

Operationalising AAP

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Operationalising AAP

GOAL

GOAL

- Founded in 1977 in Dublin, Ireland
- Responded most major humanitarian crises in over 60 countries
- Currently operating programmes directly in 14 countries
- Agile first-responder to humanitarian crises
- Committed to working with vulnerable communities to support them on the road to recovery



Operationalising AAP

AAP at GOAL Global



Commitment to
accountability

Framework since
2011

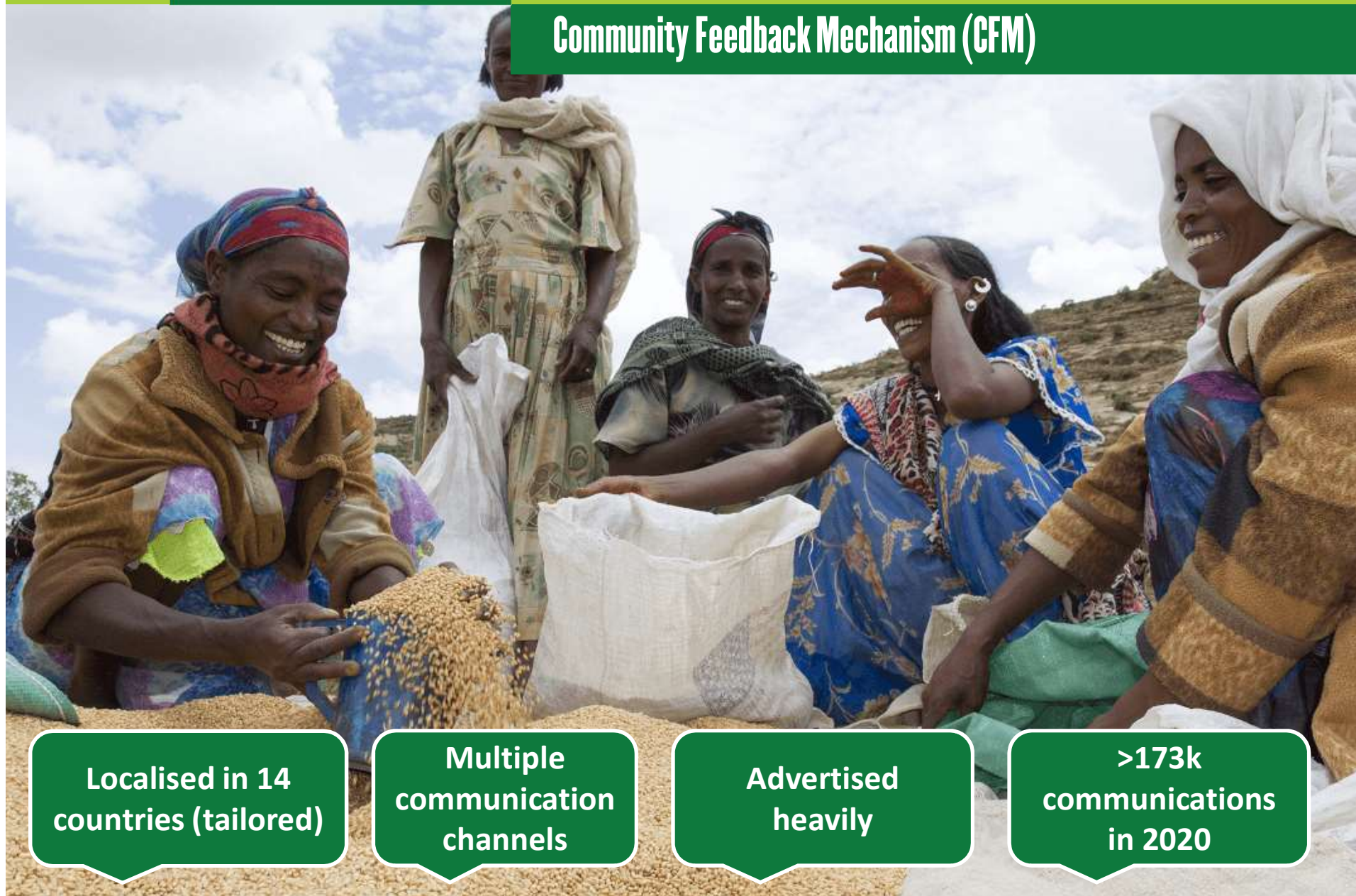
Community
Feedback
Mechanism

International
standards



Operationalising AAP

Community Feedback Mechanism (CFM)



