross (NLRC) i serim ol resalts bilong wanpela midtem iveluesen bilong wanpela Pneumonia Reduction Project insait long ol miting bilong komyuniti, we em i bin bung wantaim ol komyuniti lida, mama, papa, na ol marasin manmeri bilong ples. Wanpela impoten samting ol i bin painimaut insait long dispela iveluesen em olsem ol komyuniti i no wok long wokim ol kuk stov we i gutpela moa na projek i bin pomotim bikos i nogat klei graun, olsem na ZRCS i tingting long lusim dispela ektiviti. Long narapela sait, taim ol i bin toktok long ol samting we ol i bin painimaut, ol komyuniti i bin kamap wantaim sampela narapela we bilong konstraktim ol stov yusim graun na ol meteriel we ol i gat. Na tu, komyuniti i wanbel tru long dispela rot bilong mekim wok, na i helpim long apim mak bilong komyuniti wok insait long dispela progrem; "Mipela i amamas olsem ol wokmanmeri bilong ZRC i kam bek gen na givim fidbek bilong projek implimentesen long mipela, planti taim, nogat wanpela man save kam bek long mipela bihain long wanpela iveluesen o assesmen i kamap. Ol disisen em ol i wokim long ol ofis bilong ol na ol i no save toktok wantaim mipela ol memba bilong komyuniti na harim wanem ol samting mipela i laikim." Ritim [ful ripot](#)<sup>80</sup>.



**Zambia 2013** Wanpela mama na pikinini meri bilong em ol i namel long 1500 pla manmeri we wara long graun i bin flad na rausim ol insait long sentrol Zambia insait long Jenuari, ol in stap insait rilokeison kemp we ba ol i stap sampela mun moa. © Stanley Ndhlovu / IFRC



## 14 Askim ol memba bilong komyuniti sapos ol i amamas wantaim dispela program, na long hau dispela program i bin kamap na wanem samting ol mas mekim long mekim program i kamap gut moa

Sapos program em i no wok gut long dispela komyuniti, orait dispela program i no wok—maski hamaspela awenes i bin kamap o wara hol ol bin konstraktim. Iveluesen em no wanpela eksestais bilong mekim ol samting we dona i laikim, tasol em wanpela impoten tul long helpim mipela long lainim samting na mekim wok i kamap gut moa.

### Hau bai mi mekim dispela?

#### » Ol kwesten long putim insait long iveluesen

- Putim ol kwesten insait long iveluesen long asesim sapos:
  - Program em inapim ol nid bilong ol manmeri na i helpim ol long stap long strong bilong ol yet
  - Sapot i bin gutpela, i kam long taim, em i wok gutna i kam wantaim kwaliti
  - Manmeri i pilim olsem ol i kisim rispek na pilim olsem ol i gat veliu
  - Ol manmeri i amamas wantaim kwaliti bilong infomesen, patisipesen na control we ol i bin gat taim program i bin ron
  - Dispela ol komyuniti engejmen rot bilong wok we mipela i makim, kain olsem wanem kain rot bilong kisim fidbek, em mipela i makim bikos em i wok gut na i stret
  - I gat ol samting we ol komyuniti memba bai laik long senisim o impruvim long dispela program sapos mipela i ronim dispela program gen
- Yusim ol wankain askim i go long ol dispela lain insait long program beslain na monitoring long helpim yumi long trekim senis bihain long sampela taim
- Yusim tu sampela rot bilong data koleksen we i mekim isi long ol lain long toktok nabai yupela i ken kisim ol sampela infomesen we yupela i no inap long kisim insait long sevei
- Kolektim ol data bilong wanwan grup long save long ekspirens bilong kankain grup na sapos wanpela i no bin kisim ol samting o ol i bin rausim em
- Traim long kisim infomesen bilong senis we komyuniti engejmen rot bilong mekim wok i bin kamapim na wanem senis em i bin kamap long kwaliti bilong program na rilesensip wantaim komyuniti. Eksampel, painimaut saposrot bilong kisim fidbek i bin helpim long painimaut na stretim ol hevi hariap moa na ol patispetorirot bilong wok i bin helpim program long kisim tingting bilong komyuniti.

Ol Tul: **7** CEA M&E tool **16** FGD guide

## ● Ol eksampel i kam long fild

### Iveluetim ol rot bilong patisipesen na fidbek insait long ol program bilong givim mani

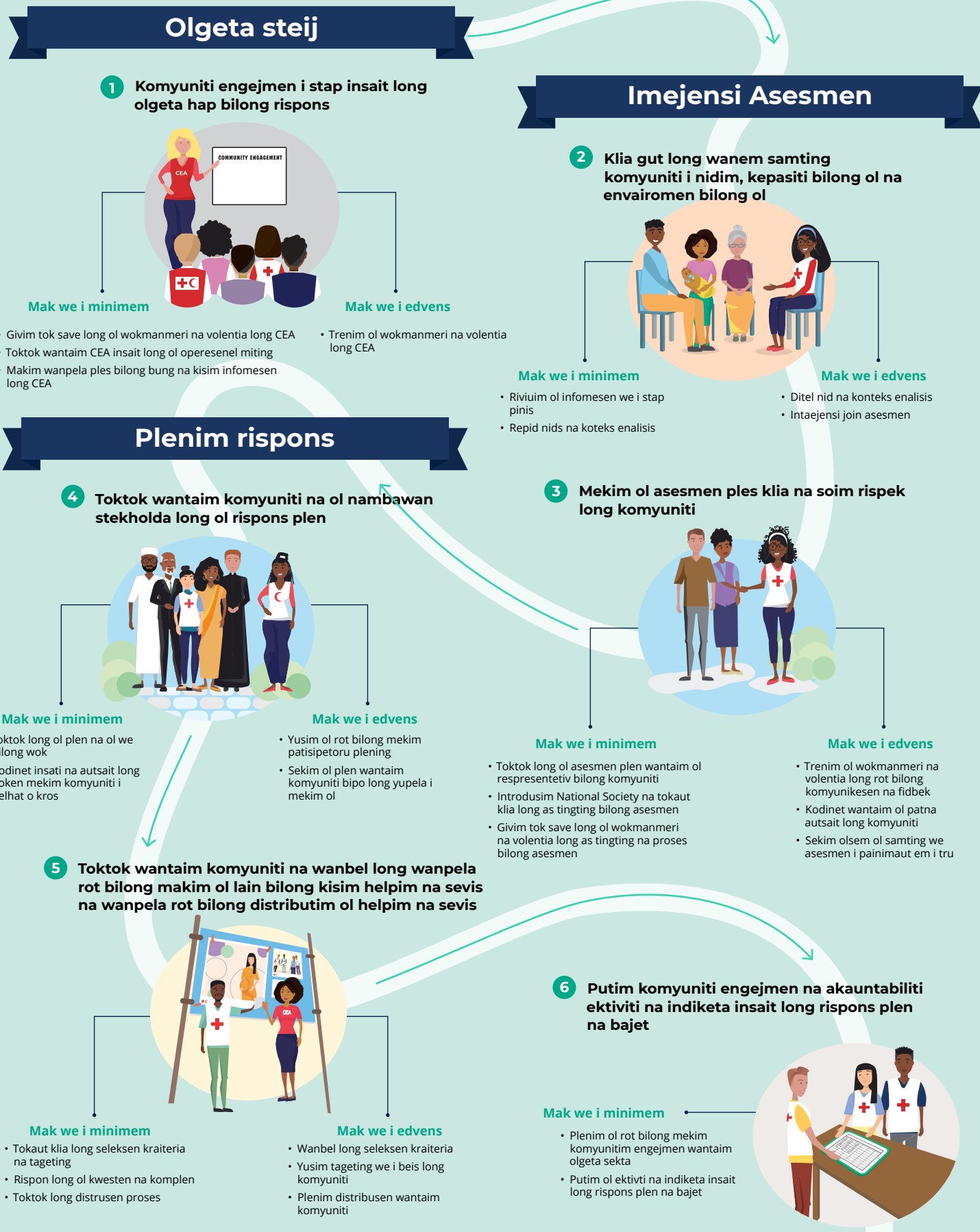
Insait long wanpela wok sekim bilong wanpela program we ol i bin serim pepa mani insait long Not Is Nageria, tim bilong ICRC EcoSec i bin putim tu ol askim long sekim long ol samting i kamap long sotpela taim bilong projek na mak bilong amamas bilong komyuniti, wantaim wok wantaim bilong ol long disain na wok kamapim ol program na toktok skul long ol we bilong givim bekim. Olgeta lain husat i rispon i bin ripot olsem proses bilong makim lain bilong kisim mani i no bin wansait, tasol 76 pesen i mekim toktok olsem komyuniti i mas stap insait moa long dispela proses long sapotim pasin bilong mekim wok stret na mekim wok i stap ples klia. Ol savelain i bin rekomendim wanpela rendom verifikesen proses long strongim seleksen proses long bihaintaim. Dispela sevei i soim tu olsem 30 pesen bilong ol lain husat i rispon i no bin save long rot bilong givim fidbek, dispela i soim olsem ol i nidim moa wok long sekim na lukim olsem olgeta komyuniti memba i save long ol dispela kain rot bilong mekim wok.



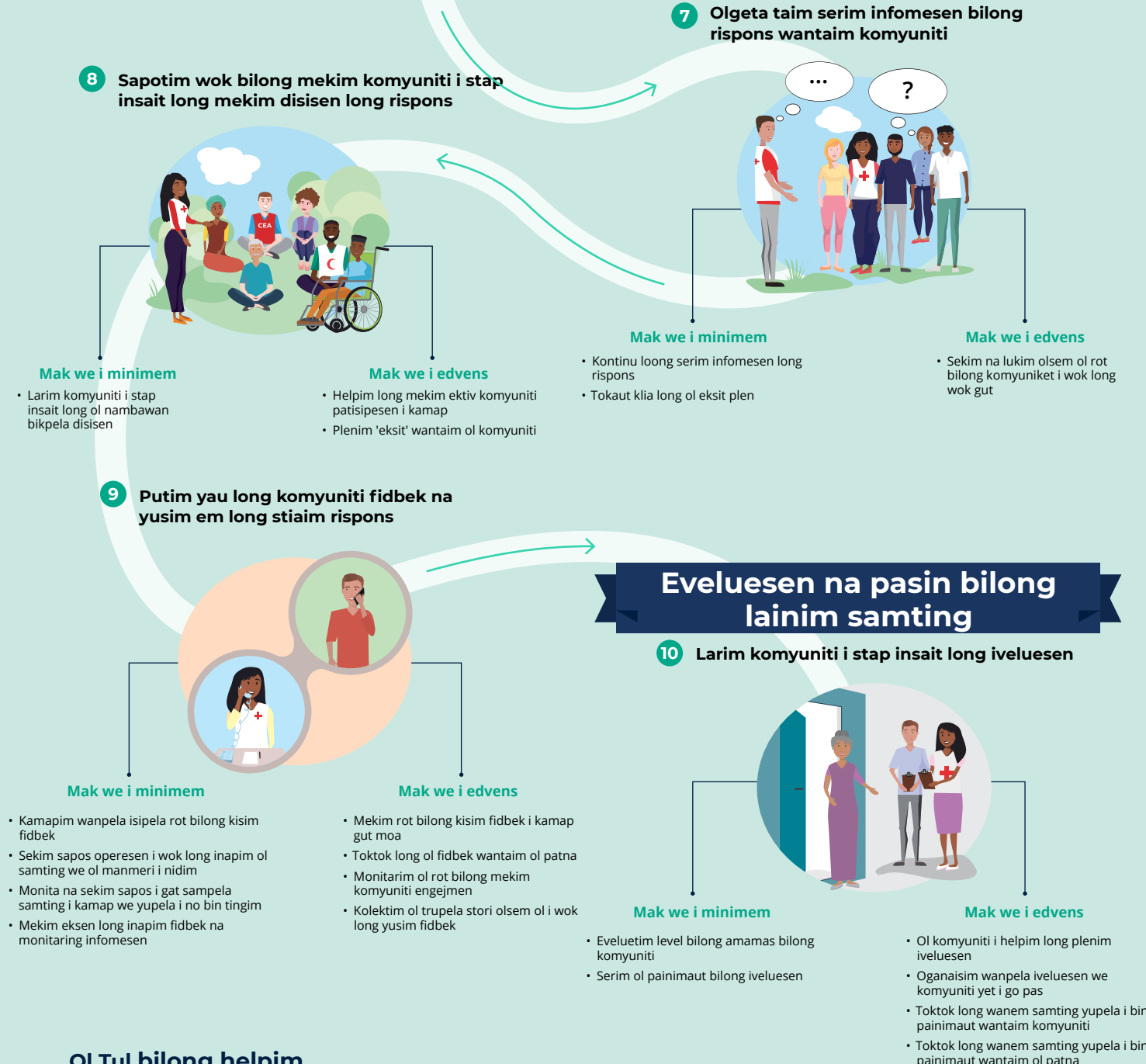
**Nigeria 2018** Wanpela meri i amamas tru long soim kondiment bisnis, we em i ken instolim tenk tru long sapot bilong ICRC. Em i lus kontek wantaim famili bilong em na i stap wantaim nogat sapot we em i wok long askim long kaikai. Nau em i ken sapotim em yet. © ICRC



# Tenpela eksen bilong wok wantaimol komyuniti long taim bilong emejensi rispons operesen



## Long taim bilong rispons



### Ol Tul bilong helpim

- 7 Tul 7: CEA M&E tool
- 8 Tul 8: CEA job descriptions
- 10 Tul 10: Code of Conduct briefing
- 12 Tul 12: CEA Case Study template
- 13 Tul 13: CEA in Assessments tool
- 14 Tul 14: Q&A sheet for volunteers
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# SEKSEN 5 KOMYUNITI ENGEJMEN NA AKAUNTABILITI INSAIT LONG IMEJENSI RISPONS

Maski mak bilong nid na kainkain samting bilong mekim, em i go antap, em impoten yet long wok wantaim ol komyuniti insait long ol imejensi rispons operesen. Tasol i gat planti eksampel bilong ol operesen i go rong bikos ol i no wok wantaim ol lokel manmeri, stat long wok bilong long ol samting bilong eid em ol i salim insait long ol maket, i go inap long ol lokel lain i bagarapim na kilim ol volentia na wokmanmeri, bikos long poret na paul tingting is tap insait long komyuniti.

Dispela modul i soim ol impoten liklik samting long mekim bilong wok wantaim komyuniti na tokaut long ol samting yupela mekim insait long ol imejensi rispons operesen, na hau long mekim moa wok sapos i gat inap taim, inap kapasiti, na inap risos. Em i soim tu ol samting i save pasim wok long kamap na ol salens we yupela i mas save long em, na tu ol samting we i ken helpim long sapotim wanpela stretpela rispons.

## Wanem samting i save helpim pasin bilong wok wantaim komyuniti long kamap insait long olimejensi rispons, na wanem samting i save stopim?<sup>81</sup>

WANEM SAMTING I WOK LONG WOK GUT?	WANEM SAMTING I SAPOTIM PASIN BILONG WOK WANTAIM KOMYUNITI?
<ul style="list-style-type: none"> <li>• Ol rot bilong givim fidbek i save helpim long luksave long ol eria bilong stretim na mekim wok i kamap gut moa</li> <li>• Pasin bilong wok wantaim ol lokel volentia i save helpim long kamapim trast insait long komyuniti</li> <li>• Wok wantaim ol lokel straksa bilong ples na ol grup i save mekim spit na kwaliti bilong wok i kamap gut moa</li> <li>• Komyuniti engejmen trening i save helpim long save gut long long ol samting mekim ol manmeri i kisim save bilong mekim wok</li> </ul>	<ul style="list-style-type: none"> <li>• Taim ol wokmanmeri na ol volentia i save long veliu bilong wok wantaim komyuniti</li> <li>• Ol komyuniti engejmen wokmanmeri we i save sanap strong long mekim wok</li> <li>• Mekim ol lidasip i save long komyuniti engejmen, stat long operations manager na National Society</li> <li>• Taim em wanpela rikwaimen bilong ol dona o ole mi wanpela rikwaimen bilong komitmen bilong Movement</li> </ul>
WANEM EM OL BIKPELA SALENS?	WANEM SAMTING I BLOKIM WOK PASIN BILONG WOKWANTAIM KOMYUNITI?
<ul style="list-style-type: none"> <li>• Kolektim na enalaisim komyuniti fidbek long wanpela rot we i isi na i bihainim sistem</li> <li>• Ol asesmen wei no strong i save pasim rot bilong wokmanmeri long klia gut long wanem samting ol lokel manmeri i nidim na wanem samting i wok long kamap insait long komyuniti</li> <li>• I no gat gutpela tupela webilong toktok namel long ol stekholda long wok bilong operesen</li> <li>• Komyuniti engejmen em i stap bilong em yet na i no kamap insait long ol narapela eria bilong wok</li> <li>• Givim sapot we ol manmeri i no nidim bikos ol asesmen i no kamap gut o i no bihainim wanpela stendet, o bikos i hat long senisim ol rispons model</li> </ul>	<ul style="list-style-type: none"> <li>• Ol wokmanmeri i no klia gut long hau long wok wantaim ol komyuniti o ol i no save long wanem wok bilong ol long mekim</li> <li>• Presa bilong taim na tingting olsem wok wantaim komyuniti enegjmen i save kisim longpela taim tumas</li> <li>• Ol salens long sait bilong kisim ol samting</li> <li>• Nogat planti wokmanmeri we i gat skil bilong wok wantaim komyuniti long raitpela level na i save sanap strong long mekim wok</li> <li>• Nogat gutpela wokbung insait long oganaisesen i save mekim ol wokmanmeri i paul na mekim ol promis we i no tru i go long komyuniti</li> </ul>



## Redi bilong wok wantaim komyuniti

### Mekim pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret i kamap olsem pat bilong National Society

Nambawan we tru long wok wantaim komyuniti insait long wanpela imejensi em long mekim komyuniti engejmen i kamap olsem pat bilong National Society, na yumi ken mekim dispela taim yumi bihainim ol eksen insait long modul tri bilong dispela gaid. Dispela em i min olsem ol rot bilong serim infomesen, kolektim na rispon long fidbek na kamapim patisipesen insait long komyuniti bai i stap pinis, wantaim ol wokmanmeri na ol volentia we i bin kisim trening na i redi long mekim wok, i no long statim gen long stat bilong wanpela respons, taim taim em i sot.

### Putim pasin bilong wok wantaim komyuniti na mekim wok stret insait long wok bilong redi long disaster na wok bilong daunim ol nogut samting long kamap

Ol rot bilong Red Cross Red Crescent long redi long disasta na daunim ol samting nogut long kamap i ken helpim long sapotim gutpela komyuniti engejmen na akauntabiliti long kamap. Eksampl:

- [Preparedness for Effective Response](#)<sup>82</sup> ol asesmen proses i save skelim gut ol rispons sistem bilong National Society, wantaim ol gep insait long pasin bilong mekim wok stret
- [enhanced vulnerability and capacity assessment](#)<sup>83</sup> i ken sapotim ol komyuniti long enalaisim ol nogut samting ol i save bungim and na luksave long ol eksen bilong daunim ol dispela ol nogut samting
- [Forecast-based Financing](#)<sup>84</sup> i save wok wantaim ol komyuniti long wanbel long ol eksen bilong mekim taim nambawan tok lukaut sain bilong wanpela imejensi i kamap, na hhusat i inap long kisim sapot.

Ol infomeisen yumi bungim na raitim long taim bilong dispela ol proses i ken helpim yumi long luksave long ol gep insait long rot bilong mekim wok stret, givim gutpela sekenderi data long stat bilong wanpela rispons, na helpim long mekim komyuniti patisipesen i kamap gutpela moa bikos i gat gutpela rilesensip i stap pinis na komyuniti i save trastim oganaisesn..

**Democratic Republic of Congo 2019** DRC Red Cross volentiavolentia olgeta taim save engeij wantaim ol sumatin, givim ol gutpela infomesen bilong Ebola na hau long abrusim ol narapela ol bikpela sik. Em i save givim tu ol sans long ol sumatin long askim ol kwesten na givim ol fidbek i go long ol volentiavolentia hhusat hhusat i save serim dispela insait long komyuniti fidbek system set up wantaim IFRC na CDC. © Corrie Butler / IFRC

## Rot bilong wok wantaim ol komyuniti long taim bilong ol imejensi rispons operesen

### Hau long yusim dispela seksen

Tebol aninit i givim gaidens long hau bilong inapim ol tenpela eksen olgeta imejensi rispons operesen i nidlong mekim na inapim wanpela gutpela level bilong mekim wok stret insait long komyuniti.

Aninit long wanwan eksen, i gat ol liklik samting bilong mekim long inapim dispela eksen, na ol bikpela samting bilong mekim sapos i gat moa taim, moa save bilong mekim wok, na na risos i stap.

Tok save bilong rot bilong inapim wanwan eksen em i sotpela tok save bilong mekim isi long lukim na tingim sapos taim i sot. Tasol moa tok save bilong inapim wanwan eksen em i stap insait long ol tul gaidens o i stap insait long seksen 3 na 4.

#### Planti taim, ol liklik samting bilong mekim i mas kamap:

- Insait long ol eli stej bilong wanpela rispons, kain olsem ol tupela namba wan mun
- Long ol liklik imejensi, we i gat sotpela taim bilong wok, kain olsem aninit long sikspela mun
- Taim i gat liklik wok na ekspirians long pasin bilong wokwantaim komyuniti na pasin bilong mekim wok stret insait long National Society, o insait long ol planti manmeri bilong mekim wok
- Taim i gat liklik mani na man o meri long mekim wok bilong rispons

#### Planti taim, ol bikpela samting bilong mekim i mas kamap:

- Bihain long sampela taim insait long rispons, kain olsemstat long tripela mun bihain na i go
- Long ol bikpela imejensi o imejensi i stap longpela taim, na i gat longpela taim bilong wok, kain olsem, moa long sikspela mun
- Taim i gat gutpela level bilong wok komyuniti engejmen na akauntabiliti ekspirians na kapasiti wantaim komyuniti, insait long National Society o insait long ol planti wokmanmeri bilong mekim wok
- Taim rispons i gat gutpela level bilong mani na ol wokmanmeri..



## Long olgeta steij bilong rispons

### 1 Komyuniti engejmen i stap insait long olgeta hap bilong rispons

Dispela i save helpim long mekim bai olgeta wokmanmeri na volentia i mas save gut long wok wantaim komyuniti na mekim dispela i kamap insait long olgeta sekta olgeta taim.

**Long liklik mak bilong wok** *taim save, taim na risos bilong mekim wok em i sot*

#### » Givim sotpela tok save long olgeta wokmanmeri na volentia long pasin bilong wok wantaim komyuniti na pasin bilong mekim wok street

Olgeta wokmanmeri i joinim rispons i mas kisim sotpela tok save long pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret, wantaim sotpela tok save bilong ol wok bilong ol na ol kainkain rot bilong mekim wok, we ol i mas yusim insait long operesen. Dispela em i sapotim pasin bilong putim komyuniti engejmen na akauntabiliti i go insait long olgeta sekta. Olgeta lain i mas sainim Code of Conduct na i mas kisim sotpela tok save long abrusim seksuel eksploitesen na abius, na korapsen.

