




# PSEAH Network Focal Point Training:Day 2

Aone Hotel, Jakarta  
13-14 December 2022



**With special thanks to WHO and   
Communications and Outreach Fund for  
supporting this training**





INDONESIA NETWORK

# PSEEAH

PROTECTION FROM SEXUAL EXPLOITATION ABUSE AND HARASSMENT

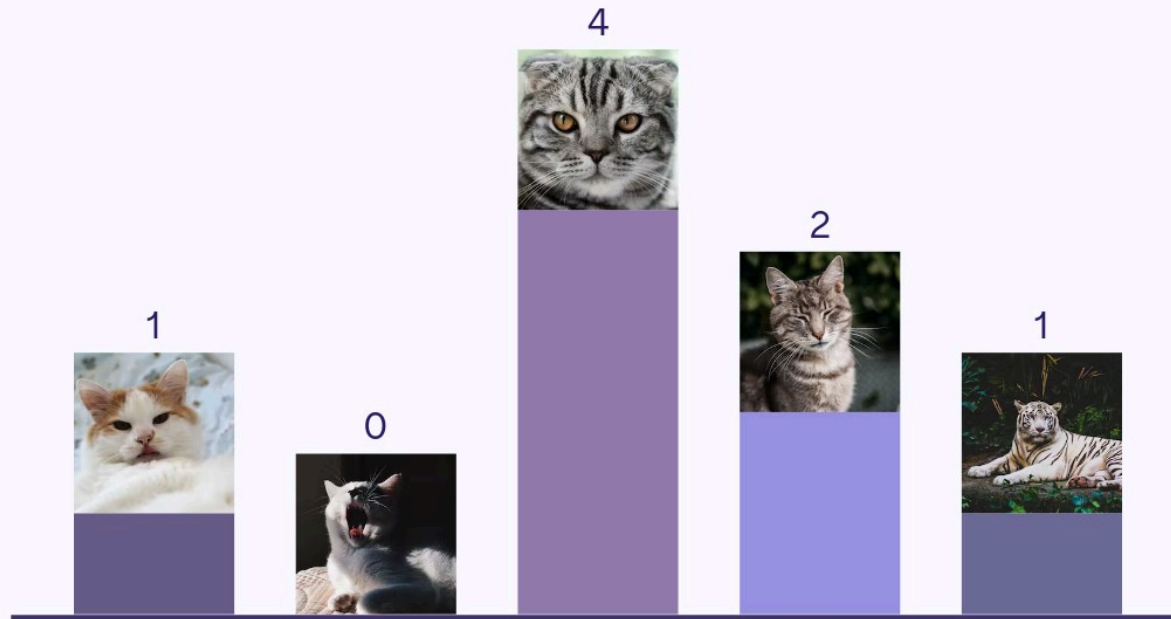


# Welcome!

- Have you registered your attendance?
- Do you have a name tag?
- Do you have your smartphone?
- Have you gone to Menti.com and input code: 87314558



# How are you feeling today?



# Day 2: Agenda

- Welcome, re-cap of day 1
- Inter-Agency PSEAH coordination
- Role of the PSEAH focal point and PSEAH Network
- ☕ Coffee break 1
- Community feedback, the role of CBCMs, the composition of a CBCM
- The PSEAH Network inter-agency CBCM (IACBCM)
- 🍕 Lunch break
- Practical exercises on the PSEAH Network IACBCM
- Data collection and information-sharing
- ☕ Coffee break 2
- Awareness-raising and outreach
- Closing and commitments



# Before we start...

For some of you, this training may trigger emotional distress. You are not alone. Take time to ground yourself and seek help from your personal support channels and/or the channels available through your organization



# Re-Cap of Day 1: Tell us one thing you remember from yesterday

Victim based approach

Power relation

Fokus kpd korban



# Up Next: PSEAH Coordination Structure

PSEAH Coordinator

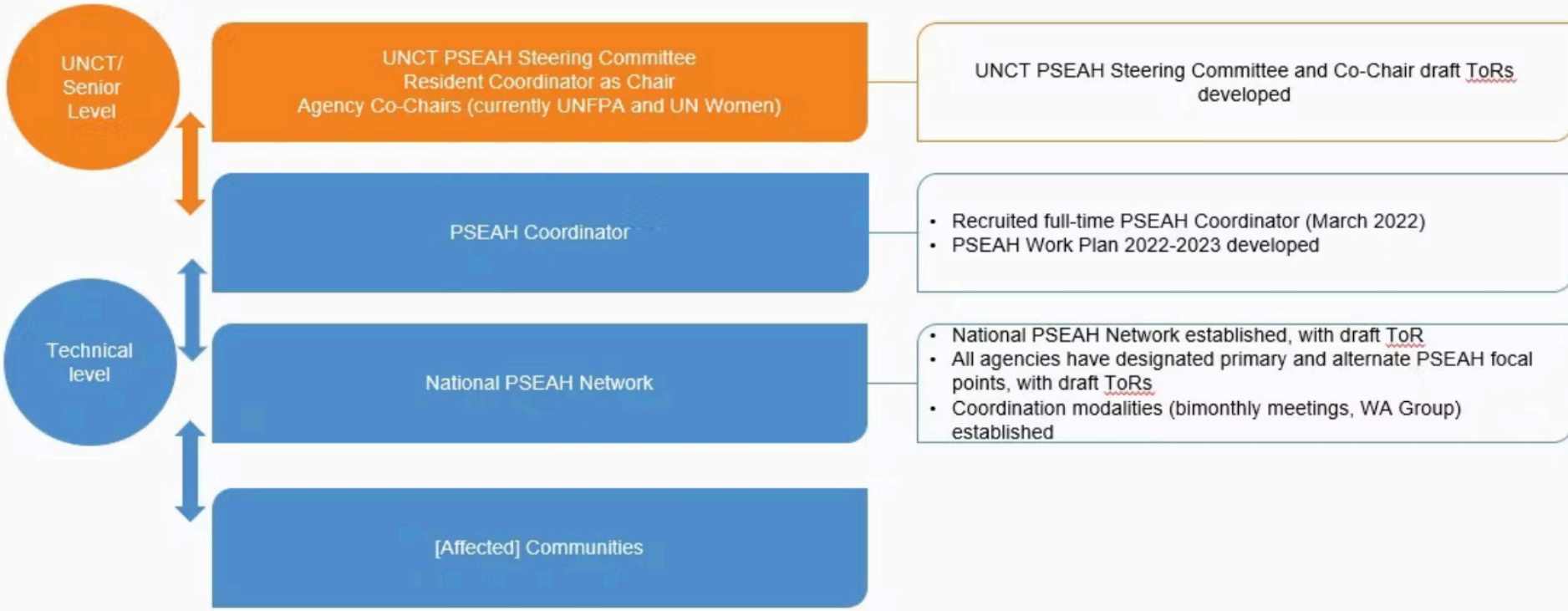


# Context: PSEA in the 2018 Sulawesi Response

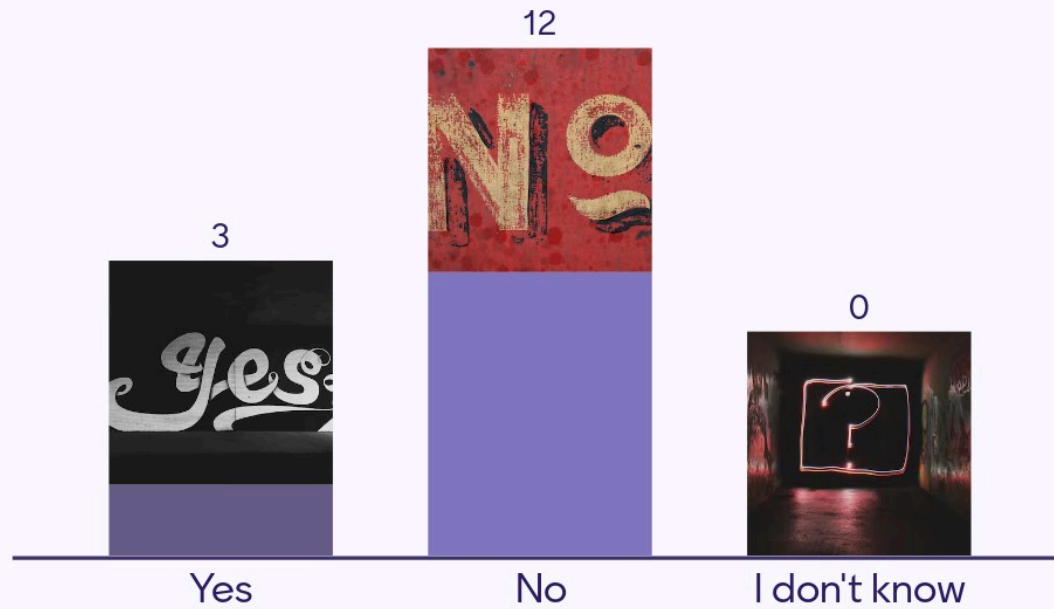
- Established local Inter-Agency CBCM (OCHA, UNICEF, UNFPA), implemented a HCT Code of Conduct & worked with local actors and CBOs on the ground (women-led organizations)
- Trained 380 humanitarian actors (282 female, 98 male) on PSEA
- Established an Inter-Agency TF on PSEA from the UN Gender Thematic Working Group co-chaired by UN Women and UNFPA, supported by OCHA
- Laid the groundwork for a National PSEAH Network



