

ACCOUNTABLE NOW

MEMBER'S PACKAGE 2020



GOVERNANCE UPDATES

German registration & Independence

As of September, Accountable Now is a registered charity in Germany under the name INGO International NGO Accountability Charter gUG. Following this, Accountable Now is now also a fully independent organisation, no longer hosted by the International Civil Society Centre. We will nonetheless continue sharing the same offices with the Centre and maintain and strengthen the close and strategic relationship developed over the past years.

We will soon reach out to all Members to share information on our name and registration number. For any questions please reach out to Rocio at rmlopez@accountablenow.org.

Welcoming our new Board Chair

We would like to take this opportunity to welcome our new Board Chair, Colm Ó Cuanacháin who has taken on this new role

due to Pia Stavås Meier, our Board Chair since 2019, having to take a step back from Accountable Now.



But we are looking forward to a new year with a new Chair. Colm, previously Senior Director of the Office of the Secretary General of Amnesty International, has been a trustee of Accountable Now since 2018. His familiarity with Accountable Now and his knowledge on accountability and our Dynamic Accountability approach will give us a head start in bringing him into his new role.

Keep your eye out for an email from us where we will share Colm's Accountable Now contact details with all Members.

YOUR MEMBERSHIP IN 2020

2019 was an exciting year for Dynamic Accountability as we, our Members and many organisations and individuals from across our accountability network improved their accountability practices and the different tools and mechanisms being developed to enhance Dynamic Accountability. This year, we welcome 2020 as an opportunity for Accountable Now to focus on one particular aspect of Dynamic Accountability: **stakeholder engagement** to help strengthen our Member's approach to this overarching accountability commitment.

Why stakeholder engagement?

Stakeholder engagement has the potential to touch upon many levels of an organisation, and involve a diverse range of civil society stakeholders. As civil society organisations strive for inclusion and diversity, aim to continually improve relationships between staff and primary constituents and try to transform the status quo relationship with donors, we believe approaching these issues through the lens of stakeholder engagement has the potential to transform accountability practices at many levels of an organisation.

As we continue to advocate for and develop accountability practices in line with our 12 Commitments, we will dive deep into stakeholder engagement to improve the collective knowledge we and our Members have on this topic.

WHAT TO EXPECT IN 2020

Events and collaboration

We are looking forward to using our key events as a platform to engage our Members with stakeholder engagement. 2020 will again be a

busy year for us and our Members: taking the conversation we had on the relationship between donors and grantees further, we will host a follow-up Annual Workshop on the Powershift.

Two Peer Advice Groups will take participants through a process of improving and changing the donor-grantee relationship and improving internal stakeholder engagement within Member organisations. And of course, our Annual General Meeting will provide the space for us to explore what stakeholder engagement means for our Members and much more!

Are you interested in joining our PAG's? Let us know! Express your interest by contacting Rocio at rmlopez@accountablenow.org and together we can set up a working group on defining the scope of our 2020 PAGs.

HAVE YOUR SAY

As preparations for our next Annual General Meeting begin, we want to hear your view on what topics we should approach, to where we should host the event. It is important for us to accommodate you and your expectations as much as possible. Help us by [filling in our short survey](#) and let us know the topics you would like us to work on in 2020 and how you envision our next AGM.

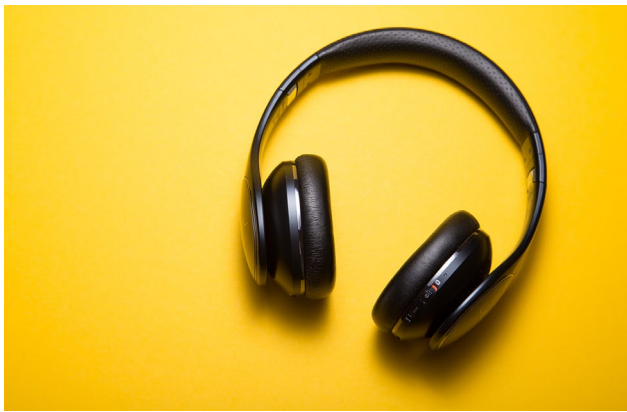
GET INVOLVED

Articles

We want to hear from you! Do you have experience with accountability practices that you would like to share across our network? Are you involved in a project or initiative that touches upon issues of transparency, accountability, safeguarding or stakeholder engagement? Get in touch and submit an article to us and help grow our accountability community. Reach out to our Communications Coordinator, Bethany Keeley at bkeeley@accountablenow.org.