**Ol Tul:** 25 CEA in emergencies briefing 24 CEA checklist for sectors and roles  
10 Code of conduct briefing

#### » Toktok long ol hevi long sait bilong wok wantaim wantaim komyuniti insait long ol miting bilong operesen

Komyuniti engejmen em i mas wanpela samting bilong toktok long en long olgeta miting. Wantaim toktok bilong kwaliti bilong komyuniti engejmen, ol gep insait long dispela wok, ol impoten hevi we yupela mastoktok wantaim komyuniti long en na wanem we bilong stretim ol hevi ol i kamap insait long komyuniti fidbek na patisipesen.

**Ol Tul:** 23 SOP for CEA in IFRC emergency operations

#### » Makim wanpela ples bilong bung na kisim infomesen bilong komyuniti enejmen

Maski olgeta manmeri i gat risponsibiliti long wok wantaim ol komyuniti, wanpela man bilong mekim dispela wok bai em i ken sekim na lukim yupela bai no inap lus tingting long dispela na helpim long mekim dispela i kamap. Dispela man o meri i mas gat eksperiens long wok wantaim komyuniti, em i mas stap long raitpela level long influensim ol lida bilong ol sekta, na em i mas gat inap taim long givim long dispela wok. Em bai gutpela sapos i mas gat wanpela wokman o wokmeri i ken givim taim olgeta taim bilong em long dispela wok.

**Ol Tul:** 8 CEA job descriptions

**Bikpela mak bilong wok** *taim i gat moa save, taim na risos bilong mekim wok*

#### » Trenim ol woklain na volentia long pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret

Trenim ol woklain na volentia long pasin bilong wok wantaim komyuniti na pasin bilong mekim wok stret [two-day branch level training](#)<sup>85</sup> or the [one-day emergency-specific training packages](#)<sup>86</sup>.

## Ol Eksampel i kam long Movement

### Ol trening volentia insait long Madagaska i save helpim long kamapim komyuniti ekseptens

Taim Madagascar Red Cross Society (MRCS), wantaim sapot i kam long Danish Red Cross (DRC), i givim mani olsemrispons bilong em Itaim wanpela saiklon i kamap, ol lokel volentia i bin gat wok long raun long ol haus, bungim na serim infomesen na harim ol toktok bilong ol manmeri na toktok wantaim ol long ol wari napret bilong ol na tok win we i wok long kamapw. Long redim ol, tim i givim trening i go long ol volentia bilong projek long as tingting na na ol samting projek i laik kamapim, na ol tok save we ol i mas serim i go long ol komyuniti memba na we bilong toktok na bekim ol askim. Ol gutpela save we ol komyuniti volentia i bin gat long lokel envairomen i bin helpim ol long kamapim ol dispela tok save. Dispela helpim ol komyuniti volentia long toktok gut na givim stretpela tok save long dispela projek, na bekim ol hatpela askim long seleksen kraiteria bilong makim ol lain husat i ken kisim mani. Dispela i bin impote tru taim tok win i go raun olsem dispela em i fri mani. Ol giaman toktok tu olsem mani i bin 'deti' na olsem long taim ol i kisim dispela pepa mani, em bai kamapim ekspektesen, wok, o askim long bekim mani. Ol volentia i bin inap long harim gut ol dispela wari na stretim ol long taim ol i givim infomesen long as tingting bilong ol mani na long wanem as ol manmeri i wok long kisim. Dispela i bin helpim long givim bel isi long komyuniti long dispela nupela na narapela kain prektis na mekim rispons i ron gut. [Ritim ful keis stadi](#)<sup>87</sup>.

### Ol CEA posisen i bin putim veliu i go Hurricane Dorian rispons insait long Bahamas

Bahamas Red Cross Society (BRCS) na IFRC i bin mekim plen long givim mani na vaua (voucher) bilong helpim, tasol taim CEA, PGI, IM na keis menejmen wokmanmeri i toktok wantaim ol komyuniti long taim bilong asesmen, ol i bin painimaut olsem mani em bai no inap gutpela rot bilong helpim ol manmeri. Taim COVID-19 i kamap, planti manmeri, ol bikmanmeri, i autim bel wari bilong ol long yusim ol ATM masin na go raun long ol bisi maket na stoa long baim kaikai. Tasol, operesen i bin senis gen na givim ol karamap kaikai na hotpela kaikai, we i daunim dispela bel wari na i bin inapim rot we ol manmeri i bin laik long kisim sapot long en. CEA delegate i bin tingim lo mekim ol komyuniti olsem ol ki data poin insait long ril taim iveluesen (we i no bin tingim tu lo mekim ol komyuniti raun lo fes taim tru), na i bin sapotim na i bin toktok long en bilong sekim bihainim distribusen bihain long distribusen, wantaim trening bilong ol volentia husat ol i bin wok long karim aut ol PDMs long bekim ol askim na harim na rekodim ol toktok i kambek na ol bel wari toktok ol i bin serim namel long taim ol i bin wok long givim bekim bilong ol i go long.



**Bahamas 2020** Red Cross i wok long sapotim ol komyuniti long Abaco, Bahamas bihain long Hurricane Dorian. © Robyn-Ryann Barnett/Bahamas Red Cross/IFRC



## Long taim bilong imejensi asesmen

### 2 Klia gut long wanem samting komyuniti i nidim, kapasiti bilong ol na wanem samting i wok long kamap insait long komyuniti bilong ol

Sapos dispela i no bin kamap, operesen bai i no inap long inapim ol nid bilong ol manmeri, lukluk daun long lokel save bilong mekim wok, o mekim bikpela bagarap moa i kamap na i no kamapim gutpela samting<sup>88</sup>. Dispela i save bagarapim bilip bilong ol lain long National Society na bai mekim yumi i lusim taim na risos bikos yumi kisim taim gen long stretim ol rong samting we i kamap.

**Liklik mak bilong wok** *taim kapasiti, taim na risos bilong mekim wok em i sot*

#### » Data rivi long insait & autsait

Seivim taim na risos, na daunim pasin bilong pilim tait long ol asesmen insait long ol komyuniti, taim yupela i sekim wanem infomesen National Society i gat pinis long ol eria we i stap insait long hevi. Eksampel, progrem o operesen i bin kamap bipo

#### » Repid nids & konteks enalisis

Kisim wanpela liklik save bilong ol nid, nambawan samting, na ol samting i wok long kamap insait long dispela ples long ol isi nakwik rot. Kain olsem go stret na lukim samting, o ritim infomeseni stap long ol buk o ripot, mekim ol ki infomen intaviu na toktok wantaim ol lokel volentia bilong dispela ples. Toktok wantaim kainkain komyuniti man o meri we i makim komyuniti na ol grup insait long komyuniti. Wanpela besik enalisis i mas kisim:

- Ol bikpela nid na nambawan rot bilong givim sapat
- Husat ol dispela ol komyuniti lida, na sapos yumi ken trastim ol
- Ol bikpela komyuniti grup na asosiesen
- Ol narapela stekholda, kain olsem ol narapela NGOs, lokel atoriti
- Ol wanwan grup insait long komyuniti na komyuniti profail wantaim, ol wok bilong kisim kaikai na mani, lotu, level bilong turangu, wanem ol wok bilong ol man tasol na meri tasol, ol hauslain, level bilong rit na rait, tok ples na ol liklik grup we i stap ol yet o i isi long kisim bagarap
- Ol bikpela save bilong wok na strong insait long komyuniti na wewe bilong sapatim na yusim olsem wanpela hap bilong rispons
- Ol bikpela rot bilong toktok insait long komyuniti, wanem ol manmeri i nidim infomesen long en, na wewe ol bai pilim orait long mekim ol askim o toktok long ol bel wari bilong ol i go long National Society.

**Ol Tul:**  CEA assessment tool

**Edvens** *taim i gat moa save, taim na risos bilong mekim wok*

#### » Bikpela konteks na nid analisis

Mekim rapid nid na konteks analisis i go bikpela, long kisim bikpela save long ol samting i wok long kamap. Lukim pes 46 bilong moa skul toktok long konteks enalisis.

#### » Tingim wanpela intaejensi join asesmen

Insait long ol bikpela taim nogut, ating yupela bai inap long karim aut wanpela nid na konteks analisis wantaim ol narapela ejensi. Dispela i ken sevim taim na risos na daunim pasin bilong ol komyuniti long pilim tait taim asesmen i kamap insait long ol komyuniti.

### Ol Eksampel i kam long Movement

#### Kainkain wewe ol manmeri i bin kisim infomesen we ol i nidim insait long Indonesia

Palang Merah Indonesia (PMI) – Indonesia Red Cross – i save usim kain kain approach long bungim ol impoten data em i save nidim long save long ol komyuniti na plenim ol gutpela wewe long wok bung wantaim komyuniti. Bilong COVID-19 pandemic na West Sulawesi Earthquake respons, ol askim i bin stap insait long ol asesmen long save hhusat em ol trusted sos bilong infomesen insait long komyuniti, wantaim namel long ol meri na manmeri husat laip i no stret tumas. PMI i bin usim tu ol online survey long bungim infomesen long ol lukluk bilong ol manmeri long COVID-19, we ol i bin serim long ol sosel media pletfom, WhatsApp, na i go long ol eksen tim bilong komyuniti. Bikos ol sevei i bin askim tu long ol infomesen bilong ol kainkain grup i kam long ol lain hhusat i bin wok long bekim sevei, PMI i bin luksave olsem 1 percent tasol bilong dispela ol bekim i bin kam long ol manmeri hhusat krismas bilong ol i abrusim 60. Long stretim dispela, ol toktok insait long ol liklik grup wantaim ol bikpela man meri lo lukluk go insait gut long ol nid bilong ol. Insait long dispela ol toktok, PMI i bin luksave olsem redio em wanpela wewe long kisim infomesen we ol lapun i save laikim – infomesen we yu bai inap long misim insait long ol repid asesmen na sevei bilong lukluk. Long rispons bilong guria, PMI i yusim data we Gavman i bin kolektim long go wantaim infomesen i kam long repid nid asesmen bilong ol yet, bikos em i go wantaim infomesen i kam long kainkain grup, olsem ol bel mama na ol pikinini. Dispela wok bung wantaim i bin helpim long stretim ol samting long sait bilong go long ol longwe o hatpela ples we i save stopim ol woklain long save gut long nid bilong wanwan grup.

#### Toktok wantaim ol narapela insait long raitpela tokples i save mekim kamapim gutpela distribusen insait long Philippines

Taim bilong bekim long Taifun Mangkut, ol Philippines Red Cross (PRC) putim wantaim ol askim insait long asesmen long save long wanem em i gutpela rot bilong toktok bilong ol manmeri. Taim ol risalt i bin kamap long wewe ol manmeri i bin laikim infomesen bai ol i serim insait long lokel dialect, ol i bin laikim na tingim bai olgeta komyuniti kibung, posta na raun i go long ol haus ol i bin karim aut long dialect. Iveluesen i bin painimaut olsem dispela i bin givim long komyuniti ekseptens bilong mak bilong makim man na wanpela gutpela distribusen.

#### IFRC and Red Cross National Societies i save sapatim interagency asesmen insait long ol Americas

Long save gut long infomesen na komyunikesen nid bilong ol Venezuela refuji husat i ronawewe long ples bilong ol na kam stap, IFRC na Red Cross National Societies i bin stap insait long wanpela multi-actor, interagency asesmen long fiftinpela kantri. Dispela asesmen i bin yusim kainkain rot bilong toktok wantaim ol taget grup, ol dairek intaviu, obsevesen, fokus grup diskasen, onlain self edministra sevei, na ol sekenderi infomesen. Ol risalt i wok long helpim ol agency long wok wantaim na kamapim ol tul bilong serim infomesen na abrusim pasin bilong mekim wankain wok tupela taim. Ritim ful ripot na kisim olgeta asesmen tul we ol i bin yusim<sup>89</sup>.

### 3 Mekim ol asesmen ples klia na soim rispek long komyuniti

Statim rilesensip wantaim komyuniti gut long mekim gutpela pasin long ol manmeri na soim rispek, harim gut ol nid bilong ol, bekim gut ol askim bilong ol wantaim stretpela toktok, na i no mekim ol giaman promis o apim ol ekspektesen bilong ol long wanem samting bai kamap bihain.

#### Long liklik mak bilong wok *taim save, taim na risos bilong mekim wok em sot*

##### » Toktok long asesmen wantaim ol ki stekholda insait long komyuniti

Toktok long asesmen pastaim wantaim ol ki manmeri insait long komyuniti, wantaim ol lida, het bilong ol komyuniti grup na ol asosiesen, ol Red Cross Red Crescent volentia, na ol lokel atoriti. Askim long edvais long hau long mekim gut ol asesmen na sapos ol narapela oganaisesen i karim aut ol dispela asesmen pinis.

Ol Tul: 13 CEA assessment tool 17 Community meetings tool

##### » Introdusim National Society na as tingting bilong asesmen

Oganaisim wanpela komyuniti miting na givim infomesen bilong National Society, ol as tingting na proses bilong asesmen, wanem samting i save kamap taim em i pinis, code of conduct na pasin bilong ol wokmanmeri na volentia, na wewe manmeri i ken mekim ol askim o autim ol bel wari.

Ol Tul: 14 Q&A sheet for volunteers

##### » Tok save long ol wokmanmeri na volentia long dispela asesmen

Toktok long ol wokmanmeri na ol volentia long as tingting bilong asesmen, proses na wanem samting bai kamap bihain, bai ol i ken bekim gut ol kwesten na i no inap apim ekspektesen long wanem kain respons bai kam. (Re)Mekim tok save long ol asesmen tim (wantaim ol draiva) long stretpela pasin long taim bilong wok, aburus long seksuel eksploitesen na abius, noken giaman na korapsen, na wewe bilong stretim gut ol toktok i kam bek na bel wari.

Ol Tul: 10 Code of Conduct Briefing

#### Edvens *taim i gat moa save, taim na risos bilong mekim wok*

##### » Trenim ol wokmanmeri na volentia long rot bilong komyunikesen na fidbek

Trenim ol asesmen tim long gutpela skil bilong toktok na long bekim ol toktok i kambek, wantaim wewe bilong lukautim na stretim gut wanem ol samting ol manmeri i laik lukim. Yusim [one-day training on good communication skills and feedback handling](#)<sup>90</sup>.

##### » Kodinet wantaim ol arasait patna na lokel atoriti

Stap insait long ol arasait miting bilong kodinetim wok na bungim infomesen long wanem ol narapela i wok long mekim, na toktok long ol asesmen plen na painimaut, long luksave long ol hap bilong wok wantaim na yupela bai no inap long mekim seim samting tupela taim. Dispela i toktok tu long komyuniti engejmen na akauntabiliti kodinesen grup.

##### » Sekim wanem samting yu painimaut long asesmen na enalisis bilong yu wantaim komyuniti

Serim ol risalt bilong asesmen wantaim ol komyuniti wantaim ol komyuniti representetiv na sekim gen sapos ol risalt i tru na toktok long ol kain samting we i no klia.

Ol Tul: 17 Community meetings tool

### Ol Eksampel i kam long Movement

#### Ol ki grup we ol i no bin stap insait long asesmen i bin go long ol nid bilong ol we ol i no bin inapim.

Long taim bilong Bhuj Earthquake insait long India, ol wokmanmeri na ol volentia ol i bin askim ol long painim het bilong ples o komyuniti long taun long asesim ol nid. Nogat ol narapela grup ol i bin toktok wantaim ol, na komyuniti i no bin stap tu insait long taim bilong plenim asesmen. Bikos olgeta het i bin man, dispela i mekim na nid bilong planti grup ol i no bin karamapim long rispons, wantaim ol meri na ol turangu ol lik lik grup Muslim na ol aninit grup. Wanpela ki lessen ol i bin lainim em long impotens bilong save long konteks pastem long mekim wanpela komyuniti asesmen, na bilong toktok wantaim ol kain kain grup bai ol i noken abrusim ol long taim bilong asesmen.

#### Harim gut long komyuniti i bin helpim long luksave long ol trupela hevi insait long Bangladesh

Insait long Cox's Bazaar, Bangladesh, ol ICRC i mekim ol komyuniti miting long save long ol prektis na salens long sait bilong lukautim na stretim ol dai we i bin kamap long COVID-19. Ol sesen i bin sainim lait long ol salens long mentenim ol ples bilong planim ol dai bilong komyuniti long taim bilong bikpela ren insait long taim bilong monsun. Dispela infomesen i mekim ICRC long adaptim original plan bilong em long serim ol materials bilong gutpela lukaut na stretim bilong ol dai i go long wok wantaim ol komyuniti long stretim ol infrastraksa hevi i kamap long taim bilong bikpela ren..



Bangladesh 2012 Bangladesh Red Crescent volentia insait long wok painim na kisim operesen insait long Sitagong mad slaid.. © Bangladesh Red Crescent



## Long taim bilong plening

### 4 Toktok wantaim komyuniti na ol nambawan stekholda long ol rispons plen

Dispela i ken sevim taim na risos long konfemim olsem wok bai bungim nid bilon ol manmeri, soim ol kain samting i ken pasim wok na luksave we komyuniti i ken givim sapot.

#### Long liklik mak bilong wok *taim save, taim na risos bilong mekim wok em sot*

##### » Toktok long ol rispons plen wantaim ol ki stekholda insait long komyuniti

Toktok long ol rispons plen wantaim wanpela mix bilong ol komyuniti representativ wantaim ol lida, het bilong grup na asoseisen, ol Red Cross Red Crescent volentia, na lokel otoriti. Sekim olsem ol wok i mas bungim ol nid na ol praioriti bilong komyuniti na askim long ol gutpela wewe tru long karim aut dispela ol wok. Sapos em i nap, toktok long wanem samting i mas kamap long pinis bilong operesen na rot bilong komyuniti na ol narapela ol stekholda i ken ron wantaim ol dispela ol wok.

Ol Tul: [17 Community meetings tool](#) [20 Exit strategy guidance](#)

##### » Askim ol komyuniti long wewe ol i laikim National Society long wok wantaim ol

Toktok wantaim ol maus man na meri bilong komyuniti long wewe National Society i mas wok wantaim ol long taim bilong operesen, wantaim au, wanem taim na wanem infomesen ol i mas serim, au ol i mas lukautim na stretim fidbek, na ol gutpela rot bilong komyuniti long stap insait. Tingim komyuniti long taim bilong plenim wewe bilong givim fidbek na sapos ol bel wari bilong ol long seksuvel eksploitesen na abius, o frod o korapsen i nidim kain kain wewe bilong stretim ol kain hevi. Lukim modul 6 long pes 103.

Ol Tul: [16 FGD guide](#) [15 Feedback kitk](#)

##### » Kodinet insati na outsait long noken mekim komyuniti i belhat o kros

Ol plening kibung bilong insait i save helpim long mekim napim olsem ol sekta plen i wanbel na i no nap kamapim wankain wok tupela taim. Sek wanten ol lain i lukautim mani na ol lain i stretim ol samting olsem ol plen long givim ol samting o pepa mani em isi long kisim pastaim long mekim toktok long sapotim komyuniti. Toktok long ol dispela ol plen wantaim gavman na ol narapela lain husat givim bekim long aburusim long mekim wan kain samting tupela taim luksave long ol sans bilong wok wantaim na ol samting na wok i mas stap orait olgeta taim. Dispela i save daunim hevi long mekim promis i go long ol komyuniti long givim sapot we i no save go wantaim ol polisi bilong gavman e.g., givim mani olsem helpim taim gavman i gat polisi long tambuim dispela.

Ol Tul: [24 CEA checklist for sectors and roles](#)

## Edvens *taim i gat moa save, taim na risos bilong mekim wok*

### » Yusim ol rot bilong mekim patisipetoru plening

Usim rot bilong patisipetori plening, olsem komyuniti woksap na kibung, disain mas lukluk long man meri, valnarabiliti kepesiti asesmen o ol wok olsem renking, disisen tri, meping, etc. wok bung wantaim olgeta grup insait long plening rispons. Lukim pes 52 bilong moa long patisipetori plening.

### » Sekim gen ol plen wantaim komyuniti pastaim long u stat long kamapim

Kamapim wanpela komyuniti kibung long toktok long pinis rispons plen pastaim long upla i statim wok long mekim save olsem em i bungim ol komyuniti nid na wanem samting ol i laik lukim bai kamap. Dispela em i wanpela sans long mekim klia wanem kain samting i no klia o samting we komyuniti i laikim long kamap tasol bai hat long kamap, bekim ol askim na wanbel long wanem samting komyuniti bai mekim.

Ol Tul: [17 Community meetings tool](#)

## Ol Eksampel i kam long Movement

### Komyuniti-lidim we long plening bilong kirapim bek insait long Mozambique

Mozambique Red Cross (CVM) na IFRC i adoptim wanpela wewe we komyuniti i go pas long en long plenim kirapim bek bihain long Strongpela win Idai long 2019. Proses i bin stat wantaim wanpela komyuniti kibung long toksave long Red Cross, toktok long kirapim bek assessmen proses, na bekim ol askim. Ol volentia i bin tren long gutpela communication, Code of Conduct na PSEA pastaim long ol i karim aut wanpela sevei long wanwan wanwan haus long planti sekta. Ol i serim ol data ol i kisim long wanwan wanwan hap long ol toktok ol i mekim long ol fokus grup, ol sisonel kalenda, vulnerability, capacity and hazard mapping, na transect walks. Dispela i go wantaim infomesen ol i bungim long helpim long plenim ol gutpela wewe bilong wok wantaim komyuniti. Ol plening woksop ol i mekim klostu klostu i bin kamap wantaim ol kain kain grup insait long komyuniti long soim ol samting ol i painimaut i kam long ol asesmen. Ol memba bilong komyuniti yet i bin maki mol wok ol i bin laikim long lukim i mas kamap. Wantaim dispela, ol komyuniti tu i bin luksave long wane mol wok ol i ken kamapim ol yet na long wanem hap ol bai nidim sapot bilong Red Cross. Ol komyuniti memba na tim bilong Red Cross team i bin kamapim wanpela taimlain long mekim ol wok long usim ol piksa, ol i makim long wanwan wanwan kala bilong wanwan wanwan sekta, long lukim olsem olgeta man merii bin stap insait long dispela wok, maski ol i skul o nogat. Long dispela hap, wanpela wewe bilong wok wantaim komyuniti ol i bin toktok long en, dispela i go wantaim kamap bilong wanpela komiti bilong komyuniti (ol komyuniti i bin makim na em i gat man na meri wantaim) na kamapim wewe bilong givim bekim. Ol i bin wanbel long bung long wanpela taim long olgeta wik wantaim komiti na wanpela taim long wanpela mun wantaim olgeta komyuniti. Komiti ol i bin trenim ol long Red Cross Red Crescent Fundamental Principles na PSEA na kamapim tems of referens bilong ol yet. Fidbek ol i bin givim long komiti na wanpela tol-fri telefon lain em WFP em i oporetim. Ridim ful kes stadi.



## 5 Toktok wantaim komyuniti na wanbel long wanpela rot bilong makim ol lain bilong kisim helpim na sevis na wanpela rot bilong distributim ol helpim na sevis<sup>91</sup>

Ol komyuniti i no save tumas au o wai ol ed ejensi i save makim husat ol yet i tingim olsem ol i mas kisim sapot a husat i no sapos long kisim, lukim pes 14. Dispela i ken kamapim bel hevi insait long ol komyuniti na mekim ol lain i bilip olsem National Society em wan sait o korap, na em i ken bagarapim tu seif ekases bilong ol wokmanmeri na ol volentia.