Localised in 14
countries (tailored)

Multiple
communication
channels

Advertised
heavily

>173k
communications
in 2020



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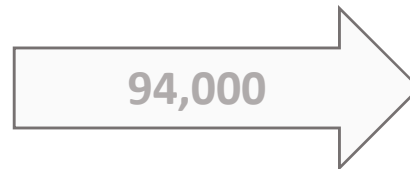
Community Feedback Mechanism (CFM)

2018



2019

Incl. Syria



2020



Excl. Syria





Operationalising AAP

Participation and Programme Quality



Communication
and transparency

Promoting
complaints and
feedback

Combining
with M&E data

The feedback loop



Operationalising AAP

Safeguarding, accessibility, and inclusion





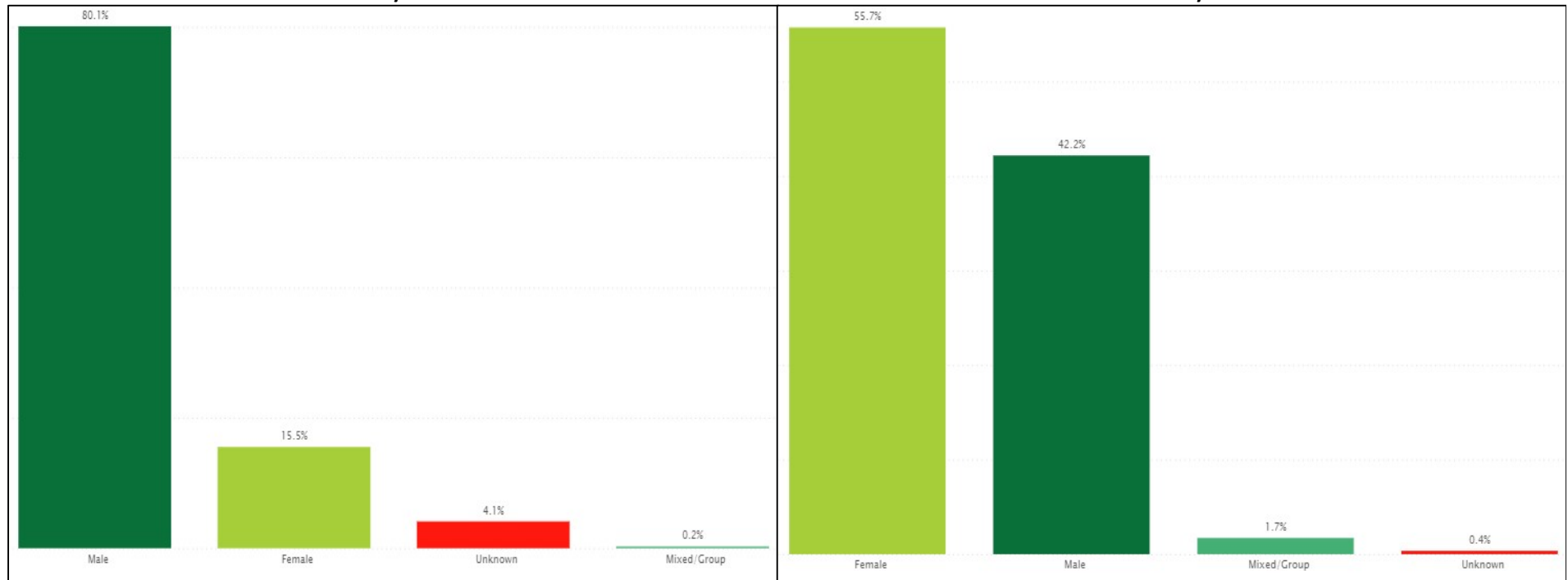
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Safeguarding, accessibility, and inclusion

