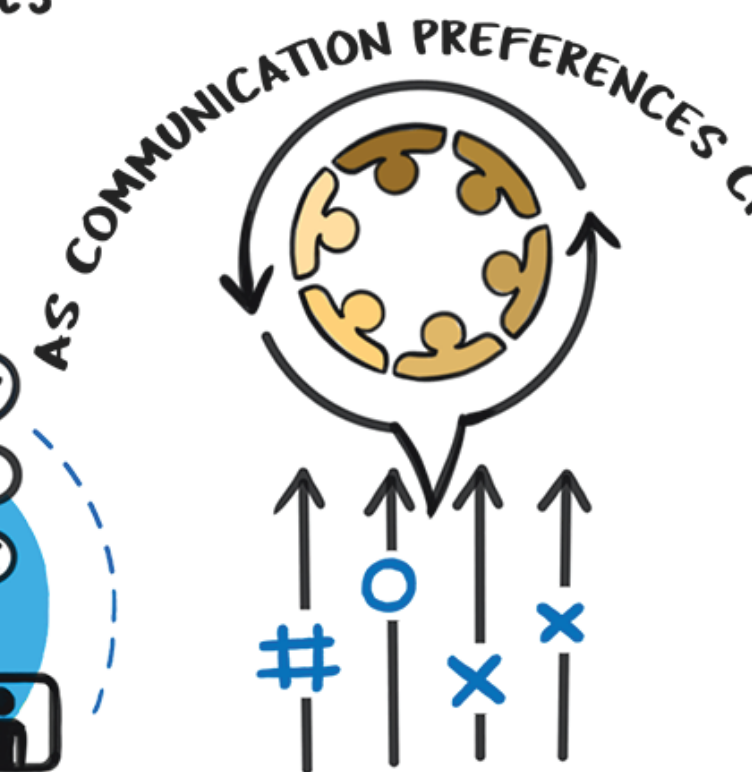




REFUGEE VOICES ARE CENTRAL IN UNHCR DECISION MAKING

OUR RESPONSES ARE DRIVEN BY THE VOICES OF REFUGEES



WE NEED TO: BUILD OUR CAPACITY TO LISTEN, UNDERSTAND & USE FEEDBACK DATA FROM DIFFERENT SOURCES



Scan to watch on YouTube

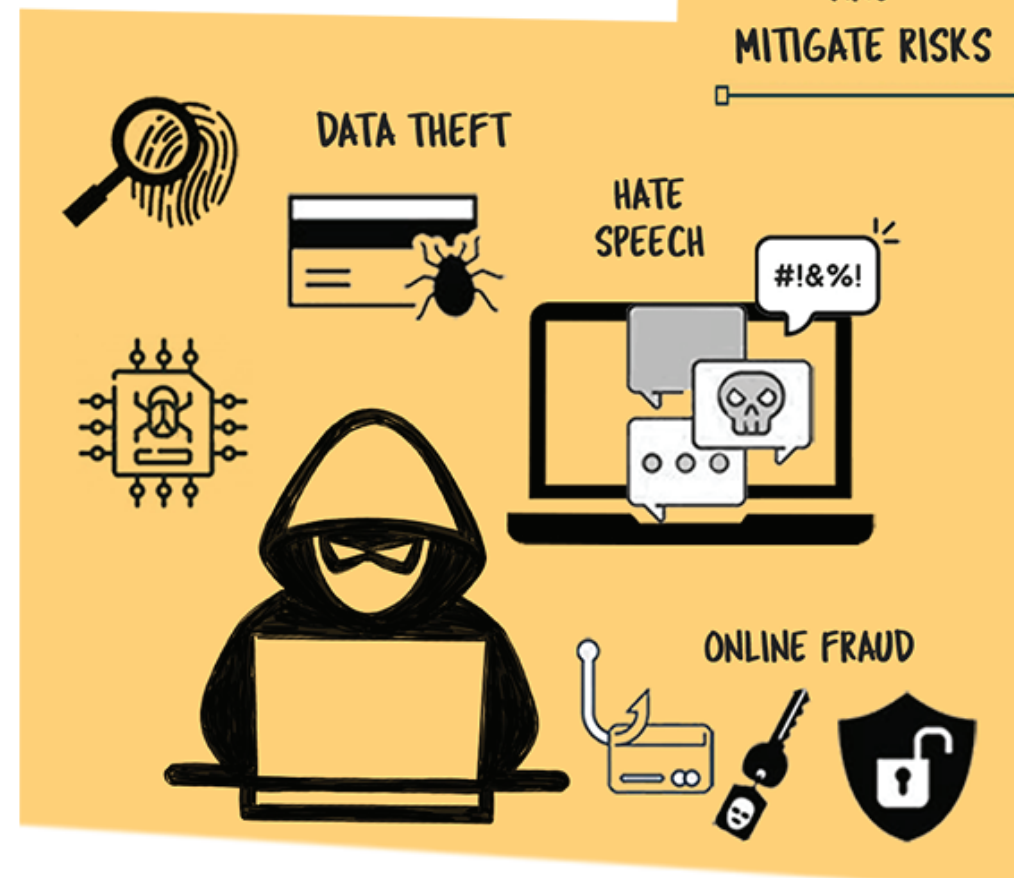
ACCOUNTABILITY TO AFFECTED PEOPLE

AAP

5 YEAR STRATEGY

THIS WILL HELP US BETTER IDENTIFY AND SOLVE PROBLEMS WITH AND FOR REFUGEES

BETTER ENGAGE WITH COMMUNITY MEMBERS OF ALL AGES, GENDER AND DIVERSITY



WE ENGAGE IN MEANINGFUL DIALOGUE FINDING SOLUTIONS TOGETHER



### 1. OPERATIONAL AND REGIONAL SUPPORT

ENSURES THAT COMMUNITY VOICES ARE USED TO IMPROVE THE EFFECTIVENESS OF OUR PROGRAMMES

FOCUS ON UNHCR HAVING THE RESOURCES



LISTENING TO COMMUNITY VOICES

IMPROVING PROGRAMMING AND INCREASE COMMUNITIES' SATISFACTION WITH SERVICES



### 3. RESEARCH & ADVOCACY

ENSURE WE ARE CUTTING-EDGE IN USING NEW TECHNOLOGY IN OUR APPROACHES TO ENGAGE AND LISTEN

