

# Humanitarian Action Capability Statement

Valued partner of humanitarian organisations and  
trusted ally of the disability movement.

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## Who we are

The Inclusion Advisory Group (IAG) is a global network of disability-inclusion advisors within CBM Global. We partner with Organisations of Persons with Disabilities (OPDs) and humanitarian actors to translate policy commitments into practice, across preparedness, response and recovery, so persons with disabilities can equitably access assistance, influence decisions and shape resilient systems.

### IAG in brief

- **Global network:** network with internationally operating and country-based advisors and associates, many with lived experience of disability.
- **Ways of working:** technical expertise informed by years of disability inclusive humanitarian programme implementation, partnering with organisations of persons with disabilities (OPDs), in blended, multi-disciplinary teams, within a proven, [independently evaluated approach](#).
- **Offer:** capacity development, technical advice, policy and systems strengthening, organisational change facilitation, research and evidence, joint programming.
- **Sectors:** disaster preparedness, humanitarian response, inclusive cash, inclusive MHPSS and cross-sectoral disability expertise.
- **Trusted by:** UNICEF, WFP, the Australian Government, IFRC, World Vision, Caritas, and many others working across the humanitarian ecosystem. A significant share of our engagements are repeat business or client referrals.

Find out more at our website: [www.inclusionadvisorygroup.org](http://www.inclusionadvisorygroup.org)



## Why our work matters

Humanitarian teams work under pressure to uphold core principles and standards. Disability inclusion is critical to protection in crises and saving lives. Donors and affected communities expect disability inclusion to be embedded in design, delivery and Monitoring, Evaluation, Accountability and Learning (MEAL).

Our approach is practical, evidence-informed, and aligned with the UN Convention on the Rights of Persons with Disabilities (UNCRPD) and sector standards such as the [IASC guidelines for inclusion of persons with disabilities in humanitarian action](#).

Through OPD participation, barrier-removing adaptations and inclusive data, our technical advice supports agencies to fulfill their commitments to disability inclusion, in a manner appropriate to the phase of the humanitarian cycle.



# Our offer

## Across the humanitarian cycle

We tailor our advice to the distinct needs of each phase of the humanitarian cycle, ensuring disability inclusion is practical, timely, and locally grounded.



### Preparedness

- Inclusive risk and context analyses with OPD engagement and barrier mapping.
- Disability-inclusion action planning and review of relevant policies and processes.
- Staff capacity strengthening through refreshers, coaching, simulations, practical checklists, and tailored workshops, guidance and tools.
- Accessible monitoring, evaluation and feedback/complaints systems, with clear indicators and templates.
- Piloting and refining inclusive approaches and standard operating procedures so they are ready to scale during surge.



### Response

- On-demand advisory surge support through quick, actionable guidance via on-call helpdesk options and hands-on technical support at field level where feasible.
- Rapid inclusion scans across sectors (e.g., CVA, WASH, protection, health, MHPSS) with contextualised, community-fit solutions.
- Light processes and guidance for project design, assessments, proposal writing, targeting and feedback using Washington Group Questions (WGQs) and barrier data.



### Recovery and protracted crises

- After-action reviews, inclusion evaluations and learning briefs with actionable recommendations.
- Accessibility audits of shelters and public facilities with pragmatic upgrade plans.
- Systems-change roadmaps with authorities, clusters and OPDs, including budgeting and standards adoption.



Ms Volasoa receives inclusive cash assistance in Bekitro, Androy region, supporting people with disabilities in areas facing severe food insecurity. © CBM

## Applied to sectoral areas

We prioritise work where our track record, OPD partnerships, and programmes, advocacy, and advisory teams consistently move the needle for inclusive humanitarian action, including:



### **Inclusive cash and voucher assistance (CVA)**

Cash modalities without disability-responsive design can exclude or harm people. We combine rapid feasibility scans with OPD-informed targeting, barrier data, and top-ups to cover extra costs for persons with disabilities. Our helpdesk model and field tools make it easy for mainstream agencies to adopt and scale inclusive CVA across sectors.



### **Inclusive Mental Health and Psychosocial Support (MHPSS)**

Distress and exclusion rise sharply in emergencies. We integrate rights-based, OPD-brokered peer support into existing services. Drawing on deep community mental health expertise, we train responders, adapt global guidance to context, and build pathways that link crisis response with longer-term community services.



