LOCAL HUMANITARIAN STRENGTHENING INITIATIVE

CORE HUMANITARIAN STANDARDS WORKSHOP

05 March 2025



Meeting Details

- **Date:** 05 March 2025
- **Time:** 0900-1600
- **Location:** Cresta Jameson, Harare
- **Meeting Purpose:** Capacity Strengthening
- **Chairing:** Ngoni Muchenje (Methodist Development and Relief Agency-MeDRA)
- **Minuting and Workshop Report:** Privilege Murambadoro (MeDRA)
- **Opening and Closing Prayers:** Sr. Sandra Kativu (Diocese of Mutare Community Care Programme-DOMCCP)
- **Attendees:** *Attendance Register

Table of Contents

Meeting Details 1
Table of Contents 2
1 Introduction 3
1.1 Welcome Remarks and Agenda Overview 3
2 Needs Assessment Findings Report 4
3 Core Humanitarian Standards (CHS) 4
3.1 CHS Presentation Introduction 5
3.2 CHS Group Work Questions and Feedback 6
3.2.1 Group 1: What steps are taken to develop an appropriate and relevant humanitarian response? 6
3.2.2 Group 2: How can you strengthen local capacities and avoid the negative effects of humanitarian work? 7
3.2.3 Group 3: How can we make sure complaints are welcomed and addressed? 8
3.2.4 Group 4: Share how you have prioritized actors' continuous learning and improvement. 9
3.3 CHS Presentation Conclusion 10
4 Humanitarian Funding Landscape (Panelist Discussion) 11
5 Knowledge Management System Hub 14
6 Organisations Information Stall 16
7 Way Forward and Conclusion 16

1 Introduction

1.1 Welcome Remarks and Agenda Overview

Presenter: Tariro Washaya-Mpofu (MeDRA)



The presenter presented a welcoming speech setting the tone for collaboration among local humanitarian organizations in Zimbabwe. The speaker emphasizes the importance of networking and capacity building among faith-based and community-based organizations to better address humanitarian crises exacerbated by climate change. Supported by Christian Aid, the project is focused on increasing coordination and sharing best practices among local actors, while also seeking to strengthen adherence to humanitarian standards. The speech highlighted the challenges of limited collaboration and the need for a participatory approach in training and discussions. The Local Humanitarian Strengthening Initiative (LHSI) aims to facilitate knowledge sharing and establish a learning hub to foster continuous improvement in humanitarian initiatives.

Key Highlights

- **Warm Welcome**: The speaker extends a heartfelt welcome and gratitude to all participants, emphasizing the collaborative spirit of the event.
- **Need for Collaboration**: The speaker identifies a critical gap in collaboration among local humanitarian organizations in Zimbabwe. This insight is pivotal, as the lack of networking can lead to redundant efforts and ineffective resource allocation. By fostering collaboration, organizations can pool resources, share knowledge, and implement more holistic solutions to pressing humanitarian issues.
- **Capacity Building as a Priority**: Emphasizing the need for capacity building among local organizations highlights a significant insight into the humanitarian sector. A well-trained workforce equipped with the necessary skills and knowledge can improve the quality of humanitarian responses. The partnership with established organizations like Christian Aid is a strategic move to enhance learning and skills transfer.
- **Importance of Data and Assessments**: The mention of self-assessments on humanitarian standards indicates a data-driven approach to understanding organizational capabilities. This insight points to the necessity of evaluating the existing landscape to identify strengths and weaknesses, allowing for informed decisions about capacity building and resource allocation.

- **Engagement with Policy Makers**: The goal of engaging policymakers reflects a strategic insight into the broader humanitarian landscape. Involving stakeholders in discussions, local organizations can advocate for better support and policies that address the needs of vulnerable communities effectively.
- **Sustainability and Localization**: The focus on sustainability and localization highlights a growing trend in humanitarian work where local actors are empowered to lead initiatives. This insight aligns with global calls for more localized responses that are tailored to the unique needs of communities.
- **Participatory Approach**: The call for a highly participatory session underscores the importance of inclusive dialogue in humanitarian work. With active participation, organizations can tap into the diverse experiences and expertise of attendees, leading to richer discussions and more effective solutions.

