Regional Refugee Response
for the Ukraine Situation

Accountability to Affected People (AAP) Task Force
Refugee Coordination Forum | Republic of Moldova

Terms of Reference
February 2025

Background

Accountability to Affected People (AAP) is a cross-cutting priority of the Refugee Response Plan (RRP), and reflects the necessity of ensuring accountability throughout the response in the Republic in Moldova, and that those forced to flee can meaningfully participate in the decisions that affect their lives.
The coordination of AAP will be done through the APP Task Force (AAPTF) with the objective of adopting comprehensive accountability processes nationwide, including accessible feedback and complaint mechanisms, meaningful community engagement, communication with communities and organizational learning. The task force will work in partnership with international, national and community-based organizations, community leaders and mediators, authorities and the UN system.

The AAP Task Force will be guided by the Core Humanitarian Standard, the Grand Bargain commitments; the Inter-Agency Standing Committee Commitments on Accountability to Affected People and Protection from Sexual Exploitation and Abuse (PSEA).

Accountability to Affected People

AAP commitment ensures that the power that humanitarian organizations have is used responsibly, and the people they are meant to serve can hold them accountable. It is a recognition of people's dignity, expertise, and abilities. Individuals regardless of age, gender or diversity, must meaningfully participate in the response and have their views taken into account throughout the humanitarian programme cycle.

Feedback must be regularly compiled, responded to, and used in decision making processes; while the capacities of individuals and existing structures within the community should be identified, strengthened and included in the Response. Organizations must be transparent and have clear and accessible communication channels that use preferred formats, so people have the information that they need, in their preferred language, to enable them to make the best decisions for themselves and their families.

Governance and structure

The national AAPTF is a cross-sector task force within the Refugee Coordination Forum (RCF). It is co-lead by UNHCR and the Refugee-led organization National Congress of Ukrainians in Moldova. Annual election will take place in February and the ToR will be updated.

Terms for co-leadership agencies will be one year to promote continuity. Organizations interested in being co-leaders will nominate themselves by December 1st of the current year. A shortlist of the nominees will be made by the current co-leads in consultation with the RCF coordinator and will be shared with the AAPTF members for voting and final selection.

The AAPTF will meet monthly and relevant documents will be circulated among members. Options for interpretation into Romanian, Russian and/or Ukrainian during meetings will be explored to facilitate the inclusion of national actors and community-based organizations. The co-leads will prepare the minutes of each meeting and share with the task force members. Minutes and relevant documents will be stored in digital format at: AAPTF shared folder. AAPTF allows for exceptional meetings to be called in case there are specific topics to be addressed.

AAP coordination must ensure equal representation of all the task force members and stakeholders involved in the refugee response in the Republic of Moldova. In addition to regular collaboration with and support to other Sectors, Working-Groups and Task Forces to ensure mainstreaming of AAP across the response and collaboration in areas of overlap. In addition, they will liaise with the RCF to update on the progress of the objectives, and to share relevant findings to inform the response on the refugee's views, needs and identified gaps. At the same time, it will enable two-way communication with the RCF partners and make sure that all feedback and complaints received through them are properly addressed and referenced.

Membership

Membership of the AAPTF will strive to be as inclusive as possible. All humanitarian and development organizations are welcome to join. Another vital membership constituency are refugees. The task force will seek to involve refugees, community members, particularly people with physical and intellectual disabilities, older people, women and girls from all regions, minorities, and other relevant actors in the design, implementation and evaluation of projects and activities.

The Taskforce will engage the appropriate authorities as needed.

Objectives

The AAPTF will provide technical and coordination support country-wide to promote the integration of accountability, community engagement and two-way communication between people and humanitarian actors into the RRP implementation. The task force will support response-wide, accessible, and inclusive AAP processes; will provide capacity-building and awareness-raising activities among partners at local level to mainstream the concept and promote minimum AAP standards as well as core humanitarian principles.

- Strengthening partners' capacities to adopt a comprehensive accountability process that includes communication with communities, community participation and feedback mechanisms.
- Ensuring that refugees and affected host communities have access to information on humanitarian assistance and are aware of their rights and obligations.

- Support refugees and host communities to participate in decisions that concern them at all stages of the Refugee Response, including women, men, boys, girls, adolescents, youth, the elderly, people with disabilities, Roma and LGBTIQ+ people.
- Strengthen inter-institutional and inter-agency coordination for the advancement of collective AAP and coordination between AAP and PSEA efforts to establish efficient and quality community-based feedback and complaint mechanisms focused on the different population groups receiving assistance.

Responsibilities of the AAP Task force

- **Coordination:** Map accountability focal points, initiatives, resources, and activities within and across response actors to identify gaps and promote coordinated, inclusive, and collective approaches to accountability. Coordination will also be across the region, with other AAP coordination groups set up in relation to the Ukraine response.

- **Collective Information creation:** Support coordinated information sharing and inclusive communication approaches based on needs and priorities stated by affected communities in languages and formats of their preference. Share information on and collaborate on approaches to make sure that information is provided on two-way channels, in accessible and timely formats, including for people with different communication capacities.

- **Bringing refugee and host community voices to decision making forums:** the AAPTF will bring community voices to coordination meetings and include them in decision making. Refugee-led organizations, community-based and local groups will be invited to participate in RCF meetings, and other formats in which they can be engaged will be identified. Partners will develop and use a collective feedback mechanism to have a consistent way of gathering feedback and enable aggregation of data for analysis.

- **Inter-Agency led feedback and complaint mechanism:** an inter-agency referral SOP will be put in place to ensure feedback and complaints received can be referred to the responsible organization/institution. This will include an agreed confidential pathway for referring sensitive complaints received through any feedback channel. Agreement on this will be done in collaboration with the PSEA Network and in accordance with data protection policies in place.

- **Provision of technical expertise:** Task force members will link to other WG and provide technical inputs on AAP relevant to their areas of work. Support requested by other WG can be discussed during meetings to identify the support that can be collectively provided by the groups.

- **Capacity-building:** provide training opportunities and materials, guidance, and other relevant resources to strength AAP capacity in the response, with an age, gender and diversity approach.

- **Coordination of community consultations and assessments:** AAP task force members will keep others informed of assessments and community consultations being undertaken to coordinate on these as much as possible and reduce instances of consultation fatigue. Resources can be shared to undertake joint consultations and later present results to the wider group.