### Progress in 2022: Establishing the National PSEAH Coordination Mechanism



# Have you reviewed the PSEAH Network and PSEAH Network Focal Point TORs?



# Group Exercise: The PSEAH Coordination Structure Roles and Responsibilities

Get into groups of 4-5 people  
Consider the role given to you

Discuss: Who are you? What is your role? What are your responsibilities? Who do you work with the most?

You have 15 minutes for this exercise before we debrief. Elect a spokesperson to speak on the group's behalf.



# The UN Resident Coordinator

- Senior most UN leader in country with system wide responsibility for ensuring a PSEAH Program is functioning in country
- Leads the UNCT/HCT (or equivalent) in overseeing PSEAH Program
- Leads the development of a context-specific PSEAH strategy and action plan to promote a systematic response to SEAH
- Ensures that PSEAH is coordinated at the country level, advocating for a dedicated PSEAH Coordinator and PSEAH focal points
- Advocates to mobilize resources for mechanisms to receive complaints and victim assistance



Mentimeter

TED NATIO

# UN Country Team (UNCT)/ HCT or Steering Committee

- Senior-level body - typically consists of heads of the UNCT/HCT
- The primary body for coordination and oversight on SEAH prevention and response measures
- Guides and supports the design, implementation, and monitoring of the PSEAH Network, IA-CBCM, and Annual Work Plan
- Designs a shared strategic vision for collective PSEAH action
- Implements accountability and quality standards within their respective agencies
- IASC HCT TOR states that "a collective mechanism and approach to PSEA by humanitarian workers" is mandatory



# PSEAH Coordinator

- Reports directly to the RC and works directly with the Chair and Co-Chair organizations
- Engages with the senior-level body (Steering Committee/UNCT) to report on the implementation of the PSEAH Annual Work Plan
- Supports Network members on strengthening their capacity
- Responsible for coordinating and supporting the collective PSEAH activities of organizations in Indonesia
- Supports collaboration between the Network, clusters, and working groups and makes sure that the Network has clear TORs





# PSEAH Chair and Co-Chair

- Long-term functions held by organizations in the operation intended to provide sustainable leadership to the PSEAH program
- Commit to advocate for PSEAH at the leadership level and promote PSEAH within the UNCT/HCT
- Organize and oversee PSEAH Network meetings
- In practice, often the most active members in terms of producing Network deliverables
- e.g. Capacity building, design and implementation of IA-CBCM and SOPs, SEAH case management, etc



# PSEAH Network Member Organizations

- Comprised of member organizations in-country (I/NGO, UN) as represented by their PSEAH focal points
- The primary body for technical-level implementation and coordination of PSEAH Network Work Plan activities
- Works closely with other coordination bodies, including clusters, sub-clusters and working groups as needed e.g. GBV, child protection, AAP



# The [Affected/Beneficiary] Community

- Rights-holders and not passive recipients of aid
- They must be invited to feed into the PSEAH Program so it is culturally appropriate, and needs-based
- The PSEAH Coordinator assists the PSEAH Network to engage the affected population in program design, implementation, and adjustment
- (In coordination with AAP/CE actors and others working with the affected community where necessary)



# Up next: The Role of the PSEAH Network Focal Point

CRS Indonesia



# Objectives as a PSEAH Focal Point



To serve as a key/trusted reporting channel for their internal organisation – including receiving, escalating, and facilitating immediate survivor support



To deliver their own PSEAH raising awareness activity (training, induction, refreshment)



To support PSEAH engagement activities to local population/project participants, beneficiaries, etc.

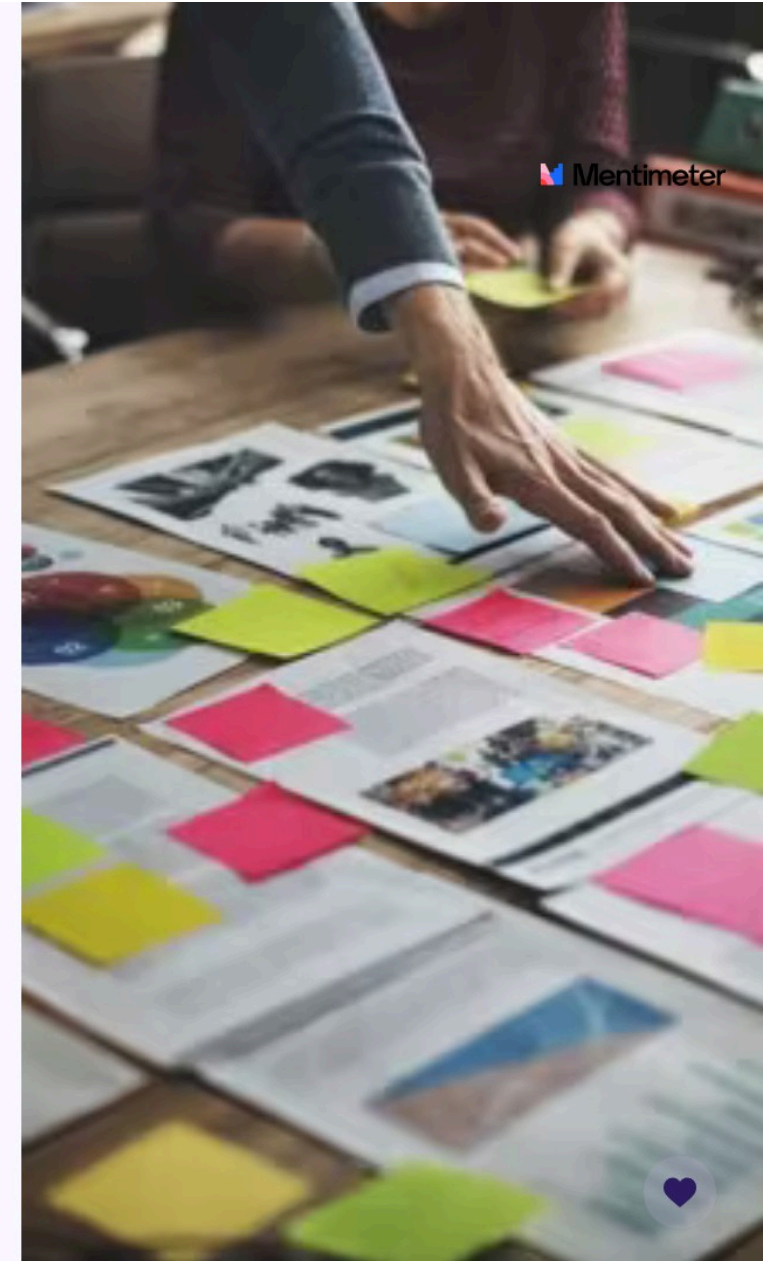


To represent their organization and support PSEAH Network Annual Work Plan Activities within their organization and to the wider PSEAH Network



## Group exercise: What makes a good PSEAH focal point? (10 minutes)

- Use any flipchart paper and write down your thoughts/opinions on the below:
- Professional experience & background
- Skills
- Behavioural requirements
- Training requirements



