



**Afghanistan Educational & Health Development Aid (AEHDA)  
Organization**

# **Accountability to Affected Populations Policy**

**AAP**

Approved by:

Chair of BoD

Dec 02, 2023

# Forward Note

Subject: Forward Note for Accountability to Affected Populations (AAP) Policy

Dear Esteemed Team Members,

I am pleased to present the Accountability to Affected Populations (AAP) Policy for AEHDA. This document signifies our commitment to ensuring that the voices and needs of those we aim to assist are not only heard but also actively incorporated into our decision-making processes and programmatic interventions.

In an era where humanitarian and development work is evolving rapidly, it is imperative that we prioritize the perspectives and aspirations of the communities we serve. The AAP Policy outlined herein reflects AEHDA's dedication to promoting transparency, inclusivity, and responsiveness throughout all stages of our projects.

## Key Components of the AAP Policy:

- Community Engagement:** We recognize the importance of engaging communities as partners in our initiatives. This policy emphasizes the establishment of meaningful and ongoing dialogues with affected populations to understand their needs, priorities, and capacities. By actively involving communities in the decision-making process, we aim to enhance the relevance and effectiveness of our interventions.
- Information Sharing:** Transparency is at the core of our commitment. Our AAP Policy ensures that timely and accurate information about our projects, objectives, and methodologies is accessible to affected populations. By fostering a culture of open communication, we empower communities to make informed decisions about their own well-being.
- Complaints and Feedback Mechanisms:** AEHDA is dedicated to creating a safe space for individuals to voice concerns, provide feedback, and express grievances. We have established clear and accessible mechanisms for receiving and addressing complaints. This ensures that the feedback loop is closed, lessons are learned, and our interventions are continuously improved.
- Capacity Building:** Recognizing the unique strengths and capacities within communities, our AAP Policy underscores our commitment to building local skills and leadership. Through targeted capacity-building initiatives, we aim to empower community members to actively participate in decision-making processes and take ownership of their development.
- Adaptability and Learning:** In a dynamic and ever-changing environment, flexibility and continuous learning are crucial. Our AAP Policy encourages a culture of adaptability, where lessons learned from community engagement and feedback mechanisms are integrated into our programming, leading to more effective and sustainable outcomes.

As we embark on this journey of enhanced accountability to affected populations, I encourage each team member to embrace the principles outlined in this AAP Policy. By doing so, we not only uphold the values of AEHDA but also contribute to the broader goal of creating positive and lasting change in the lives of those we serve.

Thank you for your dedication to our mission, and I look forward to witnessing the positive impact of our collective efforts.

Sincerely

Chairman of the Board of Directors

Afghanistan Educational & Health Development Aids Organization (AEHDA)

## 1. Introduction

AEHDA Organization the critical importance of Accountability to Affected Populations (AAP) as a fundamental aspect of our humanitarian mission. This introduction sets the stage for our AAP Policy, emphasizing transparency, inclusivity, and responsiveness in our engagement with communities. By placing the voices and needs of affected populations at the forefront, AEHDA is committed to ensuring that our interventions are not only effective but also respectful of the unique perspectives and aspirations of those we serve. This document outlines our guiding principles and operational strategies to integrate AAP into every facet of our work, fostering a culture of continuous improvement and community empowerment.

### Purpose

The primary purpose of AEHDA's AAP Policy is to uphold the principles of transparency, inclusivity, and responsiveness in our humanitarian and development initiatives. We aim to empower and prioritize the perspectives of affected populations, ensuring their active participation in decision-making processes. By fostering a culture of accountability, we seek to enhance the relevance and effectiveness of our programs, ultimately contributing to positive and sustainable outcomes for the communities we serve.