2 Needs Assessment Findings Report

Presenter: Ngoni Muchenje (MeDRA)



The presenter noted that the needs assessment conducted based on The Core Humanitarian Standard on Quality and Accountability (CHS) aimed to evaluate the quality and effectiveness of assistance provided by humanitarian organizations. Utilizing the CHS self-assessment checklist, the assessment focused on nine commitments designed to enhance organizational performance and accountability. Results were organized according to these commitments, with statistical analysis revealing low ratings in certain areas. The research, which involved 19 organizations with a 74% response rate, highlighted specific gaps that necessitate targeted training for improvement. The findings suggest that future training sessions should focus on the commitments with lower ratings to effectively address urgent needs in humanitarian response initiatives.

Here is the link to the Needs Assessment Findings Report.

3 Core Humanitarian Standards (CHS)

Presenter: Giant Mudimba (Christian Aid)

3.1 CHS Presentation Introduction



The presenter discussed the concepts of localization and decolonization in humanitarian work, particularly emphasizing the Core Humanitarian Standards (CHS) and their application. The speaker encourages participants to reflect on their roles in contributing to these frameworks and to consider the implications of humanitarian assistance on local communities. The narrative also highlights the challenges faced by aid organizations in ensuring that their interventions are effectively addressing the needs of the communities they serve. Through a storytelling approach, the speaker illustrates the complexities of food distribution and the survival mechanisms of vulnerable populations. The focus is on fostering a collaborative environment where participants can engage in discussions to identify solutions and improve their practices.

Key Insights

- **Localization as a Necessity**: The discussion emphasizes that localization should not just be a buzzword but a core principle guiding humanitarian actions. It necessitates a deeper understanding of local contexts and needs. Organizations must ensure that their interventions are designed in collaboration with the communities they aim to support.
- **Role of Core Humanitarian Standards (CHS)**: The CHS FLOWER is framed as a useful tool for humanitarian organizations, yet its implementation raises questions about who truly benefits from these standards. While they aim to improve accountability and quality of aid, the focus seems to skew toward meeting donor requirements rather than community needs.
- **Engaging Community Voices**: There is a pressing call for humanitarian efforts to genuinely incorporate the voices of affected populations. The lack of community involvement in decision-making processes can lead to ineffective aid delivery and missed opportunities for empowerment.
- **Food Distribution Dynamics**: The anecdote about food distribution illustrates the disconnect between humanitarian organizations and the realities faced by local populations. It points out that while aid is provided, the underlying issues of sustainability and shared resources often remain unaddressed.
- **Survival Mechanisms of Communities**: The narrative highlights how communities develop their own strategies for survival in response to external aid efforts. This

underscores the importance of recognizing local capacities and supporting community-led solutions rather than imposing external systems that may not fit.

- **Need for Continuous Feedback**: The discussion advocates for ongoing dialogue and feedback loops between humanitarian organizations and communities. This iterative process can enhance the effectiveness of aid efforts and ensure that they remain relevant and responsive to changing circumstances.
- **Collaborative Problem-Solving**: The emphasis on group discussions and collaborative problem-solving reflects a shift towards participatory approaches in humanitarian work. By engaging various stakeholders in the process, organizations can foster shared ownership of solutions and enhance accountability.

3.2 CHS Group Work Questions and Feedback



3.2.1 Group 1: What steps are taken to develop an appropriate and relevant humanitarian response?

Group Feedback Takeaways

- **Insight into Cultural Dynamics:** The speaker underlines the cultural fabric within NGOs and how faith-based organizations tend to have more influence on governmental perceptions. This bolsters their credibility in diverse settings, allowing NGOs to thrive, especially when establishing relationships with local government stakeholders. Understanding these dynamics helps refine how NGOs can position themselves favourably within their operational environments.
- **Data as a Shared Asset:** The call for data sharing is crucial for strategic planning and collaboration in crisis responses. When organizations are transparent about their findings, it fosters trust and enhances teamwork. NGOs with robust data capabilities can provide valuable insights into operational efficiencies and improve overall outreach effectiveness, which is particularly essential in disaster-struck areas.