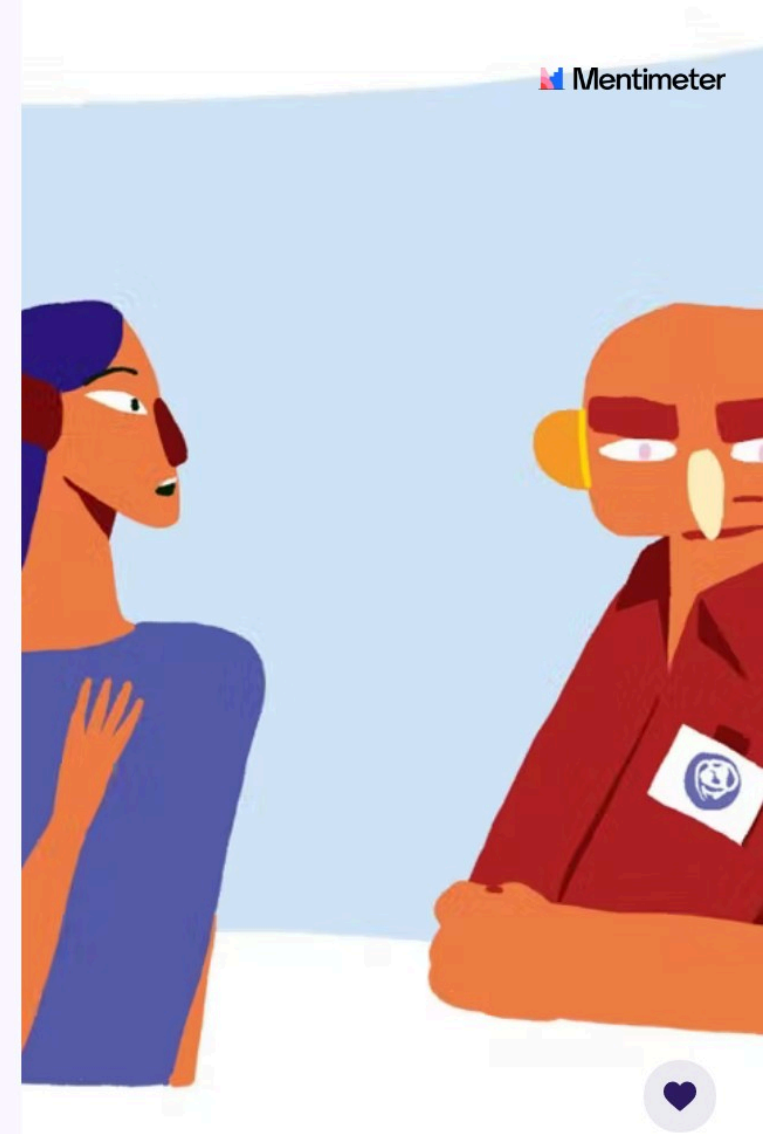
## Group exercise: The role of the PSEAH focal point (10 minutes)

- Use any flipchart or paper and write down your thoughts/ opinions
- Think of any functions/roles to be done within internal organisation and the PSEAH Network
- Consider the following areas of responsibility:
  - **Management & Coordination**
  - **Prevention**
  - **Response**
  - **Engagement and support to the community**



# The role of PSEAH Focal Point: Management & Coordination

- Represent your organization
- Actively participate in the network
- Maintain of any SEAH report confidentially
- Share lesson learned within your organization and to network members





# The Role of PSEAH Focal Point: Prevention

- Establish and/or strengthen your organization's policies & procedures
- Develop PSEAH work plan to mainstream PSEAH throughout your organization's program & department
- Support HR to ensure safe recruitment process
- Raise awareness – collaboration with your HR and/or head of operation
- To all staff, affiliates
- To partner, service providers, suppliers



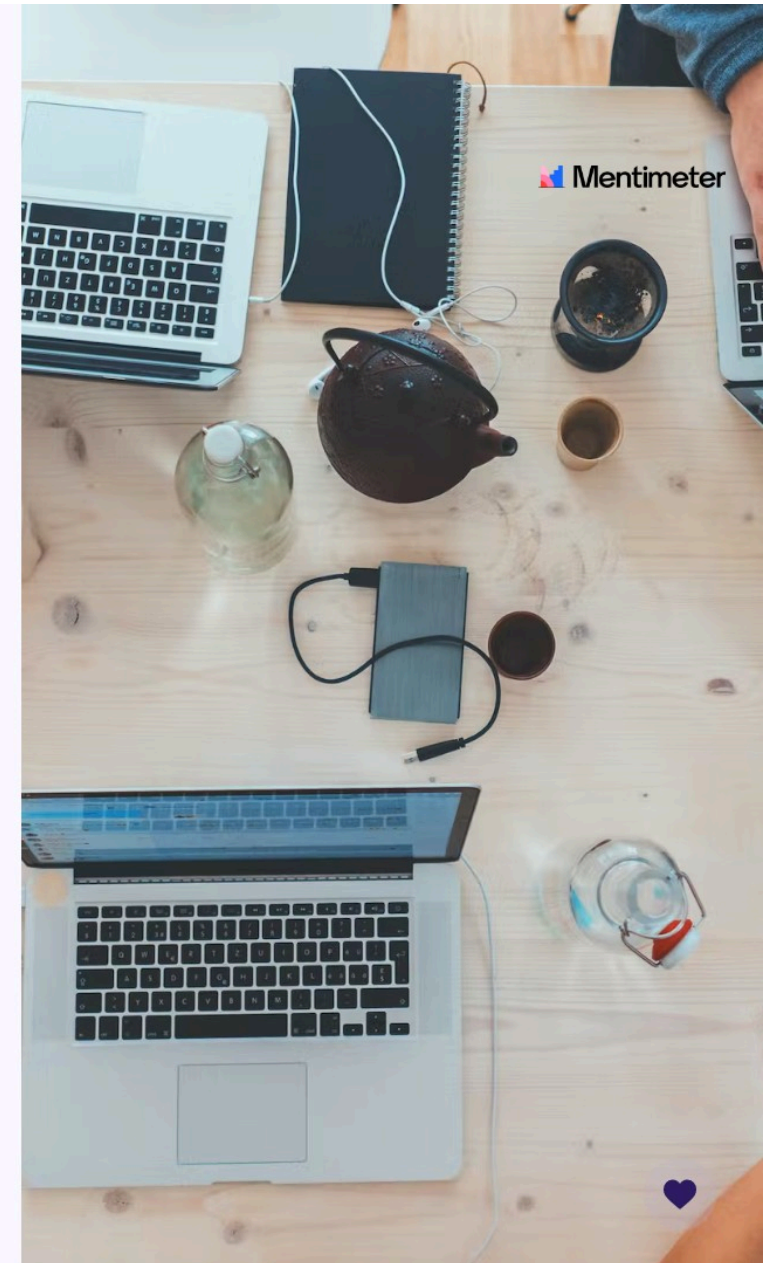
# The Role of PSEAH Focal Point: Response and Engagement with the Community

- Establish and/or strengthen PSEAH-specific procedures for complaint and feedback mechanism
- Contribute in developing inter-agency community based complaint mechanism in the PSEAH Network
- Refer any SEAH allegation (safely & confidentially) to the appropriate services
- Establish and/or strengthen referral mechanism, including mapping the survivor assistance services
- Design and disseminate PSEAH awareness-raising tools to the community
- Conduct regular community consultations to inform the employing organization and PSEAH Network activities



# Group Exercise: Recognizing Prohibited Behavior & Receiving Reports (10 minutes)

- Each group must read and discuss the assigned scenario and identify if this constitutes SEAH
- How are you going to receive and escalate the report?
- What kind of survivor assistance



# Scenario 1: Sofia

Sofia, who is a member of an ethnic minority community, was recently hired in an admin position at your organization. Many of the people in her community receive services from your organization. Sofia has started to hear some staff members telling jokes about the customs of the people in her community. She has found many of the comments to be very hurtful. Staff have even made fun of the food she eats and say it smells bad. One day in a meeting, an employee asked her why her people tend to steal things and if she has ideas on how it can be stopped



## Scenario 2: Arafa

A program participant, Arafa, reported to Omar, a reputable health worker from your organization, that she had been raped by a man in the community. Arafa said her friend told her that she should report this to Omar, because your organization always investigates reports of sexual abuse.



## Scenario 3: Khaled

Khaled is a locally hired driver for your organisation who transports relief items from the warehouse to the refugee camp where the items are distributed. On one of his trips he recognizes a 15-year old refugee girl walking on the side of the road and gives her a lift back to the camp. Since then, to impress her and win her over, he frequently offers to drive her wherever she is going and sometimes gives her small items from the relief packages in his truck, which he thinks she and her family.



## Scenario 4: David

One of your organisation employee, David, has a habit of talking about women in a suggestive manner and telling inappropriate jokes to the guys he is working with. A couple of times, one of the women in the work group, Christina, overhears this talk, though David is unaware of this. Christina tells her supervisor, Rami, that she is uncomfortable with David's behavior.

