Emergency and Humanitarian Accountability Framework

OBJECTIVE: To fulfill our mandate and legal obligations as humanitarian agencies by providing the best possible assistance to people affected by disaster
OUR RESPONSIBILTY: People affected by disaster have a right to assistance that reflects and upholds rights enshrined in International Human Rights Law.
We will do this through an integrated framework of accountability initiatives based on:

Accountability Obligations

Consistency with International Law:	Do No Harm:	Code of Conduct for Red Cross & NGOs:	The Sphere Project Humanitarian Charter:	Humanitarian Accountability Principles:
Our practice is consistent with legal rights set out in: - International Human Rights Law - International Humanitarian Law - Refugee Law	We will design our humanitarian and/or development programs to ensure we do not exacerbate and worsen any conflict but instead help local people disengage from fighting and develop systems for resolving conflict within their societies.	- Put the humanitarian imperative first - Give aid regardless of race, creed, nationality and without adverse distinction of any kind, on the basis of need alone - Do not use aid to further religious or political standpoint - Do not act as instruments of foreign policy - Respect culture and custom - Attempt to build disaster response on local capacities - Involves beneficiaries in management of relief aid - Strive to reduce future vulnerabilities - Hold ourselves accountable to both those we seek to assist and those from whom we accept and those from whom we accept resources - We recognize disaster victims as dignified humans in our publicity	The Humanitarian Charter expresses agencies' commitment to these principles and to achieving the Minimum Standards. This commitment is based agencies' appreciation of their own ethical obligations. The Humanitarian Charter affirms the importance of the following principles - - The right to life with dignity - The distinction between combatants and non-combatants - The principle of non-refoulement	We pursue and demonstrate accountability through: - Respecting and promoting the rights of humanitarian claimants - Stating the standards that apply to our work - Informing beneficiaries of these standards - Meaningfully involving beneficiaries in all aspects - Demonstrating our compliance through monitoring and reporting - Enabling complaints to be made in safety - Promoting these principles in working with partners

Accountability Standards

Do No Harm:	The Sphere Project Minimum Standards:	Monitoring, evaluating and learning	Effectively supporting our people:	Guaranteeing and demonstrating accountability:
We strengthen our accountability by minimising the negative impact of our work by better understanding: - Assistance becomes a part of the conflict context; - There are dividers and connectors in any conflict situation; - Our assistance will impact on both dividers and connectors; - Our impact occurs through two mechanisms – resource transfer and implicit messages; - Details of our assistance matter: what, why, who, by whom, when, where, and how; - We always have options for changing our programs to eliminate negative impacts or to improve positive contributions to peace See CDA Collaborative Learning Project	Through The Sphere Project we set ourselves **Minimum Standards Common to All Sectors**: - Participation - Initial Assessment - Response - Targeting - Monitoring - Evaluation - Aid worker competencies and responsibilities - Supervision, management and support of personnel And **Minimum Standards in the following technical sectors**: - Water, Sanitation and Hygiene Promotion - Food Security, Nutrition and Food Aid - Shelter, Settlement and Non Food Items - Health Services See The Sphere Project (http://www.sphereproject.org)	We improve our accountability and performance by**:** - Collaborative, active-learning and networking - Committing to improving humanitarian action through learning - sharing lessons and identifying common problems - building consensus on approaches See ALNAP	We recognize the centrality of our staff in achieving quality and accountability and support them by: - Ensuring their health, safety and security; - Promoting learning, training and development; - Appropriate recruitment and selection; - Consultation and communication - Support, management and leadership; - Appropriate policies and practices; - Strong human resources strategy. See People in Aid	- Establishing a humanitarian quality management system; - Making information on our agency's background, commitment to principles, program plan, reports and complaints handling procedures available to those we aim to assist; - Fostering beneficiary participation in decision making and ensuring their informed consent; - Determining the competencies, attitudes and development needs of staff required; - Establishing and implementing an effective, accessible and safe complaints handling mechanism for affected people, partners and staff; - Establishing a process of continual quality and accountability improvement in our work. See HAP-I

Tools, Approaches and links to help us:

The Geneva Conventions: http://www.icrc.org/Web/Eng/siteeng0.nsf/htmlall/genevaconventions

International human rights declarations and covenants: http://www.ohchr.org/english/law/

International Guiding Principles for Internal Displacement

ALNAP Protection Guidelines: http://www.odi.org.uk/ALNAP/

ALNAP Handbook for Participation in Emergencies: http://www.odi.org.uk/ALNAP/

Code of Conduct for the Prevention of Sexual Exploitation

The Sphere Project: Humanitarian Charter and Minimum Standards in Disaster Response (2004 Edition): http://www.sphereproject.org

HAP Standard: http://www.hapinternational.org

The Good Enough Guide

The Antares Foundation

People in Aid: http:// www.peopleinaid.org/code/

Quality Compass

Our own Agency Policies, Guiding Principles and Tools including but not limited to:
Vision and Mission statements, Child Protection Policy, Civil Military Guidelines, Benefit Harms Tools, Agency toolkits and manuals, Gender policy, Protection policy, Environment Policy, People living with HIV/AIDS, Older people, People with Disability

Austcare, Australian Federation for Peoples of Australia and the Pacific, , Australian Red Cross, Care Australia, Caritas Australia, Habitat for Humanity Australia, Oxfam Australia, PLAN International Australia, RedR Australia, World Vision Australia