



Report of the “Humanitarian dialogue – Vision lab”, presented during the closing panel of the 32nd International Conference by Ashanta Osborne Moses, Chair of the Humanitarian Dialogue.

*Ladies and gentlemen, I am going to tell you the story of how WE, the humanitarian community, can become expert of **accountability** as we are at building water pumps.*

Holding each other accountable means taking **risks**, facing **fear**, being bold and open to each other.

So today I am here to take a risk in openly and honestly sharing with you our voices, the voices of **200 people** who spent the last three days in the humanitarian dialogue, exploring a new collaborative way of thinking. But also the voices of more than **7000 people** engaged in Voices to Action initiative.

We have given our time, opinion, feedback and aspiration to collectively try to connect the discussions happening in the conference to the reality on the ground.

In that space we dared to **dream, explore, challenge, disagree**, as people, on what the changes WE need to be more impactful as humanitarian actors.

I can assure you that these conversations made us uncomfortable and at times caused us to question **the influence of our values** on the way we work and interact in the humanitarian space.

In this **laboratory of voices**, from a princess to a volunteer, from a Secretary General, to UN and Governments representatives, we've identified **key elements that have to inspire our actions**.

Our **accountability to communities** should be guided by the extent to which we respond to their needs and the honesty with which this is done.

Dignity comes from the conversations and the dialogue with communities.

As humanitarian actors, what are the filters we use when listening to communities? **Are we listening to learn or do we listen to validate what we already decided?** How do we learn to listen better? Do we ask the right questions? How do we do this systematically? Are you ready to accept that the next humanitarian kit won't be a hygiene kit but will be a smartphone?

We have choices, either we evolve as humanitarian communities and truly listen to the need of people or we become irrelevant.

Communities' voices give us the **power** and the **legitimacy** to transform the humanitarian agenda.

Let's talk about **power** then. What is our distinctive power? Do we have the power we need as humanitarian actors to influence the bigger decision makers?

We need to be empowered to drive the humanitarian agenda.

As humanitarian actors, our power today, is about influencing decisions making about our collective future informed by the voices of the communities.

In order to do this we need to turn our values into actions and not hide behind them. We need to engage new and sometimes unpopular stakeholders. We need to have uncomfortable conversations. We need to step in to unfamiliar territory.

Being accountable means using our power to influence as a humanitarian community the decisions that are made on lives and livelihood of people.

Over these last three days, we have defined our **collective obligations** towards humanity for the next four years. We have just passed 8 resolutions.

This begs the question: what is our collective accountability to the people for the decisions we adopted in these spaces as humanitarian community? Who is accountable to who?

What is the point of spending all of the hours negotiating a text, spending the time debating the substance and context if we **have no mechanism of ensuring these promises will be delivered where it really matters.**

There are things we can easily do but we are not doing. We need to explore why. How do we follow up to support compliance, conduct 360° of monitoring? Ultimately, this is about fulfilling our **collective obligations and being accountable to the people we serve.**

We have started a humanitarian dialogue, having new and different conversations on old challenges.

This is about changing the **WAY** we do things, rather than focusing only on **WHAT** we do.

We have to continue this humanitarian dialogue and turn it into concrete and innovative action to address the challenges.