Rami tells Christina not to worry because David is harmless and that the talk was only intended for the guys.



# Coffee break (15 minutes)





# COMMUNITY ENGAGEMENT & COMMUNITY-BASED COMPLAINTS MECHANISM (CBCM)

INDONESIA PSEAH NETWORK FOCAL  
POINT TRAINING

Jakarta, 13-14 Desember 2022

Masyarakat Penanggulangan Bencana Indonesia

## MENGAPA PELIBATAN MASYARAKAT DIBUTUHKAN?

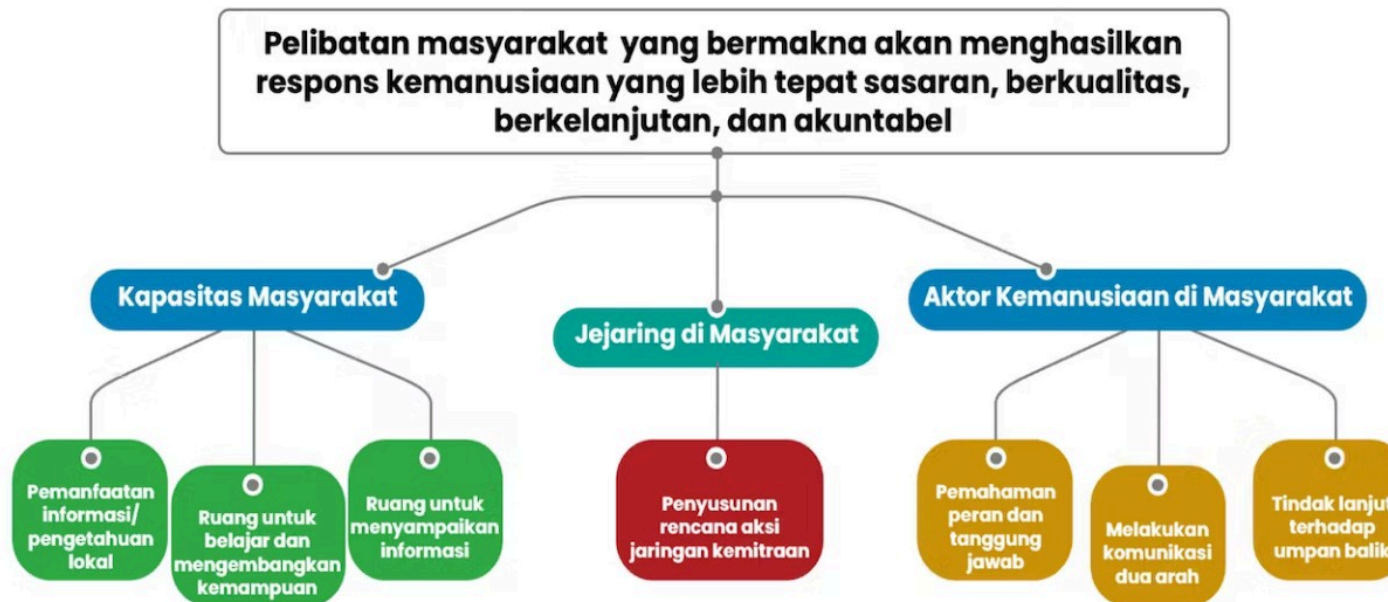
Masyarakat memiliki hak untuk terlibat dalam pemenuhan hak-hak dasar dan kebutuhannya.

Standar kemanusiaan inti (Core Humanitarian Standards) menempatkan masyarakat/komunitas terdampak di pusat seluruh upaya kemanusiaan.

- Memahami konteks dan kebutuhan masyarakat
- Meningkatkan kualitas program dan operasi yang lebih efektif dan efisien
- Membangun kepercayaan, akses, dan penerimaan dengan komunitas
- Memperkuat kepemilikan dan membangun ketangguhan masyarakat



# STRATEGI PELIBATAN MASYARAKAT



- Mengintegrasikan upaya-upaya pencegahan, kesiapsiagaan, tanggap darurat dan pemulihan serta merupakan proses yang kompleks dan berkesinambungan
- integrasi dengan upaya-upaya pencapaian pembangunan berkelanjutan, pemberantasan kemiskinan, adaptasi dan mitigasi perubahan iklim.

# PRINSIP-PRINSIP DALAM PELIBATAN MASYARAKAT

Terintegrasi dalam desain dan pendekatan program

Sesuai konteks masyarakat

Mendorong partisipasi bermakna

Melakukan kampanye dan sosialisasi yang efektif

Oleh staf, relawan, dan/ atau mitra yang terlatih dan kompeten

Menjalin kemitraan dengan lainnya

Menghargai kerahasiaan dan rasa aman

akses informasi terkini, relevan, dan inklusif

Memberikan respons terhadap umpan balik

Mengalokasikan sumber daya yang sesuai

# TANTANGAN

Susah akses

Kondisi keamanan  
berisiko tinggi

Tidak ada waktu  
untuk berkonsultasi

Tidak memiliki dana  
dan kapasitas

Tidak ada  
fleksibilitas dari  
donor

Dihalangi oleh Tokoh  
masyarakat  
setempat

Tidak bisa berjumpa  
dengan kelompok  
marjinal

Pelibatan bermakna  
untuk setiap  
kelompok

Permintaan warga  
terdampak  
bertentangan

Konsep dan  
pemahaman masih  
awam

## MEKANISME PELAPORAN BERBASIS KOMUNITAS...

- Cara komunitas **menyampaikan kekhawatiran dan memberikan umpan balik** kepada lembaga
- Cara lembaga mendengar umpan balik dan keluhan dari masyarakat dan **menanganinya secara cepat, aman, dan adil.**
- Umpan balik dan **keluhan mengenai berbagai topik** dapat masuk melalui mekanisme pelaporan berbasis komunitas, **termasuk terkait layanan program, pelanggaran kode etik** (penipuan, korupsi, kekerasan seksual, dsb)
- Mekanisme pelaporan berbasis komunitas **menjamin keamanan, kerahasiaan, aksesibilitas, dan ketersediaan saluran pelaporan yang inklusif** bagi komunitas





# Loop: Platform Digital Mekanisme Umpan Balik





# Apa itu Loop?

Loop adalah platform global Mekanisme Umpan Balik untuk mendorong pelibatan warga terdampak atau penerima manfaat.

Loop dapat digunakan oleh Organisasi/ Lembaga Kemanusiaan secara Aman & Mudah diakses melalui platform digital dalam memberikan layanan kemanusiaan untuk mendukung pekerjaannya serta memahami kebutuhan penyintas.



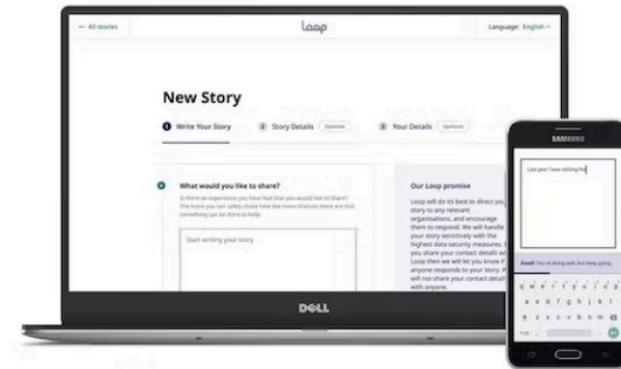
# Cerita melalui berbagai saluran

Mentimeter



Diadaptasi ke dalam konteks lokal melalui berbagai saluran:

- URL [talktoloop.org](http://talktoloop.org)
- Facebook messenger
- WhatsApp
- SMS
- IVRR – voice



