

# CEA IN ASIA PACIFIC/ 2024 ACHIEVEMENTS

## COMMUNITY ENGAGEMENT AND ACCOUNTABILITY AT GLANCE

In 2024, the Asia Pacific region made significant strides in strengthening Community Engagement and Accountability (CEA). Working closely with National Societies and partners, efforts focused on enhancing community trust, improving feedback mechanisms, fostering institutionalization, and integrating CEA across key sectors. This summary highlights key achievements, including innovative tools, capacity-building initiatives, and strengthened inter-agency coordination, all aimed at ensuring that communities are at the center of humanitarian response and decision-making.

## STRATEGIC PILLARS FOR 2024

**1** **Community Insights and Data-Driven Decision Making** – gathering community feedback, needs, and perceptions to guide programs and decisions. It ensures responses are inclusive, effective, and tailored to community priorities.

**3** **Enhanced Coordination and Collective Accountability** – ensures effective collaboration among partners and stakeholders while promoting shared responsibility.

**2** **Capacity Strengthening mainstreaming & Institutionalization** – building skills, integrating CEA into programs, and embedding it within National Societies' structures. This ensures sustainable, community-centered approaches in all operations.

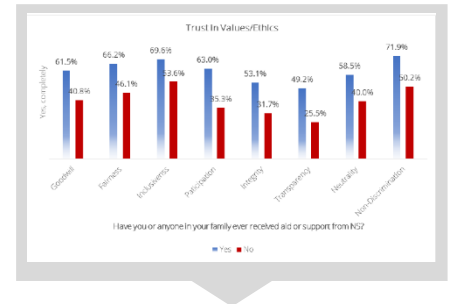
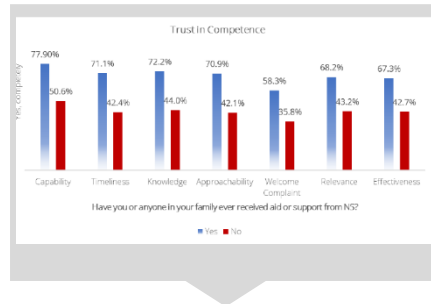
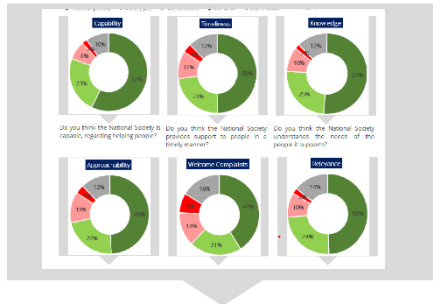
**4** **Digital CEA** – uses technology to enhance community engagement, feedback collection, and information sharing. It enables faster data analysis, improves decision-making, and ensures communities are heard through accessible digital platforms.



# PRIORITY 1: COMMUNITY INSIGHTS AND DATA-DRIVEN

## Trust Index Rollout and report:

In 2023, the Trust Index was implemented in five National Societies: Mongolia, the Philippines, Papua New Guinea, the Solomon Islands, and Tuvalu. The report was launched in 2024. Findings revealed:



**75% of respondents** – rated National Societies positively in competence, particularly in timely support and overall capability.

**Feedback** – The results suggest that direct interactions of communities with NSs, such as providing feedback and receiving aid, significantly enhance community trust.

**Values/Ethics Perception** – High ratings were given for goodwill, fairness, inclusiveness, and non-discrimination. However, there were only moderate agreements on financial responsibility and public acknowledgment of mistakes.



**Humanitarian Impact of Climate change** – A community-driven study in Bangladesh focused on the humanitarian impacts of climate change, ensuring local participation in assessments.



**Climate videos** – To support the design and implementation of climate change programs in the region, a series of videos was created based on questions raised by young people in the region



**Digital innovation** – A CEA dashboard was developed to monitor community perceptions, feedback, and capacities across five countries, with plans to expand in 2025.

The number of CEA focal points in the Asia Pacific region grew from 11 to 26, marking an impressive 136% increase. This significant growth reflects the region's strong commitment to strengthening community engagement and accountability. By expanding the network of dedicated focal points, National Societies are now better equipped to implement CEA initiatives, improve feedback mechanisms, and ensure communities are at the heart of humanitarian response efforts.

## PRIORITY 2: CAPACITY STRENGTHENING, MAINSTREAMING AND INSTITUTIONALISATION

**Training and Workshops** – A key component of the CEA strategy in the region was the capacity strengthening of National Societies. To achieve this, various training and workshops were organized, focusing on different CEA pillars:

- A regional CEA learning workshop (January 2024) engaged 25 participants from 16 countries, focusing on institutionalization and practical CEA applications.
- National Society capacity-building sessions emphasized feedback mechanisms, data collection, and CEA integration in operations.

**Knowledge Sharing** – Three instructional videos were produced and shared via the CEA Hub, covering perception data collection, engaging older volunteers, and community feedback analysis.

Key CEA resources were translated into Sinhala, Tok Pisin, Hindi, Myanmar, Lao, and Dari to improve accessibility.

### Sectoral integration

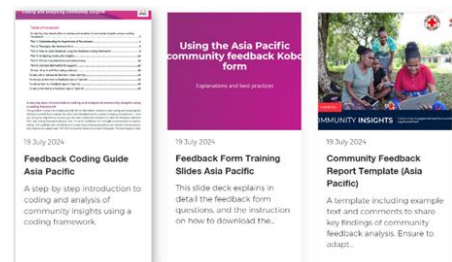
- **Migration and Displacement** Technical training on using social science data in humanitarian action was co-hosted with 17 participants from various sectors.
- **Health.** Co-facilitated an Mpox webinar and supported regional health proposals. Partnered with WHO and UNICEF on pandemic preparedness initiatives.

## PILLAR 3: ENHANCED COORDINATION AND COLLECTIVE ACCOUNTABILITY

1. **Regional Leadership**– Co-led the AAP/PSEA working group with UNOCHA, promoting collective accountability. Supported planning of inter-agency workshops with UNICEF, OCHA, and WHO.
2. **High-Level Engagement** – Represented CEA at regional forums, including the ASEF high-level dialogue and the IASC regional directors meeting. Facilitated webinars and meetings with over 70 participants, enhancing inter-agency collaboration.

## PILLAR 4: DIGITAL CEA

To enhance data documentation, analysis, and visualization processes, a proposal was developed in collaboration with the 510 team of the Netherlands Red Cross, and the pilot implementation of Digital CEA tools was launched with the Afghan National Society. As part of this pilot technical support and tools adaptation and revision were conducted ([Revised feedback tools](#)) all of them have been uploaded to the CEA hub (feedback coding guideline, training slides feedback reporting template and more).





## LOOKING AHEAD – 2025 PRIORITIES

1. Expand the CEA dashboard to include more countries.
2. Strengthen community feedback systems with tailored tools and capacity-building.
3. Enhance sector integration, focusing on climate adaptation, health, and migration.
4. Promote institutionalization of CEA within National Societies through continued support and resource development.

If you would like to learn more about Community Engagement and Accountability (CEA) in Asia Pacific, you can contact **\*\*XXXX\*\*** at the IFRC Asia Pacific Regional Office. You can also visit the CEA Hub to explore resources, read case studies, and connect with our community of practice.

To learn more [CEA Hub](#)