

Taiwan Fund for Children and Families (TFCF)

Call with the IRP, 09.10.2019

Minutes

Participants:

- Carol Huang, Director of Secretariat, TFCF
- Tina, Secretariat Senior Specialist, TFCF
- Chilufya Chileshe, Independent Review Panel
- Ezgi Akarsu, Programme Manager, Accountable Now

The call allowed an opportunity to discuss the Independent Review Panel's feedback on TFCF's 2018 accountability report. The Independent Review Panel **commended the continued improvement in TFCF's accountability reports** over the past few years, and appreciated that TFCF had responded to many of the Panel's comments and requests from its last feedback letter.

TFCF passed on apologies from CEO Betty Su-Chiou Ho, who was not able to attend the call, and shared that she appreciated the Panel's efforts in reviewing TFCF's report. She and TFCF regard the report as very important.

The call focused on a few key points from the Panel's feedback letter, the first one being **TFCF's success indicators**. The Panel noted that TFCF uses the SDGs as their indicators, and enquired whether, given the fact that these do not present concrete targets, TFCF had considered developing more focused indicators for their work. TFCF responded that they do have success indicators, including evaluation targets and strategies, but that these were in Chinese. In their next report they will translate the key points into English.

TFCF's **internal complaints mechanism** was also discussed, with the question of whether staff are able to submit complaints confidentially. TFCF explained the confidentiality mechanisms already in place, and appreciated the suggestion to create an email address for complaint submissions which staff may hesitate to raise in front of their peers. TFCF will discuss with the relevant department to explore creating an email address and/or other possibilities for anonymous complaints submission.

Regarding an **external complaints policy**, which the Panel had asked about (TFCF had not shared a policy in its report, nor was one on the English version of their website) TFCF said that they do have a policy in place. They said that they would again discuss with the relevant department about putting this information online. The Secretariat offered support in this regard if needed.

The Panel had also asked for more information about **stakeholder identification** – how exactly TFCF makes decisions about which regions to work in, and how specific



stakeholder groups (children/families/communities) are selected. TFCF explained that when they plan to work overseas, they will make field assessments and research first, conduct country evaluations, sending staff to assess the situation on the ground and make a recommendation about the need/feasibility of working in a particular location. These evaluations include conversations with local NGOs and communities, families and children, and discussions with focus groups to identify needs. TFCF said they would discuss with the relevant department and provide more information regarding how community members are consulted to identify specific stakeholders. TFCF tends to focus mainly on Asian countries, and also refer to suggestions from the Taiwanese Ministry of Foreign Affairs and related stakeholders (like the board members or the donors), which was for example the case in TFCF's work in Jordan. TFCF agrees with the needs for refugee children submitted by the Ministry of Foreign Affairs and dispatched a field assessment. After the consensus of the executive manager's meeting, the CEO will make the proposal to the board of directors for discussion and get their approval.

Finally, the Panel asked how TFCF ensures **diversity and inclusion in their programmes** and whether there are any policies or targets relating to gender balance, including minorities, etc. TFCF explained that for the most part families approach TFCF to request their assistance, and a needs assessment is carried out. They stated that they do have quotas for programme diversity, and would share more about this in their response letter, which will be shared in the coming weeks.