# Apa yang penting bagi masyarakat lokal

## Open stories:

- Terima kasih
- Pertanyaan
- Pendapat
- Permintaan
- Kekhawatiran

## Sensitive stories:

- PEPS
- Isu perlindungan
- Penipuan /
- Korupsi
- Bentuk kejahatan lainnya



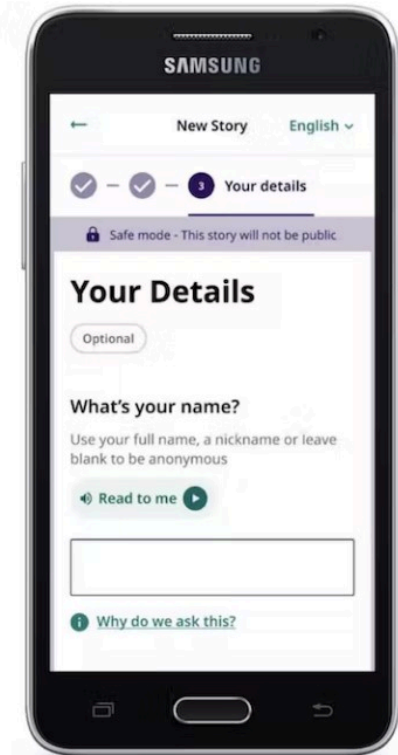
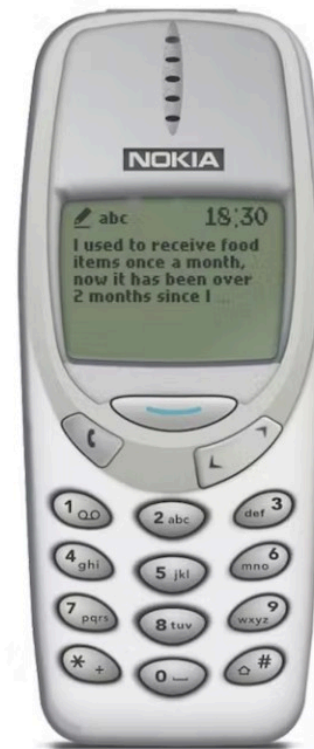
# Cerita Sensitif



Ditangani dan dirujuk dengan aman sebagai bentuk:

- Eksploitasi, kekerasan, dan pelecehan seksual
- Isu Perlindungan
- Penipuan dan korupsi
- Bentuk kejahatan lainnya

Survivor centred approach





1. User begins process



Submit story

2. Loop's role



Case manager review



Process and refer

3. Organisation milestones



Response to referral



Decision to investigate



Investigation



Author informed



Case closed

3b. Assistance milestones



Response to referral



Referred for assistance



Assistance rendered

## Perlindungan Data Kasus Sensitif

Seluruh informasi terkait kasus sensitive disimpan dalam database aman bernama Airtable.

Seluruh informasi yang diterima maupun terkirim menggunakan Airtable terenkripsi dengan baik dan menggunakan server yang berbasis di Jerman yang telah memiliki sertifikat keamanan yang tinggi. Hanya Case Manager Loop yang memiliki akses data tersebut dengan menggunakan proses verifikasi 2 tahap.





# COMMUNITY BASED COMPLAINT MECHANISM (CBCM)

# SAFEGUARDING (PSEAH & Child Protection)

## Sexual Abuse

The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

Rape

Sexual assault (touching, groping, sexual fondling)

Any other form of (attempted) sexual abuse

## Sexual Exploitation

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

Paying for sex

Other exploitative relationship

Sexual exchange for goods/service

## Sexual Harassment

Any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another

Sexual comments/jokes

Sexual gestures

Vulgar pictures

## Child Abuse

The abuse of children's rights and includes all forms of violence against children, children is under 18 years old.

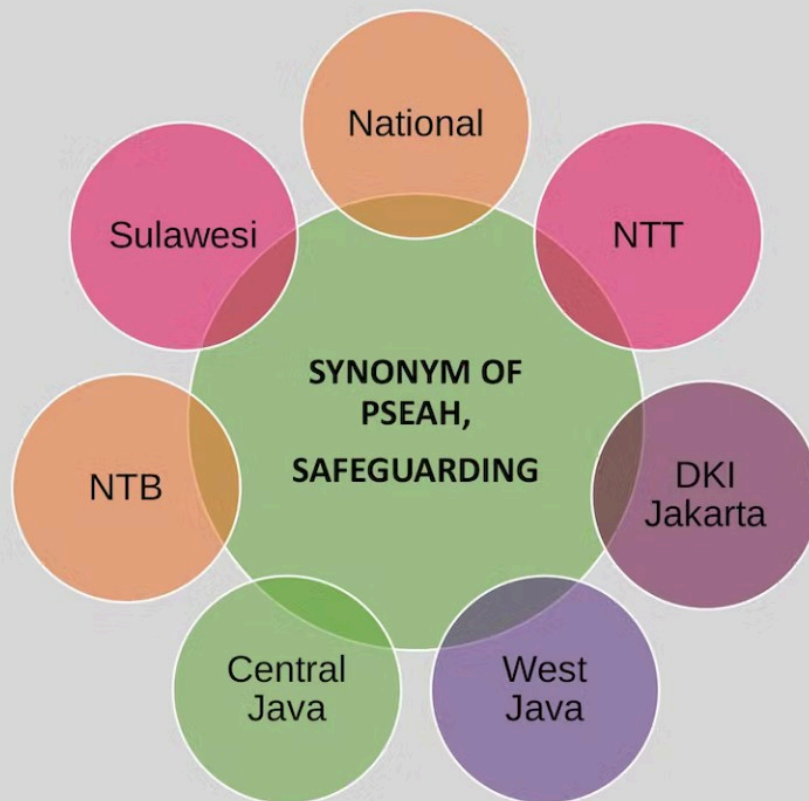
Physical abuse

Emotional abuse

Neglect



# Safeguarding in Local Context



To provide an understanding of safeguarding in the community context, humanitarian and development workers need to explore community understanding through examples of cases that have occurred in the community or that they have seen in the media, etc. It aims to enable the community to respond and report these actions through the available channels in an appropriate and safe manner.

Note: it is important to encourage people not to be taboo about this issue. Thus, an introduction to safeguarding needs to be accompanied by ongoing awareness sessions at the community level.

For example every activity in every project begins with safeguarding awareness

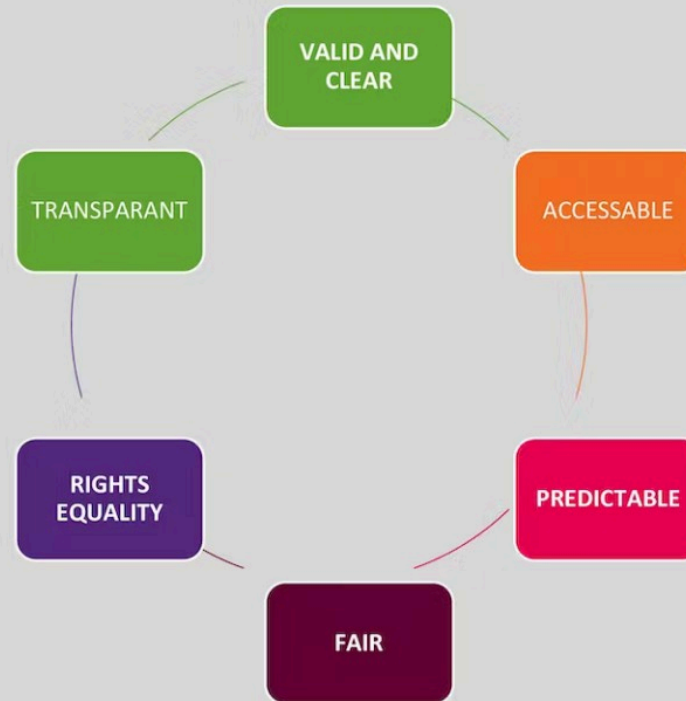
The safeguarding / PSEAH commitment requires to take into action by all personnel involved in the organization, at least starting from:



Note: The minimum commitment above will not be realized without a commitment from the organization. It is important to build a safeguarding system

# The principles of CBCM

**IMPORTANT!** Creating a safer environment; recognizing rights; as an early warning system to highlight problems; promoting community empowerment; and building strong relationships, trust, transparency, and communication between communities and organizations

