



TECHNICAL NOTE ON:

**THE IMPLEMENTATION
OF THE UNITED NATIONS VICTIMS'
ASSISTANCE PROTOCOL**

Briefing on the Victim Assistance
Protocol and Technical Note

Poland PSEA Network 27 May 2022

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BACKGROUND

KEY MILESTONES IN ESTABLISHING A FRAMEWORK FOR SEA VICTIM ASSISTANCE



2007: The General Assembly adopted the [UN Comprehensive Strategy on Assistance and Support to Victims of Sexual Exploitation and Abuse](#)



2017: The Secretary-General appointed a system-wide Victims' Rights Advocate (VRA) at UN Headquarters



Dec. 2019: The UN High Level Steering Group endorsed the [UN Victims' Assistance Protocol](#)

- Circulation to all UN heads of agencies/ entities by SG Chef de Cabinet
- Technical Note and training package developed by inter-agency working group to support implementation of the Protocol
- Roll-out of training on Protocol and Technical Note starting mid-2021



2016: A Trust Fund in Support of Victims of SEA was established by the Secretary-General to support services for victims



Dec 2018: IASC Principals endorsed the [IASC Plan for Accelerating PSEA in Humanitarian Response at Country-Level](#), which prioritizes survivor-centered assistance

PURPOSE AND SCOPE

UN Victims' Assistance Protocol

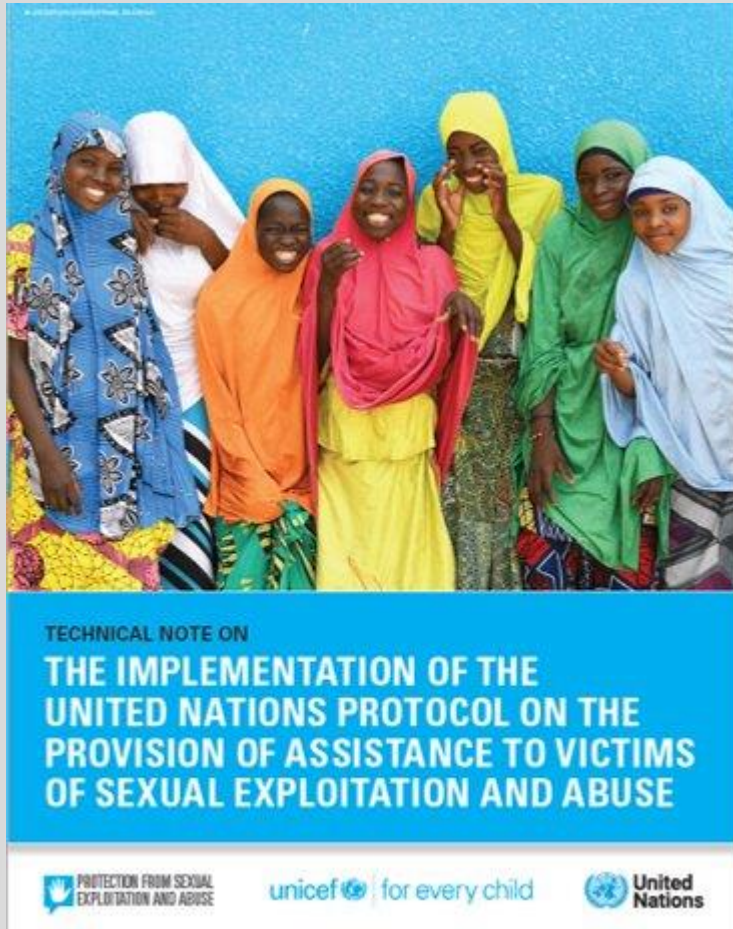
- **The UN Victims' Assistance Protocol aim:** provides direction on the provision of assistance and support to victims of sexual exploitation and abuse.
- **Scope of protocol:** all UN system organizations
- **Operational framework:** informed by GBV/ Child Protection programming and best practices in the field

Technical Note

- **The Technical Note objective:** support country teams (HCs/HCTs; RCs/UNCTs) and field practitioners in the implementation of the Protocol at the operational level.
- **Intended Audience:** inter-agency PSEA coordinators, PSEA networks, PSEA/GBV/CP specialists and practitioners from different sectors
- **Practical guidance on how to:**
 - Assist a victim
 - Address special considerations for SEA victims, including children
 - Address gaps in services
 - Support effective coordination and integration of victim assistance into country frameworks