Gender of Communicants

Incl. Syria

Excl. Syria





Operationalising AAP

COVID-19



Safe and sanitary

Remote
communication

Rumours and
misinformation

Increased
vulnerability



Operationalising AAP

COVID-19

Communication Channels in 2020

Quarter 1



Quarter 2



Quarter 3



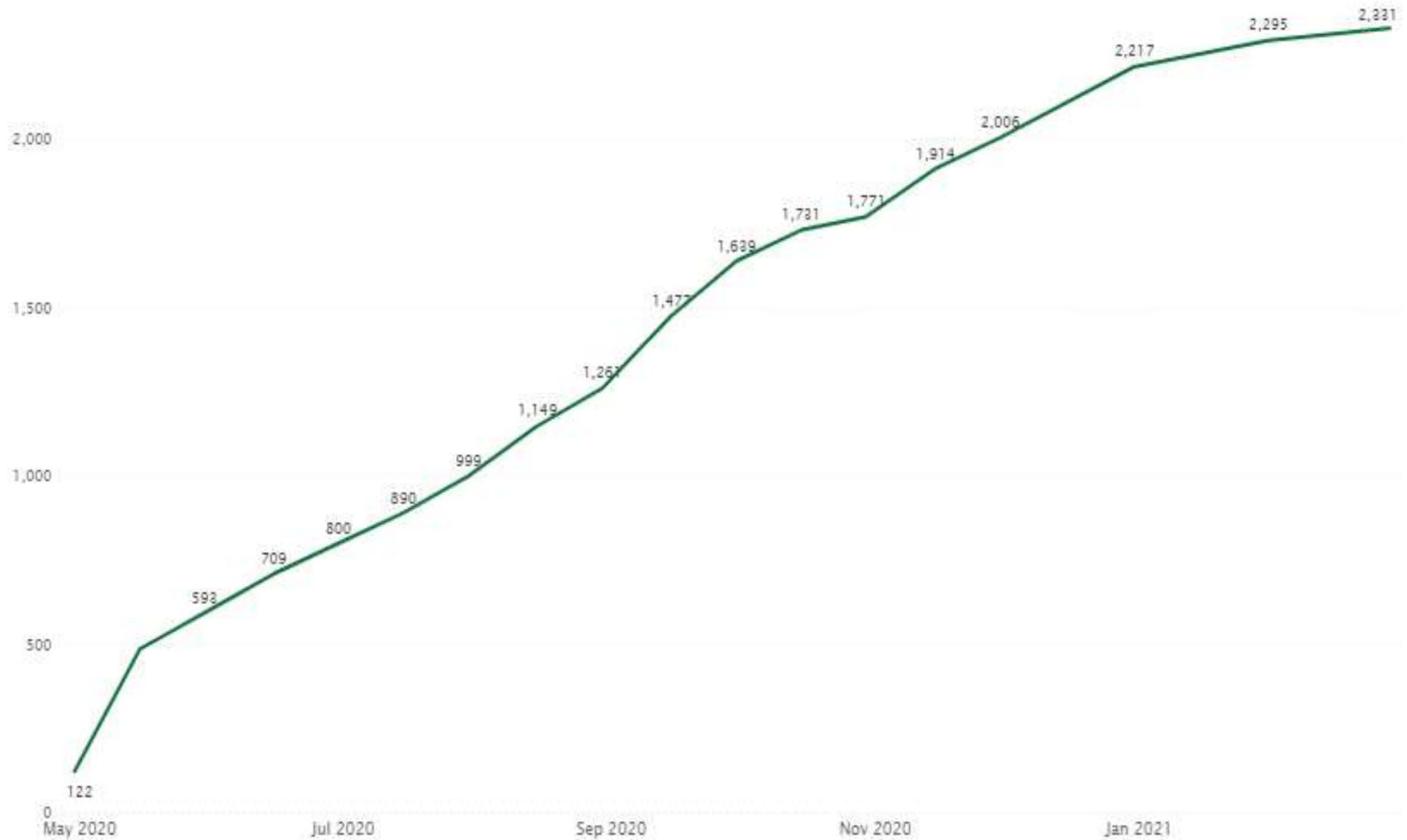
Quarter 4





Operationalising AAP

COVID-19





Thank You!

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