- **Operational Synergy is Imperative:** To maximize the impact of their initiatives, NGOs are urged to harmonize their efforts and minimize redundancies. Collaboration can lead to pooled resources and collective intelligence, ultimately benefiting the populations they aim to serve. This also mitigates the risk of fragmented responses to crises, which can dilute efforts and stretch resources thinly.
- **Healthy Competition Can Be Constructive:** While competition can be detrimental, a moderated and friendly rivalry may push NGOs to excel. However, this requires significant alignment on mission objectives and ethical fundraising practices. The insight here suggests that even amidst competition, mutual respect and an understanding of each other's capabilities can lead to constructive outcomes.
- **Stakeholder Engagement Protocols:** There is a need for NGOs to establish protocols for engaging stakeholders, ensuring that discussions at inception meetings cover key issues such as funding discrepancies. By addressing these matters upfront, NGOs can foster better understanding and cooperation, reducing potential friction that arises during the implementation phases of their projects.
- **Facilitation Challenges Highlighted:** The speaker expresses frustration about centralized decision-making, presenting a barrier for NGOs in expressing their documented concerns. This insight suggests a lack of agency in NGO representatives, which could limit their capacity to drive change or advocate for necessary adjustments within operational frameworks.
- **Structured Meetings for Better Outcomes:** The necessity for regular and formalized discussions to address ongoing challenges highlights the importance of having dedicated platforms for dialogue. By establishing these structured meetings, NGOs can collaborate more efficiently, share best practices, and ultimately create a cohesive response mechanism that is timely and effective.

3.2.2 Group 2: How can you strengthen local capacities and avoid the negative effects of humanitarian work?

Group Feedback Takeaways

- **Collaboration Enhances Impact**: The group underscores that collaboration among NGOs is not just beneficial but essential for maximizing impact during disaster response. When organizations work together, they can pool resources, share knowledge, and create a unified strategy that is more effective than isolated efforts. The speaker emphasizes that there is strength in numbers, and collective action can lead to better outcomes for communities in need.

- **Data Sharing as a Decision-Making Tool**: The discussion highlights the critical role of data sharing in decision-making processes. By sharing relevant information, organizations can make informed decisions that benefit all stakeholders involved. This is especially important in crises where timely and accurate data can significantly influence the effectiveness of response efforts.

- **Navigating Government Relations**: The group points out that NGOs often need to navigate complex relationships with government entities. The group suggests that NGOs should adopt a mindset of compliance and collaboration with government processes to ensure smoother operations. Understanding government expectations and aligning with them can facilitate better support for NGOs' initiatives.
- **Need for Open Dialogue**: The group advocates for creating forums where NGOs can engage in open dialogues about their challenges and strategies. Such discussions can enhance mutual understanding and lead to the development of a shared roadmap for action. Open communication is vital for addressing common issues and finding collaborative solutions.
- **Significance of Inception Meetings**: Inception meetings are highlighted as crucial opportunities for NGOs to align their goals and understand the landscape they are operating within. Discussing funding differences and establishing a common understanding of each organization's capabilities can lead to better collaboration and resource sharing.
- **Focus on Crisis Solutions**: The overall message is a call to action for NGOs to focus on the crisis at hand rather than competing with one another. By prioritizing the needs of the affected communities and working together towards common goals, NGOs can enhance their effectiveness and make a meaningful impact in disaster response scenarios.

3.2.3 Group 3: How can we make sure complaints are welcomed and addressed?

Group Feedback Takeaways

- Building Trust through Engagement: Effective community engagement is foundational for any project. When community members feel that their voices are heard, they are more likely to participate actively and share their concerns. This engagement can be fostered through regular interactions, workshops, and community meetings where members can openly discuss their needs and expectations.
- Necessity of Communication Channels: Establishing clear communication channels is vital for the success of community projects. Community members must know where and how to express their complaints. This could include not only face-to-face interactions with designated representatives but also digital platforms that can streamline the complaint process.
- The Role of Anonymity in Feedback: The implementation of suggestion boxes is a crucial strategy for collecting feedback in a way that respects the privacy of community members. Many individuals may feel uncomfortable voicing their complaints openly due to fear of repercussions. Suggestion boxes provide a safe space for individuals to express their thoughts and concerns without fear.

