

UNHCR Jordan – Inter-Agency Refugee Response in Jordan Network on Protection from Sexual Exploitation and Abuse (PSEA Network)

The Network on Protection from Sexual Exploitation and Abuse (PSEA Network) was established in 2015 to support humanitarian organizations involved in the inter-sectoral refugee response in Jordan in fulfilling their commitment to protect beneficiaries from sexual exploitation and abuse by humanitarian personnel.

The PSEA Network is comprised of Focal Points from more than 30 international organizations and national and international NGOs working to improve awareness, prevention, coordination and oversight on protection from sexual exploitation and abuse. The PSEA Network is currently coordinated by UNHCR and INTERSOS.

While each individual UN agency or NGO is responsible for its own PSEA commitments, policies and response, including the reporting and investigation of complaints, the coordinated PSEA Network has allowed humanitarian response agencies to:

1. **Assess measures in place to prevent and respond to SEA**, including a Code of Conduct, staff training, internal accountability framework, community complaints mechanisms, investigative capability, and appropriate hiring practices such as verification of references, utilizing a self-audit process completed by each member agency;
2. Develop an **Inter-Agency Community-Based Complaint Referral Mechanism** (the ‘Mechanism’), confirming guiding principles, complaint reporting requirements, referral pathways, risk mitigation measures for complainants and witnesses, and other elements. The Mechanism was developed following extensive consultations with refugees, PSEA Network members and agencies providing humanitarian services, involving over 700 refugee women, girls, men and boys from different backgrounds living in and outside camps; over 30 agencies have signed the Mechanism;
3. Provide initial **Training of Trainers** for PSEA Focal Points, and sharing of **training materials**;
4. **Emphasize mandatory reporting** of any allegation or suspicion of sexual exploitation or abuse by humanitarian workers;
5. Support development of **outreach materials** to be used by PSEA Network members to raise community awareness;
6. Establish **Terms of Reference for PSEA Focal Points** to clarify responsibilities of agency Focal Points and establish experience and competencies needed;
7. Support organizations to **adhere to monitoring and compliance mechanisms**, including through facilitating referrals of complaints in accordance with agreed Mechanism.

The PSEA Network meets on a monthly to bi-monthly basis, with a focus at present on monitoring progress in implementing PSEA measures, supporting training needs, outreach materials distribution, and review of the Community-Based Complaint Referral Mechanism.

Jordan PSEA Network documents – including the Inter-Agency Community-Based Complaint Referral Mechanism, outreach and awareness materials, Focal Point TOR, and results of self-audit assessments – are available on the Syria Regional Refugee Response data portal, here: <http://data.unhcr.org/syrianrefugees/country.php?id=107>