TECHNICAL NOTE CORE CONTENT

This icon will be used throughout this Technical Note to indicate guidance for **child victims**



- 1 Background and purpose:** understand UN Victims' Assistance Protocol and the Technical Note purpose and their application
- 2 Victim assistance:** understand victim assistance, describe types of services, principles of victim assistance, the role of staff in ensuring victims' rights and dignity and provision of assistance
- 3 Special considerations for SEA victims:** (e.g. in context of accountability processes) includes information on strategies for safeguarding children and adult victims of SEA
- 4 Gaps in services:** describe the best practices for support and assistance where there are critical gaps in services
- 5 Effective coordination and integration of victim assistance into country frameworks:** understand roles and responsibilities under the Protocol, best practice for PSEA Network SOPs and ways to integrate CP/GBV referral pathways, and principles of data sharing

PRINCIPLES OF VICTIM ASSISTANCE

UNIFORM PROTOCOL ON THE PROVISION OF ASSISTANCE TO VICTIMS OF SEA

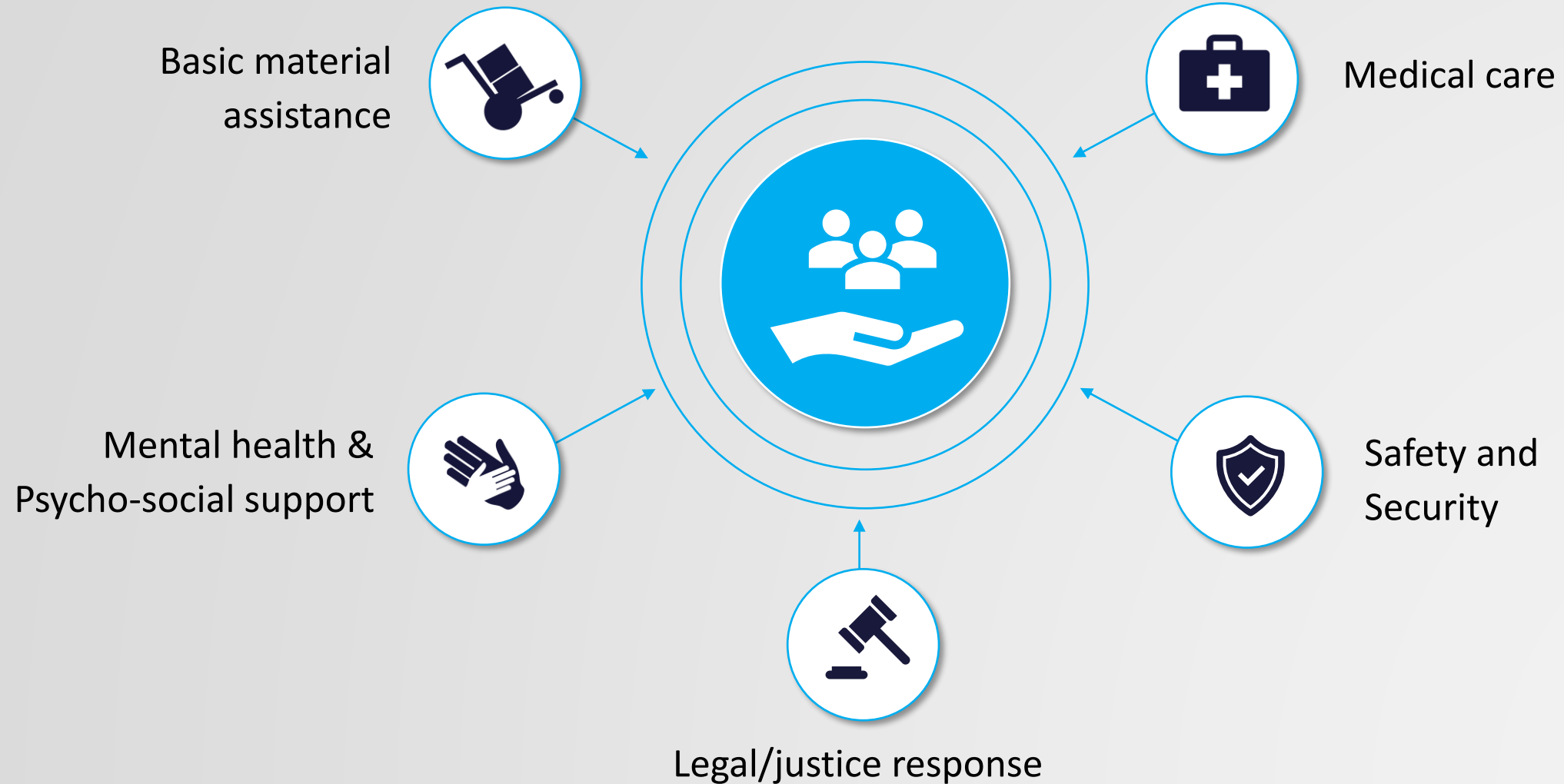


Safety and dignity in their care and treatment, respecting privacy, confidentiality, and provided in accordance with “**do no harm**” principle.

Assistance and support provided in a manner that is **victim-centered**, age and gender sensitive, and culturally appropriate. Where victims of SEA are children, assistance and support provided in a manner consistent with the “**best interests of the child.**”

Provision of immediate basic assistance and support **begins upon the receipt of the initial complaint.** Victim does **not** need to report to authorities, identify the alleged perpetrator or prove that she/he was sexually exploited or abused to receive such assistance.

REFERRALS FOR IMMEDIATE ASSISTANCE



SPECIAL CONSIDERATIONS FOR SEA VICTIMS

ACCOUNTABILITY PROCESS

Victims may need specific or additional forms of assistance if they choose to pursue accountability mechanism:

- **Psychosocial support** before, during, and after an investigative interview;
- **Accompaniment** by a case worker and/or security during the investigation processes;
- **Logistical support** for the victim such as translation and transportation for interviews and accommodation measures for children and persons with disabilities;
- Providing information to victim on the **status of their case** - all victims have the right to receive regular updates from their case worker or contact person;
- The UN has the ultimate accountability to ensure victim has **access to impartial legal assistance** if the victim gives informed consent.

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GAPS IN SERVICES