### **Cross-sector disability inclusion advisory**

IAG provides technical advice on disability inclusion in other sectors such as health, WASH, protection, education, livelihoods and beyond. We combine a deep grasp of best practice standards (e.g., IASC Guidelines, Humanitarian Inclusion Standards) with strong relationships with OPDs and practical tools that mainstream agencies can use immediately. This blend of knowledge, networks, and tailored support.



# Inspiring examples

## Our impact with clients

### WFP

Disability Inclusion Helpdesk



The IAG-run [Helpdesk](#) provides on-demand technical support to WFP programme teams combining practical advice, resources and training. Since 2021, nearly 350 staff have registered from more than 40 countries. The Helpdesk has responded to over 150 requests and developed more than 60 guidance resources. [Results](#) include improved disability and barrier data in assessments; more accessible and inclusive complaints and feedback mechanisms; and stronger inclusion in CVA design and monitoring.

### UNICEF

Disability inclusion toolkits and training packages



IAG developed the checklists and toolbox in the [UNICEF Disability Inclusive Humanitarian Action Toolkit](#) as well as internal UNICEF training modules. Adoption by Country Offices and partners has improved practice in assessments and feedback mechanisms.

In addition, we developed, tested, and support roll out a [Frontline Worker training package](#) that equips Frontline Workers to take a rights-based approach to including children and young people with disabilities more effectively in programming across all sectors, including in humanitarian contexts. Ongoing support at national and regional levels includes Training of Trainers and a Community of Practice.

### IOM

Global guidance and in-country technical support



In partnership with the Australian Red Cross, IOM, Norwegian Refugee Council and other actors, we developed the [All Under One Roof guidance and training package](#), embedding disability inclusion into shelter/settlement responses.

[For IOM Nepal](#), we worked with Nepali OPDs to audit evacuation centres across selected provinces for access barriers. We provided actionable retrofits and standards integration recommendations that informed municipal upgrades ahead of monsoon season.

In the Bangladesh Rohingya camps, we provided [technical support to IOM's shelter and site management teams](#) combining classroom training with practical, hands on support to make their programming more inclusive.

## DFAT

Disability-inclusive humanitarian action technical advice



Australian Government  
Department of Foreign Affairs and Trade

Since 2008, we have had a long-running [technical partnership supporting DFAT staff and partners](#) across development and humanitarian portfolios. Through capacity development, evidence generation workpieces and an on-call helpdesk, practical programming, policy, and communications advice has been provided.

IAG has been the disability inclusion technical partner on a range of activations for the DFAT funded Australian Humanitarian Partnership (AHP). From 2018 we have provided technical support to the [Rohingya response in Bangladesh](#) to various partners INGO and local partners including Care, Oxfam, Plan, World Vision, EKOTA (Can Do) and Save the Children. In partnership with organisations like the Centre for Disability in Development (CDD) and Young People in Social Action (YPSA) we supported disability movement capacity and embedded inclusive MEAL, budgeting, and OPD participation across responses in camp and host communities.

## Red Cross Movement

Technical support to strengthen programmes and institutional capacity



Through our [collaboration](#) with the International Federation and National Societies, we help embed disability inclusion as core practice, involving OPDs where possible and providing targeted technical support. In partnership with Abilis Consulting and the Finnish Red Cross we co-developed [practical guidance](#) for Red Cross and Red Crescent staff and volunteers to operationalise disability-inclusive programming across the globe.

At country level, we aim to develop longstanding partnerships. With the [Kenya Red Cross Society](#), we supported the 2022–2024 drought response with training and mentoring on inclusive cash and health, and in 2023 conducted an organisational inclusion assessment with recommendations to inform KRCS policy, tools and branch-level practice. In Bangladesh, working alongside the [Bangladesh Red Crescent Society](#), we strengthened the health response in the Rohingya camps by integrating rehabilitation within field hospitals and health post services, demonstrating how inclusion improves access, continuity of care and system resilience. In Nepal, IAG reviewed and improved key disability inclusive disaster risk reduction tools such as an inclusive Vulnerability and Capacity Assessment, accessibility checklists, and a training module for the [Nepal Red Cross Society](#).

## Our technical resources

We have developed practical resources based on years of work on disability-inclusive CVA, inclusive MHPSS and cross-sectoral humanitarian responses in Africa, Asia, and the Pacific. These open access resources can be downloaded from our website, where new resources are added.



**Free e-learning for humanitarian responders:** [Disability Inclusive CVA](#) and [Disability Inclusive DRR](#) - short, practical courses shaped by frontline lessons from years of programmatic experience.