UNDERSTANDING THE POTENTIAL OPPORTUNITIES AND RISKS

AND BEING ABLE TO MOBILIZE THE REQUIRED RESOURCES TO SUPPORT OUR STRATEGY



IF WE ACHIEVE OUR AMBITIOUS STRATEGY WE BUILD A 21st CENTURY ACCOUNTABLE ORGANIZATION WITH AN ADAPTABLE COMMUNICATION TOOLBOX



### 2. DOCUMENTATION, CAPACITY BUILDING, POLICY & TOOLS



-FOCUS ON IMPROVING KNOWLEDGE SHARING  
-SUPPORTING ACCOUNTABILITY PRACTICES



-TRAIN COLLEAGUES & PARTNERS TO ADOPT NEW COMMUNICATIONS CHANNELS  
-USE DIVERSE TOOLS TO IMPROVE OUR ABILITY TO LISTEN & RESPOND

### 4. PROTECTION LEADERSHIP & COORDINATION



ENSURING THAT UNHCR PLAYS AN ACTIVE ROLE IN ESTABLISHING OR SUPPORTING INTERAGENCY APPROACHES TO ENGAGE WITH COMMUNITIES AND SEEK FEEDBACK



STAFF AND PARTNERS WILL HAVE THE RESOURCES AND CAPACITY TO IMPLEMENT ROBUST AAP MECHANISMS THROUGHOUT THE ORGANIZATION



BETTER AT ENGAGING

BETTER AT LISTENING

BETTER AT ADAPTING

BETTER AT BUILDING SOLUTIONS TOGETHER WITH REFUGEES