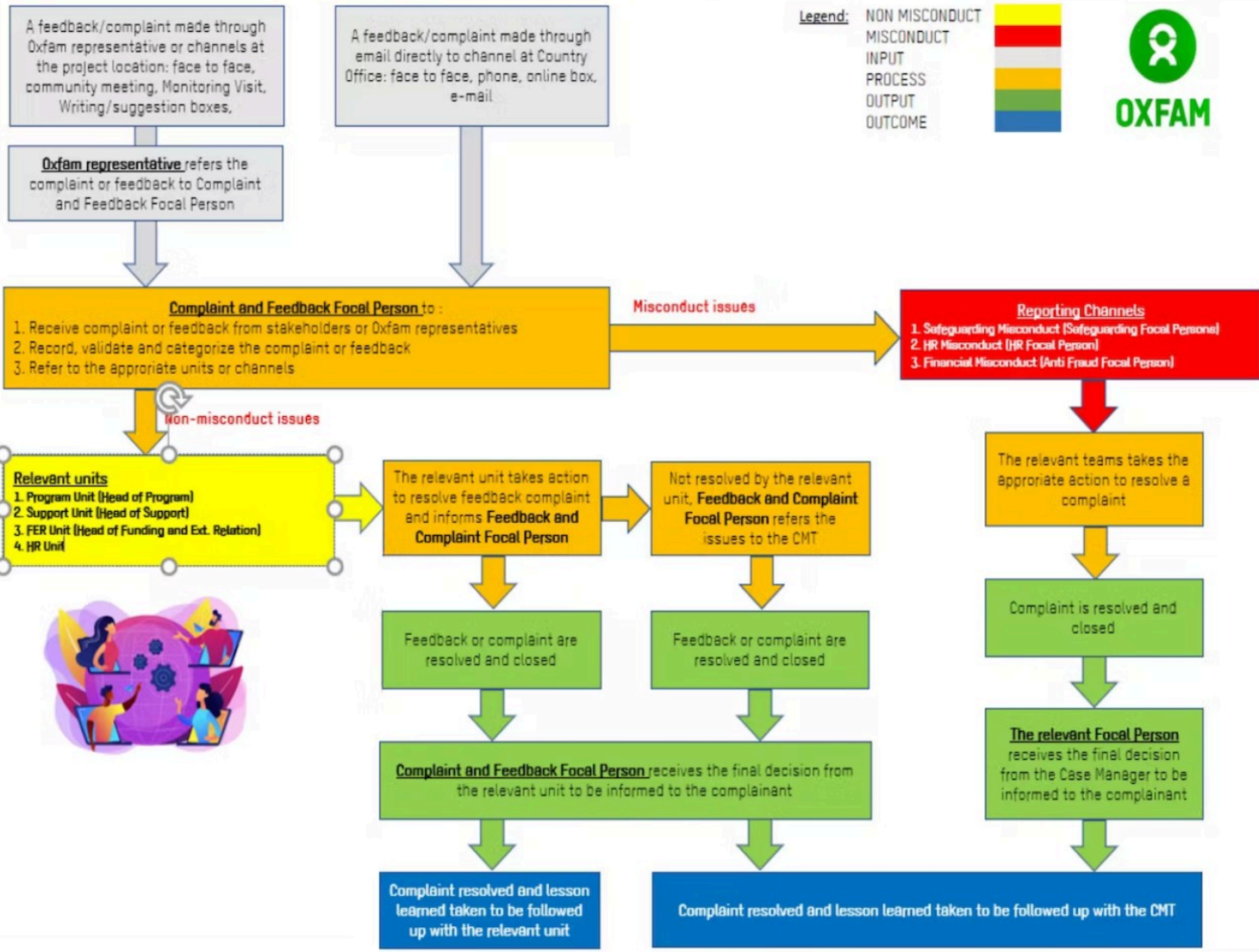


# SAFEGUARDING COMPLAINT



Safeguarding complaints come through a variety of mechanisms (most of which rely on accessibility and trust). **HOWEVER:** there is a **BIG DIFFERENCE** between receiving and following up on program complaints and safeguarding complaints. The mechanism **MUST** be adapted to the **TYPE OF COMPLAINTS** received. The safeguarding complaint mechanism must be made **SEPARATE**

# COMPLAINT AND FEEDBACK FLOW CHART MECHANISM



# Establishing a CBCM



- Consult local staff, partners, and community members for their perspectives on effective mechanisms -> participatory.
- Engage actively with the PSEAH network or other organizations on site.
- Set up mechanisms that are safe, confidential, and accessible to people with special needs.
- **Use clear messages and language.**
- Develop child- and youth-friendly feedback and complaint mechanisms
- Clear protocols are established to identify safeguards with appropriate responses.
- Promoting the message of protection through Posters, flyers, radio programs, street theatre, discussions, etc.
- Communication in local and culturally sensitive languages.
- Clear reporting lines during awareness-raising activities.

# Group Discussion

Each group is asked to share their discussion on:

- What CBCM is in place in their organizations?
- How appropriate (culturally or otherwise) is its mechanism?
- What challenges they may face in implementing them?
- Who should be involved in the designs of CBCM?

Note:

20 participants divided into 4 groups

10 minutes discussion on above

5 minutes plenary for @ group

Total 30 minutes



# The PSEAH Network Inter-Agency CBCM (IACBCM)

PSEAH Coordinator



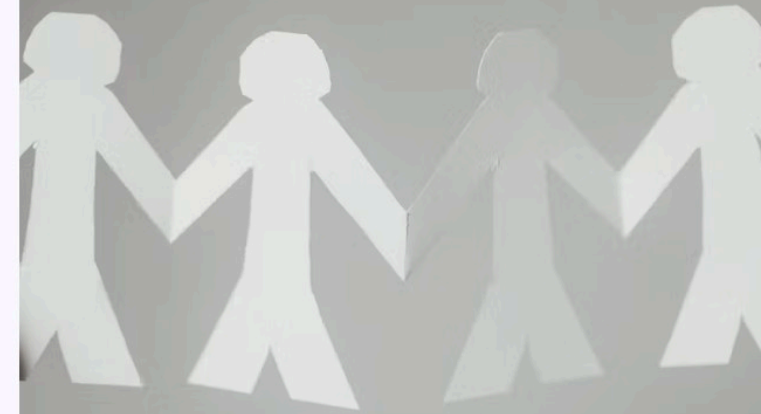
# What is an Inter-Agency CBCM?

[...] a system blending both formal and informal community structures, built on engagement with the community where individuals are able and encouraged to safely report grievances – including SEA incidents – and those reports are referred to the appropriate entities for follow-up.



## An inter-agency CBCM links:

- Existing complaint and feedback mechanisms (CFMs) that handle any complaints, including SEAH complaints e.g. complaint boxes & phone numbers
- Existing informal feedback channels based on community structures that can receive and handle any complaints, including SEAH complaints e.g. midwives
- Newly created formal or informal channels to fill any gaps of the affected community to safely complain about SEAH after mapping existing channels



# An inter-agency CBCM is not...



AN INTER-AGENCY CBCM IS **NOT** AN OFFICE, A CALL CENTRE, OR ANY OTHER PHYSICAL "THING".



AN INTER-AGENCY CBCM DOES **NOT** MEAN THAT IT IS MANAGED BY THE COMMUNITY.



# Why do we need an IA CBCM?

- To strengthen our collective accountability
- It takes less work and costs less, because it builds on existing structures
- While having multiple complaint channels is good practice, it does not provide that necessary connection between organizations
- An Inter-Agency CBCM allows each agency to keep their own chosen complaint and feedback mechanism(s)



Communities often do not know about and do not use feedback and complaints mechanisms



Communities do not always differentiate between the perpetrators



AAP mechanisms often struggle to deal with complaints of SEA



Mechanisms often can't handle complaints about other actors



Source image: AAP and PSEA Linkages presentation for World Vision (2018)



# Benefits of an IA CBCM

- Ensures that the complaint will arrive at the appropriate agency when a beneficiary cannot or does not distinguish between organizations
- One mechanism maximizes resources and is easier to maintain
- Allows individual agencies to contribute their own good practice and make adjustments together
- More efficient capacity-building activities and harmonized procedures
- A strong message to both the population and staff - that PSEAH is a collective, all-important issue

SSI  
ON FROM SEXUAL



**Lunch (1 hour)**



# Inter-Agency Referral via the PSEAH Network IACBCM

UNFPA





# Inter-Agency Collaboration on SEAH Response

- PSEAH Network Responsibility
- Integrating the existing GBV/CP referral pathways into the overall SoPs that govern the receipt and referral of allegations of SEA
- Ensuring that all network members are trained on the procedures for safely and confidentiality referring victims for assistance
- Monitoring any gaps in assistance coverage and working with relevant actors to mobilize resources to address them
- **GBV/CP subclusters/ AoRs/ GBV working group coordinators**
- Support the implementation of victim referral and assistance and provide technical guidance, including on adherence to GBV guiding principles



## Things to consider when establish CBCM

- Integrated Complaints Mechanism
- Participation, Not Just Consultation
- Effective Community Awareness Raising Campaigns
- Multiple Channels
- Trained Staff
- Commit to Confidentiality
- Safety of the Complainant and of the Staff
- Information Clearinghouse
- Feedback to Communities and Individuals
- Resourcing the CBCM



# Setting Up a CBCM

- Consult with the community
- Design the mechanism
- Conduct an awareness raising campaign
- Receive the complaint.
- Give feedback



## Guidance question on CBCM:

- Upon your experience, what step should we take to establish CBCM?
- What key principles need to be taken into consideration during the establishment of CBCM?
- How to ensure that the CBCM will encourage the community to report SEA?
- How to link the CBCM with your organization reporting mechanism and IA CBCM?