- Accessibility through Toll-Free Numbers: Providing toll-free numbers for complaints ensures that community members can easily reach out without financial barriers. These numbers must be well-publicized within the community to ensure maximum utilization.
- Identifying with the Community: Projects that foster a sense of belonging and identification with the community tend to receive more honest feedback. When project staff immerse themselves in the community culture and build relationships, it creates an environment of trust where community members feel valued and respected.
- Structured Complaint Procedures: Having a clear and transparent process for handling complaints encourages community members to come forward. When they know what to expect after filing a complaint, they are more likely to engage with the system. This can involve tracking complaints, providing feedback on resolutions, and ensuring that community members are aware of the outcomes.
- Importance of Staff Training: Training staff on how to handle complaints is critical. Staff should not only understand the procedures but also be equipped with the skills to empathize and communicate effectively with community members. Ongoing training ensures that staff remain informed about best practices and can respond appropriately to the diverse range of complaints that may arise.

3.2.4 Group 4: Share how you have prioritized actors' continuous learning and improving.

Group Feedback Takeaways

- **Importance of Needs Assessment**: A thorough needs assessment allows organizations to tailor interventions to the specific challenges and circumstances of a community. By understanding the context and requirements of the community, organizations can avoid implementing projects that do not resonate or address real issues. This approach not only enhances the effectiveness of initiatives but also builds trust and credibility among community members.
- **Role of Community Leaders**: Consulting community leaders before launching projects is essential for gaining insights and fostering support from the community. Leaders often have a deep understanding of local dynamics and can guide organizations on the best strategies to engage residents. This collaboration ensures that projects are culturally relevant and have a higher chance of acceptance.
- **Community Engagement in Project Implementation**: Active involvement of the community at all stages of project (implementation, training, monitoring, and evaluation) promotes a sense of ownership and accountability. This inclusion encourages community members to be proactive in the project's success and facilitates the identification of issues as they arise.
- **Safeguarding Principles Training**: Educating communities about safeguarding principles is vital for empowering them to recognize and report violations. This training can help mitigate risks and create a safer environment for all members. When

community members understand their rights and the mechanisms available for raising concerns, they are more likely to engage in the process.

- **Fear of Backlash**: Many community members fear repercussions when providing negative feedback about organizations. Addressing this fear is crucial for creating an open dialogue and ensuring that feedback is taken seriously. Organizations should reassure communities that their concerns will be handled confidentially and thoughtfully, promoting a culture of transparency.
- **Adaptation Based on Feedback**: Organizations must be willing to adapt their projects based on the feedback received from the community. This responsiveness demonstrates a commitment to continuous improvement and respect for community input. It also reinforces trust and encourages ongoing collaboration between the organization and community members.
- **Establishing Continuous Learning Platforms**: Creating networks and platforms for continuous learning fosters collaboration and sharing of best practices among various stakeholders. These platforms can serve as vital resources for capacity building and sustainability measures, ensuring that community members and organizations can evolve together in addressing challenges.

3.3 CHS Presentation Conclusion

Key Insights

- **The Shift Towards Localization:** The humanitarian landscape is shifting towards localization, allowing local NGOs to play a more significant role in aid delivery. Local NGOs possess intimate knowledge of the communities they serve, enabling them to address needs more effectively than INGOs.
- **Competitive Advantage of Local NGOs:** With funding opportunities increasingly favouring local entities, local NGOs have a competitive edge over INGOs. This advantage arises from their proximity to the communities they serve and their ability to mobilize resources quickly and efficiently.
- **Strengthening Organizational Systems:** For local NGOs to succeed, it is imperative to invest in strengthening their organizational systems. This includes improving governance, financial management, and compliance with donor requirements to ensure they can effectively compete for funding.
- **Decolonization of Aid:** The call for decolonization in the humanitarian sector is gaining momentum. Simplifying funding processes and making them more user-friendly for local NGOs can level the playing field, allowing for more equitable access to resources.
- **Community-Centric Focus:** The need to place affected communities at the centre of humanitarian responses is critical. By prioritizing the voices and needs of these communities, aid efforts can be more relevant and impactful, ultimately leading to better outcomes.

- **Collaboration Over Competition:** Rather than viewing INGOs as competitors, local NGOs should seek collaborative partnerships that allow for shared resources and knowledge. These partnerships can enhance the overall effectiveness of humanitarian responses.
- **The Role of Faith-Based Organizations:** Faith-based organizations (FBOs) play a unique and vital role in the humanitarian ecosystem. Their established trust within communities can be leveraged to enhance the reach and effectiveness of aid initiatives.

