

2023 Inter-Agency PSEA Network Action Plan Bulgaria

The Network's Action Plan considers the endorsed terms of reference for the PSEA Network and the commonly reported risks from the rapid risk assessment conducted in collaboration with Network members in March and April 2022. **The PSEA Network's initial focus will be strengthening local efforts in PSEA and safeguarding in Bulgaria.** This will include sharing resources to support implementing PSEA Frameworks within organizations; raising awareness amongst affected populations, staff and volunteers engaged in the response; and contributing to interagency efforts to establish a complaints and feedback mechanism.

Tasks	Activities	Timeline	Responsible	Progress
Management and Coordination	Establish interagency minimum standards for PSEA within the Network	Network co-coordinators to share draft for feedback by May, validation at Network meeting on	Network co-coordinators	
	Share resources in PSEA Network online repository, including sample: - Codes of Conduct - Policy documents - Training material - Minimum standard checklist	By end of May/ongoing	Network coordinators/UNICEF and UNHCR to agree on one online platform	
	Capacity support to network members: training, presentations, awareness sessions and peer exchange to be available between Network members	1 st basic training June/ongoing	Network coordinators/UNICEF and UNHCR to agree on one learning materials	

	Coordination with relevant government institutions (Department of Social Affairs, Child Protection, and SAR)	June/ongoing	Network co-coordinators	
	PSEA training for Department of Social Affairs and Child Protection	July 2023/TBC		
	PSEA training for State Agency for Refugees (SAR)	July 2023/TBC		
	Invitation to Academics on PSEA training and awareness	TBD		
Engagement with the affected population	Development of common information materials	By end-May	Network coordinators and members	
	Dissemination of information material using multiple channels including online platforms, printed leaflets, posters, and videos.	Immediate/on-going	Network members	
	Development of special measures to persons with disability and elderly	Immediate/on-going	Network members	
	Consultation with affected populations on SEA to inform ongoing	Immediate/on-going	Network members to share with Network coordinators	



	risk assessment and preferred channels of complaint and feedback			
	Assessment of level of awareness within the refugee community on PSEA related rights and reporting mechanism through informal discussions and online anonymous surveys	By end of August	Network members	
Prevention	Mapping of existing volunteers in the country	On-going	Network members with support as requested	
	Awareness session for staff and volunteers			
	PSEA risk assessment and mitigation to be integrated in programme design	On-going	Network members with support as requested	
Response	Mapping of complaint and feedback mechanism	May /on-going	Network co-coordinators with inputs from members	
	Integration of SEA in interagency complaint and feedback mechanism	TBD	Network co-coordinator – to further broader interagency mechanism	
	Clear referral pathway to facilitate access to services for victims	End of May/on-going	Protection working group, PSEA network and IAWG (Educ, MHPSS)	



Monitoring and Reporting	Track implementation of PSEA work plan, revise as required	End of Q2, 2023	Network members	
New activity proposed to the network for validation	Development of safeguarding and protection policies for accommodation centers for refugees both public and private	May/on-going	Network members, IAWG	
Advocacy	Advocacy with the authorities to ensure PSEA remain high on their agenda – follow up on the approval of the Action Plan	TBD	Network members along with the Inter-Agency WG	
Investigation mechanism established	Supporting the members to have a well-established investigation mechanism at their organizational level	TBD/ on-going	TBD	