# Guidance question on the victim referral services

- How do you establish the victim referral services? What step you need to take?
- What services need to be included in the victim referral services?
- What mechanism and procedure for implementing the victim referral services?



# Integration of GBV/CP Pathways into inter-agency SOPs: Dos

- VCA should be integrated in the SOPs (e.g. UN Victim Assistance Protocol)
- GBV/CP referral pathways are formally integrated and regularly reviewed
- All actors ensure victims of SEAH access the same services as those of other forms of GBV
- If these are not available, the services identified by the by the PSEAH Network
- SOPs should explain how to facilitate referral and provision of assistance through other means and providers of last resort
- (where specialized GBV/CP services exist)



# Integration of GBV/CP Pathways into inter-agency SOPs: Don'ts

- PSEAH coordinator or Network should NOT develop the referral pathways in isolation/separate, outside of the GBV/CP referral pathways
- Any issues or gaps in the existing referral pathways should be raised and escalated for follow-up action by the relevant working groups / subclusters
- PSEAH Network should not create separate services for SEAH victims
- PSEA coordinator or network should not provide direct assistance to victims unless part of the established pathway



# Inter-Agency SOPs: What to Consider and Include

- To which services should victims be referred?
- How should referrals be made and which forms should be used, if any?
- How can PSEAH FPs and organizations ensure that referrals are being made safely, e.g. with regard to children, and with the consent of the victim?
- What information is needed for referring to service providers for victim assistance?
- What is the process for an organization to follow up after it has made the referral?
- A list of different types of victim services available in-country
- Guidance on how to access the full GBV and CP referral pathways
- A step-by-step process to be followed and the key roles of all actors, organizations and concerned agencies, when receiving a complaint and referring
- Descriptions of principles and standards to be followed
- Guidelines on time frames for referring complaints and initiating victim assistance





# Ethical Data Collection and Information-Sharing

PSEAH Coordinator and IOM



# ETHICAL DATA COLLECTION AND STORAGE

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## Data protection principles:

- Lawful and fair collection
- Specified and legitimate purpose
- Data quality
- Consent
- Transfer to third parties
- Confidentiality
- Access and transparency
- Retention of personal data

# DOS AND DONTS

- Dos
  - Report
  - Provide Information on Services for the victim and their family member(s)
  - Follow-up on the service/assistance provided for the victim
  - Limit sharing of sensitive complaint information to a “need to know” basis, in line with data protection principles and a victim-centered approach.
  - Implement Victim-centred/Trauma-informed approach during any interaction
  - Assist with reporting (i.e., translation, access to internet/electronic devices) if needed
- Donts
  - Investigate
  - Disclose any information

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# DATA SHARING

## PSEA Data Sharing internal IOM

- The Office of the Director General shall publish yearly statistics of any SEA-related complaints and reports and disciplinary measures, with due regard for the privacy of those involved.
- Case-per-case basis (i.e., between OIG and COM)

## PSEA Data Sharing for public

- [Data on Allegations: UN System-wide | Preventing Sexual Exploitation and Abuse](#)

## PSEA Data Sharing between UN agencies

- UN Clear Check
- IOM has 18 arrangements with UN agencies(+ Governments)

## PSEA Data Sharing between IOM and Non-UN agencies/partners

- Based on agreement/formal request (Specified and Legitimate Purpose)

# BEST PRACTICES

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WeAreAllIn

SEA Confidential Form  
IN/234 – Annex 3

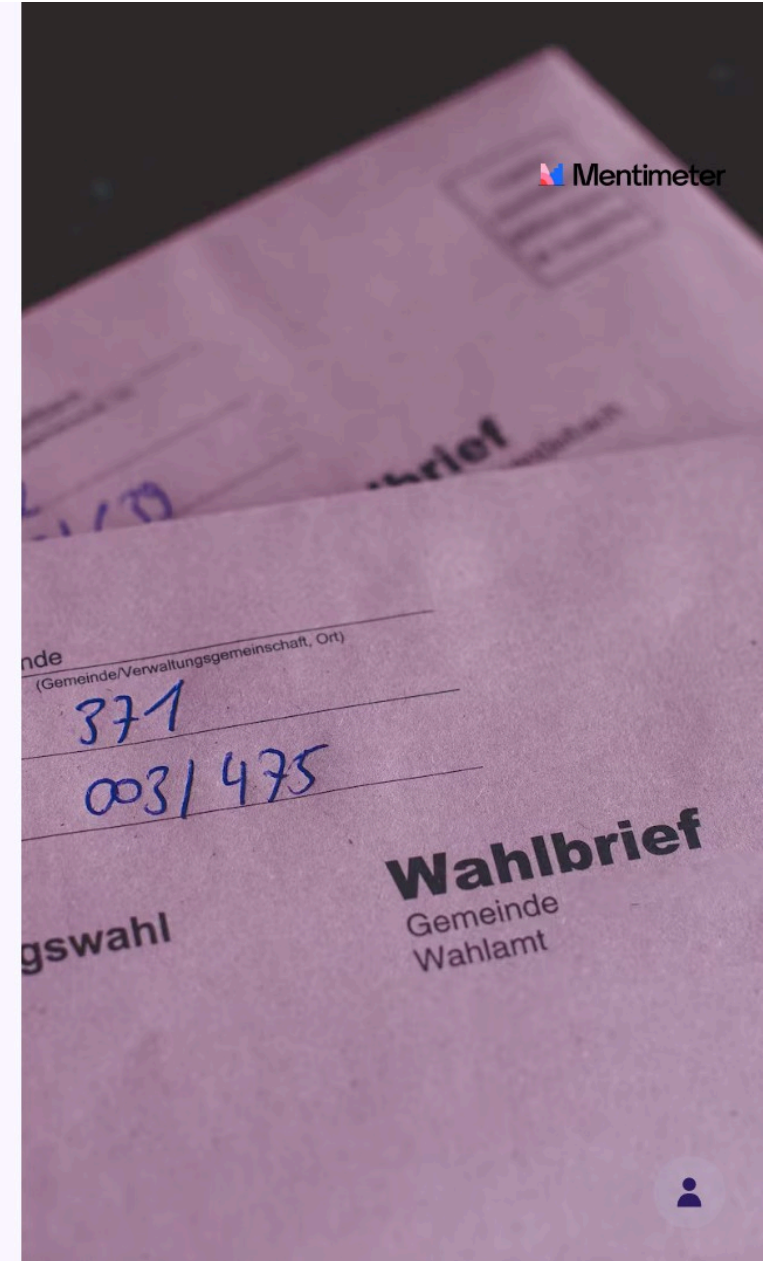
FreshDesk

OIG shares the statistics  
of any SEA-related  
complaints and reports  
and disciplinary measures

IOM is currently working  
on an arrangement that  
allows OIG to share SEA  
cases with PSEA FP in  
each mission monthly.

IOM has the highest  
number on SEAH  
Allegations

Why is it important to collect, store, and share SEAH data safely and ethically?