**Long liklik mak bilong wok** *taim save, taim na risos bilong mekim wok em sot*

### » Toktok na mekim klia long wewe bilong makim samting na proses bilong makim samting

- Toktok long wewe bilong makim samting long olgeta lain na mekim klia i go long olgeta lain husat kisim samting na ol lain i no kisim samting, long ol kain kain rot na wewe. Dispela i save helpim long aburusim ol giaman stori na bel hevi long go antap na bagarapim ekases
- Maski planti taim em isi moa na hariap moa long askim ol lida bilong komyuniti long makim husat bai kisim sapot, dispela i save mekim isi long National Society long mekim korapsen na i no inap long givim sapot i go long ol lain i nidim stret. Sapos ol komyuniti lida i karim aut tageting, em impoten long sekim ol lis long sekim lik lik hap lain long lukim olsem ol i inapim mak we ol i putim pinis long makim ol lain long givim sapot.
- Putim lis bilong ol lain i kisim sapot long wanpela publik ples i save sapotim trensperensi na i ken helpim long painimaut korapsen tasol toktok wantaim ol komyuniti pastem bikos em i ken putim man long hap we em i ken paitem em na toktok bagarapim em.

**Ol Tul:** 18 Participatory approaches to selection criteria 19 Communication methods matrix

### » Mas redi long bekim ol askim na bel wari

- Rot bilong givim bekim i mas stap long bekim ol askim na ol bel wari long proses bilong makim man. Lukim modul 6 long pes 103
- Bel wari i save kamap olgeta taim bai kam long dispela ol lain husat i pilim olsem i no gutpela olsem ol i no stap insait long dispela mak, olsem na gatim klia proses bilong painimaut dispela ol kes na givim wanpela toktok klia long laspela disisen i go long man meri i mekim bel war toktok. Aburus long stretim kain ol bel wari toktok, i ken bagarapim bilip, kamapim kros, na ol hevi long sait bilong sikiruti.

**Ol Tul:** 15 Feedback kit

### » Toktok long distrusen proses

- Aski mol maus man na meri bilong komyuniti long ol gutpela dei, taim, na wewe bilong serim.

**Ol Tul:** 24 CEA checklist for sectors and roles

**Edvens** *taim i gat moa save, taim na risos bilong mekim wok*

### » Wanbel long mak bilong makim man wantaim komyuniti

- Sapos em inap, wanbel long ol mak bilong makim man wantaim komyuniti bikos ol i gat kain kain lukluk long husat i nidim moa o i ken kisim bagarap moa
- Wok wantaim wanpela bikpela grup, wantaim ol husat i no inap kisim sapot



- Tingim ol bikpela man meri insait long komyuniti na luksave long husat ol i stap antap na husat ol i stap aninit na wewe ol i ken senisim toktok bilong ol manmeri long mak bilong makim na na tageting
- Ol komyuniti i ken i nonap wanbel o save wai ol we bilong makim man em nid, olsem na mekim klia long ol wai National Society i ken helpim olgeta wankain e.g., ol liklik risos.

**Ol Tul:** 18 Participatory approaches to selection criteria

### » Yusim tageting we i beis long komyuniti

- Lukluk long wanem kain kontex, ating bai inap long karim aut tageting wantaim wok bung wantaim bilong olgeta komyuniti. Dispele i ken helpim long mekim proses em fe na op long olgeta. Tasol, em impoten long toktok long dispela opsen pastem na mekim bai sefti na dignity bilog ol manmeri bai nonap lus.
- Wankain tasol, tingim tu ol kain kain komyuniti grup na ol maus man na meri long luksave long husat i mas kisim sapot bhainim mak bilong makim man. Dispela em i wok wantaim ol narapela moa na i no wetim ol komyuniti lida, tasol bai gat nid long sekim gut dispela.
- Sapos yu wok long makim ol liklik grup, askim ol long wewe bilong mekim long aburusim toktok bagarapim ol o putim ol long inap long kisim hevi.

### » Plenim ol proses bilong serim wantaim ol komyuniti na ki stekholda

- Toktok wantaim ol komyuniti grup na husat ol i wok long makim ol, sefpla na gutpela wewe tru long serim sapot, sapos em kai kai bilong ples sapot i kam long pepa mani.
- Askim komyuniti long helpim long lukautim na stretim serim, wantaim husat u ting i no sapos long stap insait

**Ol Tul:** 24 CEA checklist for sectors and roles

## ● Ol Eksampel i kam long Movement

### We bilong wok bung wantaim long wanbel long mak bilong mekim napim bilong pepa mani na helpim long vauasa insait long Nigeria

Nigeria Red Cross Society (NRCS) i bin kamapim Community Resilience Committees (CRC) long helpim long lukautim na stretim gut pepa mani na helpim long vauasa (CVA) olsem wanpela hap bilong respons long traipela ren. Ol komyuniti i bin makim ol CRCs bhainim demokretik na givim trening long ol wok bilong ol, wantaim ol skil bilong toktok na impotens bilong mekim samting na toksave gut long olgeta lain na mekim stretpela samting olgeta taim. Red Cross na ol memba bilong CRC i bin wanbel wantaim long mak bilong makim man, na ol i bin holim wanpela komyuniti kibung bai olgeta lain bai save na wanbel. CRC i bin usim wanpela meping wok long luksave husat namel long komyuniti i bin bungim mak ol i bin wanbel long en. Ol i bin postim ol lis insait long town hall, we ol komyuniti memba i bin inap long lukim, na mekim salens long en sapos em nap, long NRCS tol fri telefon lain. CRC i bin impotent u long mekim klia mak bilong mekim napim i go long komyuniti, lukautim na stretim gut ol giaman stori, na bungim na helpim long bekim ol bel wari. Ol i bin serim tu infomesen wantaim ol komyuniti memba long CVA mak bilong mekim nap, proses bilong serim, na wewe bilong mekim ol askim o mekim ol bel wari toktok long taim bilong raun i go long ol haus na ol komyuniti kibung. NRCS i bin kisim 134 toktok i kam bek, 35 long dispela i bin ol bel wari toktok i kam long ol haus i no wok long kisim CVA. Insait long dispela ol kes, NRCS i bin mekim klia long risen mak bilong makim man wantaim ol liklik risos nan id long go long ol lain bai isi long ol i kisim bagarap.

## Ol isi step bilong wanpela gutpela distribusen insait long Sansiba

Sansiba brens bilong Tansania Red Kros Sosayati (TRCS) i bin usim, ol wewe we i no nidim bikpela mani long lukim olsem gutpela wok wantaim komyuniti na tokaut long wanem samting u mekim long taim bilong ol distribusen long ol samting we i no bilong kai kai i go long 100 haus bhain long ol bikpela ren na wara i buruk. Ol lida bilong ples i bin makim ol haus we i kisim bikpla bagarap, tasol TRCS i bin karim auto l raun long ol haus long sekim ol i bungim mak bilong makim man na givim ol kad long ol wantaim TRCS stem na hanmak bilong kodineta. TRCS nau i serim infomesen long ol mak bilong makim man, det bilong distribusen, ol lokesen, na wewe long kontekim brens wantaim ol askim, insait long ol kibung bilong kominit, ol raun long ol haus na ol megafon. Long dei bilong distribusen, ol i bin putim go antap ol flipsat pepa wantaim ditel bilong wanem ol manmeri bai kisim na ol i bin putim wanpela des bilong helpim we ol manmeri bai inap givim wanpela fidbek pepa o toktok wantaim wanpela volentia.

### 6 Putim komyuniti engejmen na akauntabiliti ektiviti na indiketa insait long rispons plen na bajet

Sapos wok wantaim komyuniti i no stap long plen na bajet i gat strongpela sans ol bai lus ting ting long en insait long ras na presa long bekim.

**Long liklik mak bilong wok** *taim save, taim na risos bilong mekim wok em sot*

#### » Plenim o lwe bilong wok wantaim komyuniti wantaim olgeta tim bilong operesen

Dispela bai mekim napim olsem olgeta bai save long we ol komyuniti bai wok wantaim umi na ol wok namel long sekta bilong ol. Dispela em impoten bilong wewe bilong givim bekim long wanem olgeta sekta bai gat wok long mekim samting na mekim senis bes long fidbek ol bin kisim, bai baim go insait kam long ol wokmanmeri na menjimen em impoten. Kamapim wanpela klia plen long wewe ol bai serim na toktok long fidbek long insait na mekim samting antap long en..

**Ol Tul:** 22 Developing a CEA emergency plan 24 CEA checklist for sectors and roles

#### » Putim tu ol wok bilong wok wanten komyuniti na ol indiketa insait long rispons plen na bajet

Mekim tok klia insait long hap bilong stori long rispons plen na plen bilong mekim wok na wewe infomesen bai ol i serim wantaim ol komyuniti, sapot bilong ol lon stap insait, na we bilong lukautim na stretim ol fidbek. Imas gat ol indiketa long lukautim na stretim dispela, na ol i mas givim mani insait long bajet.

**Ol Tul:** 7 CEA M&E tool

## ● Ol Eksampel i kam long Movement

Hia em sampela eksampel bilong Red Kros Red Krisen plen bilong mekim samting long taim nogut we wok wantaim komyuniti na we long tokaut long samting u mekim em i stap insait tu:

**Askim long helpim disasta rilif fan (DEF) bilong ol strongpela win insait long Lesoto**

<https://adore.ifrc.org/Download.aspx?FileId=446402>

**Askim long helpim long taim nogut bilong Dorien long taim bilong strongpela win long Bahamas**

<https://adore.ifrc.org/Download.aspx?FileId=255686>

## OL INDIKETA BILONG OPERESAN LONG WOK WANTAIM KOMYUNITI NA TOKAUT LONG SAMTING U MEKIM

(bilong planti moa opsen lukime Tul 7: CEA M&E tool)

Dispela em wanpela menu bilong ol potensel indiketa bilong operesen. I no olgeta bilong ol em yupela i bai yusim, tasol em i impoten long putim sampela bilong ol long monitarim ron bilong program taim yupela i skelim wanem we komyuniti i wok long lukim ol samting. Ol infomesen we yupela i kisim long ol komyuniti memba em yupela i mas brukim i go long ol wanwan grup bihainim seks, krismas, na sapos ol i disebol (long wanpela liklik mak) na dispela bai mekim isi long luksave sapos i gat ol gep we i stap long pasin bilong wok wantaim wanwan bilong ol dispela grup.

### Monitarim ol komyuniti engejmen ektiviti

- # / % bilong ol wokmanmeri na volentia i wok long wok long operesen husat i kisim pinis liklik toktok long wok wantaim komyuniti na tokaut long wanem samting u mekim
- Operesen i kisim infomesen long nid asesmen
- Operesen i kisim infomesen long wanpela konteks analisis
- Bilong kain kain komyuniti grup na maus man na maus meri toktok long ol long ol respons plen, long wanwan wanwan ples
- na kain rot ol i bin kamapim long serim infomesen wantaim ol komyuniti long en long wanem samting li wok long kamap insait long operesen, wantaim mak bilong makim man sapos ol i wok long usim
- Bilong ol sans bilong komyuniti long stap insait long lukautim na stretim na gaidim operesen
- na ol kain rot ol i kamapim long kolektim fidbek i kam long komyuniti
- bilong ol operesenel disisen ol i bin mekim bes long komyuniti fidbek

### Monitarim ol level bilong operesen we ol i tokaut long wanem samting ol i mekim i go long komyuniti<sup>92</sup>

- %bilong ol komyuniti memba husat pilim ed operesen i bin givim i karamapim ol impoten nid tru
- % bilong komyuniti memba husat pilim olsem ol wokmanmeri bilong operesen na volentia i tritim ol wantaim respek
- %bilong ol komyuniti memba husat pilim olsem operesen i toktok gut long ol plen na wok bilong mekim
- %bilong ol komyuniti memba husat pilim ting ting bilong ole m ol i holim na stap long taim bilong plening bilong operesen na taim bilong mekim disisen
- % bilong ol komyuniti memba husat save long wewe operesen i bin mekim ting ting long husat i mas kisim helpim na husat bai nonap
- % bilong ol komyuniti memba, wantaim ol liklik grup na ol grup inap long bungim birua, husat i save long wewe long givim fidbek o mekim bel wari toktok long operesen
- % bilong manmeri husat kisim wanpela bekim long fidbek bilong ol long operesen

## Long taim bilong kamapim samting

### 7 Serim infomesen olgeta taim long respons wantaim komyuniti, na usim ol gutpela wewe bilong ol kain kain grup

I no serim infomesen wantel ol komyuniti long respons i ken kamapim ol tok win, giaman ekspektesen, na buruk go daun bilong bilip namel long komyuniti na Nesanel Sosayati.

### Long liklik mak bilong wok *taim save, taim na risos bilong mekim wok em sot*

#### » Kontinu long serim infomesen long respons insait long planti senel

Serim infomesen long ol operesenel plen klostu klostu, muvim ol wok, mak bilong makim man na distribusen proses, ol dilei na salens, na ol rait na entaitelmen bilong ol manmeri Toktok maketim wewe bilong givim bekim na kain sans bilong komyuniti long stap insait Usim planti senel bilong toktok, long wanem wanpela senel bai nonap go long olgeta, na mekim save olsem infomesen em klia, isi na insait long tokples Mekim save bai ol komyuniti volentia i mas save bai ol ken serim stretpela infomesen wantaim komyuniti. Lukim pes 61 insait long ol program bilong mo ditel gaidens.

Ol Tul: 19 Communication methods matrix 14 Q&A sheet for volunteers

#### » Toktok klia taim respons i wok long kam long pinis bilong en na ol narapela rot bilong kisim sapot

Toktok klia taim operesen i wok long pinis, wanem samting bai u givim i go, husat bai komyuniti i ken kontekim long taim bilong hevi na ol sos o riferel bilong sapot long go yet. Wok man na meri na ol volentia i mas save tu, bai ol i ken bekim gut ol askim bilong komyuniti. Pinisim operesen na nogat toksave, i ken bagarapim rilesensip namel long Nesanel Sosayati na komyuniti.

Ol Tul: 20 Exit strategy guidance

### Edvens *taim i gat moa save, taim na risos bilong mekim wok*

#### » Testim a sekim gen wewe bilong toktok

Sekim olgeta taim olsem operesen em i usim senel we i gutpela tru na we ol planti i save laikim, o l wewe, na ol tok ples long go painim ol kain kain grup na olsem infomesen we ol i serim em ol i mas kisim, isi long save na u ken usim. Ol wewe bilong toktok ating bai nid long adaptim long wankain tai mol taim nogut i wok long Senis na situesen i kamap moa.

Ol Tul: 7 CEA M&E tool 19 Communication methods matrix



## ● Ol Eksampel i kam long Movement

### Banglades Red Krisen Sosayati i save winim ol samting bilong COVID-19 we i save pasim toktok

Pastaim Banglades Red Krisen Sosayati (BDCRS) i save usim fest u fes rot bilong toktok wantaim ol komyuniti. Tasol, Nesanel Sosayati i bin apim usim bilong on bilong sosel midia taim COVID-19 i bin putim ol limitesen long wewe ol manmeri i ken bungim. Nesanel Sosayati i bin bihainim gut ol komen long sosel midia akan long save wane mol bell wari stret ol manmeri i bin gatim na bihainim ol pos we ol i kamapim long bekim ola skim. Eksampel, taim BDCRS i bin tokaut long kempen bilong givim sut long fesbuk pes bilong en, manmeri i bin gat planti askim long ol registresen na mak bilong makim man, bai wanpela pos bihain long dispela bai bekim wantaim olgeta ditel. Pastem long u serim samting long publik, ol pos na ol mesij ol i save salim i go long ol BDCRS na IFRC wokmanmeri, ol volentia, na ol femili nap ren, long traim long lukim sapos ol i kisim gut ting ting na sapos ol i nid long senisim liklik. Pesbuk pes bilong BDCRS em "Pesbuk i save sekim" sos bilong infomesen long pendamik, wantaim wanwan pos inap long go long 87, 372 manmeri. Pos wantaim ol piksa na teks, enimesen, laip sesen bilong Pesbuk wantaim ol ekspet, na ol narapela ol vidio long helpim ol manmeri long rejista bilong kisim sut na givim infomesen. Ol askim i kam long pablik ol i save bekim o tokim ol long veksinesen hotlain namba bilong Bangladesh Gavman.

### Gutpela toktok insait long Malawi i save helpim long stretim korapsen bilong ol komyuniti lida

Long taim bilong toktok long resiliens progrem namel long ol fokus grup, ol i bin toksave long ol Malawi Red Kros (MRC) long ol hevi wantaim ol komyuniti lida long kisim ples bilong ol nem long distribusen lis we i bin bagarap moa long wanem kalsa i pasim long autim bel wari insait long Malawi. Olsem na olsem pat bilong respons bilong strongpela win, Nesanel Sosayati i bin kamapim tripela isipela mesa long stopim dispel pasin long kamap:

1. Ol volentia i bin tren long wewe bilong wok wantaim komyuniti, wantaim ol raits bilong ol manmeri, wanem kain infomesen long serim wantaim ol komyuniti na we bilong bungim na givim bekim long fidbek
2. Ol i bin holim ol sesen long tok klia long asua bilong respons, husat bai ol i sapotim, ol samting ol i serim na wewe ol manmeri i ken serim gut ol belwari. Dispela infomesen ol volentia i bin serim long wanpela ten i go long narapela ten.
3. Sistem bilong fidbek na autim bel wari ol i bin kamapim wantaim ol bokis bilong ol toktok, wanpela telefon lain na lukim ol MRCS volentia. Ol i bin sanapim tu ol des bilong helpim long taim bilong distribusen bai ol i ken kisim tu ol kain problem long dispela dei ba stretim hariap.

MRCS i bin inap long aburusim ol kes bilong korapsen o fretim man we ol komyuniti lida inap long mekim long mekim napim olsem ol manmeri i bin save long ol rait na wanem samting ol i sapos long kisim na wewe ol i ken autim bel wari long seif na konfidensel wewe. Wantaim wok bilong karim aut trening i go long olget volentia, MRCS em nau givim liklik toktok long ol komyuniti lida tu, long mekim napim olsem ol i save long wok bilong MRCS na wewe bilong ol long sirotolorens i go long korapsen. [Ridim ful kes stadi<sup>93</sup>](#).

## 8 Sapotim wok bilong mekim komyuniti i stap insait long mekim disisen long rispons

Stap insait i save kamapim gutpela moa operesen long mekim napim komyuniti na Nesanel Sosayati i wok wantaim long antapim kain ol hevi we i ken kamap. I no wok wantaim ol komyuniti i ken kamapim weiwerot bilong mekim wok we i statim antap na i go daun, nogat bilip tumas, na potensel sikiriti na ekkses hevi.

### Long liklik mak bilong wok *taim save, taim na risos bilong mekim wok em sot*

#### » Wok wantaim komyuniti long mekim ol ki disisen

Kamapim ol werot bilong mekim wok, olsem ol planti komyuniti kibung o toktok insait long ol fokus grup, long tingim komyuniti insait long ol ki disisen long operesen. Toktok wantaim wanpela maus man o meri bilong ol seksen bilong komyuniti wantaim ol man, meri na ol narapela ol liklik grup. Eksampel, askim lo ting ting bilong ol narapela long wewe ol wok i mas kamap, toktok long lokesen na disain bilong kain kain konstraksen, askim long input long mak bilong makim man na ol taget lain long kisim samting, disisen long wane mol wok bilong holim or rausim, na wewe long bekim long ol hevi ol i kamap wantaim long fidbek. Lukim pes 64 insait long ol progrem modul bilong moa gaidens.

Ol Tul: 16 CEA FGD tool 17 Community meetings tool

### Edvens *taim i gat moa save, taim na risos bilong mekim wok*

#### » Kamapim ektiv stap insait bilong komyuniti long lukautim na stretim na gaidim operesen, wantaim sapot i go long ol ektiviti na solusen we komyuniti i save go pas long en.

Kamapim ol we long givim i go moa pawa bilong mekim disisen long ol komyuniti, eksampel long ol komiti bilong komyuniti or sapotim ol plen we komyuniti i go pas long en. Toktok long ol hevi bilong operesen na askim long input bilong komyuniti long ol ki disisen. Sekim olsem komiti em u ken bilip long en nae m ken mekim wok bilong en olsem biri namel long komyuniti na Nesanel Sosayati. Lukim pes 64 long moa long stap insait bilong komyuniti na pes 122 long moa long sapotim ol solusen we komyuniti i go pas long en long taim bilong respons long taim nogut.

#### » Plenim 'eksit' wantaim ol komyuniti

Oganasem ol plening kibung wantaim ol maus man na meri bilong komyuniti na ol memba long toktok long wanem i mas kamap bihain long operesen i pinis na wanbel long wanpela eksit plen.

Ol Tul: 20 Exit strategy guidance

## ● Ol Eksampel i kam long Movement

### Ol eksen tim we komyuniti i go pas long em i plenim ol COVID-19 respons wok bilong ol yet

Palang Merah Indonesia (PMI) – Indonesia Red Kros-i save wok wantaim oltaim wantaim ol Komyuniti Bes Eksen Tim (CBATs) insait long ol komyuniti. Dispela ol volentia grup em ol i trenim ol olsem ol fes responsa insait long taim nogut na ol i save kamap olsem link namel long Nesanel Sosayati na bikpela komyuniti. Long sapatim ol komyuniti long go pas long ol respons bilong ol yet long COVID-19, PMI i bin givim pepa mani helpim long CBATs, we ol i ken usim long ol nid tru insait long komyuniti bilong ol. PMI i bin givim wanpela traipela lis bilong ol wok we ol ba usim helpim long en wantaim kontrek tresing, apim helt, mas na prodaksen bilong wasm han stesen, disinfeksion or sevelens, tasol disisen long wewe long usim fanding i bin sindaun wantaim komyuniti. CBATs i bin kisim liklik toktok na trening onlain, ol i bin usim zum na Watsap, we i karamapim gaidens long helpim, mekim bajet na lukluk bihainim na wewe bilong abrusim COVID-19. Long mekim napim ful stap insait bilong komyuniti insait long proses, PMI i bin givim tu trening long ol CBAT memba long werot ol i ken kisim input, ol liklik ting ting, na tokaut long bel wari, long werot ol helpim ol i bin usim long bikpela komyuniti.

### Usim ol wokmanmeri wokmanmeri long ples long plenim na lukautim na stretim ol distribusen insait long Libia

Wanpela ICRC Durabel Riten Program insait long Tripoli, Libia, i bin kamapim ol Wok Grup bilong Komyuniti long helpim long plenim na lukautim ol distribusen bilong ol impoten samting bilong ol haus. Wanpela liflet i givim ol ditel bilong tems of refrens ol i bin serim long taim bilong ol registresen bilong ol haus long mekim napim na putim long pes klia CWG pepos na ol i bin askim ol manmeri long maki mol yet. ICRC i bin usim ol kibung wantaim CWG long serim ol painimaut na toktok long plen bilong eksen. CWG i bin lukautim olgeta lojistik samting bilong distribusen, wantaim mobalaisim komyuniti na helpim long lukautim na stretim ol ekspektesen. Ol i bin sapatim tu tim long go aut long ol komyuniti memba, bungim ol fidbek, na stretim ol tok win. Ol ki lesen ol i bin lainim em long gutpela impek na gutpela toktok na wok wantaim CWG i bin gat long ekseptens level bilong ICRC. Ol komyuniti memba i bin ekspresim tu amamas bilong ol olsem oganaisesen i bin tru long ol sot bilong helpim. Rekomedesen bilong mekim gut samting wantaim set ap bilong CWG long taim bilong asesmen fes na mekim napim gutpela andastending bilong ol kain kain grup insait long komyuniti i kam long sait bilong program..



