
DANCHURCHAID'S QUALITY & ACCOUNTABILITY FRAMEWORK

Introduction.

DanChurchAid (DCA) Quality and Accountability Framework states DCA's primary commitments and the standards of quality towards which DCA can be held to account by our stakeholders. For DCA accountability means the responsible use of power, including the acknowledgment and communication of the responsibility for our policies, decisions and actions as well as the consequences of these.

Purpose and long-term goals

DCA's Statutes:

Article 3

DanChurchAid's purpose shall be to empower the world's poorest in their struggle for a dignified life. This effort shall be based on a Christian view of human nature as well as respect for the individual's human rights and the equal worth of all human beings.

Article 4

DanChurchAid shall conduct humanitarian aid and development assistance in close cooperation with churches and other cooperative partners. This means that DanChurchAid shall engage popular and political powers and seek to influence decision makers in order to improve conditions for the world's poorest. These efforts shall be conducted on local, national and global levels.

Article 5

DanChurchAid shall not discriminate in any way. Our assistance shall be aimed at those in most need, irrespective of their religion, gender, political conviction, race, nationality or ethnicity, disability or sexual orientation.

DCA's Global Strategy, 2015 to 2022, outlines DCAs longer term goals for the international work. These are to

Save Lives

Build Resilient Communities

Fight Extreme Inequality

In Denmark, DCA works to create engagement among individuals, networks and partners in Denmark, and act together with them to benefit the world's poorest.

DCA has five organisational commitments that are important in all the organisation's activities:

- Respect human rights standards and address discrimination and inequalities
- Strengthen partnerships and develop new types of partnership both in Denmark and internationally
- Ensure effectiveness, efficiency and focus on DCA's goals and core priorities
- Ensure a long-term financial development that will make DCA more financially robust
- Ensure that DCA is an attractive, innovative and learning organisation for competent and committed employees

Working in **partnership** and with partners is fundamental to our international work and cooperation. DCA works with partners of all backgrounds in the international work yet pays particular attention to Christian and other Faith Based actors. We actively support that Southern-based organisations play an increased and more prominent role in humanitarian response and have signed the "**Charter for Change**" in order to implement the Charter for Change commitments by 2018.

DanChurchAid's Accountability Statement

Accountability is a fundamental aspect of the DanChurchAid's governance, strategy and operational implementation. We define accountability as a mutual commitment, by DanChurchAid, our partners and other stakeholders, to hold ourselves and each other accountable to the people we aim to assist by abiding to our policies, values and mutual agreements, while also assuring quality and results in all our work. DanChurchAid strongly believes in close dialogue and openness in order to learn

from each other. In our programme work, management systems and quality management, we strive to involve, respect and respond to the valuable knowledge contribution and feedback from local partners, stakeholders and, first and foremost, the people we aim to assist, in order to improve our development and humanitarian work.

DanChurchAid focuses on improving the quality of our partnerships and together with our partners develop good accountability mechanisms between us and towards the people we aim to assist. This focus includes mutual capacity development, organisational support to our partners and monitoring our partners' work.

DanChurchAid is certified against the Core Humanitarian Standard (CHS), certificate number hqai-chs-2017-001, and a member of the CHS Alliance. As a member of the Action for Churches Together (ACT) Alliance we have signed up to the Alliance's conditions for Membership, Policies and Guidelines. We abide by our ACT membership requirements that are summarised in the ACT Accountability Framework, and ACT Code of Good Practice. These include the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief and the Humanitarian Charter and the Minimum Standards in Disaster Response, the Sphere Standards and its companions for humanitarian work.

DanChurchAid abides by Danish labour law and, in countries where we have a staffed presence, the national labour legislation. DCA has a Code of Conduct for all our staff, that outlines the prevention of misconduct including corruption, fraud, exploitation and abuse (including sexual), and child safeguarding.

Within our development, humanitarian and advocacy work, DCA adheres to our crosscutting policies on Gender and Rights-based Commitment and Anti-Corruption, and to our thematic programme policies in the following areas: Active Citizenship, The Right to Food, Humanitarian Action and Safer Communities/Mine Action.

DCA works to improve the adherence to international human rights standards; primarily the International Convention on Economic, Social and Cultural Rights, International Convention on Civil and Political Rights, Convention on Elimination of all forms of Discrimination Against Women (CEDAW), Convention on Elimination of Racial Discrimination (CERD), and International Humanitarian Law. In Mine Action, DCA is guided by several international guidelines and regulative bodies. The main emphasis of these guidelines is the empowerment and training of national actors to carry out all aspects of mine action programs, on securing peace and national reconstruction and linking mine action to the development initiatives. On a technical level, DCA works in accordance with our Standard Operating Procedures that complies with the UN International Mine Action Standards and National Mine Action Standards in the countries of DCA operations.

Governance and funding

DCA is an independent, church-based humanitarian and development organisation working with international diakonia in the form of emergency aid, long-term development aid, information activities and advocacy. Our headquarters are located in Copenhagen, and we have offices in several Danish towns as well as country offices in countries with long-term programme commitments. DCA is headed by a Council broadly composed of representatives of volunteers, donors, Danish partners, the national church, other churches and religious organisations interested in DanChurchAid's work, and DCA employees. The Board consists of up to 11 members of which seven are elected by the Council.

DanChurchAid is a registered, non-profit organisation. Our activities are financed by private donations from the Danish public and businesses, by a long-term framework agreement with Danida, a framework partnership agreement with the Humanitarian Aid Office (ECHO) of the European Commission, and numerous contracts with Europe Aid Cooperation Office, UN agencies and other global donors.

Annex

The matrix below summarises the actions we are taking to ensure quality and accountability permeate all our work and to ensure continual improvement. DanChurchAid is certified against the Core Humanitarian Standard (CHS), certificate number hqai-chs-2017-001, and a member of the CHS Alliance. Our quality and accountability actions focus on partners' dialogue and addressing the corrective actions from the CHS audit undertaken in late 2016.

Key Actions	Responsible	Timeframe
Ensure quality and accountability are core components of the revised International Strategy 2018-2022.	International Management	December 2017
Review and update of the Programme and Project Manual to incorporate observations and recommendations from the CHS Audit with a particular focus on risk management	International Department, Strategy, Advocacy and Learning Unit	December 2018
Development and implementation of a Board approved child safeguarding policy to meet with ACT membership requirements.	Human Resource Unit	June 2017
Revision of the Guideline for complaints handling and implementation of this to meet with CHS standards while abiding by Danish laws and regulations as well as the legislation in the countries we work. The Guidelines for complaints handling will also be made child friendly.	Complaints focal points	December 2017
Strengthening capacity of staff on quality and accountability. This will include knowledge and implementation of the CHS commitments; staff codes of conduct; the complaints mechanism, the Child Safeguarding Policy, and how to work with partners to increase quality and accountability to rights holders and target groups. In 2017, the emphasis will be on development and roll-out of e-learning resources with ACT partners; strengthening the	CHS and Complaints Focal points.	On-going

capacity of the global CHS team; and establishing good practice and resource sharing mechanisms		
Strengthening partners' capacity on quality and accountability. In 2017 and 2018, the emphasis will be on the feedback loop, complaints and response mechanisms and staff codes of conduct.	Country Teams	On-going
Improved information sharing and communications with stakeholders, with a particular focus on key stakeholders – partners and the people we work for - ensuring we systematically communicate according to our commitments in relevant and appropriate ways.	Country Teams	Ongoing

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