

## CARING FOR STAFF MATTERS

Solutions to reshape aid and achieve greater aid effectiveness must ensure staff wellbeing is central to the culture and practices of humanitarian actors.

### **Background**

[The CHS Alliance](#) was formed in response to a call from humanitarian actors for greater harmonisation of quality and accountability initiatives and standards. The Alliance is driven by the common belief that humanitarian and development work is more effective when organisations and their staff are dedicated to improving quality and accountability.

The [Core Humanitarian Standard \(CHS\) on Quality and Accountability](#) is at the heart of our work. All Nine Commitments of the CHS rely on staff being trained and supported in order to deliver aid efficiently, with Commitment 8 in particular stating the communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.

Good practice in people management and accountability are therefore all part of the humanitarian actors' commitment to aid workers.

### **Duty of care and staff wellbeing: a key priority to improve humanitarian effectiveness**

We cannot allow poor Human Resources (HR) or people management practices to undermine quality or accountability in humanitarian response. Well managed and well supported staff are at the heart of an accountable and effective organisation.

Dedicated staff working to alleviate human suffering and upholding humanitarian principles should therefore receive adequate and appropriate support, including comprehensive wellbeing packages.

Indeed, humanitarian actors should aim to treat both staff and affected communities with the same high operational and organisational standards. It is estimated that at least 95% of aid workers are national staff and many of them are members of the communities with whom we work.

Consequently, the commitment to preserve the safety and dignity of affected communities should be reflected in the duty of care and wellbeing of staff. Developing and supporting the right organisational culture to recognise the importance of staff wellbeing is a key responsibility for humanitarian actors.

**Staff wellbeing and the WHS**

Staff need to have the skill and the will - and not be ill. A radical shift is needed to ensure staff wellbeing is given the attention it needs. We recommend the following actions for humanitarian actors:

- Operational organisations implement the Core Humanitarian Standard;
- Donors allocate a percentage of their funds to staff wellbeing packages;
- Organisational leaders and managers lead by example and embed wellbeing practices in their ways of working.

People are central to humanitarian and development work – let’s all support them to be well and serve well!