4 Humanitarian Funding Landscape (Panelist Discussion)

Panelist: **Maureen Sigauke (KFM Consultants)**

Emmanuel Maposa (ADRA Zimbabwe)

Bongiwe Mavuwa (Lutheran Development Services)

Host: **Kudzaiishe Ndawana (MeDRA)**



The discussion centred around the evolving landscape of humanitarian funding in Zimbabwe, highlighting the challenges faced by local NGOs and community-based organisations (CBOs) in securing funding from international donors. Panelists reflected on the increasing competition for limited resources, the stringent compliance and reporting requirements imposed by funding agencies, and the importance of maintaining integrity and trust in financial management. The conversation also emphasizes the need for localization and decolonization of funding practices to empower local organizations, while recognizing the obstacles that come with these expectations. The conversation suggests that awareness of geopolitical changes and strong partnerships are crucial for sustainability and effective operation in the non-profit sector.

Key Insights

- **Impact of Compliance and Reporting:** Compliance with donor regulations is non-negotiable for local NGOs seeking funding. The panellists emphasized that failing to meet reporting deadlines or standards can result in losing access to future funding opportunities, creating a vicious cycle that disproportionately affects smaller organizations.

- **Integrity as a Cornerstone:** The discussion highlights the critical importance of integrity in the operations of local NGOs. Trustworthiness, accountability, and transparency in financial management are essential for building lasting relationships with funding partners. Organizations must prioritize ethical practices to secure ongoing support.
- **The Necessity of Evidence and Documentation:** The lack of proper documentation often undermines local NGOs' ability to demonstrate their impact and effectiveness to potential donors. The panellists stressed the need for organizations to maintain thorough records of their activities and outcomes to showcase their achievements and attract funding.
- **Advocating for Localization:** There is a growing recognition of the importance of localizing funding practices to better support the unique needs and challenges faced by local organizations. The panellists advocate for a shift towards funding models that recognize the capacity of local NGOs to address humanitarian issues effectively.
- **Future Challenges and Opportunities:** As humanitarian crises continue to arise globally, the landscape of funding will likely keep evolving. Local NGOs must embrace innovation and adaptability to navigate these changes successfully. By fostering a culture of trust and accountability, they can enhance their chances of securing essential resources in an increasingly competitive environment.
- **Shifting Dynamics in Humanitarian Funding**: The humanitarian funding landscape in Zimbabwe has evolved due to an increase in both the number of humanitarian crises and the organizations vying for funding. The panellists noted that while the demand for funding has grown, the resources available have not kept pace, leading to heightened competition and pressure on local NGOs.
- **Stringent Funding Criteria**: International donors have raised their standards for funding eligibility, requiring local organizations to demonstrate a solid track record and compliance with complex regulations. This shift has made it increasingly difficult for smaller organizations to access funds, as they may lack the resources to meet these new demands.
- **Resource Mobilization Fundamentals:** The panellist emphasized the importance of understanding the basics of resource mobilization. Highlighted the principle of not putting all resources in one basket. Identified that current fundraising fundamentals are lacking, making exploration of alternatives ineffective without a strong foundation.
- **Redefinition of Funders and Funding Partners:** The Panelist proposed shifting terminology from "donors" to "funding partners" to reflect a broader and more sustainable funding framework. Expanded the definition to include philanthropic foundations, corporate entities, and individual contributors. Discussed the rise of smaller foundations like The Pollination Project offering revolving open calls (e.g., $5,000 to $15,000) based on eligibility. Recognized the growing trend of individual giving with fewer conditions compared to traditional donor funding.

