ACCOUNTABLE NOW PRESENTS AT THE OECD CIVIL SOCIETY DAYS: MAKING CSO EFFECTIVENESS AND ACCOUNTABILITY WORK IN TIMES OF CRISIS AND BEYOND
(OECD: Organisation for Economic Co-operation and Development)

Accountable Now 在經合發展組織(OECD)民間社會日的發表：在危機時期及之後，如何使民間社會組織更具效率和責信

重點摘要 Key Points	
Accountable Now 分享如何在 COVID-19 疫情期間加強恢復力、責信及效率	
1	持續與利害關係人保持對話，我們要多傾聽並實踐他們在決策上的參與
2	建立民眾的信任，嚴防錯誤訊息的傳播，要贏得社區、當地、國內民間社會組織和行動家的信任
3	加強夥伴關係，尤其是與當地夥伴的維繫
4	優先考量保護參與行動人員的安全並持續保持安全距離
5	做一個有彈性的領導人並加強與利害關係人的維繫

On 2 June 2021, Accountable Now joined civil society actors, donors and governance leaders in the OECD DAC's Civil Society Days. The technical virtual workshop, 'Towards building forward better together: finding solutions to enable civil society' brought together a variety of actors who shared their insights and experiences to contribute to a collective learning experience. The workshop gave the space for Accountable Now to present how we, with our members, have strengthened resilience, accountability and effectiveness during the COVID-19 crisis.

Accountable Now 與民間社會行動者、捐助者和治理領導人一起以視訊方式參加了經合發展組織的民間社會日活動："共同建設更好的未來：尋找解決方案以支持民間社會"，大家分享了他們的見解和經驗，為集體學習經驗做出了貢獻。此研討會 Accountable Now 發表演說，說明我們如何與我們的會員一起在 COVID-19 危機期間加強恢復力、責信和效率。

By engaging directly with our members throughout the past year, as well as reflecting on the good practices that are found within their accountability reports, we were able to present lessons to the technical virtual workshop on CSO effectiveness and resilience in times of COVID-19 that were common for most of our members:

- Members were able to maintain **dialogue and engagement with stakeholders** – Accountable Now members have increased the frequency of

online communications, when face to face interactions are not possible.

- **Building trust from the public and internally** had to shift towards dealing with **misinformation and rumors spread**. A proactive approach to communication and engagement with the public has been needed to prevent misinformation.
- **Collaboration with partners**: members have increased collaboration with other organizations, through alliances or partnerships, to discuss challenges and opportunities and share learnings.
- **Safeguarding** the people involved in member's actions has been a priority. This included supporting member staff and volunteers, e.g. human resources staff have shifted efforts to support organizations' immediate needs.
- **Many of strived to ensure inclusion** in their actions when social distancing has been the norm in most of the globe
- **Resilient organizations/ resilient leadership:** Members have come to understand how leadership should fight for connection. We need to honor people's experiences and where they're at. Human connections are the heart of our work and can build a strong and resilient CSO.

透過過去一年中直接與我們的會員接觸,並反思他們在責信報告中的良好做法,我們在此次的虛擬會議中,提供民間社會組織如何在 COVID-19 疫情期間提高效率及恢復力:

- 會員能夠與利害關係人保持對話和參與度—會員增加了線上交流的頻率,而此時面對面的互動是不可能的。
- 建立民眾的信任必須嚴防內部錯誤信息和謠言的傳播。需要採取積極主動的方法與大眾進行溝通和參與,以防止錯誤信息。
- 與合作夥伴的合作:會員透過聯盟或夥伴關係加強與其他組織的合作,討論挑戰和機會並分享經驗。
- 優先考量保護參與行動人員的安全,這包括工作人員和志工,例如努力協助組織進行權力轉移的人力資源的工作人員。
- 當社交距離在全球大部分地區成為常態時,許多人努力確保將其納入他們的行動中。
- 有彈性的組織/有彈性的領導:會員已經開始了解領導階級應該要重視維繫。我們需要尊重人們的經歷以及他們的處境。人際關係是我們工作的核心,可以建立一個強大而有彈性的民間社會組織。

除了這些學習之外，在疫情期間還出現了新的責信問題，我們仍然需要解決這些問題：

在封鎖的情況下，什麼是良好的治理？對我們採取包容性和參與性的活動是機會還是限制？

- 本地化是責信的必要條件，也是動態責信制的核心。透過依賴當地合作夥伴和與當地社區的聯繫，我們的會員能否克服在受到疫情影響的人群中實行責信的困難？
- 在數位時代，什麼是遠程的責信？我們現有的系統受到了挑戰，要如何調適呢？

While the impact of the pandemic on our organization still needs to be unpacked, we strongly believe that an organisation that uses the [Global Standard for CSOs Accountability](#), practices dynamic accountability and has systems in place to ensure feedback, strong horizontal partnerships based on mutual trust can support a resilient and effective CSO. Practicing [dynamic accountability](#) allows CSOs **to be prepared** and **flexible**, but for its implementation **we need the support from our wider stakeholders like donors to support us to:**

雖然疫情對我們組織的影響仍有待解決，但我們堅信，一個使用全球民間社會組織責信標準、實行動態責信並擁有確保反饋的系統、基於互信的強大橫向夥伴關係的組織可以支撐起一個具彈性和有效率的民間社會組織。實行動態責信可使民間社會組織做好準備和具有彈性，但為了實施它，我們需要更廣泛的利害關係人（如捐助者）的支持，以支持我們：

- 提高我們傾聽、參與和響應的能力。我們需要我們的會員組織和其他民間社會組織公開透明，並實踐參與式的決策過程。
- 在社區、當地、國內民間社會組織和行動家以橫向方式領導、重視、支持、聽取和認可當權者的情況下，使組織能夠實行不同類型的責信制。