### Scope

the scope of the AAP Policy encompasses the entire lifecycle of our projects, from conception to evaluation. It applies to all AEHDA personnel, partners, and stakeholders involved in the planning, implementation, and assessment of our interventions. Key components of the policy include community engagement, information sharing, robust complaints and feedback mechanisms, capacity building, and adaptability. This policy is not just a set of guidelines but a commitment to integrate AAP principles into the DNA of AEHDA, ensuring that affected populations are active participants and beneficiaries in every phase of our work

## AAP Principle

1. **Inclusivity:** AEHDA is committed to ensuring that the voices and perspectives of all affected populations are considered and valued. We actively seek to include diverse community members, including vulnerable and marginalized groups, in decision-making processes, recognizing the importance of equal representation.
2. **Transparency:** Transparency is a cornerstone of our AAP principles. We strive to provide clear and accessible information about our projects, objectives, and methodologies to the communities we serve. Open communication builds trust and allows for informed decision-making among affected populations.
3. **Responsiveness:** AEHDA acknowledges the dynamic nature of humanitarian and development work. We are committed to being responsive to the evolving needs and priorities of affected populations. This principle ensures that our interventions remain relevant and effective in addressing the challenges faced by communities.
4. **Empowerment:** The AAP framework at AEHDA emphasizes the empowerment of affected populations. We believe in building local capacity, supporting community-led initiatives, and fostering a sense of ownership among community members. Empowered communities are better equipped to shape their own development.
5. **Accountability for Outcomes:** AEHDA holds itself accountable for the outcomes of its interventions. This involves establishing and maintaining robust monitoring and evaluation mechanisms, learning from successes and failures, and adapting strategies based on feedback from affected populations to continually improve the impact of our programs.
6. **Partnership and Collaboration:** AEHDA recognizes that effective AAP requires collaboration with local partners, stakeholders, and the communities themselves. We strive to build strong partnerships that facilitate meaningful engagement, ensuring that collective efforts lead to sustainable positive change.
7. **Cultural Sensitivity and Respect:** Cultural sensitivity is integral to our AAP approach. We respect and appreciate the cultural diversity of the communities we serve, adapting our interventions to align with local customs and traditions. This principle ensures that our work is culturally relevant and respectful.
8. **Non-Discrimination:** AEHDA is committed to non-discrimination in all aspects of our work. Our AAP principles demand that interventions are designed and implemented without discrimination based on race, gender, age, ethnicity, religion, disability, or any other characteristic. All individuals have the right to equitable access to assistance and opportunities.

These principles collectively guide AEHDA's approach to Accountability to Affected Populations, reflecting our dedication to ethical, effective, and community-centered humanitarian and development practices.

## AAP Related Terms & Definitions:

Accountability to Affected Populations (AAP) is about using power and resources ethically and responsibly. It's about putting the needs and interests of the people and community's organizations serve at the center of decision-making, and ensuring the most appropriate and relevant outcomes for them, while preserving their rights and dignity and increasing their resilience to face situations of vulnerability and crisis. In practice, this means that people -

including children and adolescents have a say in decisions that affect their lives, receive the information they need to make informed decisions, have access to safe and responsive mechanisms to provide feedback or to complain, and have equitable access to assistance in proportion to their needs, priorities and preferences.

### Affected Populations

Affected populations are the girls, boys, women and men with different needs, vulnerabilities and capacities who are in situations of vulnerability and/or are adversely affected by poverty, conflict, disasters or other crises.

### Child Safeguarding

Child safeguarding refers to proactive measures taken to limit the direct and indirect collateral risks of harm to children that arise from an organization's work, its personnel and/or associates. These risks include those associated with physical violence (including corporal punishment); sexual violence, exploitation or abuse; emotional and verbal abuse; economic exploitation; failure to assure physical or psychological safety; neglect of physical, emotional or psychological needs; harmful cultural practices; and privacy violations.

## Collective Accountability

In Collective Accountability, humanitarian and development agencies are equally committed to accountability, and they coordinate and harmonize their policies, practices and activities across the board. Collective Accountability increases awareness of the work of different agencies among Affected Populations, reduces duplication and mitigates the burden on Affected Populations by coordinating information streams from different agencies. Collective Accountability does not replace agencies' individual accountability - it sits beside it in order to support their work and to ensure a comprehensive, predictable and coherent approach.

## Common Service

A Common Service is a support function that is provided on behalf of all organizations working on a humanitarian response. For example, a Common Service on Community Engagement collectively provides information to Affected Populations and collects and analyses their feedback in order to influence strategic and operational decision-making.

## Communication for Development

Communication for Development (C4D) is an evidence-based, participatory process that facilitates the engagement of children, families, communities, members of the public and decision-makers for positive social and behavioral change, through a mix of communication platforms and tools.

