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TOOLKIT: RESPONSIBLE CASH

Building the capacity of cash recipients

Strengthening safeguards

What is this document about?

This document provides guidance and resources to help inform cash assistance recipients about their rights and to explain how to make a complaint and provide feedback.

Humanitarian organisations are accountable to the people they assist. This includes promoting safe, transparent and accessible feedback mechanisms and to ensure that all programme participants know about them and can effectively use them.

What is this document about?

- This document contains **guidance and materials to engage with communities on ensuring they are aware and understand their rights and responsibilities.**
- People who know why, exactly when and what amount of assistance they should receive and how to get help when there are issues **are better protected against harm, exploitation and abuse of any form.**



Key messages to convey

Your rights and responsibilities

Introduce the session by saying: You are here as recipients of cash assistance it is important that you know your rights and responsibilities.

- Everyone, no matter which gender, ethnicity, religion or ability, has rights. You have the right to a life in dignity, to receive humanitarian assistance and the right to protection and security.
- Specific to humanitarian assistance, you have the following rights and responsibilities:

RIGHTS	These are your RESPONSIBILITIES
<ul style="list-style-type: none"> ✓ To know WHY, WHEN and HOW MUCH assistance you will receive ✓ Right to be listened to and raise a complaint in case of a problem ✓ Right to transparent information ✓ Right to dignified treatment by everyone (humanitarian workers, financial services providers and others in the community) ✓ Right to privacy of your personal information ✓ Right to safety- protection from coercion, deprivation, violence, sexual exploitation & abuse <p><small>For rights related to engagement with financial institutions, find more information here.</small></p>	<ul style="list-style-type: none"> ✓ Provide correct and accurate information about self and family ✓ Respect humanitarian workers and financial service providers and their rules (be patient) ✓ Do not offer bribes, favours or other gifts as condition for service ✓ Always report if something feels wrong – this includes any form of violence, child maltreatment, gender-based violence, including sexual exploitation and abuse, as well as fraud/corruption, no matter who is involved (humanitarian workers, financial service providers, other community members etc)

- **Show participants a [video animation/or role play](#)** available in English, French, Spanish, Arabic or replicate the script to record it in your own language.
- **Discuss the video & explain:** All agents and humanitarian workers need to treat people fairly and in a dignified manner. Any inappropriate behaviour and/or misconduct should be reported.

How to get help and report issues

- **Ask:** Do you know where you can go to get help if there is a problem?
- **Explain the different available [community feedback mechanisms](#).** Remember, there should be at least 3 different channels to provide feedback – they should be free, in appropriate languages and accessible to everyone.

Tips for session facilitators:

- Properly **introduce yourself, with name & organization** and explain the purpose of the meeting.
- It is always good practice to **start the sensitisation session by explaining the objective of the assistance, including why (certain) community members were selected to receive assistance (and others not), when, for how long and how they will receive it.**
 - Sometimes this e.g. means explaining why **women are targeted as recipients** for assistance.
- Be patient: It is important that you **do not rush this session** and ensure everybody has understood.
- Use visuals - diagrams, pictograms, videos and relatable real-life examples to enhance comprehension.
- **REPEAT the message** throughout the project through face-to-face meetings, radio, SMS, social media, and printed materials to reach diverse groups.

For more tips of how to run facilitated sessions, refer to guidance [here](#).

What is this document about?

- This document contains **guidance and materials on how to engage with community feedback mechanisms.**
- **We are accountable to the people we assist.** Promote safe, transparent and accessible feedback mechanisms and ensure that **all programme participants know about them and can effectively use them.**

Key messages to convey

Explain: If you have feedback or concerns you would like to share with us or other project partners, you have the right to contact us - safely and without fear of retaliation. Feedback or complaints help improve the programme for all!

Remember:

- **Raising feedback or concerns is safe and confidential.** Reports can be done anonymously if you choose. NB: it may affect our ability to follow-up on the issue.
- Raising concerns **will not affect your eligibility for assistance** (current or future)
- **Support is available:** We will connect you with the right experts for different types of issues.
- **Choose the feedback and complaint channel that works best for you:** Use any complaint mechanism that is safe and accessible to you. *Note to facilitator: tell people about available/appropriate channels, [e.g. choose from a selection: complaint boxes, toll-free hotlines, community feedback sessions, WhatsApp/SMS numbers, and in-person reporting at designated centres].*
- **There is zero tolerance for misconduct:** Violence, including [sexual exploitation and abuse](#) and fraud/corruption – no matter who is involved (humanitarian/development actors/NGO partners or [financial service providers](#)) - **must be reported immediately.**



How do you voice your feedback/make a complaint?

1... Use the feedback and complaint channel that works best for you: Various channels are available

[Note to facilitator: ask participants who remembers them? Reiterate available/appropriate ones; use visual and explain where to find the information/ how to access them].

2... Provide details that you are comfortable sharing: Share what happened, when, and where. Try to be as clear as possible and stick to facts (don't make assumptions!). If you need immediate help/if someone is in danger, ask us for help!

3... Ensure confidentiality: Any sensitive/private information will be handled with care. Remember: you can always choose whom to disclose to and how. If you share concerns involving others, **keep their information safe**, do not gossip and only share the minimum of information required.

We will connect you with those who have more specialized knowledge on different types of issues, where we can. You can also request updates on your report.

Ask people if they have any questions. Make sure everyone has understood and offer more opportunities to ask questions on the topic later on. Try to answer every question. If you don't know – note it down and answer it at the next opportunity.

Tips for session facilitators:

- Ensure accessibility: It is best practice to provide various **community feedback channels**, they **must be free**, easy to use, and available to all, including **persons with disabilities** and those with limited literacy (use visual aids, such as posters, T-shirts with hotline numbers or audio messages).
- Be clear about processes and referral pathways: Before the sensitization session, **make sure you know the process for handling complaints & feedback very well and have referral information at hand.** People may share cases with you just after the session. Refer also to **informing communities about their rights**
- Maintain a **safe and calm space where individuals feel comfortable sharing concerns.**

For more information, explore the resources on [Community Feedback from the IASC.](#)