**Libya 2012** Wanpela ofisa bilong ICRC i bung wantaim wanpela famili we i nogat ples bilong stap. Dispela i kamap long wanpela wok bilong asesim ol nid. © ICRC

## 9 Putim yau long komyuniti fidbek na yusim em long stiaim rispons

Komyuniti fidbek em impoten long save sapos operesen em i wok long bungim nid bilong ol manmeri na long ples we ol i nidim long mekim gut long en. Ol komyuniti memba bai gat ol askim, bel wari, na liklik ting ting, maski wanpela fomel werot bilong fidbek em i stap o nogat, olsem na em i impoten long gatim wanpela rot bilong lukautim na stretim fidbek o i ken kamap long bel hevi na nogat bilip.

### Long liklik mak bilong wok *taim save, taim na risos bilong mekim wok em sot*

#### » Kamapim na mentenim wanpela isipela wewe bilong komyuniti fidbek

Long liklik mak, dispela rot i mas bungim ol dispela ol rekwaimen:

- Gatim at lis tupela senel bilong bungim fidbek, e.g. long taim bilong bungim ol volentia o kisim long ol maus man o meri bilong komyuniti
- Olgeta insait long komyuniti i mas save long werot bilong fidbek na pilim seif na orait long usim, wantaim ol man, ol meri, ol boi, ol gel na ol liklik grup ol inap long kisim bagarap
- I mas gat rot bilong rekodim fidbek, olsem long eksel spreadsit, na long trekim ol hevi we ol i no respon long ol yet
- Ol komyuniti memba i nid long kisim bekim long ol fidbek bilong ol
- WeWe bilong ekt long fidbek ol i mas toktok long en insait long ol kibung bilong ol tim
- Ol hevi we i stap arasait long laukaut bilong Nesanel Sosayati ol i mas salim ol i go long ol narapela ol oganaisesen, gaavman na ol patna
- Olgeta wokmanmeri wokmanmeri na ol volentia i nid long save long wewe fidbek i save wok na wok bilong ol long sapatim
- Em i mas inap long stretim ol sensitive fidbek long sef wewe e.g. seksual eksplotesen na abius, korapsen, ol hevi bilong proteksen
- Sekim gut sapos fidbek i kam long wanpela bikpela hap bilong komyuniti na nogat wanpela i pilim olsem em i no stap insait bihain long em i usim dispela wewe.

**Modul 6, pes 103, i save givim ditel gaidens long wewe bilong fidbek**

**Ol Tul:** 15 Feedback kit 24 CEA checklist for sectors and roles 7 CEA M&E tool  
16 FGD guide

#### » Sekim olsem operesen i bungim nid bilong ol manmeri na i go long ol lain inap long kisim bagarap

Sekim gut operesen em i bungim nid bilong ol manmeri, i go long ol manmeri inap long kisim bagarap, na ol i wok long givim sapat long rait wewe. Dispela ol i ken bungim long ol fomel monitoring proses o long infomel we long ol komyuniti kibung, ol kibung wantaim ol maus man o meri, o long ol fokus grup diskasen wantaim ol kain kain grup.

**Ol Tul:** 7 CEA M&E tul 16 FGD guide 24 CEA checklist for sectors and roles



## » Lukluk gut long operesen bilong ol nogut samting we i no sapos long kamap

Lukluk gut long impek respons i wok long gat long komyuniti long lukim olsem i nogat wanpela nogut samting we i no sapos long kamap we i ken bagarapim ol manmeri. Eksampel, putim ol liklik grup we i inap long kisim bagarap long ol proses bilong makim man o bagarapim ol maket bilong ples long ol distribusen bilong kai kai.

## » Ekt long fidbek na lukluk bihainim data na usim long gaidim respons

Toktok long komyuniti fidbek na lukluk bihainim data olsem wanpela samting long toktok long en insait long ol kibung bilong ol wokmanmeri, volentia na menijmen, wantaim inapt aim long toktok long wewe operesen i mas stretim em yet long mekim samting long ol hevi we komyuniti i kamap wantaim.

**Ol Tul:** 15 Feedback kit

**Edvens** *taim i gat moa save, taim na risos bilong mekim wok*

## » Lukluk bihainim na mekim rotwe bilong fidbek i kamap gut

Karim auto I fokus grup diskasen long bungim fidbek long eksem na bilip insait long we bilong fidbek long ol kain kain grup na diskasim wewe bilong stretim gut mekenisem, eksampel long putim gen ol senel bilong strongim ol respons taim. Lukluk bihainim werot ol i wok long mekim samting bihainim insait na diskasim insait long ol kibung bilong kodinesen long werot long usim na strongim fidbek.

**Tul:** 15 Feedback kit 7 CEA M&E tul 16 FGD guide

## » Wok wantaim ol patna arasait long komyuniti fidbek

Serim ol fidbek ting ting, ripot na/o fidbek data we ol i mekim na no ting ting wantaim ol narapela umantarian stekholda long imel o insait long ol kodinesen kibung. Taim ol i nidim, toktok klia wantaim o insait long ol bailetral kibung long kolektif eksem long stretim ol bikpela ol hevi ol i kamap wantaim insait long komyuniti fidbek.

**Ol Tul:** 24 CEA checklist for sectors and roles

## » Lukluk bihainim efektifnes bilong werot bilong wok wantaim komyuniti

Sekim sapos werot bilong wok wantaim komyuniti em i wok long wok gut na olgeta grup insait long komyuniti ol i amamas wantaim kwaliti bilong infomesen, patispesen na influens ol i gat long operesen-na mekim ol senis taim ol i nidim..

**Ol Tul:** 7 CEA M&E tool

## » Kolekim ol kes stadi long we bilong ol i usim komyuniti fidbek

Kisi mol eksampel bilong taim ol progrem ol i stretim pinis na impek i kamap gut bikos long komyuniti fidbek.

**Ol Tul:** 12 CEA Case Study template

## ● Ol Eksampel i kam long Movement

### Bahamas Red Kros i kamapim wanpela otlain bilong respons bilong strongpela win

Bahamas Red Kros Sosayati (BRCS), wantaim sapot i kam long IFRC, kamapim wanpela tol-fri, hait wan, na konfidensel telefon otlain long bekim fidbek olsem pat bilong respons bilong strongpela win bilong Dorian. Hotlain em op long 9:30 am i go long 4:00 pm Mandei i go long Fraidei na tripela wokmanmeri i save tok Inglis na kriol. Pastaim, ol i bin kamap wantaim otlain long bekim long ol hevi long priped visa kad ol i serim olsem pat bilong respons bilong strongpela win na ol i oporetim long planti mobal fon, we ol BRCS na IFRC wokmanmeri i bin save holim. Tasol lain i bin kamap popular olsem na ol i bin apgredim go long wanpela tol fri otlain we i ken kisim planti kol long wanpela taim long mekim napim olsem nogat wanpela kol ol i no bin ansa long en. As bilong gatim otlain em long stretim wanwan kes long taim bilong kol na planti mesa ol i putim long sapotim dispela, wantaim trening bilong olgeta otlain oporeta, developmen bilong ol stendad proses bilong oporet, givim ol liklik toktok long ol otlain ofisa na presentesen i kam long ol progrem wokmanmeri, na redim na updetim ol Q&A planti taim. Long mekim napim olsem olgeta fidbek em ol i trekim na skelim, BRCS i bin traim planti kain kain werot bilong raitim fidbek, wantaim Eksel na Kobo Tulboks, tasol bihainim ol i bin painim olsem wanpela digital fidbek fom i bin wok gut tru bikos em i bin larim fidbek long stap insait long wanpela ples, maski wanem senel ol i usim. Ol narapela ol gutpela prektis em i go wantaim wok bilong kamapim ol klia riferel patwewe insait na arasait bilong fidbek we ol i nonap long respon long en hariap na ol seperet databes long putim ol sensitive fidbek, we ol PGI wokmanmeri bai wok long en. Olgeta fidbek em ol i sekim na serim long wanpela databes, we pablik can lukim tu. Ol fidbek ripot ol i serim insait na toktok long en insait long ol kodinesen kibung na ol folo ap toktok ol i save holim insait long ol komyuniti miting long ol fokus grup diskasen. [Ridim ful kes stadi<sup>94</sup>](#), wantaim ol tul na lesen ol i lainim

### Harim ol lukluk bilong komyuniti long mekim gut Ebola respons insait long Demokretik Republik of Kongo (DRC)

DRC Red Kross na IFRC, wantaim sapot bilong ol US Senta bilong Disis Kontrol, kamapim wanpela sistem bilong kolek, sekim na mekim samting long komyuniti fidbek long Ebola operesen insait long Isten Kongo. Long taim bilong raun long ol haus na ol komyuniti kibung, ol voentia i kisim ol bel wari, giaman storin a askim we ol i usim ol pepa fom. Fidbek data em ol i kodim na enalaisim long wanwan lokesen na serim wantaim ol lokel komisen bilong komyunikesen we lokel gavman i go pas long en na tu, wantaim ol Ebola Ebolarespons lida na ol rijenel na na global patna, long toksave long ol stretagik toktok na disisen. Long taim bilong pinis bilong Ebola Ebolarespons, moa long 1 milion fidbek koments ol i bin bungim long moa long 800 Red Cross volentia. Fidbek data i bin helpim Red Cross operesen long bekim ol belwari bilong komyuniti na ol liklik ting ting long sem taim, we i bin helpim long kamapim tras na ekseptens bilong ol helt intavensen. Ekampel, ol toktok we Red Cross i bin kisim we i tok olsem ol famili memba i nid long lukim bodi we i stap insait long bodi bek, na bai ol i ken konfemim olsem dispela em i famili o pren bilong ol. Dispela toktok bilong ol i mekim na Red Cross i kisim ol transperen bek we ol i ken lukluk i go insait long en na lukim bodi. Usim ol beg we isi long lukluk go insait i bin helpim long stretim ol lukluk olsem ol bek i bin pulap wantaim ol ston o deti bikos ol bodi pat ol i bin rausim na salim pinis. Bilong moa long fidbek mekenisem insait long DRC, lukim ol stori insait long [Humanitarian Prektis Netwek<sup>95</sup>](#) na [Globe Helt Sekuriti jenel<sup>96</sup>](#).

### Wanpela helpim des i save helpim long sapotim ol distribusen bilong ol rilif samting insait long Itiopia

Itiopia Red Kros Sosayati (ERCS), wantaim sapot i kam long Keneda Red Kros, i bin usim wanpela respons bilong ples drai long traim ol niupela wewe long lukautim na stretim komyuniti fidbek. Nesenel Sosayati i bin putim tu wanpela fidbek des i go long ol distribusen plen bilong ol. Ol i bin toksave long ol komyuniti memba long des pastem long ol distribusen na ol volentia i bin tren long wewe bilong bungim na bekim long fidbek, ola skim, na ol bel wari na wewe long putim dispela i go daun bai ol i ken sikelim bihainim. Ol i bin putim tu wanpela sistem i stap long bihainim ol hevi long taim bilong ol monitoring fil raun long olgeta mun. Wanpela bel wari we i save kamap olgeta taim em olsem sapot ol bin wok long givim ino bin inap, olsem na ERCS i bin inap long usim fidbek long soim olsem mani i bin givim i go long wanwan haus i bin go antap. Nesenel Sosayati i bin kisim tu sans long toktok klia long mak bilong makim man gen na ol sot i bin kamap long taim bilong givim helpim. [Ridim ful kes stadi<sup>97</sup>](#).

## Long taim bilong sikelim na lainim

### 10 Larim komyuniti i stap insait long iveluesen

Ol komyuniti memba i mas kamap wanpela ki sos bilong infomesen insait long iveluesen. Sapos i no helpim ol long kirap bek yet, em nau em i no wok, maski hamaspela samting bilong ed ol i bin serim.

#### Long liklik mak bilong wok *taim save, taim na risos bilong mekim wok em sot*

##### » Aski mol komyuniti memba bilong ol tingting bilong ol long operesen

Askim wanpela hap bilong ol komyuniti memba sapos ol i amamas wantaim ol taim lain, kwaliti na efektifnes bilong sapot ol i bin givim, wewe ol i bin karim aut, na wane mol samting ol inap long stretim long ol futa operesen. Bungim dispela ola skim insait long iveluesen sevei o sapos nogat iveluesen ol i bin plenim, askim dispela insait long ol ki infomen intaviu, toktok namel long ol fokus grup o ol komyuniti miting.

**Ol Tul:** 7 CEA M&E tool 16 FGD guide

##### » Serim ol painimaut aut bilong iveluesen

Seri mol painim aut bilong iveluesen wantaim ol wan wok bai ol narapela i ken kisim gutpela samting long ol lesen u lainim na aburus long mekim wankain rong. Eksampel, long wanpela lesen len woksap o long imelim ol painimaut bilong iveluesen i go long ol wan wok.

#### Edvens *taim i gat moa save, taim na risos bilong mekim wok*

##### » Wok wantaim ol komyuniti long plenim iveluesen

Askim ol maus man na meri bilong komyuniti na ol memba long gutpela wewe tru long karim aut iveluesen. Lukim pes 69 long moa long ol patisipetori iveluesen.

##### » Oganaisim wanpela iveluesen we komyuniti yet i go pas

Larim komyuniti i go pas na karim aut iveluesen proses ol yet. Lukim pes 70 bilong ol eksampel bilog ol patisipetori iveluesen tul.

##### » Toktok long ol painimaut bilong iveluesen wantel ol komyuniti

Go bek long ol komyuniti na toktok long ol painimaut bilong ol iveluesen na neks step wantaim ol, olsem insait long ol kibung na o ol woksap.

**Ol Tul:** 19 Communication methods matrix

##### » Toktok na serim ol painimaut bilong iveluesen wantaim ol patna arasait

Seri mol painimaut bilong iveluesen wantaim ol arasait patna long mekim napim bai ol narapela i ken kisim gutpela samting long ol lesen u lainim na abrus long mekim sem rong planti taim.

### Ol Eksampel i kam long Movement

#### Kenya Red Kros drai taim respons i gat strongpela fokus long ol komyuniti ekspirens

Kenya Red Kros Sosayati (KRCS) i bin usim kain kain tul wantaim, wantaim ol sevei long wanwan haus, ol fokus grup diskasen, ki infomen intaviu, na impoten senis stret, long sekim ol pepa mani trensfa ol i bin givim olsem pat bilong respons bilong wanpela drai taim. Iveluesen i bin toktok long ol fomel, infomel, na ol lida bilong lotu, man na meri, ol husait ibin kisim sapot na ol husat i no bin kisim sapot, wantaim ol narapela ki stekholda. Ol topik ol i karamapim insait long iveluesen em wantaim:

- Relevens na sapos pepa mani trensfa i bin bungim ol trupela nid
- Gutpela bilong respons, wantaim sefti, sapos i bin gat ol narapela taim bilong abius o korapsen, sapos manmeri i bin pilim olsem targeting i bin fe, na sapos manmeri i bin save long fidbek na ol wewe bilong autim bel wari, wanem ol senel ol i bin usim na sapos ol i bin kisim wanpel respons
- Gutpela bilong ol respons, wantaim sapos em i stap long taim na ol risos i bin inap
- Impek, long ol lain husat kisim sapot na ol husat i no kisim na sapos i bin sampela nogut samting i kamap we i no sapos long kamap

WeWe bilong komyuniti bes tageting ol i bin luksave olsem wanpela ki saksen, na ol i lukim olsem em fe na klia long olgeta, wantaim husat tu ol i no bin maki mol. Fidbek mekenisem ol i bin amamas long en wantaim 93% husat i bin wok long tok ol i bin kisim bekim. Ol hap bilong mekim wok i kamap gut moa long en em long i gat wanpela sistem bilong kisim fidbek we ol manmeri i serim long ol lida bilong ples na klia komyunikesen long wanem taim ol trensfa baistop. [Ritim iveluesen, wantaim metodoloji<sup>98</sup>](#).



**Kenya 2017** Joyce i kisim 3,000 KES grent mani long wanpela mani trensfe program (CTP). Ol i usim wanpela mobail mani wantaim MPesa, dispela em i respons bilong Kenya Red Cross long taim nogut bilong ples i drai. © Pierre Grandidier / IFRC

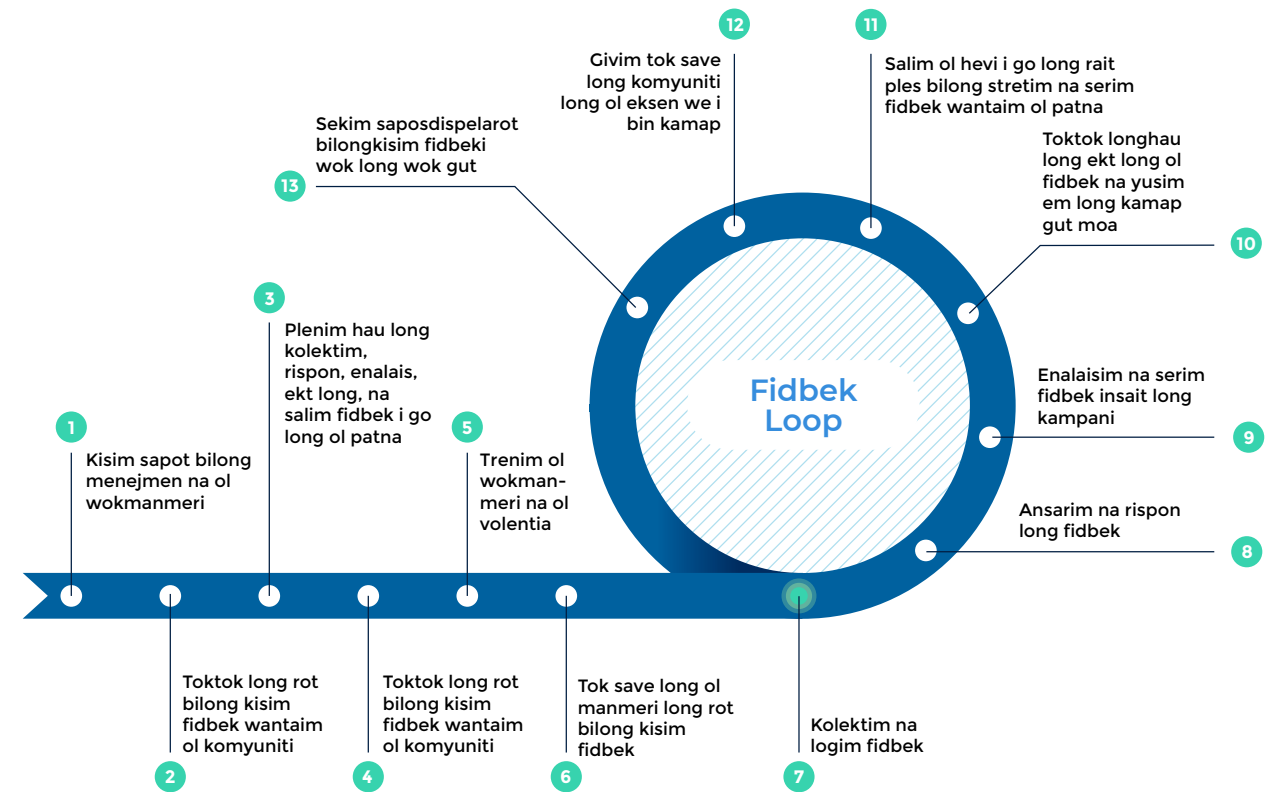




# SEKSEN 6 OL KOMINITI FIDBEK MEKENISEM

Fidbek mekenisem em wanpela sistem bilong kisim, skelim, bekim na mekim samting long komyuniti fidbek, wantaim ol bel wari, askim, rikwes, liklik tingting, ol gjaman stori o preis.

*Setim ap na ronim wanpela fidbek mekenisem*



Fidbek i ken long ol servis na sapot mipla givim, wanpela topik o hevi long wok bilong mipela (eksampel wanpela publik helt wari), o long pasin na kondak bilong ol wokmanmeri na ol volentia. Dispela em wantaim ol sensitif fidbek long seksuel ekspotesen na abius (SEA) na korapsen, na sensitif fidbek i link long vailens o proteksen wari. Yumi ken kisim fidbek long toktok namel long ol komyuniti memba na wokmanmeri na ol volentia, o long ol senel olsem telfon otlain, komplek des o komiti bilong komyuniti. Wanem samting em impoten em olsem yu mekim samting bihain long yu kisim fidbek na givim bekim long en. Evidens Graun Trut Solusen i bungim long 2018 long 6 kantri i bin soim aninit long 50% bilong ol husat givim liklik tingting o autim bel warii bin kisim respons (lukim pes 15).

## Long wanem as tru na fidbek mekenisem em impoten?

- Ol i helpim mipela long mekim gut impek bilong wok bilong mipela long painim auto I hap bilong mekim gut samting, we i save sevim fanding na ol risos insait long longpela taim
- Ol larim yumi long monitarim pefomens long ai bilong komyuniti
- Harim na mekim samting bihain long kisim fidbek em impoten long kamapim bilip wantaim ol manmeri
- Ol i save ekt olsem wanpel eli woning system long helpim mipela long stretim ol hevi pastaim long em i ken go bikpela na i ken bagarapim implementesen o sefti na ekse bilong ol tim bilong mipela.
- Ol i givim wanpela we bilong ol komyuniti long ripotim gut ol keis bilong seksuel eksplotesen na abius o korapsen long ol wokmanmeri bilong mipela na ol volentia
- Ol i givim ol volentia wantaim sampela hap ol i ken salim ol hatpela askim o bel wari we ol i painim hat long bekim
- Manmeri i gat rait long autim bel wari, na yumi gat wok long harim-em insait long Muvmen Kod of Kondak, ol Prinsipel na ol Rul bilong Umanitarien Eksen na resolusen long wok wantaim komyuniti na tokaut long wanem samting yu mekim.