## Community Engagement

Community Engagement (CE) refers to the active participation of people and communities in ways that mean their voices are heard and their active contribution to decision-making is safe, equitable and effective-doing with, not doing to. In order to achieve this, CE includes processes for listening to, and

communicating with people in order to better understand their needs, vulnerabilities and capacities, and gathering, responding to and acting on their feedback.

## Complaints

A formal complaint is a specific piece of feedback from anyone who has been negatively affected by an organization's action or who believes that an organization has failed to meet a stated commitment. Complaints require a response and are a priority for action.

## Complaints and Feedback Mechanisms

Complaints and feedback mechanisms are systems that allow Affected Populations to express their views of their experiences of the work of a humanitarian agency or the wider humanitarian system. When a mechanism is managed by one organization but used to cover the mandate of many, it is referred to as a 'common' mechanism. If it is jointly established and managed by more than one organization, it is referred to as a 'collective' mechanism.

## Consent

Consent is any free, voluntary and informed decision that is given for a specified purpose and that is based on an understanding of the implications and consequences of an action. An example is providing personal information to an organization. Consent must be given for all proposed uses of the information, and for whether the identity of the participant will remain confidential. Even if consent is given, the information collector has an obligation to assess the implications of the use of information for the safety of the person providing it and for others involved.

## Data Protection

Data protection is the systematic application of a set of institutional, technical and physical measures that preserve the right to privacy with respect to the collection, storage, use and disclosure of personal data. Data protection safeguards the right to privacy by regulating the processing of personal data, providing individuals with rights over their data, and setting up systems of accountability and clear obligations for those who control, analyse or process the data. Strong data protection can empower individuals and deter



harmful practices, such as destruction, loss, alteration, exploitation, unauthorized disclosure of, or access to, personal data.

### Diversity

Diversity refers to different values, attitudes, cultural perspectives, beliefs, ethnic backgrounds, nationalities, sexual orientations, gender identities, age, abilities, health, social status, skills and other specific personal characteristics. Because they vary from person to person, these differences must be recognized, understood and valued to ensure that all people are considered and accounted for equally, and have equal opportunities to exercise their rights.

### Feedback

Feedback is a positive, negative or neutral statement of opinion, shared by a community member with an organization regarding its programs and/or the behavior of its staff and representatives. Feedback can be either solicited (collected on pre-determined indicators and via specific channels) or unsolicited (information shared about any issue, at any time).

### Inclusion

Inclusion is the process of improving the terms of participation in society, particularly for people who are disadvantaged, through enhancing opportunities, access to resources, voice and respect for rights.

### Participation

Participation is people's voluntary involvement in the processes and activities led by humanitarian agencies. Fundamental to participation is that everyone, including the most vulnerable and disadvantaged, has the right to express their views and have them heard, and to be involved in decisions affecting them or their communities.

## [Protection from Sexual Exploitation and Abuse](#)

Protection from Sexual Exploitation and Abuse (PSEA) refers to measures taken to prevent, and respond to, Sexual Exploitation and Abuse (SEA). These measures aim to ensure safe and accessible reporting, good-quality assistance for survivors of SEA, and enhanced accountability among organizations, including in investigations into allegations of SEA.

## [Risk Communication](#)

Usually related to public health interventions, risk communication is the real-time exchange of information, advice and opinions with people who are at risk, to assist them in contributing to decisions that affect them and to encourage them to adopt protective and safe behaviors.

## [Rumors](#)

A rumor contains information of uncertain or doubtful truth that spreads quickly among people and needs to be countered by accurate information. A rumor could be about risks or diseases, or about other people or organizations. Rumors have serious negative consequences for programmed delivery and people's behavior.

## [Sexual Exploitation and Abuse](#)

Sexual Exploitation refers to actual or attempted manipulation, for sexual purposes, of someone who is in a position of vulnerability, including where there are differential power relations. This includes (but is not limited to) profiting financially, socially or politically from the sexual exploitation of another person. Sexual Abuse refers to the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Sexual Exploitation and Abuse (SEA) by UN personnel, their partners or other aid workers against the people they serve constitute one of the most serious breaches of accountability.