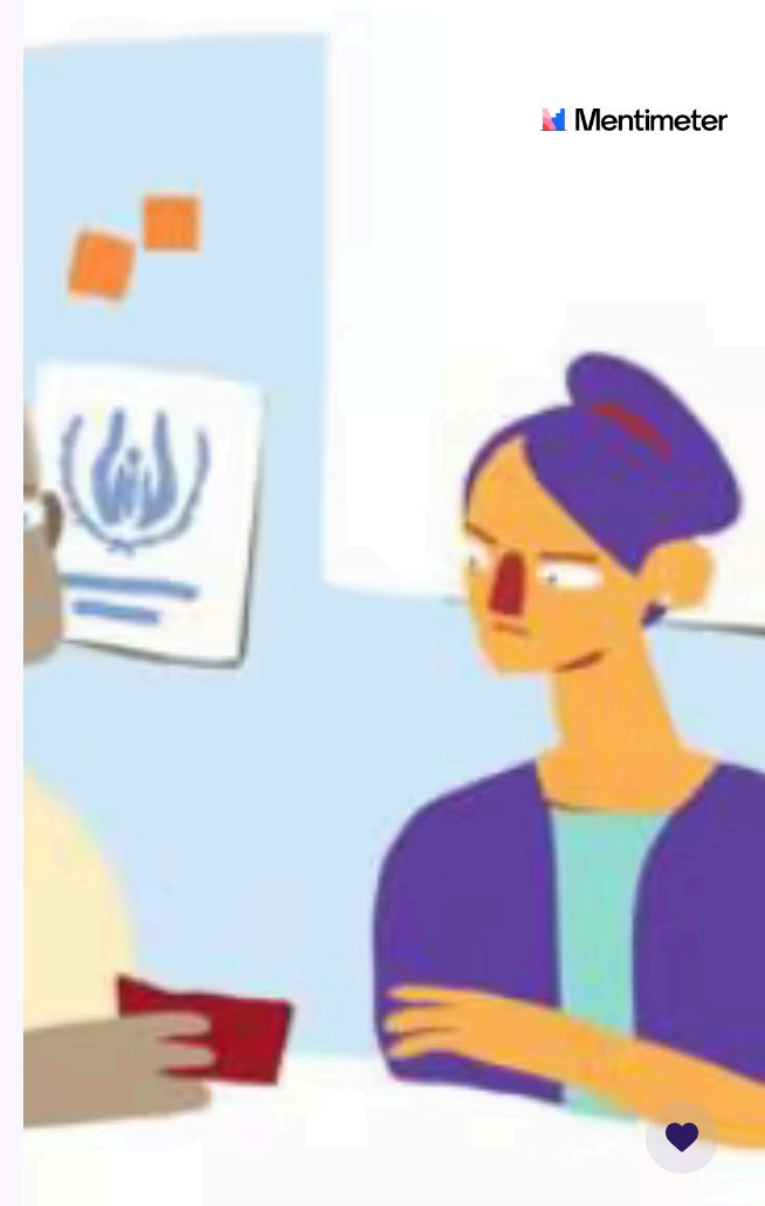
# Why is it important to collect, store, and share SEAH data safely and ethically?

- To be consistent with local data protection laws and individual organizational policies
- Ensure Victim/ Complainant safety
- Ensure confidentiality
- Ensure to do no harm
- Enable and strengthen partnership, sharing, and learning



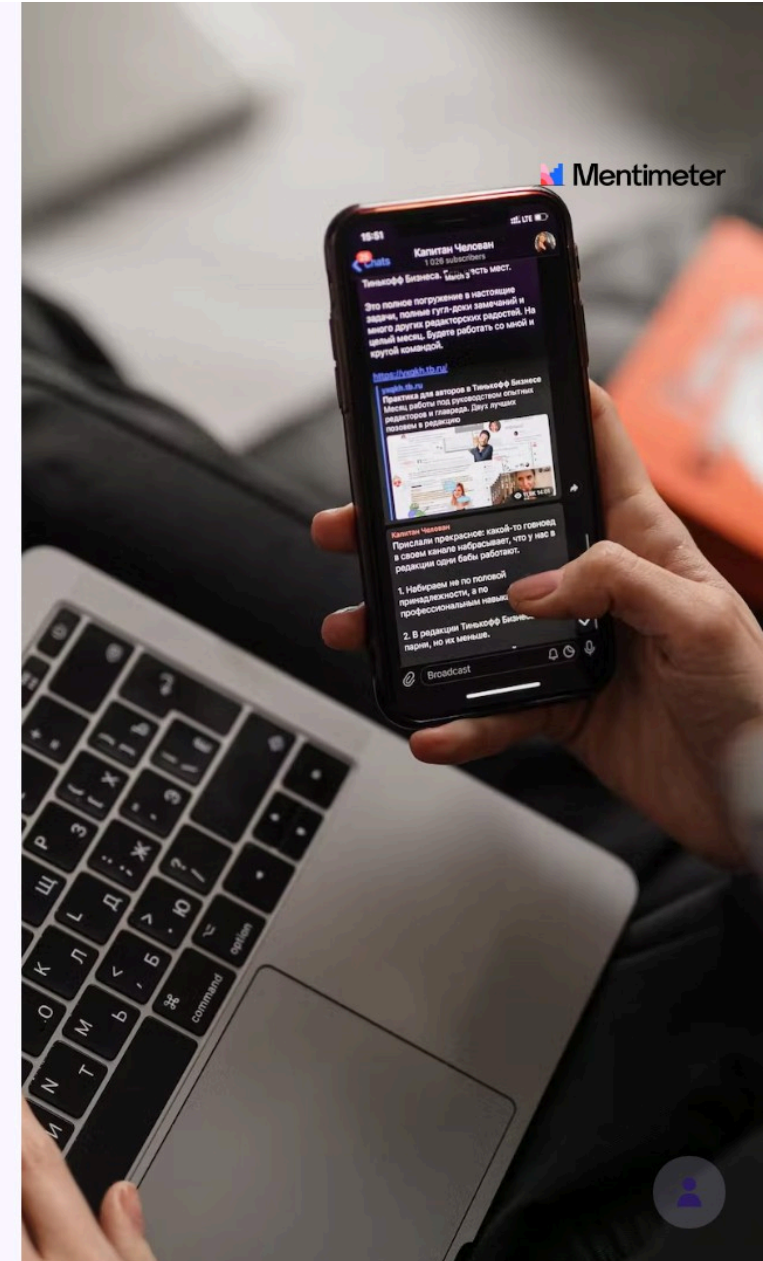
# When might we need to share data?

- Maintain confidential records of reported SEAH incidents for the organization, as applicable, and share anonymized records within the organization
- Coordinate your organization's adherence to relevant monitoring and compliance mechanisms (tracking, transparency with partner agencies)
- Refer SEAH allegations pertaining to another PSEAH Network member in line with agreed inter-agency complaints referral pathways
- Submit quarterly anonymized and disaggregated data to the PSEAH Coordinator for tracking and review





# How Should We Store and Share SEAH Data Safely? (Groups of 4-5, you have 5 minutes)



# How Can We Store and Share SEAH Data Safely?

- Store all paper based SEAH documents and files in a lockable cabinet with access limited to the PSEAH focal points
- Establish a data evacuation plan allocating roles and responsibilities in case of emergency
  - ensure there is an external hard drive on and off-site, so that the central database can be restored in case of technical problems or destruction
- Ensure all computers being used for data storage are password protected
- All applicable personnel are aware that information should be transferred using encrypted and password-protected files
  - whether this is by the Internet, online, or memory stick
- Where applicable, use coding systems for case files



# Coffee Break (20 minutes)



# Awareness-raising and Outreach

PSEAH Network Focal Point Training

December 202

## Objectives of community consultation to raise awareness and outreach

It is important to understand and map out:

- Current norms and values
- Gender dynamics, views and practices around GBV, and misconduct relating to SEAH
- Barriers and cultural, traditional and religious biases that relate to how SEAH may be perceived in the community
- The shame, stigma and fear of reprisal that could result should a person disclose abuse

In-country protection clusters, PSEAH working groups, and other protection lead actors can be contacted to see whether SEA-specific information has already been gathered and analyzed. Also, check whether communities have been consulted to ensure they are not asked the same questions, leading to fatigue.



# Engagement with communities / local populations

## Why?

- Organizations need to build trust to enable two-way communication with the community around all PSEAH issues

## When?

- Early interaction
- Any interaction
- Before making changes
- Upon identifying new SEAH risks

## How?

- FGD
- Key informant interview
- Role plays
- Child-friendly and appropriate consultations

## Key minimum PSEAH messages and topics



- Aid is always free
- Definition of SEAH
- Standards of conduct for aid worker
- How and where to report complaints
- Referral
- Organizational responsibility



## Exercise: Do's and Dont's when preparing and conducting FGD

- Think of action or examples when preparing and conducting FGD of PSEAH key messages to the community
- Use any flipchart paper and write down your thoughts/ opinions
- Write any action or activities for each of the headings below
  - Planning and setting up FGD
  - Introducing the discussion
  - Conducting the discussion
  - Concluding the discussion and following up



# Next steps and Closing

PSEAH Coordinator and UNFPA

# PSEAH Network Focal Point Commitments



# In the coming months we need your support:

- Complete the PSEAH Network Capacity Assessment Questionnaire
- Review the PSEAH Network IA CBCM SOPs
- Consider participation in the PSEAH Network Community Consultation drafts

PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE



Thank you!



INDONESIA NETWORK  
**PSEAH**  
PROTECTION FROM SEXUAL EXPLOITATION ABUSE AND HARASSMENT