- **Social Entrepreneurship as a Viable Alternative:** The discussion identified social entrepreneurship and income-generating initiatives as potential funding alternatives. Noted the need for business acumen and appropriate skills within organizations to implement social enterprises successfully. Discussed the alignment of ethical values with income-generating projects to ensure consistency with organizational missions. Mentioned existing capabilities within organizations, such as business development expertise and training programs, to support social entrepreneurship efforts.
- **Private-Public Partnerships (PPPs):** The panellist highlighted the potential of PPPs, especially given the government's reduced funding following USAID's departure. Stressed the importance of maintaining organizational values and principles when entering partnerships. Urged organizations to assess the performance and viability of private sector partners in specific sectors, such as real estate. Emphasized the necessity of understanding market sectors and identifying low-hanging fruits for successful partnerships.
- **Crowdfunding and Community Giving:** The discussion recognized crowdfunding as an additional funding option. Advocated for integrating community participation into resource mobilization strategies. Suggested leveraging church networks for FBOs to mobilize community resources, both financial and in-kind. Highlighted the role of diaspora communities as potential contributors to community giving initiatives. Emphasized that communities can provide both financial support and resources such as volunteer time and services.
- **Strategy Alignment and Validation**: Discussed the importance of aligning organizational strategies with the priorities of potential funding partners. Mentioned ongoing efforts to validate strategies with other faith-based organizations, government bodies, and funding partners. Highlighted the need to understand and align with the risk appetite of funding partners.
- **Organizational Capabilities and Readiness:** Stressed the need for organizations to assess their strengths, weaknesses, limitations, and governance structures before pursuing alternative funding options. **E**ncouraged honest discussions about organizational readiness to manage new funding streams and partnerships. Highlighted the necessity of internal discussions to determine the feasibility of alternative funding options within the context of organizational capacities.
- **The Necessity of Collaboration:** Collaboration among non-profit organizations is essential in the current landscape, where expertise and resources are often limited. Forming consortia allows organizations to pool their strengths, ultimately enhancing their capacity to address pressing humanitarian needs. Teamwork not only fosters innovation but also creates a robust support network that can tackle complex challenges more effectively than isolated efforts.
- **The Role of Geopolitics in Funding:** The funding landscape is heavily influenced by global political dynamics. Non-profits must remain vigilant and informed about shifts in political climates, as these can directly affect funding availability. For example, the

rise of right-wing politics in various countries can lead to cuts in overseas development assistance (ODA), which necessitates that non-profits adapt quickly to maintain their operational viability.

- **Historical Fluidity of Funding:** Panelist's reflections highlight that the current challenges in funding are not new; they are part of an ongoing trend observed since at least 2008. The perception of funding changes as a sudden phenomenon is misleading. Non-profits need to acknowledge this history and learn from past experiences to better prepare for future shifts.
- **Governance Structures Matter:** Funding partners are increasingly interested in the governance structures of non-profit organizations. Effective boards and transparent decision-making processes are critical for ensuring accountability. Non-profits must focus on developing strong internal governance to gain funder trust and demonstrate their ability to manage resources responsibly.
- **Need for Capacity Building:** Strengthening local organizations is vital for the sustainability of humanitarian efforts. Capacity building involves not just financial support but also training and resource sharing. By fostering local talent and infrastructure, organizations can create a more resilient and responsive humanitarian sector that is better equipped to address community needs.
- **The Importance of Due Diligence:** Conducting thorough partner risk assessments is essential before entering into collaborations. Organizations must be diligent in vetting potential partners to identify past issues, such as mismanagement of funds. This practice can prevent future complications and ensure that funds are used effectively to achieve intended outcomes.
- **Awareness of Internal Barriers:** The conversation challenges organizations to look inward and recognize their barriers to success. Often, organizations become complacent or overly focused on their internal operations without acknowledging external changes or threats. This self-awareness is crucial for adapting strategies and optimizing partnerships in a rapidly changing humanitarian landscape.

The conversation among the panellists sheds light on the multifaceted challenges that local NGOs in Zimbabwe face in securing humanitarian funding. It underscores the critical need for integrity, transparency, and evidence-based practices, while also advocating for a more localized approach to funding that empowers local organizations. By recognizing the shifting dynamics of the funding landscape and adapting to new demands, these organizations can position themselves to thrive despite the obstacles they encounter. The insights gathered from this discussion serve as a roadmap for local NGOs seeking to navigate the complexities of humanitarian funding and enhance their impact in their communities.

5 Knowledge Management System Hub

Presenter: Privilege Murambadoro (MeDRA)

The discussion revolved around the logistics and financial considerations of setting up a cost-effective, secure platform for a group of organizations. It outlines the necessity for budgeting, with specific reference to annual hosting costs, and explores the potential to scale the platform to accommodate more local organizations. The conversation touches on the implications of increasing user numbers, including higher costs associated with hosting requirements. The participants expressed their commitment to testing the platform initially, with the hope that successful outcomes will encourage more organizations to join. They also highlight the importance of exploring security measures, seeking alternatives to existing service providers while maintaining quality and establishing clear guidelines and terms of use. Additionally, they emphasize the need for collaboration and communication among partner organizations to ensure sustainability and effectiveness.