## [Social Accountability](#)

Social accountability is a bottom-up, people-led process through which public institutions (including non-state providers delivering services on behalf of government agencies) are held to account. It includes

meaningful participation in decision-making to shape policy, plans and budgets, as well as initiatives that empower communities to hold duty-bearers to account.

### Two-way Communication

Two-way communication (also Communication with Communities) refers to processes and activities that respond to the information and communication needs of affected populations. It is based on the principle that information and communication are critical forms of aid. Two-way communication strives to ensure dialogue between affected populations and responders through the use of all available and appropriate communication channels.

### Background:

AAP means what it says: aid and development actors remain accountable to the people they serve, including in times of crisis. In practice, this means that as an organization, and as individuals, we behave ethically towards the communities and people we serve, and we engage fully and holistically with them, to hear their views and feedback, and to respond in ways that make sure the aid we offer is appropriate, useful and timely, and meets their real, expressed needs.

While the importance of listening to people affected by crises may seem obvious, it is in fact one of the weakest areas of progress and performance in humanitarian action across the system as a whole.

the right information to communities, engaging them in decision-making, and ensuring their safe access to responsive complaint mechanisms.

### A rights-based Approach

One way to approach AAP is to recognize that the people we serve are rights-holders rather than passive 'aid recipients'. That is why we are renewing and reinforcing our commitment to promoting and respecting their rights, dignity and safety, ensuring that all our aid programmes and activities are created in their best interests and meet high standards.

The girls, boys, women and men receiving assistance are our primary stakeholders. They have fundamental rights to:

- Participate in decisions that affect their lives
- Receive the information they need to make informed decisions

- Be heard if they feel the help, they receive is not adequate or has unwelcomed consequences
- Know what agencies are doing in their communities and how money is being spent.

### An Active Approach

Wording to this effect is often seen in policy documents, but AAP demands real, practical commitment in leadership, organizational transparency and program management. It demands that we recognize and encourage the input, participation and indeed leadership of communities in all our work.

AAP is not just 'the right thing to do': over time, systemic engagement of the people we serve contributes to reducing vulnerability, increasing resilience and strengthening social cohesion. That in turn will improve the quality and effectiveness of our humanitarian and development programs. It's a truly virtuous circle.

### Accountability to Affected Population as an Active Commitment

Accountability to affected populations is an active commitment to use power responsibly by taking account of, giving account to, and being held to account by the people humanitarian organizations seek to assist.

#### Taking Account:

Giving affected people influence over decision making in a way that accounts for the diversity of communities, and allows the views of the most vulnerable/at-risk to be equally considered

Giving Account:

Transparency and effectively sharing information with communities

#### Being Held to Account:

Giving others the opportunity to assess and if appropriate sanction your actions. More specifically, according to the IASC, it can be broken down into three types of accountabilities to affected people — taking account, giving account and being held to account — which are explained the figure below.

The category of "being held to account" is worth emphasizing as it includes Protection from Sexual Exploitation and Abuse (PSEA). "Sexual exploitation and abuse by anyone associated with the provision of aid constitutes the most serious breach of accountability, and populations should be able to raise complaints and call for appropriate protection measures against such abuse, as well as be informed of the results of investigations on these complaints."

## Commitments to Accountability to Affected People are:

Accountability is one of the three pillars of the Transformative Agenda and the IASC principles, committed to creating a system-wide "culture of accountability" AEHDA endorses these 5 commitments:

### Leadership/Governance:

Demonstrate commitment by ensuring AAP is integrated into country strategies, programme proposals, monitoring and evaluations, recruitment, staff inductions, trainings and performance management, partnership agreements, and highlighted in reporting.

### Transparency:

Provide accessible and timely information on organizational procedures, structures and processes that affect them to ensure that they can make informed decisions and choices, and facilitate a dialogue between an organization and its affected populations over information provision.

### Feedback and complaints:

Actively seek the views of affected populations to improve policy and practice in programming, ensuring that feedback and complaints mechanisms are streamlined, appropriate and robust enough to deal with (communicate, receive, process, respond to and learn from) complaints about breaches in policy and stakeholder dissatisfaction.

### Participation:

Enable affected populations to play an active role in the decision-making processes that affect them through the establishment of clear guidelines and practices to engage them appropriately and ensure that the most marginalized and affected are represented and have influence.