IMPORTANT TO REMEMBER

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- The PSEA Coordinator should work with other sector leads (together with the GBV/CP AoR) to **identify existing services** that can be made available to victims of SEA when specialised services are not available.
- The priority should be to **invest in and scale up GBV/CP services**. The PSEA Network should advocate for the necessary specialized services to be available in areas where humanitarian or development actors are present.
- Refer to UN agencies and missions for provision of services as a **last resort** if specialized services are not available. UNICEF is the provider of last resort for child victims of SEA and UNFPA for adults 18 and older.



ROLES AND RESPONSIBILITIES UNDER THE PROTOCOL

Level

Head of Mission

Humanitarian/ Resident Coordinators

Humanitarian Country Team (HCT)/ UN Country Team (UNCT)

United Nations agencies, funds, programmes

Conduct and Discipline Teams (CDTs)

Victim's Rights Advocate

Action

- RC/HC has the lead role on PSEA for the UNCT/HCT, including the establishment of a PSEA Network and action plan; ensure the necessary resources where gaps in services exist.
- System-wide responsibility for developing collective PSEA strategies and ensuring that PSEA action plans are implemented and for ensuring provision of victims' assistance.
- Responsible for providing assistance to any victim of SEA perpetrated by personnel of their respective agency, fund or programme and, where appropriate, by personnel of implementing partners. UNICEF provider of last resort for child victims; UNFPA provider of last resort for adult victims
- Responsible for ensuring the provision of assistance to any victim of SEA perpetrated by United Nations mission personnel
- Provides policy support and advice to United Nations system organizations and coordination mechanisms with responsibilities for the provision of assistance and support to victims.

ROLES AND RESPONSIBILITIES UNDER THE PROTOCOL

Level

Action

PSEA Coordinator

- Coordinates with the GBV and CP sub-clusters or working groups on the provision of interagency assistance to victims of SEA

Co-Chairs of the PSEA Network

- Agency Co-Chairs support the PSEA Coordinator and Network to address any gaps in assistance coverage, in coordination with relevant GBV and CP actors

Inter-Agency PSEA Network

- Integrate GBV and CP referral pathways in the PSEA network SOPs
- Work with non GBV/CP actors to identify alternative services to refer victims
- Coordinate with GBV Sub-cluster/working group and/or available GBV specialists to train non-specialists on psychological first aid (PFA)

PSEA Focal Points from UN Agencies; NGOs; etc.