Key Discussion Highlights

- **Budgeting for Scalability**: The dialogue underscores the significance of financial planning regarding hosting costs for the platform. Each participating organization needs to carefully allocate budgetary provisions in anticipation of growth. This analytical approach ensures that as more organizations choose to join, the financial burden is distributed effectively among users, making it sustainable in the long term.
- **Security Concerns Driving Platform Design**: The platform's security is a paramount concern described as a top priority. User access to sensitive data must be restricted to only authorized personnel. This has led to the decision to develop a bespoke system rather than relying on generic solutions like WordPress, which may compromise data integrity. The point emphasizes the need for rigorous testing and a robust framework to ensure that data breaches do not occur, which has become a significant concern for many organizations today.
- **Willingness to Collaborate with Local Organizations**: The interest in including additional local organizations points to a growing recognition of the value of community collaboration. By working together, these organizations can leverage shared resources and skills to enhance the platform's effectiveness. This insight reinforces the idea that collaboration isn't merely about numbers but about creating an environment that fosters partnerships for mutual benefit.

- **Pilot Testing for Effectiveness**: The discussion proposes that a trial phase be implemented to assess the platform's efficiency before full rollout. This phase is necessary so that stakeholders can gauge the operational mechanics and obtain valuable feedback that informs any adjustments to be made. This insight reflects a broader strategy seen in technology deployment to reduce risks and ensure scalability is manageable.
- **Comparative Analysis with Existing Vendors**: The discussion also reveals a commitment to investigating alternative service providers that might offer similar functionalities at a lower cost. This insight shows a strategic mindset typical in organizational decision-making, ensuring that every financial resource is maximally utilized while maintaining service quality.
- **Formation of Clear Guidelines**: There is a strong advocacy for establishing comprehensive guidelines that articulate the roles and responsibilities of all parties involved. Such measures are crucial to prevent any misunderstandings and ensure that all participants are aware of what is expected. This organization of terms reinforces the idea of accountability within collaborative frameworks and underpins the project's success.
- **Emphasis on Communication and Privacy Policies**: It's illustrated that maintaining transparent communication regarding the platform's design and operational policies is vital. Participants are encouraged to bring up concerns or suggestions, indicating an open-door policy. This can lead to more engaged users feeling they have a stake in the platform's success and the overarching shared vision.

6 Organisations Information Stall

All Organisations Represented

Here is the link to the LHSI organisations' database.

7 Way Forward and Conclusion

Presenter: Tariro Washaya-Mpofu

Closing Highlights

Key Insights

- **Inclusivity in Planning**: The emphasis on gathering input from all participants highlights the importance of inclusivity in planning capacity-building initiatives. By encouraging everyone to share their ideas, the group fosters a collaborative environment that can lead to more relevant and impactful training sessions.
- **Choice of preferred topics for future engagements:** The suggestion was to use Google Forms/Kobo for topic selection. This approach not only makes it easier to gather feedback but also engages participants in a modern and efficient manner.

- **Feedback Loop Importance**: The discussion about improving email communication, such as copying colleagues in confirmations, illustrates the necessity of establishing a feedback loop.
- **Strategic Planning with 5W Matrix**: The introduction of a 5W matrix (who, what, where, when, why) in the establishment of a centralized database for local humanitarian actors.
- **Value of Learning Visits**: The potential learning visit to Christian Care reflects a proactive approach to professional development. Such visits can provide valuable insights into best practices and operational strategies of larger organizations, thus enriching the participants' understanding and capabilities.
- **Community Engagement**: The overall tone of the conversation demonstrates a strong sense of community among participants. Their willingness to share ideas and support one another suggests that community engagement is a vital component of their capacity-building efforts.
- **Knowledge Management System**: pursue the development of the Knowledge Management System.
- **Next Steps:** The group sets a timeline for feedback and action, aiming for clear follow-up and accountability.

The meeting successfully fostered collaboration among humanitarian actors, identified key gaps in humanitarian response, and outlined actionable steps for future engagements. The compiled organizations' database and participants' directory will serve as key reference documents for ongoing and future initiatives