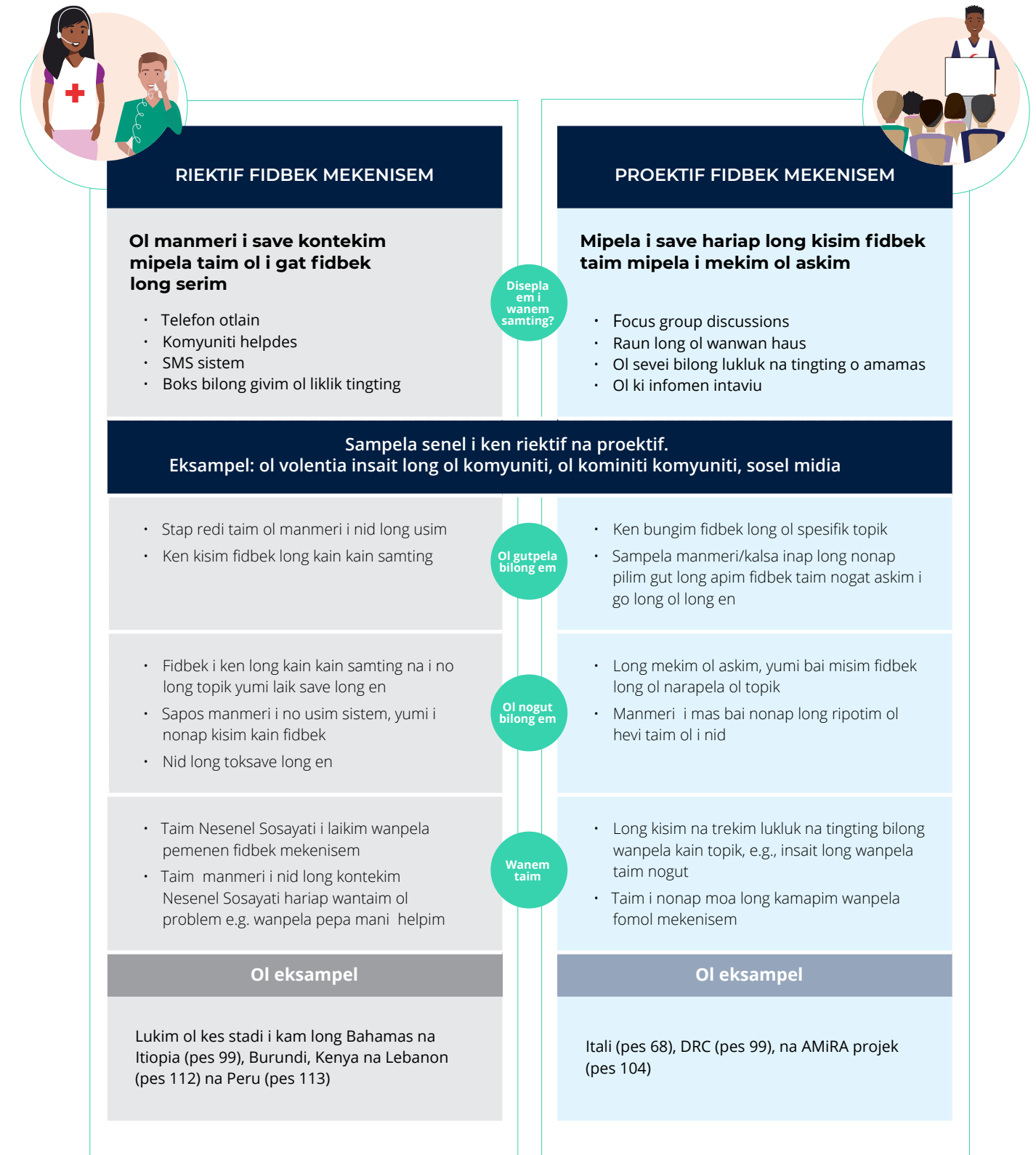
### ● Ol Eksampel i kam long Movement

## Kisim fidbek long ol maigren husat i wok long muv insait long AMiRA projek

Eksen bilong ol Maigren: Ruts Bes Asistens (AMiRA) projek i bin givim asistens, proteksen, na infomesen longo I sevis poin longo I maigren husat i wok long trevel insait long Burkina Faso, Gini, Mali, Naija, na Ijip long we bilong ol i go long Urop. Olsem pat bilong projek, Burkina Faso na Naija Red Cross, wantaim sapot i kam long ol Britis, Denis na Spenis Red Cross na IFRC, kamap wantaim wanpela tri-steij fidbek mekenisem long kisim tingting na lukluk bilong ol maigren na setisfeksan wantaim sapot ol i bin givim long ol sevis poin. Fidbek ol i bin bungim long eksit stretaji bihain tasol long wanpela man o meri i lusim sevis poin, bihain wanpela folo ap seve lon sampela wik bihain long eksit sevei long kisim ol kain senis long ol lukluk na tingting. Bhain tru ol diskasen grup wantaim ol maigren long taim eksit na folo ap seve data ol i sekim long kisim moa save long ol painimaut, toktok long ol solusen, na pasim fidbek lup. Ol askim wantaim sevis spesifik askim long relevens na setiefeksan wantaim ol sevis poin. Ol general askim long ol tingting na luk lk bilong Red Cross, wantaim sapos ol i bin pilim olsem ol i save long ol sevis i stap, ol givim respek long en, ol level bilong bilip insait long Red Cross, tingting na laikim bilong strongim wanwan, ol kominikesen senel we ol i laikim na kamfot long usim fidbek mekenisem. Bihain tru, ol op askim ol i bin askim insait long ol folo ap toktok long save gut long ol as tru bilong ol bekim bilong ol manmeri.. Graun Tru Solusen i bin sapotim fidbek mekenisem na wanpela gaid<sup>99</sup> gaid ol i kamap wantaim long helpim ol narapela long kamapim wankain proektif fidbek mekenisem wantaim ol manmeri i wok long muv.

## Ol kain fidbek mekenisem

I gat tupela we long bungim komyuniti fidbek. Long wanpela riektif system we manmeri i ken kam long yumi taim ol i gat fidbek long serim (e.g. wanpela telefon otlain), o wanpela proektif system, we yumi kisim hariap fidbek (olsem long ol fomel grup diskasen). **Tupela wantaim i impoten na gutpela fidbek mekenisem tru bai usim wanpela miks bilong proektif na ol riektif rot..**





## WANE MEM SENSITIVE FIDBEK?

Sensitif fidbek em kain infomesen we ol komyuniti memba i serim we i ken putim ol o ol narapel long hevi na i gat nid long stretim wantaim was. Em ken long kain brits bilong nesenele o intenesenele lo long sefti, dignity na ol rait bilong ol komyuniti, o kain rong bilong kod of kondak o sefgad polisi. Sensitif fidbek i save wantaim tu:

### • Ol hevi bilong sefgad insait long komyuniti

- Kain fidbek u kisim long vailens, koros pait o proteksen hevi insait long komyuniti, wantaim seksuvel n agenda bes vailens, sail sefgad o korapsen bilong ol komyuniti memba o lida.

### • Ol wari long pasin bilong ol Red Cross na Red Krisen wokmanmeri na volentia, o ol lain i wok wantaim ol umanitarien wokples

- **Seksuvel Eksplotesen na Abius (SEA):** wokmanmeri o ol volentia i wok long askim long kwap gris long kwap long senis wantaim mani, ol wok, ol kai kai o sevis, kwap wantaim ol pikinini (>18), baim ol sevis bilong kwap, o trupela o fretim fisikel intrusen bilong wanpela seksuvel netsa, long fos o long ol anikwel o koesif kondisen
- **Korapsen:** wokmanmeri o ol volentia i wok long stilim ol fan, fevarim femli na fren wantaim wok o helpim, o braibim ol komyuniti memba long senis bilong helpim o sapot
- Na ol narapela ol siries hevi **brits bilong kod of kondak bilong mipela.**

I gat nid long kisim was na lukautim na stretim gut dispela kain fidbek, na long ait we long mekim napim olsem man o meri husat husat serim fidbek bai nonap stap long hevi o kisim bagarap o bai gat ol man or meri bai laik bagarapim em long bihain taim. Ating bai u mas lukautim na stretim long narapela kain we, wantaim ol seperet senel bilong ripot na rekod na wanpela spesol riferel proses bilong mekim napim ol kes ol lukautim na stretim hariap na long ait we. Wokmanmeri wantaim ekspetis long proteksen na privensen bilong SEA na vailens i mas pat bilong tim i wok long kamapim fidbek mekenisem. Lukim Tul 15: Fidbeck kit, [GI ol liklik stended insait long ol gaid bilong taim nogut na tulkit<sup>100</sup>](#) na [PSEA manuel<sup>101</sup>](#) bilong moa gaidens.



**Mexico 2018** Juan Jose Valverde Bona (namel) narapela famili long Morelos, Mexico i wok long kisim ol humeniterien eid i kam long Red Cross bihain long wanpela 7.1 guria. Daniel Cima / American Red Cross

## Ol step long kamapim wanpela fidbek mekenisem

Gaidens aninit em i soim ol step long kamapim wanpela fidbek mekenisem we i wok gut- bilong wanpela Nesenele Sosayati olgeta, bilong wanpela program, o wanpela operesen bilong taim nogut. Moa ditel gaidens long we long kamapim wanwan step em ol i givim insait long Tul 15: Fidbek kit.

**Tul 15: Fidbeck kit** i save givim gaidens na ol tul yumi nidim long usim gut lukluk bilong komyuniti long mekim gut ol progre, operesen na wok long moa ol hap. Em i save go wantaim ol fes step long kamapim wanpela besik fidbek mekenisem, na tu gaidens long we long karim aut komyuniti pesepsen sevei, we bilong skelim ol kwalitetif fidbek komens, we bilong stretim sensitive fidbek, na mekim napim olsem olgeta fidim em ol i stretim gut.

### 1 Kisim menjimen na staf bai-in na sapot

Wanpela fidbek mekenisem i nidim taim bilong ol wokmanmeri, fanding, na wanpela komitmen long mekim ol senis bes long wanem komyuniti i toktok long en, olsem nae m impoten olsem olgeta i stap na save long wok bilong ol.

- Sapos menjimen i sapotim fidbek mekenisem dispela i save salim wanpela strongpela mesij i go long olgeta oganasesen. Soim ol gutpela samting we fidbek mekenisem i ken givim na pointim aut olsem ol komyuniti bai gat fidbek maski i nogat fidbek mekenisem, olsem na i gutpela moa long gat wanpela system i stap long stretim na lukautim fidbek gut na usim olsem wanpela tul bilong mekim gut.
- Toktok long fidbek mekenisem insait long ol kibung na woksap, mekim klia wai ol i nidim na bungim input long we em imas wok.
- Wok wantaim ol dispela ol ki tim hariap:
  - **Wokmanmeri bilong program na operesen,** wantaim gutpela we tru long serim ol painimaut bilong fidbek bai ol i ken save gut na mekim samting long en
  - **Lukautim na stretim infomesen** long helpim long lukautim na stretim na lukim fidbek data bai ol i ken usim long trekim na mekim disisen
  - **IT** wokmanmeri sapos wanpela kain masin o teknoloji ol i nidim
  - **PMER** bai fidbek data i ken stap wantaim insait long wok bilong lukluk bihainim
  - **PGI wokmanmeri** long mekim napim ol seif na kondisenel proses bilong lukautim na stretim na salim go ol sensitive fidbek
  - **HR na legal wokmanmeri** long sapotim ol wok painimaut long ol bel wari long SEA o frod na korapsen we ol wokmanmeri o volentia i mekim.

### 2 Toktok long fidbek mekenisem wantaim ol komyuniti

Em impoten long wok wantaim ol komyunit long plenim fidbek mekenisem, sapos nogat bai u kamapim samting we i no save wok, ol i no bilip long en, o ol grup insait long komyunit bai at long usim.

- Askim ol manmeri long wanem samting ol i laikim i kam long fidbek mekenisem, we ol i laikim long givim fidbek, we ol i laikim long kisim ol respons na wane mol mekenisem i stap pinis insait long komyuniti long stretim ol hevi
- I no olgeta lain bai laikim long serim fidbek long wankain we, olsem na toktok long kain kain grup, wantaim ol man, ol meri, ol gels na ol bois, lapun manmeri, manmeri wantaim disability, na kain ol liklik lain we inap long kisim bagarap
- Toktok wantaim ol kain kain grup long sensitive we long we ol bai pilim seif na gut long serim sensitive fidbek i link long SEA, vailens o korapsen Lukim [PSEA manuel<sup>102</sup>](#) bilong moa gaidens na polisi na ol risos long [sefgading bilong ol pikinini<sup>103</sup>](#).

### 3 Plenim fidbek mekenisem

Plenim we bai bungim fidbek, we bilong givim bekim long en, sekim, na mekim samting long en na salim i go sapos em neseseri, na wanem ol samting i nid long stap long lukautim na stretim dispela gut.

#### » Bungim fidbek

- Usim ol senel komyuniti i laikim, tasol tingim tu ol man meri i gat save long mekim wok insait long Nesanel Sosayati, program, o operesen long sait bilong taim, fanding na ol human risos
- Statim wantaim wanpela o tupela senel (wanpela mas riektif na wanpela imas proektif) na sakim sapos ol i wok, na kamapim isi isi sapos yumi nid long mekim olsem
- Ol opsen bilong kisim fidbek wantaim ol helpim des, ol telefon otlain, ol volentia, ol fokus grup diskasen, ol komyuniti komiti, ol komyuniti kibung, sosel midia etc
- Tingim wane mol senel em ekseabel long wanem ol komyuniti grup, na larim manmeri long serim sensitive fidbek long seif we.

#### » Givim bekim long fidbek

- Taim em inap, fidbek em ol i mas givim bekim long en hariap. Trening na gatim wanpela gaid long ol askim ol i save askim planti taim i ken helpim ol volentia long bekim ol askim ol i save mekim planti taim
- Ola skim we u hat long givim bekim long en kwik tai mem u mas putim go daun na givim bekim long en long bihain taim liklik- noken mekim wanpela giaman bekim
- Ol taim bilong givim bekim bai dipen long konteks tasol imas i nonap abrusim 2 wik. Sensitif fidbek ol i mas salim kwik taim na mekim samting long en kwik taim
- Sapos u hat long mekim samting long en, em impoten long tokim manmeri dispela na mekim klia long wanem as tru na bai hat long mekim o ol bai lusim bilip insait long mekenisem
- We bilong givim bekim em dipen long wanem samting komyuniti i laikim, kain fidbek, na ol wokmanmeri bilong Nesanel Sosayati i gat save long mekim wok. Eksampel:
  - Wanwan askim o bel wari em yumi ken givim bekim i go stret long man o meri husat husat mekim dispela ol askim
  - Ol planti ol hevi we planti manmeri i kamap wantaim, u ken givim bekim long en long public insait long wanpela komyuniti kibung o notisbod
  - Sensitif fidbek i mas wanpela tren ekspet imas respon ait long en oltaim
- Kisim eksen em gutpela respons tru long wanem em i soim olsem Nesanel Sosayati i harim pinis – tasol tokim manmeri long wanem eksen u kisim long strongim bilip insait long mekenisem.

#### » Wok bilong sekim na mekim samting long fidbek

- Olgeta fidbek, maski long wanem we u kisim (e.g. long bungim na lukim pes long ol volentia o long wanpela telefon otlain), imas raitim go daun long wankain ples bai ol i ken sekim oltaim long ol tren. Eksampel, bungim wantaim olgeta fidbek insait long wanpela databases, olsem eksel, we u ken kodim kain kain taip bilong fidbek na trekim ol respons na eksen
- Sensitif fidbek ol i mas putim na stretim em yet
- Mekim napim olgeta fidbek em stap seif na inapim data proteksen gaidlain
- Painim ol difrens bes long lokesen, krismas, na sapos u man o meri etc
- Plenim we bilong toktok na mekim samting long fidbek. Eksampel, i mas wanpela standing agenda samting insait long ol tim na menjimen kibung wantaim inapt aim long presentism ol fidbek tren na disaid long we bilong mekim samting long ol.
- Ol i mas lukim komyuniti fidbek olsem pat bilong lukluk bihainim samting, na stretim wantaim ol narapela data
- Seri mol updet long komyuniti fidbek klostu klostu long Nesanel Sosayati, wantaim ol volentia.

#### » Ol salim go na tokaut bes long fidbek

- Plenim we bilong salim fidbek go we i abrusim skop bilong Nesanel Sosayati o ol narapela ejensi o oganaisesen. Eksampel, serim fidbek insait long ol arasait kodinesen kibung o long mepim ol fidbek mekenisem o fokal poin bilong ol narapela oganaisesen
- Plenim we bai sensitive fidbek bai ol salim go na menjim insait. Dispela i mas link go long ol polisi, olsem Prevensen bilong Eksuwel Eksploitesen na Abius, Sael Proteksen, Frod na Korapsen, Wiselblo na Kod bilong Kondak<sup>104</sup>
- Manmeri i wok long serim ol sensitive fidbek bai nid long folo ap sapat, olsem mentel helt na saikososel sapat, medikal ken a ligel o sosel helpim bai wok wantaim ol PGI wan wok long mekim wanpela meping bilong ol spesolis sevis bilong ol salim go. Lukim modul long sensitive fidbek insait lonf Tul 15: Fidbek kit na PGI tulkit<sup>105</sup> na PSEA manual<sup>106</sup> long moa gaidens long dispela.

#### » Ol plening risos

- Mekim inap olsem i gat inap ol wokma meri long ronim gut fidbek mekenisem, wantaim ol fidbek enla na data input na sekim. Dispela i wok tu wantaim ol wokmanmeri na ol volentia husat husat bai harim fidbek olsem pat long wok bilong ol insait long ol komyuniti
- Luksave long ol kain masin na risos u nidim, olsem ol laptop, sofwe, ol telefon, ofis spes nogat nois, transpot, na trening kos etc
- Mekim napim olsem fidbek mekenisem i ken wok wantaim ol liklik risos we i stap, na sapos nogat, tokaut bilong moa risos long go daun
- Wok wantaim wanpela miks bilong ol man na meri insait long fidbek koleksen tim
- Mekim napim olsem i gat inap fanding bilong fespela 12 mun bilong operesen.



#### 4 Diskasim fidbek mekenisem wantaim ol komyuniti (gen)

Go painim gen ol komyuniti long sekim ol fidbek mekenisem ol i plenim i inapim eksepetesen bilong ol manmeri na ol bai pilim orait long usim.

- Diskasim fidbek mekenisem ol i toktok long en long taim bilong ol komyuniti kibung o faks grup diskasen na luksave long ol kain hap bilong mekim gut samting
- Toktok long fidbek mekenisem insait long ol kibung wantaim ol komyuniti volentia olsem ol narapela mins bilong sekim long ol narapela potensel hevi.

#### 5 Trenim ol staf na ol volentia

Em impoten bilong olgeta long wok wantaim insait long fidbek mekenisem i save long we em i save wok na wanem ol wok bilong ol, long em i ken ron gut.

- Mekim liklik toktok long olgeta wokmanmeri na ol volentia long we fidbek mekenisem i save wok bai ol i ken tok klia gut long ol komyuniti. Stretim kain wari o poret we ol wokmanmeri gat olsem fidbek bai ol i usim long toktok bagarapim wok bilong ol na mekim klia em i wanpela tul long helpim oganasesen long mekim samting gut
- Trenim olgeta husat husat stap insait long ronim fidbek mekenisem long we em i save wok na wanem wok bilong em. Putim wantaim tu trening long sof skil olsem harim na kominiket bilong ol husat husat wok wantaim long bungim fidbek
- Trening long proteksen na PSEA i ken helpim ol wokmanmeri na ol volentia long luksave gut na respon long sensitive fidbek.

**Pakistan** Sadia Jamil, wanpela volentia bilong Pakistan Red Crescent Society, i intaviuim ol sikmanmeri long wanpela helt klinik long noten hap bilong Pakistan. Sadia em i pat bilong wanpela CEA tim we i givim aut ol impoten infomesen i go long ol lain we i stap insait long disasta. Bihainim ol fidbek we ol i kisim, Red Cross Red Crescent i ken mekim progrem bilong em i kamap gut moa na lukim olsem em i inapim ol nid bilong ol manmeri. © IFRC

#### 6 Toksave long fidbek mekenisem

Ol komyuniti i nid long save olsem fidbek mekenisem i stap na we long ekasesim em.

- Toksave long fidbek mekenisem long ol komikesen senel we komyuniti i save usim oltaim, eksampel radio, sosel midia, ol komyuniti komiti, ol posta long ol komyuniti volentia etc
- Mekim napim bai ol komyuniti bai save ol gat wanpela rait long givim fidbek na olsem negative fidbek em ol i bin welkamim long wanem em i helpim Nesene! Sosayati long stretim ol sevis bilong en
- Toktok strong olsem bai nogat ol nogut konsikwens sapos manmeri i autim belwari
- Lukautim na stretim ol ekspetesen long mkeim klia wanem kain fidbek sistem i ken respon long en na hamas taim bai ol i kisim long bekim
- Toktok gut long ol manmeri olsem sensitive fidbek em ol welkamim na bai ol i stretim long sef we na long ait we.

#### 7 Sekim olsem fidbek mekenisem i wok long wok

Karim aut ol sek oltaim long mekim napim olsem fidbek mekenisem em wok, na ol manmeri i pilim orait long usim.

- Sapos fidbek u kisim em wok long go daun long sampela taim o ol narapela ol monitoring em soim sampela ol hevi we ol i no bin kamap wantaim pastem insait long fidbek mekenisem, dispela i ken wanpela sain olsem mekenisem em i no wok long wok long we em sapos long wok
- Painim ol samting i no wankain insait long ol fidbek u kisim i kam long kain kain lokesen o grup. Eksampel, sapol liklik fidbeku kisim i kam long ol meri dispela i ken soim olsem ol i pilim orait wantaim mekenisem
- Toktok wantaim ol komyuniti sapos ol i stil pilim orait wantaim we u bungim fidbek, bekim long en, na mekim samting bihain long en
- Putim wantaim tu ol indiketa long lukluk bihainim pefomens bilong fidbek mekenisem
- Sapos u no kisim sensitive fidbek, noken tingim olsem em minim olsem i no gat- toktok long dispela hevi gen wantaim ol komyuniti long sekim sapos ol i pilim sef long serim dispela kain fidbek



## ● Ol eksampel i kam long muvmen Nesenel Sosayati-waid fidbek mekenisem

### Ol Burundi Red Cross brens kamapim ol fidbek mekenisem

Bihain long lons bilong stretaji bilong Wok Wantaim Komyuniti na Tokaut long wanem samting u mekim bilong em, Burundi Red Cross i bin stat long kamapim ol komyuniti komiti insait long olgeta brens long menjim fidbek na ol bel wari na stap insait long ol wok bilong plening brens. Wanpela kibung ol i bin holim wantaim ol wokmanmeri bilong brens na ol sekretari bilong komyuniti long pasim sapot bilong ol bilong ol komyuniti fidbek, toktok long we ol bai kamapim dispela na linkim go long brens straksa i stap, na we bilong putim go daun na lukautim na stretim fidbek. Bihain, ol miting ol i bin holim wantaim ol lida bilong ples na ol volentia lida long toktok long pepose bilong ol fidbek komiti na makim napim sapot bilong ol. Bihainim dispela, wanpela kibung ol i bin holim wantaim olgeta komyuniti volentia na komyuniti memba, we ol i bin wanbel long makim wanpela tim bilong ol trusted manmeri bai kamapim fidbek na komplek unit na bai ronim wanpela helpim des insait long komyuniti. Bihain ol i wanbel long wanem long kolim dispela fidbek mekenisem na toktok long ol wok bilong em. [Ridim ripot<sup>107</sup>](#).

### Ekspirens bilong Kenya Red Cross bilong kamapim wanpela nesenel otlain

Kenya Red Cross sast taim yumi toktok long en [kes stadi<sup>108</sup>](#) long institusenelaisim wok wantaim komyuniti na tokaut long wanem samting u mekim na tu putim go daun tu proses ol i go tru long en long kamapim wanpela nesenel fidbek na kompeln otlain, wantaim ol ki salens na lessen yumi bin lainim.

