



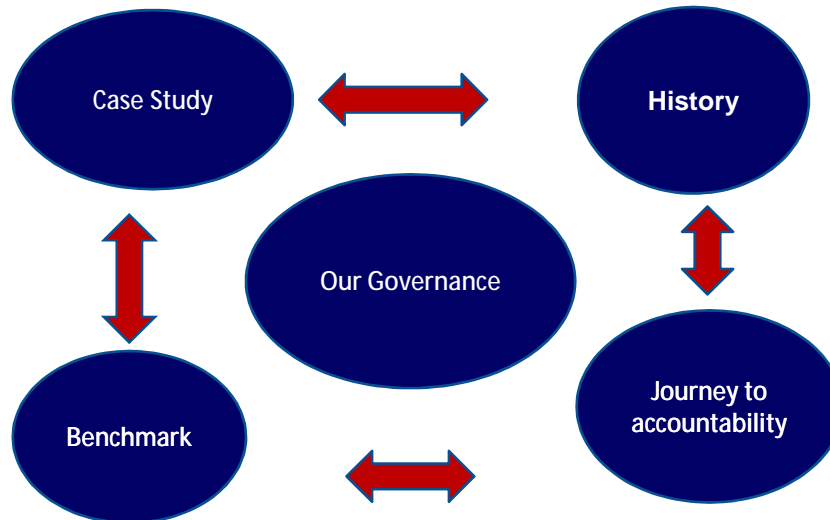
“Managing Vulnerabilities from NPO’s Perspective”

YM Raja Riza Shazmin Raja Badrul Shah
Honorary Secretary
14 November 2013

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CONTENT



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HISTORY

As one of a mere handful of southern-based international organisations, our roots are humble

Dr. Jemilah Mahmood led the first mission to Kosova in June of 1999.

Several missions followed and teams were made up of Malaysians from all walks of life with the single goal of helping others, regardless of race, religion, culture or boundary.



The first mission to Kosova

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FACTS

MERCY Malaysia presents in 17 countries

MERCY Malaysia reaches out to over one million beneficiaries

MERCY Malaysia spent approximately RM13 million/ USD 4.2 million on our humanitarian services

Source Annual Report 2012

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BACKGROUND

The Malaysian Medical Relief Society – better known today as MERCY Malaysia – was established.

MERCY Malaysia aim to provide a platform for Malaysia to unite and take their role in the International Humanitarian arena.

Over the last decade, **MERCY Malaysia** has blossomed with teams sent to disaster-stricken zones and programmes rolled out in various countries and in different disasters.

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VISION & MISSION

Vision

To be outstanding in the delivery of medical and humanitarian aid to all.

Mission

MERCY Malaysia is a non-profit organisation focusing on providing medical relief, sustainable health related development and risk reduction activities for vulnerable communities in both crisis and non-crisis situations.

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CORE VALUES

Our Core Values are:

- Motivation** - We are highly motivated and passionate;
- Excellence** - We do the right things in the right way; we are accountable to beneficiaries and donors;
- Respect** - We show trust and respect in all our interactions;
- Collaborations** - Working with peers, partners & volunteers builds each other's strengths & enhances the impacts for beneficiaries;
- Yearn to Serve** - We will go the extra mile to help those in need

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OUR GOVERNANCE

As a registered society under the Societies Act (Society No. : 1155), **MERCY Malaysia** has over 500 members and is supported by approximately 5,000 registered volunteers to date.

In compliance with the Societies Act, **MERCY Malaysia** submits its accounts to an external auditor, publishes its Annual Report for review and holds an Annual General Meeting for all members, usually in the month of June of every year.

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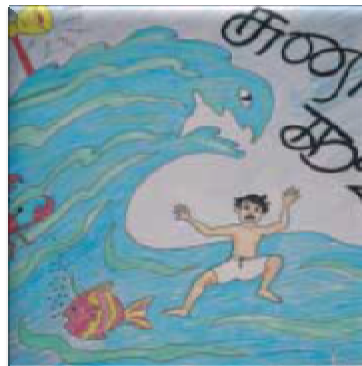
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TURNING POINT

On Dec 26 2004, the Indian Ocean Tsunami claimed over 200,000 lives and left the world slowly recovering from its wounds.

A year later, on Dec 26 2005, the world was paying respect to the victims of tsunami. MERCY Malaysia's staff and volunteers continued with our work in Aceh and other Tsunami affected areas achieving key milestones in our relief and rebuilding projects.

AMPARA, SRI LANKA



Child's drawing illustrating the tsunami

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TURNING POINT

ACHEH, INDONESIA

MERCY Malaysia's core houses were built with seismic-resistant technology



The completed house at Kg Weu Raya that is designed like an Acehese traditional home



Housing Project – Kampung Weu Raya

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JOURNEY TO ACCOUNTABILITY

Accountability and transparency measures began to play a significant role in MERCY Malaysia in 2007, when MERCY Malaysia became a member of the Humanitarian Accountability Partnership International (HAP).

MERCY Malaysia is 1st in Asia, 3rd International Non-Governmental to be certified by HAP Humanitarian Accountability and Quality Management Standard.

HAP is the humanitarian sector's first international self-regulatory body established in 2003.

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JOURNEY TO ACCOUNTABILITY

In 2011, it marks a significant year once again for MERCY Malaysia when it was successful in its bid to acquire the HAP re-certification.