Design, monitoring and evaluation:

Design, monitor and evaluate the goals and objectives of programs with the involvement of affected populations, feeding learning back into the organization on an on-going basis and reporting on the results of the process.

### Core Humanitarian Standard on Quality and Accountability



## **Integrating AAP activities into AEHDA's Related Interventions:**

AEHDA will make sure that a partnership with the Awaaz Afghanistan-410 telephone feedback and complaint hotline (toll-free, nationwide and with male and female phone operators) will be part of AAP Projects.

Holding two-way consultations with target communities throughout project (including as part of its design). Consulting with communities through Focus Group Discussions, community meetings, household conversations (using COVID prevention measures),

Asking community members what people and communication channels they trust for giving feedback on assistance and for receiving information about humanitarian assistance.

Creating feedback-and-response channels based on what people say. Also, AEHDA will establish a process for safely record & feedback, referring it to Awaaz or another humanitarian agency as needed, and “closing the feedback loop” by going back to people who submitted feedback and updating them on the issue they raised or the complaint they made, or by giving them answers to their questions.

Raising awareness of affected communities on organization's feedback/complaint-and-response mechanisms and on Awaaz and People's right to make complaints and give other feedback about humanitarian assistance, organizations this can be done through!

- holding routine community consultations/Focus Group Discussions, community meetings (following COVID-19 prevention measures)
- conducting regular “customer satisfaction” surveys about each AAP project. These surveys can be done in-person as part of project activities and distributions.
- embedding the Awaaz Afghanistan telephone hotline (410) into AEHDA design as one way for participants to give feedback confidently (and anonymously, if preferred) on the Project, the organization, conduct of staff and other issues. the project will have a plan for publicizing the Awaaz phone number to project participants. For more information on Awaaz, can be reached: [AwaazAfghanistan@unops.org](mailto:AwaazAfghanistan@unops.org).

Appointing “Participant Representatives” or “Question-and-Answer Officers” (one woman and one man) for the projects if necessary. These people should be publicized and made available to project participants in a way that encourages trust and confidentiality.

Remembering to protect the privacy and personal information of those who make complaints and give feedback. AEHDA will securely document people’s concerns and comments. For information on data protection and safe sharing, please refer to the Afghanistan | Data Sharing Protocol, available in Pashto, Dari and English at:

<https://www.humanitarianresponse.info/en/operations/Afghanistan/document/afghanistan-data-sharing-protocol>.

Making sure to reach out to Participants from marginalized groups, including women and girls, people with disabilities, displaced communities, elderly people and people who are illiterate to get their suggestions on the best ways for them to give us information and to get information from us.

- Following the principle that humanitarian programs should never put participants at risk of harm.

Making sure each project of community engagement activities is inclusive enough so that people from marginalized groups (or even the more marginalized people within marginalized groups) are involved in project decision making. Asking target communities which marginalized groups are unseen by the response and will seek their participation.

- ❖ Adjusting project and accountability activities in every phase, including evaluation and learnings, according to feedback from participants.
  - Considering to design a participatory evaluation survey or activity so program participants can be part of Monitoring, Evaluation and Learning activities and lessons.
  - Sharing AEHDA's AAP lessons with the AAP Working Group so members can benefit from what the organization learned about, what did and did not work.



- The terms of reference for staff members working directly on projects will include implementing two-way communication activities between participants and AEHDA staff and bringing people's comments to programme planners in the organization or to other organizations as a referral if one of your project's participants has brought a problem to our attention involving another organization.
- ❖ Committing to shard data collected from community consultations or surveys we do with project partisans, with Awaaz Afghanistan or another agency endorsed by the AAP Working Group for response-wide analysis.
- If required, AEHDA will appoint an AAP focal point within the organization. This person should inform Awaaz of up-to-date information about your project's and organization's activities so the call center can share it with callers. The focal point also can contact Awaaz Afghanistan with questions about appropriate referral pathways for support.

### **Prevention of Sexual Exploitation and Abuse:**

Sexual exploitation is defined as "any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another". Sexual abuse is defined as "the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions".