### Growim wanpela paillet Nesenel Sosayati fidbek mekenisem

Long 2014, Lebanese Red Cross Society Red Cross(LRCS) i bin pailotim wanpela liklik hotlain long sapotim wanpela mani na voutsasistens (CVA) projek, we British Red CrossRed Crossi bin sapotim. Pastem disasta menejmen tim i bin save lukautim na stretim, em i no long taim ol i givim i go long PMER tim long taim ol fon kol i wok long go antap. Mekenisem em nau ol i putim insait long wanpela sistem na rolim aut long karamapim ol LRCS progrem na ol operesen na namba bilong ol kol i go antap insait long wanwan ia. Ol kol i save kam olgeta tai mem ol kol bilong askim long helpim, ol hevi long ol progrem, askim bilong infomesen, gutpela na nogut fidbek, na wanpela lik lik namba bilong ol fomol komplek. LRCS i save toksave long fidbek mekenisem long kain kain ol senel wantaim tu SMS, long taim bilong mekim ol samting insait long ol komyuniti, ol post ana ol flaya na long ol patna ogonasesen. Ol ki benefit i kam long fidbek mekenisem wantaim LRCS i ken nau bekim moa hariap long ol hevi, olsem ol kes kad o likwiditi isu wantaim ol ejens. Ol progrem wokmanmeri i save ripotim tu ol infomesen we mekenisem i save givim em i gat gutpela us long skelim na adaptim ol sevis bilong ol long bungim gut ol nid bilong ol manmeri. Sampela sakses bilong fidbek mekenisem em long fekt olsem em i bin stat long lik lik na ol i wok long mekim gut oltaim na ol i adaptim bes long ekspirens. [Ritim ful ripot<sup>109</sup>](#).

## ● Ol Eksampel i kam long muvmen Ol Progrem fidbek mekenisems

### Usim Watsap insait long Peru long respon long ol COVID-19 askim na rikwes

Taim COVID-19 pendamik i bin fosim Peruvian Red Cross (PRC) na IFRC long stopim ol wok we ol man i save bung na lukim pes wantaim populesen bilong ol maigren bilong Venezuela, ol i bin nidim long painim wanpela niupela rimot we long givim helpim na respon long fidbek. Asesmen pastaim i bin painimaut olsem 78 pesen bilong ol maigren bilong Venezuela insait long Peru i gat eksem long wanpela mobail fon na 99% i save usim Watsap na Fesbuk long kisim infomesen. Olsem, wanpela Watsap bisnis lain ol i bin kamapim long bekim ol askim o tupela tingting long pendemik, givim infomesen long privensen, na luksave, lukluk bihainim, na stretim ol giam stori o fek nus long COVID-19. Wanpel set bilong ol ki mesij long COVID-19 privensen na respons, wantaim wanpela kwesten na ansa pepa, ol i bin redim pas bai ol watsap lain oporeta bai usim. Pastaim lain ol i bin lonsim wantaim tupela oporeta bilong wok wantaim komyuniti, tasol bihain ol wokmanmeri bilong hausik ol i bin karim kam insait long sapot wantaim sampela ol askim. Ol i bin kamapim wanpela watsap grup namel long ol oporeta long helpim long kodinetim ol bekim na ol gaidlain ol i kamapim long putim go daun na bihainim ol respons. Statim long taim bilong lons bilong en, lain em kamap popular na nau em i save repon long planti ol askim, na sapotim tu populesen bilong Peru. [Ridim ful ripot<sup>110</sup>](#) long painimaut we long kamapim lain na eksem ol lessen u bin lainim na ol tul.



Colombia 2018 Tupela maigrent bilong Venezuelan migrants i ringim ol famili bilong ol nambawan taim bihain long ol i bin lusim Venezuela. © Erika Pioeros



## Nepal, 2014

Kabilash Secondary School i ranim wanpela Red Cross programme wantaim Junior Red Cross Volunteers (JRCVs) na ol i lainim long redi long disasta na wanem samting bilong mekim insait long taim bilong wanpela imejensi. Ol pikinini i bildim wanpela 'retaining wall' long helpim long banisim skul bilong ol long ol guria na graun bruk, na tu ol i stadi long besik fes eid na prektis long mekim evekuesen na ol narapela imejensi prosidia.

© Rob Few / IFRC

# SEKSEN 7 WOK WANTAIM OL KROS KAT AP

## Proteksen, genda na inklusen

Wok wantaim komyuniti na tokaut long samting u mekim wantaim i save em long mekim napim olsem olgeta Red Cross na Ret Krisen program na opororesen long taim nogut em i lukluk long ol manmeri, inklusif, trusted, na sef. Maski ol i gat gol ol i save serim, CEA na PGI i save lukluk long kain kain espek bilong kwaliti progreming. Taim CEA i save givim ol we na ol tul long mekim napim bai ol i harim ol nek bilong ol komyuniti memba gut na usim long gaidim wok bilong mipela, PGI i save wok long mekim napim ol mipela i no mekim samting nogut na nogat wanpela em mipela i lusim em bihain, lusim em autsait o lusim em long hap i no sef. Olsem, CEA na PGI we em ol i bin nidim long mekim napim ol gutpela kwaliti progrem na operesen we i gat longpela, positif impek bilong ol komyuniti.

## Wane mem PGI?

Proteksen, genda na inklusen (PGI) i save diskribim IFRC we long stretim ol asua, ris na ol konsikwens bilong vailens, diskriminesen na eksklusen insait long wanpela intagret we.

“Proteksen” na “Inklusen” lukluk long ol wanwan eksen we ol i kisim bilong gutpela bilong ol manmeri husat husat i ken bungim bagarap. “Gender and diversity” i lukluk long ol planti ol samting wewe yumi ken tingim long mekim proteksen na inklusen i kamap gut.

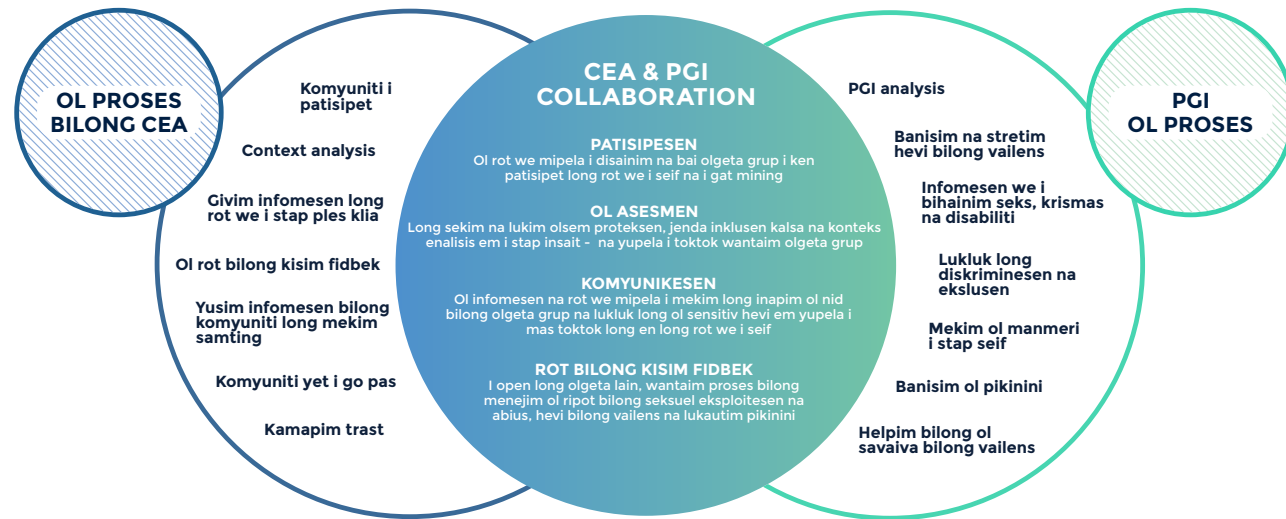
Dispela wewe i save stretim wantaim ol feka we i intarilet we i ken afektim ol birua na konsikwens bilong vailens, diskriminesen, na eksklusen. Long lewa bilong PGI wewe em wanpela wok sikelim long wewe wanwan man meri em i bin kisim taim long wewe bilong en yet long ol sok na krasis, bes long ol pawa rilesen i stap pinis, ol straksa na ekses long ol besik risos na wewe dispela i save kamap long kain kain level bilong valnarabiliti, kepesiti, ol birua na eksposa long vailens. Dispela i save bagarapim ekses bilong ol long helpim na proteksen na ol manmeri i gat save long mekim wok long kop na kamap orait gen.

IFRC's wok long stretim ol wari bilong PGI em i kamap long dispela ol fopela gaiding prinsipel, Diginiti, Ekses, Patisipesen na Sefti (DAPS) wanem em ol konaston raun long [“ol IFRC Minimem Stended bilong Proteksen, Genda na Inklusen insait long ol Taim Nogut”](#) em kamapim.

PGI i save go wantaim ol spesolais sevis, we i mas kamap long husat husat wantaim gutpela trening na teknikal skil, wantaim disability inklusen, inklusen bilong ol seksuel n agenda mainoroti, genda ikwaliti, pait long rausim resisem, sail proteksen, prevensen na respons long seksuel n agenda bes vailens (SGBV), prevensen bilong seksuel eksplotesen na abius (PSEA), na trefikim ol man meri (TiP).

Bilong wanpela diskipsen bilong CEA, lukim pes 11.





## Wok namel long CEA na PGI

### CEA bai helpim PGI olsem wanem?

- Long taim bilong mekim genda na daivesiti analisis wantel ola skim long save gut long ol trusted senel na ol sos bilong infomesen bilong kain kain genda nae j grup insait long komyuniti, wantaim wewe manmeri i kam long kain kain grup bai pilim orait mo long serim fidbek
- Gaidens na ol tul long patisipetori plening na projek menjimen wewe long mekim napim ol komyuniti i ken pilai wanpela ektif na miningful rol insait long disaing, na implementesen, na gaidim ol PGI program na wok
- Ol gaidens na ol tul long wok gut wantaim ol komyuniti komiti na ol program maus man o maus meri na mekim napim olsem ol i mas mekim wok bilong ol
- Ol tul na sapot bilong kamapim ol rot bilong komyuniti long givim fidbek, long kisim fidbek long ol PGI sevis, wantaim sensitive fidbek
- Trening bilong ol PGI wokmanmeri na ol volentia long wok wantaim komyuniti na o lwewe bilong tokaut long wanem samting ol i mekim
- Ol gaidens na tul bilong lukluk bihainim komyuniti setifeksen na ol level bilong wok wantaim na tokaut long wanem samting ol i mekim insait long ol PGI wok na program.

### PGI bai helpim CEA olsem wanem?

- Ol tul na gaidens long kamapim wanpela genda na daivesiti analisis (olsem pat bilong konteks analisis-lukim pes 46), we i laikim long save we genda bilong manmeri, disability, krismas, ples ol i kam long en, nesenaliti o sitisensip, tok ples, rilijes bilip, tingting long politik, sosel bekgraun, seksuel orientesen, fisikel apiarens, na kala; ol impek bilong level bilong ol beria ol i fesim insait long ol efot bilong ol long bungim ol besik nid, long luksave long en, na tingin tu, na stap sef long bagarap
- Helpim long mekim napim sistematik koleksen bilong seks, krismas, na disability disagriget data
- Gaidens na sapot long developim na adaptim infomesen long risim gut ol kain kain grup, eksampel ol pikinini, ol meri, na manmeri wantaim disability
- Gaidens long wewe long wok wantaim ol komyuniti long sef we na nonap kamapim bagarap long ol sensitive topik, ol SGBV, ol genda rol, diskriminesen bilong ol lik lik grup, o sail sefgading
- Gaidens na sapot long mekim napim olsem sensitive fidbek em i link long PSEA, sail sefgading, ol viktem bilong vailens, wantaim SGBV na ol narapela ol proteksen hevi, ol i konek long wanpela intenol proteksen mekenisem na rifarel patwe na ol i stretim gut wantaim wanpela savaiva-senta apros
- Ol sapot na teknik long stretim ol salens i go long ektif na sef patisipesen bilong ol meri, pikinini, ol lapun, manmeri wantaim disability na ol narapela lik lik grup long taim bilong disainim na gaidim ol program na ol operat ions – na olsem bai yumi noken helpim long mekim bikpela ol inikwaliti na inkris proteksen birua insait long ol komyuniti long ol rot yumi wok long usim.

## Ol eksampel i kam long Movement long CEA na PGI i wok wantaim

### Daunim SGBV long Cox's Bazar, long Bangladesh

Taim wanpela asesmen i painimaut olsem COVID-19 sik i wok long mekim SGBV, leba bilong pikinini, na trefiking bilong ol manmeri i wok long i kamap bikpela moa insai tlong ol refuji kem bilong Cox Bazar, ol tim bilong CEA na PGI long Bangladesh Red Crescent Society (BDRCS) i bin wok wantaim long kamapim na serim infomesen long hau long stopim SGBV na trefiking bilong ol manmeri long kamap na hau long lukautim pikinini gut long taim bilong sik, na wanem ol fri sevis na rot bilong kisim helpim i stap insait long kem. PGI i go pas long ol sesen insait long komyuniti na CEA tim i helpim long givim aut infomesen long laud spika, ol ples bilong givim infomesen, na long ol haus.

### Sapotim ol rilif tim long strongim CEA na PGI long taim bilong mekim distribusen long Mozambique

Olsem pat bilong rispons long Cyclone Idai, CEA na PGI wokmanmeri i bin wok wantaim long kamapim wanpela seklist bilong ol rilif distribusen. Dispela seklist i helpim ol rilif wokmanmeri bikos em i givim wanpela pes pepa we i gat tok save na ol eksen bilong mekim bipo, namel na bihain long ol distribusen long inapim ol liklik stendet bilong CEA na PGI.

### Ol PGI tul bilong helpim yu

- [PGI in a nutshell](#)<sup>12</sup>
- [PGI in emergencies toolkit](#)<sup>14</sup>
- [PGI minimum standards](#)<sup>13</sup>
- [Inclusive programming framework](#)<sup>15</sup>



**Bangladesh 2020** Kyoko Miyamoto, wanpela PSS ofia wantaim Japanese Red Cross i toktok wantaim ol yangpela gel long wanpela spes bilong ol pikinini long Hakimpura kem long Bangladesh. © Victor Lacken / IFRC



## Senisim pasin na risk komyunikesen na komyuniti engejmen

Ol patisipetori rot em ol i wanpela impoten pat bilong helt, WASH, na ol progrem bilong senisim pasin na daunim risk, wantaim [eCBHFA<sup>116</sup>](#), [epidemic control for volunteers \(ECV\)<sup>117</sup>](#), [8 Steps for Hygiene Promotion Action<sup>118</sup>](#) na [Climate Smart Programming and Action<sup>119</sup>](#), wantaim ol rispons i go long ol helt imejensi. Tasol, **olgeta** Red Cross Red Crescent progrem na operesen i mas sekim na lukim olsem ol i inapim ol liklik eksen bilong kamapim gutpela komyuniti engejmen na akauntabiliti we i stap insait long seksen foa (lukim pes 38) na faiv (lukim pes 74). Ol dispela eksen em yupela i ken yusim olsem wanpela samting bilong helpim yupela long tingim bek ol samting o yusim olsem wanpela tul bilong 'sekim gen' wanem samting yupela i bin mekim pinis na luksave long sampela gep o eria we yupela i ken mekim komyuniti engejmen i kamap strong moa. Dispela seksen i tokaut long sampela bilong ol rot we yupela i ken yusim ol tul bilong komyuniti engejmen na akauntabiliti na ol rot we yupela i ken yusim long mekim kwaliti, impek na sustainabiliti bilong ol progrem bilong senisim pasin i kamap gut moa, na wankain tu long ol epidemik rispons, taim yupela i lukluk long ol lesan we ol narapela insait long Movement i bin lainim.

### Wanem samting em i wok bilong senisim pasin?

Wok bilong senisim pasin em i laik mekim wanpela samting i kamap gut moa taim em i sapotim ol komyuniti memba long kisim na bihainim ol seif na helti pasin. Eksampel, taim ol i helpimol manmeri long yusim ol moskito net we i gat marasin o wasim han bilong ol long ol impoten taim long abrusim sik. Tasol, wok bilong senisim pasin em i no samting we i bai kamap wanpela taim tasol: em i wanpela proses we i save bihainim sampela steij. Ol dispela steij i stat taim ol manmeri i lainim wanpela problem (1 = save), i gat gutpela tingting long wanpela senis long pasin we i ken daunim dispela problem (2 = tok orait), kamapim laik long senisim pasin (3 = laik), putim ol nupela pasin i go insait long ol pasin bilong em (4 = prektis) na bihain em i ken promotim dispela pasin i go long ol narapela (5 = tokaut na soim pasin long ol narapela). Lukim [IFRC Behaviour Change Guidance<sup>120</sup>](#) long lainim moa long dispela topik.

### Wanem samting em i risk komyunikesen na komyuniti engejmen?

Risk komyunikesen na komyuniti engejmen (RCCE)<sup>121</sup> em i wanpela nambawan pat bilong helt rispons i go long wanpela bikpela sik na em i toktok long ol proses na rot bilong bihainim wanpela sistem long wok wantaim na toktok wantaim ol manmeri na komyuniti long strongim ol na helpim ol long bihainim na kisim ol helti pasin long stopim spred bilong sik nogut taim i gat wanpela autbrek. Dispela em i toktok long ol kain samting olsem:

- Kamapim wanpela sistem bilong kisim fidbek bilong komyuniti long klia gut long ol bilip, pret, tok win, kwesten, na tingting we i wok long stap insait long komyuniti long ol sik na yusim dispela fidbek long givim rispons i go long komyuniti.
- Serim stretpela infomesen long taim we i toktok long bikpela sik na yusim ol rot we ol manmeri i save trastim, long sapotim ol manmeri long bihainim na kisim ol dispela prektim na daunim spred bilong sik na daun pret, tingting nogut, na wari taim yupela i respond long ol giaman infomesen we i stap long komyuniti.
- Luksave na sapotim ol ansa we komyuniti yet i go pas long en long daunim spred bilong sik na kontrolim autbrek, bikos ol eksen bilong ol komyuniti memba bai pinis – o strongim – wanpela autbrek.

RCCE i helpim long kamapim trast insait long ol lain i save rispon long ol hevi bilong ol manmeri, na dispela em i impoten tru taim i gat wanpela autbrek na ol manmeri i pret, dispela giaman infomesen na tok win i save mekim i hat moa long ol manmeri long luksave wanem infomesen em i tru na ol i ken trastim. Dispela i ken mekim ol manmeri i bihainim na kisim ol pasin we i no inap helpim ol, na i mekim risk bilong sik i go antap. Ol komyuniti husat i no klia gut o kisim ol dispela helpim long sait bilong helt, o i lukim olsem ol i no gutpela samting, em ol i save yusim vailens, na dispela i bin kamap long taim bilong Ebola autbrek long Democratic Republic of Congo (DRC). Pasin bilong nogat trast i save stopim pasin bilong wok wantaim komyuniti na ol manmeri bai no inap long wokbung insait long ol ektiviti bilong stopim spred bilong sik, kain olsem repid ripoting na aisolesen (isolation) bilong ol lain i sik.

## BILONG WANEM KOMYUNITI ENGEJMEN EM I WANPELA IMPOTEN PAT BILONG WOK BILONG SENISIM PASIN NA RISK KOMYUNIKESAN?

### 1. Mipela i no inap long senisim pasin bilong ol manmeri

Ol i nid long stap insait long ol ektiviti, klia gut long ol samting na sapotim dispela proses.

### 2. Wok bilong senisim pasin em i narakain wok

Nogat wanpela taim dispela wok em i isi, kain olsem yu tokim ol manmeri long mekim samting, na ol bai mekim.

### 3. Komyuniti i save long wanem samting em i gutpela

Ol komyuniti i save long wanem samting em gutpela na wanem samting ol bai nidim long strongim ol seif na helti pasin na wanem ol samting bai stopim ol seif na helti pasin long kamap.

### 4. Trast em i nambawan samting

Sapos ol komyuniti i no trastim yumi, ol bai no inap harim yumi o kontribut long ol progremo bihainim ol eksen we mipela i nidim long kontrolim bikpela sik na ol i ken kros na pait long yumi.

### 5. Mipela i nid long putim yau na harim na bihainim

Pasin bilong kisim fidbek em i impoten tru long klia gut long tingting bilong komyuniti na senisim ol progrem na rispons bilong mipela bai ol i ken i gat mining na i wok gut.



**Thailand 2019** Thailand 2019 Insait long pat bilong wanpela projek bilong daunim risk bilong disasta we ol skul i wok long ranim, Thai Red Cross' Relief and Community Health Bureau i tisim ol fes eid skil i go long ol sumatin. © TRCS

## Hau bai komyuniti engejmen i sapotim ol progrem bilong senisim pasin na RCCE?

### 1. Klia gut moa long komyuniti na i no lukluk long sampela pasin tasol

Taim yumi putim ol kwesten i kam long komyuniti engejmen na akauntabiliti asesmen tul i go insait long wok bilong senisim pasin na ol epidemik rispons asesmen. Eksampel, ol kwesten bilong helpim yupela long save wanem ol ples ol wanwan grup i save trastim na i save kisim infomesen long em, hau ol bai pilim orait long givim fidbek, wanem ol tingting ol i gat long Red Cross Red Crescent, o level bilong rilesensip na wokbung i stap namel long ol kainkain grup.

- Lukim pes 40 long tok stia long ol asesmen na konteks enalisis
- Yusim Tul 13: CEA in assessments and Tul 16: FGD guide

### 2. Givim infomesen long ol as tingting bilong ol progrem – i no long ol pasin o o ol risk tasol

Givim aut infomesen long oganaisesen na as tingting bilong wanpela progrem o as tingting bilong wanpela rispons em i wanpela pos bilong akauntabiliti na i save mekim trast i kamap gut moa namel long oganaisesen na komyuniti we dispela oganaisesen i wok long en. Bipo, ol National Society em ol i gutpela tru long toktok long helt, haijin na ol hevi bilong DRR, tasol sampela taim em i save lus tingtin long givim infomesen long tokaut klia husat em i National Society, wanem em ol as tingting na taimlain bilong progrem o operesen, na bilong wanem ol samting i no kamap long taim, wanem em ol salens, o senis i kamap.

- Lukim pes 61 na 93 long kisim moa tok save long givim infomesen we i tokaut klia long ol samting
- Yusim Tul: 17 Community meetings tool na Tul 19: Communication methods matrix

### 3. Strongim komyuniti patisipesen na sapotim ol rot bilong mekim wok we komyuniti yet i go pas long en

Ol progrem bilong senisim pasin em ol i save yusim patisipetori rot bilong mekim wok. Tasol, sampela bilong ol tul na seklist i kam long dispela gai i ken helpim long strongim patisipesen long saikel bilong progrem. Eksampel, wantaim tok stia long kamapim ol komiti we i balens gut na i makim olgeta lain, wok bilong wanbel long seleksen kraiteria na tageting, dispela em i lukim olsem i gat patisipesen i kamap long taim bilong mekim progrem. Long taim bilong wanpela bikpela sik, em i impoten tru long wok wantaim ol komyuniti long painim ol lokal, gutpela ansa bilong stopim spred bilong sik. Ol komyuniti memba i klia gut long ol kainkain salens we komyuniti bilong ol bungim na hau ol lo bilong pablik helt kain olsem stap longwe long narapela, kontek treising (contact tracing), na aisolesen (isolation) em ol i ken senisim liklik long mekim em i wok insait long envairomen bilong ol.