This marks as an achievement for MERCY Malaysia in its effort to expand humanitarian relief in an accountable and transparent manner.



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THE HAP STANDARDS AND CERTIFICATION : ASSURING HUMANITARIAN ACCOUNTABILITY AND QUALITY

A Standard to measure accountability

The HAP Standard defines humanitarian accountability for agencies and the wider sector

The HAP Standards provides a definition of accountability and quality in humanitarian aid programme. It includes a Humanitarian Covenant and six Benchmark, and introduces the concepts of a Humanitarian Accountability Framework and Humanitarian Quality Management System

The Standard offers humanitarian agencies a means by which to measure, and improve, their accountability .

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BENCHMARK

The 6 HAP Benchmark relate to:

1. Establishing and delivering commitments
2. Staff Competency
3. Sharing Information
4. Participation
5. Handling Complaints
6. Learning and continual improvement

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HUMANITARIAN ACCOUNTABILITY FRAMEWORK

The Humanitarian Accountability Partnership Dimensions of accountability

The way we **make decisions** that affect others.

The way **we seek to explain** our decisions and actions.

The way people can **raise concerns** about our decisions and actions

Humanitarian accountability involves **taking account of (participation), giving an account to** (explaining ourselves) and **being held to account by** (able to make ***complaints/feedback***) ***disaster survivors***

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BENCHMARK 1: ESTABLISHING AND DELIVERING ON COMMITMENTS

MERCY Malaysia statement of commitments were set out in the Humanitarian Accountability Framework (HAF)

The organisation sets out the commitments that it will be held accountable for, and how they will be delivered.

MERCY Malaysia's Commitments	What do we promise when we do this project?	Who will uphold this promise?	When will we do this?
Impartiality	We promise that we will be fair when we distribute our iodised salt and soap to you. Each family representative will get one of each. If there is not enough, then we will make sure that we give each one of you at least one pack of salt or one bar of soap. We will also treat all participants fairly when we are delivering our services to you.	The trainers of the HC are as stated at the bottom of this document. Hen Heang, Health Project Coordinator, MERCY Malaysia	April 2010 to June 2011
Staff professionalism	We ensure that the trainers are well-trained, knowledgeable & able to deliver the topics effectively to you. We promise to start & end our OP sessions on time.	The trainers of HC Hen Heang, Health Project Coordinator, MERCY Malaysia	April 2010 to June 2011

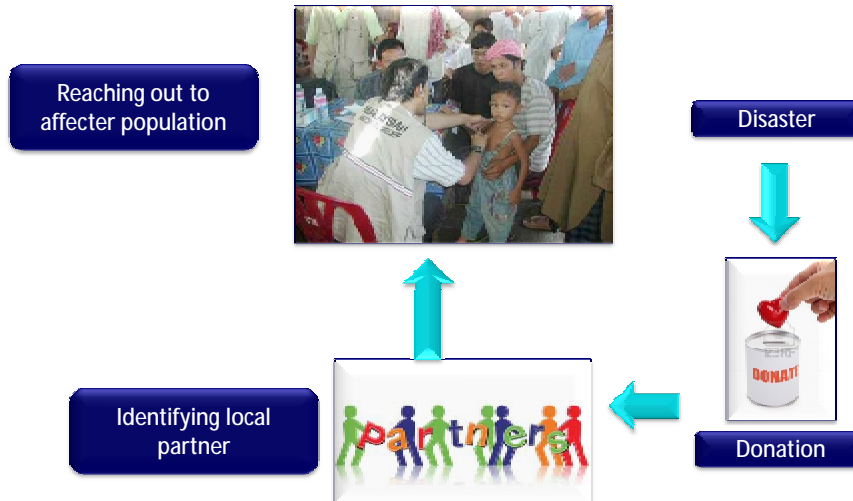
CODE OF CONDUCT

MERCY Malaysia Code of Conduct is the basis of **Humanitarian Accountability Framework** in which all our stakeholders - staff, volunteers, partners and partner organisations and donors - subscribe and adhere to when they are representing **MERCY Malaysia** in one form or another.

The Code of Conduct will be included in all official documentation including but not limited to - collaterals, manuals, agreements as well as Memorandums of Understanding (MoUs) and Letters of understanding (LoUs) in the course of their involvement and relationship with **MERCY Malaysia** in providing humanitarian services.

ENSURING ACCOUNTABILITY CASE STUDY

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ENSURING ACCOUNTABILITY CASE STUDY

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Objective:
Ensure that beneficiaries are aware of how to complain, how the complaints are handled and to whom they can complain to in a safe and accessible manner.



Complaints Response Mechanism

beneficiaries were consulted during the design phase of the mechanism.

The implementation of more activities engaging beneficiaries / other stakeholders to gain their input about the most comfortable and accessible ways for them to provide complaints.

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THE LINK (OR DIFFERENCE) BETWEEN TRANSPARENCY AND ACCOUNTABILITY

Transparency is an essential condition for accountability,
but alone it is insufficient



Transparency is achieved through allowing public scrutiny of
policies and practices (and often financials)



An Organisation that says "this is what we are, take it or leave it"
will rate high on transparency, but low on accountability overall,
since this posture means that it is unwilling (and perhaps unable)
to "take account of" the legitimate concerns of its customers,
client or beneficiaries

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THANK YOU

QUESTION & ANSWER

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