Sexual Exploitation and Abuse of affected community members by anyone associated with the provision of aid constitutes one of the most serious breaches of accountability. It frequently occurs when the essential needs of those most at-risk in communities are not adequately met. Issues of lack of accountability and of sexual exploitation and abuse are derived from asymmetries of power. It is also a serious protection concern and erodes the confidence and trust of affected communities and the host country in all those providing assistance

- Sexual exploitation and abuse constitute acts of serious misconduct and are therefore grounds for disciplinary measures, including summary dismissal

- Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or of consent locally, and mistaken belief in the age of a child is not a defense.
- Exchange of money, employment, goods or services, including assistance that is due to beneficiaries, for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, is prohibited
- Sexual relationships between organization's staff and beneficiaries are strongly discouraged
- Organization staff are obliged to report via established reporting mechanisms any concern or suspicion regarding sexual exploitation and abuse by a fellow worker, whether in the same agency or not.
- Organization staff, especially managers at all levels, are obliged to create and maintain an environment that prevents sexual exploitation and abuse

It is essential to situate the Prevention of Sexual Exploitation and Abuse in conjunction with our commitments to Accountability to Affected Populations.

An illustration It operational level:

<p>Field based complaints mechanisms, managed by individual agencies or collectively are often designed to focus either on accountability of the response, or to deal with cases of sexual exploitation and abuse. However, they might receive both types of complaints</p>	<p>Field based complaints mechanisms work if the affected population trusts that an adequate answer will be brought to any concerns raised. We need therefore to be prepared and ensure that:</p>
<p>Complaints related to the quality and accountability of the response, (e.g. issues of beneficiary's selection, logistic, protection, security, complaints on fraud and corruption)</p>	<p>complaints on the quality of the response are dealt with in an accountable manner by the respective agencies</p>

Complaints related to sexual exploitation and abuse	complaints related to sexual exploitation and abuse are dealt with appropriately If only one type of complaint is dealt with properly, the trust in the whole complaints system might be at risk.
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### **Core Humanitarian Standards (CHS)**

During the world humanitarian summit many organizations, including governments, donors and NGOs committed to the nine Core Humanitarian Standards (CHS). The CHS set out guidelines on how organizations and individual humanitarian aid workers can improve humanitarian aid and make it more effective and efficient. The Standards further facilitate accountability to affected populations and provide mechanisms to implement prevention of Sexual Exploitation and Abuse (PSEA).

When affected populations participate, influence and actively engage in the emergency response, activities and services will be better tailored to the needs of the population and are likely to be better accessed and better support sustainability in the long term. When committing to AAP, organizations commit to use and manage the power and resources they have in a responsible and ethical way (CHS Alliance 2023)

## Core Humanitarian Standards to Follow:

CHS#	Core Humanitarian Standards	Quality Criterion
CHS 1	Communities and people affected by crisis receive assistance appropriate and relevant to their needs.	Humanitarian response is appropriate and relevant.
CHS 2	Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.	Humanitarian response is effective and timely.
CHS 3	Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.	Humanitarian response strengthens local capacities and avoids negative effects.
CHS 4	Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.	Humanitarian response is based on communication, participation and feedback.
CHS 5	Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints. and people affected by crisis have safe and responsive	Complaints are welcomed and addressed.
CHS 6	Communities and people affected by crisis receive coordinated, complementary assistance.	Humanitarian response is coordinated and complementary.
CHS 7	Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and	Humanitarian actors continuously learn and improve.
CHS 8	Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.	Staff are supported to do their job effectively, and are treated fairly and equitably.
CHS 9	Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically.	Resources are managed and used responsibly for their intended purpose.

Endorsed by Board Member:

## 10. Policy Review and Amendments

The Policy Review and Amendments process at AEHDA is a structured approach to ensuring that AEHDA policies remain current, relevant, and aligned with evolving needs and regulations. This involves conducting regular scheduled reviews by the policy review committee, triggered by significant events, and annual comprehensive assessments.

Proposed amendments undergo thorough impact assessments and are subject to an approval process before being communicated to relevant stakeholders. Proper training and implementation strategies are in place to ensure seamless adoption of policy changes.

Additionally, version control mechanisms are employed to guarantee that staff have access to the most current and approved policy documents. This robust process is instrumental in maintaining a dynamic and effective policy framework within AEHDA.

*Revised by: Policy Review Committee*

*Reviewed and Approved by: Board of Directors*