

*Operationalising Accountability
to Affected Populations in the
Humanitarian and Development
Contexts — Lessons learned from
the Polish Medical Mission*

9th April 2021



Polish Medical
Mission



BUILDING AID

ABOUT PMM



- Polish Medical Mission has been helping victims of wars, catastrophes and natural disasters **for over 20 years**.
- The activity of PMM is based on the work of **medical volunteers**.
- So far, we have provided medical assistance in over **30 countries on 5 continents**.
- Over the past **5 years only**, PMM has implemented projects with a budget of **over 5 million Euro** for humanitarian and development aid.
- Our activities contributed to the improvement of the quality and dignity of life of **over million beneficiaries**.

PMM'S AID PROGRAMMES

MEDICAL ASSISTANCE FOR MOTHERS AND NEWBORNS

(e.g. Jordan, Iraq, Tanzania)

FIGHT AGAINST HUNGER AND MALNUTRITION

(e.g. Venezuela, Zambia, Senegal)

STRATEGIC AID PROGRAMMES

SPECIALIST MEDICAL CARE

(e.g. Myanma, Malawi, Zambia)

EMERGENCY RESPONSE

(e.g. Syria, Lebanon)

AAP AT PMM


CORE PRINCIPLES

- Participation and inclusion
- Communication and transparency
- Feedback and response
- Organizational learning and adaptation

AAP MECHANISMS AT PMM

- PMM integrates AAP in the design of aid programmes;
- **Avoids duplicating efforts;**
- **Ensures equal and non-discriminatory access to protection and assistance;**
- **Uses two-way and transparent communication channels;**
- **Collects and integrates feedback** in a timely, confidential, and effective manner;
- **Collaborates with partners** in feedback referral and response processes;
- **Adjusts communication channels and formats;**
- **Uses data protection policy;**
- **Applies organizational learning.**


TANZANIA

Project: *Support for the health safety and social situation of women in the Lindi and Mtwara region in Tanzania (2021)*  PMM

Beneficiaries: 45 local leaders; approx. 6,000 men and women in local communities in the Lindi region participating in, who will participate in 120 meetings in 2021.

AAP measures: integration of GBV and gender equality policy in PMM's aid programme of medical assistance for women and new-borns.


IRAQI KURDISTAN

Project: *Medical and dental assistance for refugees, displaced persons and the local community in the Erbil governorate (2020)* 

Beneficiaries: 7,000 people, mainly women and children from the Baharka and Harsham camps, received medical care by the mobile clinic physicians, gynaecologist and paediatrician, and received free medication; 429 people performed diagnostic tests in the analytical laboratory; 3,425 received dental help; 2,650 had a follow-up examination; 50 trained health promoters; 2,000 residents learned more about avoiding illnesses caused by lack of hygiene, caring for pregnant women and babies, and about reproductive health.

AAP measures: Complaint box, involvement of local protection officer, social mobilisers, train the trainers sessions, additional services e.g. about protection against COVID-19.

JORDAN

Project: *Medical care for women and children living in underdeveloped areas of Zarka and Al-Mafrak provinces in Jordan (2019)* 

Beneficiaries: 2,220 people were provided with free medical care, including women, girls, men and boys; **1,217** received free access to basic medical care; **1,309** people in total (665 girls and 644 boys) girls and boys under 18 years of age from the local community and Syrian refugees living in hard-to-reach and underdeveloped areas received free access to primary paediatric care; **155** people received free access to basic medical care and family planning consultations.

AAP measures: collaboration of PMM with the Soldiers' Family Welfare Society led by Suhad Ahmad Mustafa.

CONCLUSIONS

CALL TO ACTION



- **Joint collaboration** of humanitarian and development aid organisations to share findings, results or tools for effective operationalisation of AAP.
- **Liaise with clusters** to coordinate capacity building activities on quality programming, including AAP and core people related issues, and on joint mechanisms.
- **Exchange good practices** - ensure ongoing awareness raising and capacity building amongst partners through utilization of specialist and peer expertise in cluster forums and other means, on such issues as:
 - AAP commitments, communicating with communities (CwC), gender, age, disability, diversity, protection
 - Code of Conduct, PSEA, community rights and entitlements, safe distribution
 - Building community relationships through the design and operation of programmes.

https://www.ted.com/talks/esther_duflo_social_experiments_to_fight_poverty_language_from_46287