- Lukim pes 42 long tok stia bilong patisipesen insait long ol asesmen
- Lukim pes 52 long tok stia bilong patisipesen insait long plening na disain
- Lukim pes 89 long tok stia bilong patisipesen insait long diskasen na na mekim wanpela seleksen kraiteria
- Lukim pes 64 long tok stia bilong patisipesen insait long taim bilong mekim wok na monitarim wok
- Lukim pes 69 long tok stia bilong patisipesen insait long ol iveluesen
- Yusim Tul 16: FGD guide, Tul 17: Community meetings tool na Tul 18: Participatory approaches to selection criteria
- Lukim [guide to developing community-led solutions to COVID-19](#)<sup>122</sup>
- Lukim [guide on promoting children's participation in the COVID-19 response](#)<sup>123</sup>.

### 4. Setim ap rot bilong kisim fidbek long komyuniti

Ol gutpela rot bilong kisim fidbek<sup>124</sup> bilong helpim ol progrem bilong senisim pasin na ol rispons bilong ol bikpela sik long monitarim ol bilip, pret, kwesten na tingting we komyuniti i givim long stretim wanpela hevi na tu long sait bilong oganaisesen. Putim yau na harim na mekim samting long ol fidbek bilong komyuniti i save strongim pasin bilong trast insait long wok. Na tu, dispela em i save strongim impek, taim ol i serim ol infomesen na mesej wantaim ol komyuniti, ol i ken apdetim dispela infomesen long toktok long ol wari, tingting, tok win we i wok long raun insait long komyuniti. Dispela em i toktok tu long pasin bilong sapotim ol voelntia long mekim ol gutpela toktok wantaim ol komyuniti na mekim infomesen i inapim ol wanwan nid o wari bilong ol kainkain grup. Rot bilong kisim fidbek bilong komyuniti em i ken helpim tu long luksave long ol hevi i kamap long ol samting, kain olsem ol toilet, ol bilding bilong wasim han o ol tritmen senta, we i ken daunim mak bilong kapasiti bilong ol manmeri long mekim ol pasin we i seif na helti moa.

- Lukim pes 103 long tok stia long setim ap wanpela rot bilong kisim fidbek.
- Yusim Tul 15: Feedback kit
- Lukim [COVID-19 community feedback package](#)<sup>125</sup>

### 5. Mekim ol wok bilong sosol mobailaisesen taim yupela i yusim kainkain midia na dijital komyunikesen

Ol rot bilong midia kain olsem redio, TV, na sosol midia i ken helpim long mekim planti manmeri moa i harim dispela tok save na em i gutpela moa long tredisinel pasin bilong bungim ol lain na lukim ol na toktok long ol. Dispela rot bilong yusim midia em bai helpim yupela long givim tok save i go long bikpela namba bilong ol manmeri insait long sotpela taim. Ol eksampel em, toktok long ol redio so wantaim ol savamanmeri na ol manmeri i ken ring i kam na askim ol kwesten, putim ol mobail sinema wantaim ol sotpela muvi, kamapim ol WhatsApp grup we i gat ol savamanmeri i stap long en bilong ansarim ol kwesten, o yusim sosol midia pletfom kain olsem Facebook o Twitter long givim ol tok save.

- Yusim Tul 19: Communication methods matrix
- Lukim [community and engagement hub for training packages on using radio, mobile cinema and social media](#)<sup>126</sup>
- Lukim [COVID-19 guide on using social media for risk communication](#)<sup>127</sup>.

### 6. Trenim ol wokmanmeri na ol volentia long komyuniti engejmen na akauntabiliti

Olgeta wokmanmeri na volentia i nid long gat gutpela save na i inap long engej wantaim ol komyuniti insait long ol progrem na operesen. Ok komyuniti engejmen trening pekej i ken givim ol gutpela seksen o ektiviti we yupela i ken yusim long mekim ol helt, WASH na DRR trening pekej i kamap gutpela moa. Eksampel, tupela-de engejmen trening bilong ol brens i gat ol seksen we i toktok long pasin bilong mekim komyunikesen i klia, ol patisipetori rot bilong mekim wok, na ol rot bilong kisim fidbek. Long mekim COVID-19 rispons insait long Africa, helt na komyuniti engejmen na akauntabiliti tim i kamapim wanpela wokbung bilong ECV na RCCE trening pekej we ol i bin givim long ol grup we i gat ol wokmanmeri bilong helt, komyuniti engejmen na akauntabiliti, WASH, na disasta menejmen.

- Lukim [community engagement hub for a range of volunteer, branch and program manager level CEA training packages](#)<sup>128</sup>
- [Daunlodim COVID-19 ECV na RCCE trening pekej](#)<sup>129</sup>

## OL MISTEK WE I SAVE KAMAP PLANTI TAIM, O OL SALENS?

- Komyuniti engejmen na akauntabiliti i mas noken go pas long wok bilong IEC (information and education communication) meteriel na nambawan tok save – ol dispela em ol helt WASH, na disasta risk ridaksen savamanmeri i mas kamapim
- Planti fokas tumas long ol tok save i kam long wanpela sait tasol, na lukluk long dispela olsem em i wanpela rot bilong senisim ol pasin
- Ol komyuniti fidbek em i yumi ken yusim long senisim wanem samting yu tok (ol tok save), na i no wanem samting mipela i mekim (senisim ol progrem ektiviti)
- I no kodinetim komyuniti engejmen, sosol mobailaisesen, helt promosen, haijin promosen na risk komyunikesen ektiviti, na dispela i ken kamapim planti wankain wok na westim ol risos na tu, em i mekim ol komyuniti i paul. Dispela i ken mekim tu ol volentia i paul, planti taim, ol seim volentia em ol lain i save askim ol long mekim ol dispela ektiviti
- I no tokaut klia long husat i mas go pas long wanem ol ektiviti insait long wanpela progrem o rispons, tasol i gat inap wok bilong olgeta lain insait long time. Yupela i ken stretim dispela taim i gat gutpela kondinesen namel long ol sekta na tim na kamapim ol wokplen we yupela i serim wantaim wanpela narapela
- Pasin bilong kamapim nupela samting taim i gat planti gutpela risos i stap pinis – lukim list i stap daunbilong long ol link i go long ol rot bilong senisim pasin na ol RCCE risos insait long helt, WASH na disasta risk ridaksen.



## WANEM EM OL SAMPELA ROT BILONG MEKIM WOK WE OL KOMYUNITI I GO PAS LONG EN NA BILONG WANEM YUMI MAS LUKSAVE NA SAPOTIM OL DISPELA SAMTING?

Ol lesan i kam long ol krais bilong ol manmeri i stap long hevi na krais bilong helt, na sik COVID-19 na Ebola autbrek long West Africa na DRC, i bin skulim mipela olsem ol gutpela engejmen wantaim ol lokal komyuniti na ol lida we ol lain i trastim em i impoten long helpim ol manmeri long lainim ol pasin bilong daunim sik, wanbel wantaim ol dispela pasin, save gut long ol dispela pasin na mekim gut ol dispela pasin. Ol rispons mesa we i no gutpela na nogat pasin bilong toktok wantaim komyuniti i save kamapim bel nogut, les long wokbung, na i no bihainim tok save, na dispela i save mekim infeksan i spred.

Eksampel, taim gavman long Liberia i putim wanpela kwarantint long ol sampela hap bilong kapitel long Monrovia long taim bilong West Africa Ebola autbrek, ol i no bin toktok wantaim ol komyuniti. Taim ol manmeri i no inap long kisim kaikai, wara, o helt kea, ol i ranawe long dispela eria na wok bilong kwarantint i no gohet. Insait long ol narapela hap bilong kantri we ol komyuniti lida i wok long wok long en, ol i helpim long introdusim ol lo na ol task fos i helpim long stopim spred bilong vaires. Ol wok bilong banisim sik em i bin ol kain samting olsem, stopim ol lain long narapela hap long kam insait long komyuniti, tambuim ol visita long sip insait long haus bilong ol manmeri na givim 21-pela de taim bilong wet. Dispela em bai sekim na lukim olsem ol i no gat Ebola. Ol komyuniti task fos i bin kamap long givim tok lukaut long ol komyuniti memba long sik Ebola. Dispela em bilong sekim na lukim olsem ol lain i stap long kwarantint na aisolesen i kisim wara, kaikai na marasin. Ol i nupela sik i ken go long ol helt fesiliti, na ol i ken luksave sapos ol lain i laik haitim sik o hait na planim bodi. President Ellen Johnson Sirleaf i bin tok olsem kwarantint em i bin wanpela mistek, na em i tok olsem, "Nau mi save olsem pasin bilong ol manmeri long go pas, pasin bilong wokbung wantaim komyuniti, em i save mekim wok i kamap gut long dispela kain samting. Mi ting olsem dispela ekspirians em bai stap wantaim mipela."

Eksampel bilong ol ansa we komyuniti yet i go pas long en em ol Red Cross and Red Crescent National Societies i sapotim olsem pat bilong rispons i go long COVID-19. Dispela em i gat ol grent i kam long Indonesian Red Cross (PMI) na i go long Community-Based Action Teams long mekim pablik helt mesa we i bihainim ol wanwan nid insait long komyuniti bilong ol (lukim pes 96), na trenim ol komyuniti na givim ol meteriel we i stap insait yet long komyuniti long bildim ol stesin bilong wasin han, na trenim ol maket asosiesen long ranim ol redio so na promotim ol seif prektis, sapotim ol komyuniti long mekim ol pes mak bilong ol yet na wok wantaim ol manmeri we i stap long ples we i gat planti manmeri, kain olsem ol kem na ol setelmen bai ol i ken painim ol nupela kain rot bilong stap longwe long narapela manmeri na mekim aisolesen long ol sikmanmeri. Long moa tok save, lukim [COVID-19 community-led solutions guidance note, examples and webinar recording](#)<sup>130</sup>.



**Timor Leste 2013** Red Cross volentia, Agosto Do Santos Riberio, mekim visit i go long wanpela haus bilong wanpela memba bilong komyuniti bilong em long Bitirai, Timor Leste long tokaut kliat long wanem as tru na em i impoten long yusim ol moskito net. "Taim mipela i distributim ol net, mipela i tisim ol manmeri long givim nambawan luksave long ol meri i gat bel na ol pikinini", Augustu i tok. © Victor Lacken / IFRC

## Ol risos na tul bilong komyuniti engejmen na senisim pasin bilong helpim yu

**Tool 21: Behaviour change and RCCE resources** i givim tok save na ol links i go long sampela ol RCCE risos bilong senisim na yusim. Dispela ol risos em ol wok insait long Movement i kamapim, na em i bilong ol program na rispons i go long ol bikpela sik kain olsem Ebola, COVID-19 na Zika. Dispela tul em i gat program gaid bilong senisim pasin, eksampel em ol behaviour change na RCCE plen, trening pekej, gaidens bilong yusim ol tul kain olsem redio na mobail sinem, fidbek na tingting sevei gaid na templet, na tok stia long ol hevi kain olsem no gat trast o les long kisim veksan.



**Rwanda 2018** ol volentia bilong Rwanda Red Cross i putim wanpela mobail sinema long soim piksa insait long Rwamagana komyuniti. Dispela sinema i mekim komyuniti i senisim tingting na pasin bilong ol long ol klinpela pasin, banisim malaria na ol narapela samting long sait bilong helt. © Aija Kuparinen



## ● Ol Eksampel i kam long Movement

### Wanpela volentia long olgeta strit insait long Libya i go pas long pait agensim COVID-19

Taim COVID-19 muvmen ristriksen i stopim ol komyuniti helt volentia bilong Libyan Red Crescent Society's (LRCS) long go insait long ol komyuniti, Benghazi Branch bilong National Society i kamap wantaim dispela tingting bilong wanpela volentia long olgeta strit. Dispela rot bilong wok i traim long rikrutim ol lokal memba bilong komyuniti long go pas long COVID-19 sosol mobailaisesen insait long ol komyuniti bilong ol yet. Wanpela volentia gaid na video em ol i bin wokim na em i gat infomesen long COVID-19, sefti, wok bilong wanpela volentia na komyunikesen skil. Ol i bin mekim wanpela sevei long sosol media long klia gut long ol tingting bilong ol komyuniti na save bilong ol long dispela vaires. Infomesen we ol i kolektim em ol i yusim long kamapim wanpela gaid bilong bekim ol dispela askim long sait bilong bilip, tok win, na save we ol komyuniti i nogat long en. Wanpela kempen bilong rikrutim ol volentia i bin kamap long ol post na vidio long sosol mida, na bihain long wanpela asesmen test, 202-pelavolentia em ol i bin rikrutim long mekim wok bilong givim COVID-19 infomesen insait long komyuniti bilong ol, o long sapotim ol wok kain olsem enalisis, trenslesen, risets, na meteriel disain. Ol dispela nupela volentia i bin kisim wanpela indaksen long Movement na ol i go long wanwan bilong ol 18-pela komyuniti tim insait long Benghazi na mekim visit long haus dua bilong ol manmeri insait long komyuniti. Ol i bin yusim Telegram long kodinetim na givim sapot long ol volentia tim. Taim ol lain long komyuniti i save na trastim ol volentia, ol i mekim wok gut moa long stretim ol tok win na giaman infomesen na ol i mekim impoten wok long go long ol liklik lain insait long komyuniti, kain olsem ol lapun manmeri o ol lain we i no inap kisim infomesen long TV o long intanet. Wanpela komyuniti memba i tok: "Long stat, i bin gat planti tok win bilong dispela vaires, dispela i mekim mipela i paul, bai mipela i mekim wanem, tasol ol volentia i kam na mekim mipela i klia gut long dispela vaires na nau mipela i save mipela bai mekim wanem long stopim em." Dispela rot em nau ol lain insait long Libya na Egypt i bihainim na ol i lukim olsem wanpela rot bilong helpim long stretim ol hevi bilong helt insait long komyuniti. Ridim [ful kes stadi](#)<sup>131</sup>.



**Libya 2020** Ol volentia bilong Libyan Red Crescent i givim sapot long ol maigrent insait long COVID 19 rispons operesen bilong ol. Ol i ranim awenes kempen we i lukluk long ol manmeri we i nogat ples bilong stap na ol maigrent long ol ditensen senta. © Libyan Red Crescent

### Yusim ol nupela rot long mekim pasin i senis na RCCE: Ol chatbot, mobail sinema, mobail redio, na redio chat so

Ol National Society long olgeta hap bilong graun i yusim ol kaikain rot bilong wok wantaim komyuniti long helt, WASH na ol DRR topik. Long inapim pablik diman long infomesen bilong COVID-19, Red Crescent of Kazakhstan i lonsim wanpela chatbot sevis we i ken rispon long ol kwesten bilong ol manmeri long sosol media, tokim ol long wanem sevis ol i nidim, o salim koment bilong ol i go long narapela lain insait long National Society long imeil bilong ol dispela lain. Ol i yusim chatbot bihain long ol i bin mekim wanpela sevei. Dispela sevei i soim olsem sosol media an televisen em tupela nambawan sos bilong infomesen we dispela kantri i trastim. Nau ol i wok long yusim dispela chatbot tu long givim sosol asistens na kontek infomesen bilong ol brens. Fidbek long hau ol lain i wok long yusim dispela chatbot i helpim Red Crescent of Kazakhstan long klia gut long wanem infomesen ol manmeri i nidim tru. [Ritim ful ripot](#)<sup>132</sup>. Long Rwanda, National Society i yusim ol mobail sinema na redio so long wok wantaim ol komyuniti long helt, WASH na ol DRR topik, wantaim sik COVID-19. Ol mobail sinema so i soim hau long mekim samting, i gat ol kwesten na ansa taim namel long ol komyuniti na ol lokal savemanmeri, na sotpela katun piksa long ol kainkain topik, na ol mobail redi i gat ol so we ol i bin rekodim pinis na ol i pilaim long baksait bilong wanpela motobai we i ken muv long wanpela liklik ples i go long narapela liklik ples. Na tu, National Society i brodkastim ol redio so long olgeta mun long sampela bilong ol brens bilong em. Wanpela man husat i bin go long dispela mobail sinema i tok: "Las taim mi kam long mobai; sinema, mi kisim save long ol sik we i save kamap long wara, hau ol i save spred na hau long stopim ol dispela sik long kamap. Mi lainim sampela samting we mi ken prektisim. Eksampel, hau long klinim gut ol plet, spun na sospen na larim ol i drai gut bipo long mi yusim ol, hau long klinim ol kaikai gut bipo long mi redim ol, na mi lainim long wanem as tru mi mas wasim han gut. Olsem na, mi senisim pasin bilong mi taim mi bihainim ol dispela samting mi bin lainim." [Ritim ful ripot](#)<sup>133</sup>. Lukim moa trupela stori na templet long [radio](#)<sup>134</sup> and [mobile cinema](#)<sup>135</sup> long community engagement hub.

### Bilong wanem em i impoten long kamapim trast insait long Indonesia

Long 2018, Indonesian Red Cross (PMI), wantaim sapot bilong IFRC, i bin wok long helpim ol komyuniti long redi na stopim spred bilong sik taim ol i yusim Community Epidemic and Pandemic Preparedness programme (CP3). Dispela em i toktok tu long mekim wanpela community-based surveillance (CBS) long sapotim wok bilong luksave hariap sapos wanpela autbrek i laik kamap na mekim eksen hariap long stopim dispela. PMI i yusim siksipela mun namel long rol-aut bilong tupela trening pekej bilong em, we i gat wanpela modul long komyuniti engejmen, long strongim ol rilesensip wantaim ol lokal atoriti na ol komyuniti, kamapim trast, na mekim helt edukesen na promosen aktiviti. Dispela rot bilong mekim wok long wanwan steij i kontribut long mekim wok bilong CBS i ron gut na planti manmeri i kam na gutpela risalt i kamap bikos ol stekholda i wok wantaim na i komit long progem, na ol komyuniti i kisim ol gutpela benefit pinis na lukim volentia bilong Red Cross olsem gutpela lain bilong kisim helt infomesen. Bikos long dispela, ol komyuniti i bel kirap long tokim ol volentia long ol bikpela sik na ol volentia i save long tok save long ol lokal helt atoriti long ol CBS tok lukaut. [Ritim ful ripot](#)<sup>136</sup>.

### Ol patisipetori rot bilong stretim hevi bilong waste management insait long Sri Lanka

Sri Lanka Red Cross Society (SLRCS) i bin yusim wanpela patisipetori rot bilong mekim wok we i gat tenpela step long em na nem bilong en em 'assisting behaviour change' (ABC) long stretim wanpela hevi bilong pipia bilong sik mun long wanpela skul. Long taim bilong mekim wanpela monitoring visit, ol SLRCS volentia i lukim bikpela hip rabis klostu long skul, na dispela hip rabis i gat ol ped bilong ol meri tu. SLRCS i bihainim ABC na pastaim ol i traim long klia gut long wanem as na dispela problem i stap. Ol i holim wanpela fesliteded grup diskasen wantaim komyuniti influensa long painimaut long dispela, kain olsem ol man na meri tisa, ol papamama na ol skul meri. Ol i painimaut olsem taim ol rabis bin insait long ol toilet bilong ol gels i pulap wantaim ol ped we ol gels i yusim pinis, ol man klina i no laik long kukim dispela, olsem na ol ped i pulap raunim skul. Ol i yusim wanpela user-centred proses long stretim tripela bikpela samting; 1) Hau long kukim ped, 2) Hau long stopim ol man long wok wantaim ol ped, 3) Hau long sekim na lukim olsem ol samting bilong ol gels i stap long ol yet. Ansa bilong dispela hevi em long putim wanpela insinireta masin arere long toilet bilong ol gels bai ol i ken putim ol ped long hap na ol man klina bai kukim tasol na i no mekim wok bilong rausim na go kukim. Wanpela namba tri toktok wantaim ol papamama na wokmanmeri bilong skul i bin kamap long mekim disisen long husat bai mekim wanem kain wok, ol papa i wantaim long mekim konstraksen na instolesen bilong dispela insinireta. Ol impruvmen i wok long kamap yet long dispela proses bihain long em i bin kamap gut, na dispela seim proses em ol narapela skul long dispela eria i bin kisim na yusim. Ridim [ful kes stadi](#)<sup>137</sup>.



# ANNEX 1

## CEA toolkit

#	CEA TOOL	AS TINGTING
1	CEA briefing session sinia bilong lidasip	Wanpela sotpela PPT sesen bilong ol sinia lidasip long tokaut klia long ol long wanem samting em CEA, na ol gutpela samting we i ken kamap long nem bilong oganaisesen, fanding na patnasip, wok bai kamap gut, kwaliti na fainensel sastenabiliti.
2	CEA policy template	Wanpela templet bilong helpim yu long kamapim wanpela CEA Policy, wantaim tok stia long wanem samting yu mas putim insait long wanwan seksen na samting infomesen bilong helpim yu long statim wok. Wanpela CEA Policy i save tokaut long wanem samting oganaisesen bai komit long mekim na wanem ol nem bilong ol wok na wanem ol wanwan wok insait long ol dispela wok nem insait long ol kainkain dipatmen.
3	CEA self-assessment and planning workshop	Dispela tul i givim ol tok save bilong ol fesiliteta, ol wok pepa na ol Power Point slaid bilong mekim wanpela CEA self-assessment na planning workshop long wanpela de. Dispela woksop em yupela i ken putim i go wantaim wanpela CEA trening bilong tripela-de wantaim as tingting bilong kamapim wanpela klia eksen plen long hau National Society i ken strongim CEA insait long institusen na insait long ol program na ol operesen.
4	Template CEA Strategy	Wanpela templet bilong helpim yu long kamapim wanpela CEA Strategy, wantaim tok stia long wanem samting yu mas putim insait long wanwan seksen na samting infomesen bilong helpim yu long statim wok. Wanpela strategy bai tokaut long hau oganaisesen bai strongim CEA long ol yia i kam.
5	Template CEA work plan	Wanpela templet bai helpim yu long kamapim wanpela CEA annual workplan, wantaim log frame na ektiviti plen, wantaim eksampel autkam, output, ol ektiviti, indiketa, taimlain.
6	CEA budgeting tool	Templet CEA bajet, wantaim tok stia long wanem samting i mas stap long en na hau long kalkuletim ol kost.
7	CEA M&E tool	Wanpela bikpela M&E tul bilong CEA, we i gat ol indiketa, kwesten, na rot bilong mekim verifikesen na ol taget grup bilong monitarim CEA long level bilong institusen na insait long ol program na ol imejensi operesen. Wanwan teb i gat ol nambawan indiketa, na ol narapela opsen sapos i gat nid long mekim dipsela. Na tu, i gat wanpela teb we i gat ol indiketa bilong IFRC, ICRC na ol patna National Society long monitarim ol level bilong CEA insait long oganaisesen bilong ol yet, kwaliti bilong CEA sapot we i go long ol National Society na ol global indiketa bilong mesarim progres na skelim wantaim ol liklik mak bilong komitmen i go long CEA. I gat wanpela teb bilong ol kwesten na ansa opsen bilong ol beislain sevei na iveluesen.
8	CEA job descriptions	Em i gat ol eksampela bilong ol CEA risponsibiliti we yupela i ken putim i go long ol job description, ol job description bilong ol CEA wok, ol ol CEA kompetensi na CEA role profile.
9	Brifing bilong CEA long ol nupela wokmanmeri na ol volentia	Wanpela templet brifing dokumen we yu ken givim i go long ol nupela wokmanmeri we i tokaut klia long CEA em i wanem samting, ol liklik mak bilong komitmen na eksen, ol CEA ektiviti na kontek insait long kantri o rijen na wanem hap ol manmeri i ken kisim moa infomesen na risos.
10	Code of Conduct briefing	Wanpela brifing bilong ol nupela wokmanmeri na volentia long Code of Conduct na dispela em i minim wanem samting long pasin bilong ol insait long ol komyuniti, wantaim wanpela tok save bilong ol safeguarding polisi kain olsem pasin bilong stopim sexual abuse, child safeguarding na sampela moa.
11	CEA checklist for plans	Wanpela isipela checklist bilong ol programme managers, sectors, department heads, na PMER wokmanmeri long yusim long asesim sapos wanpela program plen i stap insait long CEA.
12	CEA Case study template	Wanpela templet na gaidens bilong raitim wanpela CEA case study long mekim rekod bilong ol CEA wok na ektiviti we i bin kamap, wanem kain impek ol i bin gat, na wanem ol lesan ol wokmanmeri i bin lainim.