Podcasts



The start of a new year brings opportunities and challenges and we have decided to take on a new challenge of developing an Accountable Now podcast series. With the aim to produce two to three podcasts in 2020, we want to use this opportunity to present discussions with those taking on innovative projects and initiatives related to accountability.

We encourage all of our Members to participate, so get in touch! Simply let us know a topic you would like to hear discussed or express your interest to participate by contacting our Communications Coordinator, Bethany Keeley at bkeeley@accountablenow.org.

Join the Dynamic Accountability Community of Practice



During International Civil Society Week 2019 around 50 CSOs discussed their experiences with Dynamic Accountability and whether a new global Community of Practice (DACoP) would be a helpful platform to develop. These discussions pointed to a clear interest in further exploring the creation of a place where practitioners, academics and donors can engage, share best practices and exchange experiences on implementing new accountability practices in the civil society sector.

Fast-forward to today, the Global Standard Partnership, CIVICUS and Restless Development are in the process of testing our platform so that it is an enabling environment for learning, and for finding synergies and opportunities for collaboration. We are excited to announce that we are preparing to launch the Dynamic Accountability Community of Practice in the first quarter of the new year! If you are interested in joining the community, [please click here to sign up](#) and be the first to know about our launch!

HANDLING COMPLAINTS AND SAFEGUARDING

12 steps to a great online feedback and complaints mechanism

In 2019 Accountable Now held a 100 Day Challenge for our members to work on strengthening their feedback and complaints mechanisms. Six member organisations took part, as did Accountable Now (check out our new [Feedback and Complaints policy](#)). Over

the course of the challenge, we discussed the difference between feedback and formal complaints, different online and offline mechanisms, safeguarding, tracking and responding to feedback, promoting the use of our mechanisms, and publicly reporting on complaints received.

Based on these discussions, we have collected 12 key steps to creating an effective online feedback and complaints mechanism – Accountable Now regards this as the basic mechanism all organisations should have in place, regardless of their size, context, or stakeholder groups.

Take a look and see what steps you need to take to create an effective online feedback and complaints mechanism!

[Read the article](#)

Reporting Safeguarding Incidents: Good practices

In the context of the recent safeguarding crisis, we have created a document identifying ICSOs' good practices when it comes to disclosing safeguarding incidents and making

these public through organisations' websites and/or through accountability reports.

This is not in aid of simply identifying good practices with regard to transparency but also to identify what type of information is useful for any person to understand how an organisation is handling these issues. Therefore, organisations should not only aim to resolve cases, but also use information to make the necessary institutional changes to prevent future incidents from happening.

The information and examples of good practices presented in this report were drawn from the websites of Accountable Now's members and through internet searches on safeguarding and transparency that helped to expand the search to include other non-member organisations.

Learn from the experience of others and read this latest information on how to improve your organisation's safeguarding practices.

[Read our document on safeguarding](#)

USEFUL TOOLS

Reporting

Keep track of the most important documents related to your accountability reporting: namely our framework and questions.

We have also developed a guiding document of reporting recommendations to help our members create consistent and insightful accountability reports. This guidance document will guide you through the requirements of Accountable Now's reporting framework and questions.

From February 2020 with the launch of our new website, we will feature a new webpage where we track the status of our Member's accountability reports i.e. whether the report is submitted, being reviewed, or late. This information will be publicly available. More information to follow with the launch of the website.

[Reporting framework](#)

[Reporting questions](#)

[Guidance Document](#)

Communications

As we continue to improve and widen our communications activities, we also want to ensure our Members are the first to hear about our latest news and events. See what you can do to stay up to date with our work below:

[Sign up to our newsletter](#)
[and share across](#)
[your organisation!](#)



Follow us on [Twitter](#),
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[LinkedIn!](#)



Share your and
other Member's
[good practices.](#)



Correctly feature
our [logo](#) on your
website.



Look out for our new website, launching in February!

Newly designed with our Members in mind, let us know your feedback on our new website. Launching soon!