**Offline field apps:** [CBM HHoT](#) and [CBM i-DRR](#) are smartphone apps that provide quick access to inclusion standards and checklists.



**Interactive games:** Choose Your Own Adventure (CYOA) in DRR is an interactive game to encourage participants to think about opportunities for disability inclusion in DRR projects across the project cycle. It's available in a version for [Africa](#), [Asia](#) and the [Pacific](#).

### A selection of practical guides and lessons learned publications:

Across the humanitarian cycle:

- ✓ [Disability-inclusive preparedness](#). Key lessons from disaster-risk reduction programmes in the Asia Pacific
- ✓ [Disability-inclusive humanitarian response](#). A disability inclusion journey in the Rohingya response

Applied to sectoral areas:

- ✓ [Disability inclusive CVA](#). Key lessons from seven cash transfer programmes in humanitarian response
- ✓ [Disability inclusive MHPSS](#). A Good practice guide on inclusive MHPSS in emergencies

In support of 'Must Do Actions' on disability inclusion:

- ✓ [Disability data](#): A learning brief on disability data using Washington Group questions
- ✓ [Meaningful OPD involvement](#): Reflections from CBM Global's Covid-19 response in Bangladesh, Indonesia, and Nepal
- ✓ [Removing barriers](#): Barriers to Healthcare Access for Deaf Nigerian Women and Girls
- ✓ [Empowerment of persons with disabilities](#): An honest account. Change beyond numbers in the Rohingya response
- ✓ [Inclusive budgeting](#): Extra cost in humanitarian crisis. A study on the additional cost of disability in the North Region of Burkina Faso

You can read more about [our resources](#) on our website



# How to work with us

Whether you need rapid, practical advice or a longer-term partner to embed disability inclusion, we tailor the engagement to your context and team. We collaborate with OPDs and your staff from the outset, so solutions are locally led, standards-aligned, and easy to adopt.

## How we work

- **We build the right team for each engagement**, blending local advisors, global specialists and OPDs. Our dedicated contract lead and a project manager are accountable for scope, budget, timeline and day-to-day delivery, while adhering to our global quality assurance, safeguarding, and MEAL systems.
- **We match modality to context.** Helpdesk support, targeted consultancy, embedded secondments, joint programming with partners, or grant-supported advisory are designed to build our client's capability, not dependence.
- **Our advice is rights-based** and provided with involvement of the Disability Movement. We broker and resource meaningful OPD participation from scoping to delivery and governance, to ensure that solutions are locally led and sustainable.
- **Quality and ethics are strongly embedded.** Quality assurance and risk management process including peer reviews are utilised from scoping to close-out.
- **We monitor what matters.** Our MEL approach tracks outcomes and systems change and feeds learning back into portfolios and communities of practice.

## Your options

1. **Capacity development.** Targeted training, mentoring/coaching, and role-specific modules for teams working in rapid-onset and protracted crises—covering inclusive assessments, safe referrals, inclusive CVA, WASH/Health/Protection basics, and cluster engagement.
2. **Technical advice.** Surge support for priority gaps; on-call helpdesk for time-critical field queries and remote accompaniment.
3. **Policy and systems strengthening.** We convert technical standards into operational SOPs, checklists, templates, and toolkits that fit humanitarian workflows, clarifying roles, decision points, and IASC/Sphere compliance.
4. **Organisational change facilitation.** Inclusion audits of humanitarian programmes and operations, with change plans, coaching, and follow-up so findings translate into safer services and stronger accountability to affected people.
5. **Research and evidence.** Action research, after-action reviews, and participatory learning with crisis-affected people and OPDs, turning field insights into practical improvements for preparedness, response, and early recovery.
6. **Joint programming.** Delivery partner for inclusive humanitarian programmes and consortia in partnership with OPDs and local actors, linking response with preparedness and localisation commitments, and embedding inclusive MEAL from the start.

## Your results

- **Clear compliance** with IASC Guidance, Sphere Standards, and donor requirements.
- **Improved delivery** through practical solutions your teams can adopt within their daily work.
- **Documented outcomes** you can report to clusters, donors, and other stakeholders.
- **More inclusive programming** which ensures that persons with disabilities actively participate in programs and barriers are removed.



## Get in touch

### **Kirsty Thompson, IAG Director**

Inclusion Advisory Group – CBM Global

Email: [Kirsty.Thompson@cbm-global.org](mailto:Kirsty.Thompson@cbm-global.org)

Website: [www.inclusionadvisorygroup.org](http://www.inclusionadvisorygroup.org)