#	CEA TOOL	AS TINGTING
13	CEA in Assessments tool	Wanpela autlain bilong wanem kain infomesen yupela i mas kolektim bilong wok CEA long taim bilong asesmen, wantaim tok save bilong ol metod bilong kolektim infomesen, ol nambawan kwesten bilong putim insait long ol asesmen sevei, ol gutpela tingting bilong kolektim infomesen na ol ples bilong kisim moa infomesen o sekenderi infomesen long dispela samting. Dispela tul i mepim tu wanem ol infomesen bilong kolektim long wanwan steij bilong wanpela imejensi rispons na i gat wok stia long hau long enalaisim komyunidi engejmen infomesen taim yupela i yusim IFRC analysis framework.
14	Q&A sheet for volunteers	Wanpela sotpela frequently asked questions pepa wantaim ol ansa bilong en long givim long ol volentia long helim ol long bekim gut ol kwesten i kam long ol memba bilong komyuniti.
15	Feedback Kit	I givim tok stia na ol tul we yupela i nidim long bihainim wanpela sistem na yusim komyuniti fidbek long mekim ol program na operesen i kamap gut moa na wok long wantaim planti manmeri moa. Em i save go wantaim ol fes step long kamapim wanpela besik fidbek mekenisem, na tu gaidens long weve long karim aut komyuniti pesepsen sevei, weve bilong skelim ol kwalitetif fidbek komens, weve bilong stretim sensitive fidbek, na mekim napim olsem olgeta fidem em ol i stretim gut.
16	FGD Guide	Tok stia long ranim wanpela gutpela fokus grup diskasen, wantaim oganaisesen, na ol nem bilong wok na ol wanwan liklik wok insait long ol dispela wok nem, na tu ol kwesten bilong askim long helpim long plenim na monitarim ol rot bilong mekim komyuniti engejmen.
17	Community meetings tool	Tok stiap long hau long ranim wanpela gutpela komyuniti miting, wantaim oganaisesen, hau long rekodim ol kwesten na fidbek, na ol sampela salens na hau long daunim ol dispela salens.
18	Participatory approaches to selection criteria	Gutpela tok stia long ol kainkain patisipetori rot bilong mekim wok na ol teknik bilong wanbel long wanpela selection criteria wantaim komyuniti na long luksave long husat i mas kisim sapot, wantaim ol tingting bilong hau long noken kamapim bagarap.
19	Communication channel matrix	Ol autlain ol na ol gutpela sait na ol nogut sait bilong ol kainkain rot bilong komyunikesen, wantaim wanem ol rot em i gutpela long wanem kain ol ektiviti na ol gutpela tingting bilong yusim ol dispela komyunikesen rot.
20	Exit strategy guidance	Tok stia long wok wantaim ol komyuniti insait long plening bilong pasim program, na sekim na lukim olsem ol i save gut long wanem samting i wok long kamap, na ol i ken stap insait long mekim disisen long wanem samting bai kamap bihain, na i gat sans long givim fidbek na askim ol kwesten.
21	Behaviour change and RCCE resources	Givim wanpela tok save na ol link i go long ol RCCE na pasin i senis risos we ol wok insait long Movement i bin kamap bilong ol program na rispons i go long ol bikpela sik kain olsem Ebola, COVID-19 na Zika. Dispela em i gat ol tok stia bilong behaviour change programme, eksampela ol RCCE na pasin i senis plen, ol trening pekej, ol tok stia long yusim ol tul kain olsem redio na mobail sinema, fidbek na tingting sevei gat na templet, na tok stia long ol hevi kain olsem no gat trast na les long kisim veksin.
22	Developing a CEA emergency plan	Tok stia long wanpela templet bilong redim wanpela CEA strategy na workplan bilong ol imejensi rispons operesen. Infomesen i kam long dispela plen em i ken go insait long bikpela imejensi plan of action bilong rispons.
23	SOP for CEA in emergencies	Tok save bilong ol nambawan bikpela wok na risponsibiliti bilong ol CEA wokmanmeri na ol ofisa we i wok insait long imejensi operesen, wantaim ol taim bilong wok long ol eksen na husat i risponsibel long ol dispela eksen.
24	CEA checklists for sectors and roles (in emergency response)	Tok stia long ol eksen bilong mekim we ol wokmanmeri long ol kainkain sekta i mas mekim long sekim na lukim olsem i gat wanpela gutpela level bilong engejmen insait long ol kainkain steij bilong wanpela imejensi rispons. Ol dispela checklist i helpim long luksave long ol eria we komyuniti engejmen i mas kamap strong long en.
25	CEA in emergencies briefing for staff	Wanpela brifing long ol CEA wokmanmeri long ol joinim wanpela imejensi rispons operesen, wantaim wanem as mipela i nid long wok wantaim ol komyuniti long taim bilong wanpela imejensi, na wanem ol wok na risponsibiliti bilong olgeta wokmanmeri insait long wok bilong strongim CEA insait long wanpela rispons.

# ANNEX 2

## Ol komyuniti engejmen na akauntabiliti trening kos

Olgeta trening meteriel em yupela i ken daunlodim long [www.communityengagementhub.org](http://www.communityengagementhub.org)

TRENING KOS	AS TINGTING	TAGET LAIN	LONGPELA BILONG TRENING	OL RISOS WE I STAP
<b>CEA three-day training curriculum</b>	Bilong olgeta National Society, IFRC, ICRC na patna National Society wokmanmeri husat i laik long strongim CEA insait long ol program bilong ol, ol operesen bilong ol na ol we bilong ol long wok insait long institusen. Ol samting i stap insait: As tingting na ol gutpela sait bilong CEA Hau long bungim CEA insait long saikel bilong program CEA insait long ol imejensi operesen Mekim CEA i kamap olsem pasin bilong wok insait long institution	Ol lain husat i gat risponsibilit long mekim plening na menejim program na ol operesen. Eksampel, senior management, sector heads, programme managers, disaster response managers, PMER, PGI, organizational development managers, branch managers.	Tripela de. Opsen bilong sinia lidasip long joinim long nambawan de bilong introdaksen i go long CEA sesen. Namba foa de em yupela i ken putim long mekim wanpela self-assessment na planning workshop.	<u>Three-day CEA training pack in English, French and Arabic.</u> Putim wanpela trening gaid, ol Power Points wantaim ol toktok bilong spika; ol grup ekasesais; tok save bilong fesiliteta; na sampela case study. CEA Tool 3: Ol self-assessment na planning workshop i gat ol tok save bilong ol fesiliteta, ol wok pepa, na ol PowerPoint slaid bilong mekim wanpela wan-de CEA self-assessment na planning workshop.
<b>Ol komyuniti engejmen trening bilong ol wokmanmeri na volentia bilong brens</b>	Long sapotim ol wokmanmeri ba volentia bilong brens long mekim ol level bilong komyuniti engejmen i kamap gut moa insait long wok bilong ol. Ol samting i stap insait: Wanem samting em i komyuniti engejmen na bilong wanem yumi mas toktok long em? Toktok wantaim ol komyuniti PPatisipesen bilong komyuniti Kisimm ol fidbek na komplem bilong komyuniti	Ol wokmanmeri, volentia, program asisten. Ol manmeri husat i stap insait long wok bilong mekim ol program na operesen, tasol i no stap insait long wok bilong plening na menejim ol.	Tupela de	<u>Community engagement branch-level training available in English, French and Arabic.</u>
<b>CEA insait long ol imejensi trening kos</b>	Dispela em i karampaim ol bikpela samting we olgeta sekta i mas save long kamapim wanpela gutpela level bilong CEA insait long wanpela imejensi rispons operesen. Ol samting i stap insait: Ol rot bilong mekim CEA na hau ol i ken kontribut na sapotim ol rispons operesen Ol liklik mak bilong eksen long bungim CEA i go insait long ol operesen long wanwan sekta Ol risos na sapot i stap long sapotim CEA insait long ol imejensi	Olgeta sekta i stap insait long wok bilong plening na mekim ol imejensi rispons operesen. Eksampel, helt, disasta menejmen, WASH, haus, givim rilif saplai, sekuriti long sait bilong kaikai na gutpela sindaun, mani, MEAL, ol brens meneja.	Wanpela de o 3 pela aua vesen i stap	<u>One-day and three-hour training packs are available in French and English.</u> I gat ol PowerPoints wantaim ol tok save bilong ol spika; ol grup ekasesais; ol tok save bilong ol fesiliteta; sampela case stadi bilong helpim yu.

TRENING KOS	AS TINGTING	TAGET LAIN	LONGPELA BILONG TRENING	OL RISOS WE I STAP
<b>Wanpela aua introdaksen bilong CEA</b>	Wanpela besik introdaksen i go long CEA, na wok em i save mekim long sapotim kwaliti bilong program, na ol liklik eksen bilong mekim long na bai CEA i kamap insait long ol wok bilong mipela.	Sesen bilong givim tok save i go long ol wokmanmeri na ol sinia volentia.	Wanpela aua	<u>Presentation in English, French and Arabic</u> , wantaim ol tok save bilong ol spika.
<b>CEA briefing session sinia bilong lidasip</b>	Wanpela sotpela PPT sesen bilong ol sinia lidasip long tokaut klia long ol long wanem samting em CEA, na ol gutpela samting we i ken kamap long nem bilong oganaisesen, fanding na patnasip, wok bai kamap gut, kwaliti na fainensel sastenabiliti.	Ol sinia lidasip insait long Movement, wantaim ol secretary generals, directors, heads of sectors and departments, na board and governance	30-60 minit Ol hidden slides we i hait na i stap na yupela i ken putim i go insait long presentesen sapos i gat inap taim	<u>Tul 1: CEA briefing session for senior leadership</u> wantaim ol PPT wantaim ol tok save bilong spika na wanpela tok stia long wok bilong redim na mekim dispela sesen
<b>One-day communication and feedback skills training</b>	Bilong sapotim ol komyuniti volentia long mekim ol komyunikesen skil bilong ol i kamap gut moa na menejim ol hatpela kwesten o hevi insait long komyuniti. Ol samting i stap insait: Bilong wanem em i impoten long engej gut wantaim ol komyuniti Ol bikpela as tingting na hau long aplaim dispela i go long ol wok bilong mipela wantaim ol komyuniti Ol komyunikesen skil Rispons long komyuniti fidbek	Ol volentia i wok wantaim ol komyuniti	Wanpela de	<u>Training pack</u> , wantaim ol PowerPoints, gem, na tok save bilong fesiliteta i stap long English, French na Spanish.
<b>CEA Surge training</b>	Dispela CEA Surge i save trenim na redim ol CEA wokmanmeri long go wok insait long ol imejensi operesen. Dispela kos i karampim ol IFRC surge procedures na hau long mekim ol dispela samting i kamap insait long CEA na insait long ol imejensi asesmen na plening, na wantaim ol nambawan CEA teknikel skil kain olsem gutpela na stretpela komyunikesen, ol patispetori rot bilong wok, ol rot bilong kisim fidbek na ol risk komyunikesen. Ol hevi we i stap long kainkain hap, kain olsem proteksen, na jenda na inklisen (PGI) na bildim kapasiti bilong ol volentia. Dispela tu em i stap insait long trening.	Ol Red Cross and Red Crescent wokmanmeri we i gat ekspirians insait long komyuniti engejmen na akauntabiliti, wantaim wanpela fokus long ol imejensi.	Etpela de, bilong slip long trening eria na mekim	Dispela trening em CEA tim i save mekim long olgeta hap bilong graun. Long kisim moa infomesen, kontektim <a href="mailto:CEA.Geneva@ifrc.org">CEA.Geneva@ifrc.org</a>



TRENING KOS	AS TINGTING	TAGET LAIN	LONGPELA BILONG TRENING	OL RISOS WE I STAP
<b>Mobail sinema trening</b>	Trenim ol patisipen long hau long plenim na ranim wanpela mobail sinema long soim sapat long risk komyunikesen na komyuniti engejmen o sosol na pasin senis komyunikesen.	Ol wokmanmeri na volentia bilong National Society long het kwata na brens level. Ol lain husat i stap insait long mekim wok bilong helt, WASH na ol disasta risk ridaksen progrem.	Foapela de	Training pack wantaim ol PowerPoint na ekasesais insait long English na French. I gat deliveri bilong wanpela laiv mobail sinema olsem wanpela prektis.
<b>Radio chat show training</b>	Trenim ol patisipen hau long plenim na ranim wanpela radio chat so, long serim infomeen wantaim ol komyuniti long ol kainkain topik na kisim ol telefon kol na tokok i kam long ol listena.	Ol wokmanmeri na volentia bilong National Society long het kwata na brens level. Ol lain husat i stap insait long mekim wok bilong helt, WASH na ol disasta risk ridaksen progrem.	Foapela de	Training pack wantaim ol PowerPoint na ekasesais insait long English na French. I gat wanpela deliveri bilong wanpela laiv radio show olsem wanpela prektis.

## ANNEX 3

### Long I kam long Ol Komitmen bilong Movement bilong Community Engagement na Accountability

- **Accountability** – Accountability em i toktok long risponsibiliti we tupela sait wantaim i wanbel long en na i bilong Movement olgeta komponen bilong Movement long yusim pawa bilong ol na risos bilong ol long rot we i stret na i gutpela.. Dispela em i nidim ol long putim ol intres bilong ol manmeri na komyuniti we ol i wok long en i stap olsem nambawan samting insait long ol disisen ol i mekim. Dispela em i bilong sekim na lukim olsem ol humeniterien eksen i kamap ol gutpela autkam na risalt long ol manmeri long komyuniti, na i banisim ol na i protektim ol rait bilong ol na dignity bilong ol na i strongim ol long bungim ol hevi long taim bilong krais. Dispela em i toktok long rait bilong ol manmeri long kisim ol helpim we i inap ol nid bilong ol, na i mas i gat luksave long ol, ol i mas gat rait long kisim infomesen, na rait long givim fidbek na patisipet insait long ol disisen we i afektim ol.

Akauntabiliti i toktok tu long risponsibiliti long sekim na lukim olsem ol wokmanmeri na volentia bilong Movement i bihainim olgeta lo bilong kantri na pasin bilong mekim wok stret. Ol i gat wok long banisim na lukautim gutpela sindaun bilong ol lain we ol i wok wantaim ol, banisim ol long seksuel eksploitesen na abius na korapsen na miyus bilong ol risos, na kisim taim na stretpela eksen bilong stretim ol we i kamapim hevi long ol humeniterien eksen.

- **Community Engagement** – Community engagement em i toktok long ol we bilong wokbung wantaim ol manmeri na ol komyuniti. Dispela em bai sekim na lukim olsem ol eksen bilong Red Cross and Red Crescent i kamap gut, i wok wantaim olgeta kain lain, i ken i stap longpela taim na ol manmeri i ken save long wanem samting i wok long kamap. Dispela em i helpim Movement long sapatim na helpim ol manmeri na komyuniti long kamapim gutpela sindaun, na mekim ol senis we i ken stap longpela taim na mekim ol dispela samting bilong ol laik na tingting bilong ol yet. Komyuniti engejmen em i gat ol rot bilong putim yau, wok wantaim na givim infomesen i go i kam long ol manmeri na ol komyuniti. Dispela i save helpim Movement long:

- klia gut long ol kainkain nid, wanem ol samting ol manmeri i no inap long mekim na wanem samting ol i ken mekim
- kisim, rispon na ekt long ol fidbek na tingting long wanem samting em i nambawan tru na wanem ol samting em ol manmeri i laikim
- givim seif na wankain sans long ol manmeri long stap insait long mekim disisen long ol samting we i save kamapim senis long laip bilong ol.

Dispela em i toktok tu long ol risponsibilit bilong givim infomesen stret na long raitpela rot, we i isi long ol manmeri i kisim. Dispela em infomesen bilong ol as tingting bilong Movement na ol samting we Movement i save laikim, ol samting we Movement i laikim long kamap na ol objektiv bilong eksen bilong muvmen na ol toktok bilong en. Wanem samting ol manmeri i ken lukluk long mipela long mekim, na hau ol manmeri na komyuniti i ken patisipet long givim tingting bilong ol long ol hevi na ol disisen we i save kamapim senis long laip bilong ol.

- **Protection** – Dispela tingting bilong protection em i karamapim: olgeta ektiviti bilong sekim na lukim olsem i gat rispek long ol rait bilong man o meri. Dispela i bihainim leta na tingting bilong olgeta eria bilong lo, kain olsem human rights law, international humanitarian law, na refugee law. Humen raits na ol humeniterien oganaisesen i mas mekim ol dispela ektiviti long rot we i wankain long olgeta manmeri (na i no mekim gut long wanpela reis tasol, wanpela nesen tasol o wanpela hauslain tasol, wanpela tok ples tasol o wanpela jenda tasol)

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89 <https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/REGIONAL-INFORMATION-AND-COMMUNICATION-NEEDS-ASSESSMENT.pdf>

90 <https://media.ifrc.org/ifrc/document/tool-14-training-communication-skills-training-materials/>

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94 <https://communityengagementhub.org/wp-content/uploads/sites/2/2020/09/Case-Study-The-Dorian-Feedback-Hotline-Bahamas-Red-Cross-3.pdf>

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102 [https://media.ifrc.org/ifrc/wp-content/uploads/2020/11/PSEA\\_operational\\_manual\\_EnglishV3.pdf](https://media.ifrc.org/ifrc/wp-content/uploads/2020/11/PSEA_operational_manual_EnglishV3.pdf)

103 <https://media.ifrc.org/ifrc/document/child-safeguarding/>

104 Long lukim ol IFRC na ICRC vesen bilong ol dispela polisi, lukim [https://media.ifrc.org/ifrc/wp-content/uploads/2018/06/IFRC-Secretariat-Policy-on-Prevention-and-Response-to-SEA\\_final.pdf](https://media.ifrc.org/ifrc/wp-content/uploads/2018/06/IFRC-Secretariat-Policy-on-Prevention-and-Response-to-SEA_final.pdf), [https://media.ifrc.org/ifrc/wp-content/uploads/2018/03/193\\_e\\_v100\\_child-protection-policy.pdf](https://media.ifrc.org/ifrc/wp-content/uploads/2018/03/193_e_v100_child-protection-policy.pdf), [https://media.ifrc.org/ifrc/wp-content/uploads/2018/03/Whistleblower-protection-policy-August-2015\\_EN.pdf](https://media.ifrc.org/ifrc/wp-content/uploads/2018/03/Whistleblower-protection-policy-August-2015_EN.pdf), [https://www.icrc.org/sites/default/files/wysiwyg/code\\_of\\_conduct\\_may\\_2018.pdf](https://www.icrc.org/sites/default/files/wysiwyg/code_of_conduct_may_2018.pdf), <https://www.icrc.org/en/document/code-conduct-employees-icrc>

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120 <https://drive.google.com/file/d/1PU0ZjgUx-iTgwI0K00QfDdaY7MMGOqux/view?usp=sharing>

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124 Ol proektiv rot bilong kisim fidbek em taim National Society i ektiv long kisim fidbek long wanpela samting o topik long ol komyuniti, eksampel long taim ol i mekim visit long wanwan haus, o long taim bilong FGD, o long taim bilong ol komyuniti ektiviti. Lukim pes 105 long kisim moa infomesen long ol proektiv rot bilong kisim fidbek.

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# **OL BIKPELA AS TINGTING BILONG INTERNATIONAL RED CROSS NA RED CRESCENT MOVEMENT**

## **Helpim ol manmeri**

International Red Cross and Red Crescent Movement, em i bin kamap bikos long dispela pasin bilong laik longn bringim helpim i go long ol lain we i kisim bagarap long taim bilong pait, na i wok hat, insait long intanesinel na nesinel kepasiti, long banisim na daunim mak bilong pen na hevi long wanem hap dispela i kamap. As tingting bilong en em long banisim laip na helt na long lukim olsem i gat rispek long laip bilong ol manmeri. Em i save strongim gutpela wanbel pasin, pasin poroman, wokbung na bel isi we i stap longpela taim namel long ol manmeri.

## **Mekim wankain pasin**

Em i no save tok nogat long wanpela lain bikos long kantri ol i kam long en, reis bilong ol, bilip bilong ol long sait billong lotu, klas ol i kam long en o tingting bilong ol long sait bilong politiks. Em i save wok hap long daunim pen na hevi bilong ol wanwan manmeri, dispela em i bihainim stret wanem nid bilong ol, na em i save givim nambawan luksave i go long ol hevi we i nidim helpim hariap.

## **I no wansait long taim bilong hevi**

Long amamas insait long dispela gutpela samting, Movement bai no inap long stap long wanpela sait bilong ol kros na pait o stap insait long wanpela ol hevi long sait bilong politiks, reis, lotu o tingting.

## **Stap indipenden**

Dispela Movement em i stap em yet na i no wok wantaim o kam aninit long wanpela lain. Ol National Societies, em ol wanwan sevis bilong helpim ol manmeri na ol i save stap aninit long ol gavman na i save bihainim ol lo bilong ol kantri bilong ol, tasol ol i mas stap ol yet na ol bai i ken bihainim ol bikpela as tingting bilong Movement olgeta taim.

## **Volentia sevis**

Em i wanpela volentia muvmen bilong givim sevis na em i no mekim ol dispela wok long kisim luksave o kisim wanpela samting.

## **Wokbung wantaim**

I ken i gat wanpela Red Cross o Red Crescent Society tasol insait long wanpela kantri. Em i mas open long olgeta manmeri. Em i mas kontinu long mekim ol wok bilong em long helpim ol manmeri insait long teritori bilong em.

## **Mekim wankain wok long olgeta hap bilong graun**

International Red Cross na Red Crescent Movement, we olgeta sosaieti i gat wankain mak na i serim wankain risponsibiliti na wok long helpim wanpela narapela, na em i stap long olgeta hap bilong graun.





**International Federation of Red Cross na Red Crescent Societies (IFRC)** em i nambawan bikpela netwok bilong helpim ol manmeri, na em i gat **192 National Red Cross and Red Crescent Societies** na klostu **14 million volentia**. Ol volentia bilong mipela i stap long ol komyuniti bipo long taim bilong hevi, long taim bilong hevi na bihain long wanpela hevi. Mipela i wok long ol ples we i hat long go long en na long envairomen we i narakain, na sevim laip na promotim pasin bilong lukautim laip. Mipela i sapotim ol komyuniti long kamap strong moa na kisim strong bilong daunim hevi na ol manmeri i ken gat gutpela sindaun we i helti, na i gat sans long kamapim gutpela laip na mekim ol samting we ol i laik long mekim.