- Coordinate with Network members to raise awareness in the communities, on victims' rights and what services exist and how to access them

GBV Sub-clusters/GBV working groups / CP AoR Coordinators

- GBV Sub-cluster/CP AoR coordinators support the implementation of victim referral and assistance in line with the Protocol and GBV guiding principles

ROLLING OUT THE VICTIMS' ASSISTANCE PROTOCOL

KEY STEPS

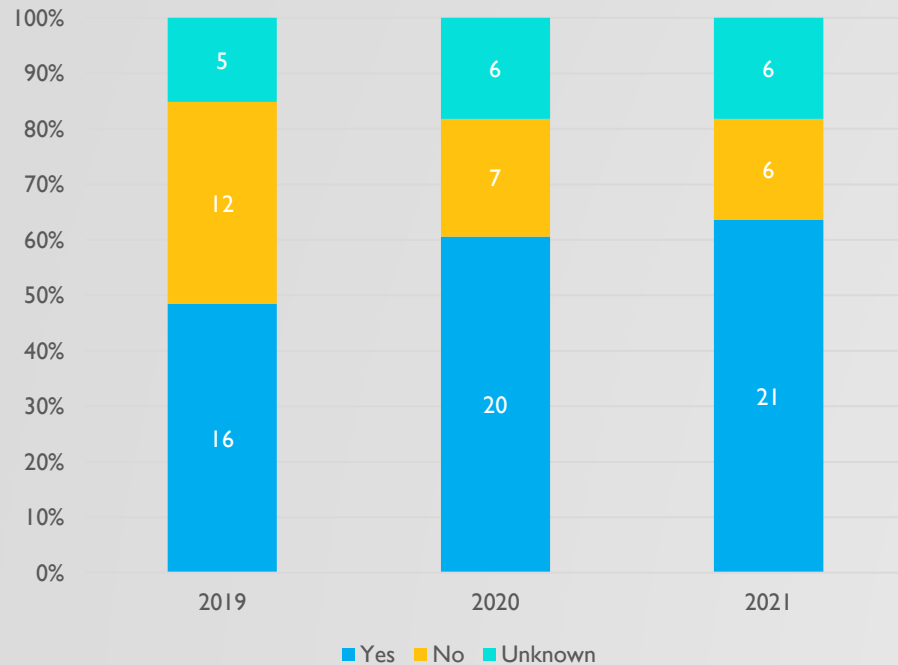
-  PSEA Coordinator coordinates with the PSEA network and the GBV/CP sub-cluster coordinators to develop language for the SOPs on victim assistance that meet common set of standards per the Protocol.
-  GBV/CP referral pathways are integrated in PSEA network SOPs and referrals for SEA assistance are made based on the existing services and programmes.
-  PSEA Network members are trained on the procedures for safely and confidentially referring victims for assistance in line with victim-centred approach.
-  PSEA Network members follow and implement the procedures for referring to appropriate services and initiating victim assistance.
-  PSEA Coordinator monitors any gaps in assistance coverage and works with relevant actors to mobilize resources to address service gaps for the core set of services (medical, safety, MHPSS, legal, basic material assistance, livelihoods).
-  SOPs that meet standards for victims' assistance per the Protocol are fully rolled out in the country.



UPDATE ON ROLL-OUT TO
DATE

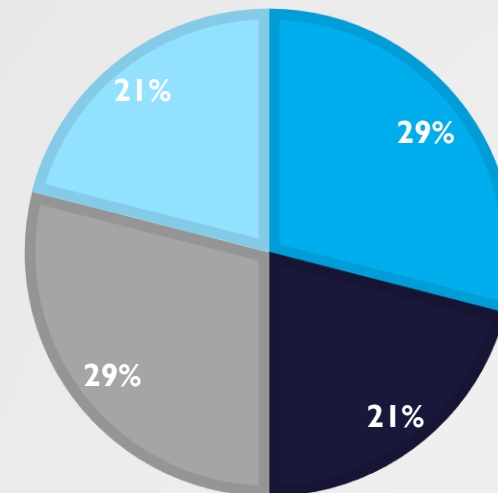
STATUS OF GLOBAL IMPLEMENTATION OF VICTIM ASSISTANCE PROTOCOL

Integration of GBV referral pathways for SEA survivors support



POPULATION WITH ACCESS TO SEA/GBV ASSISTANCE

■ 25% or less ■ 26%-50% ■ 51%-75% ■ 76% or more



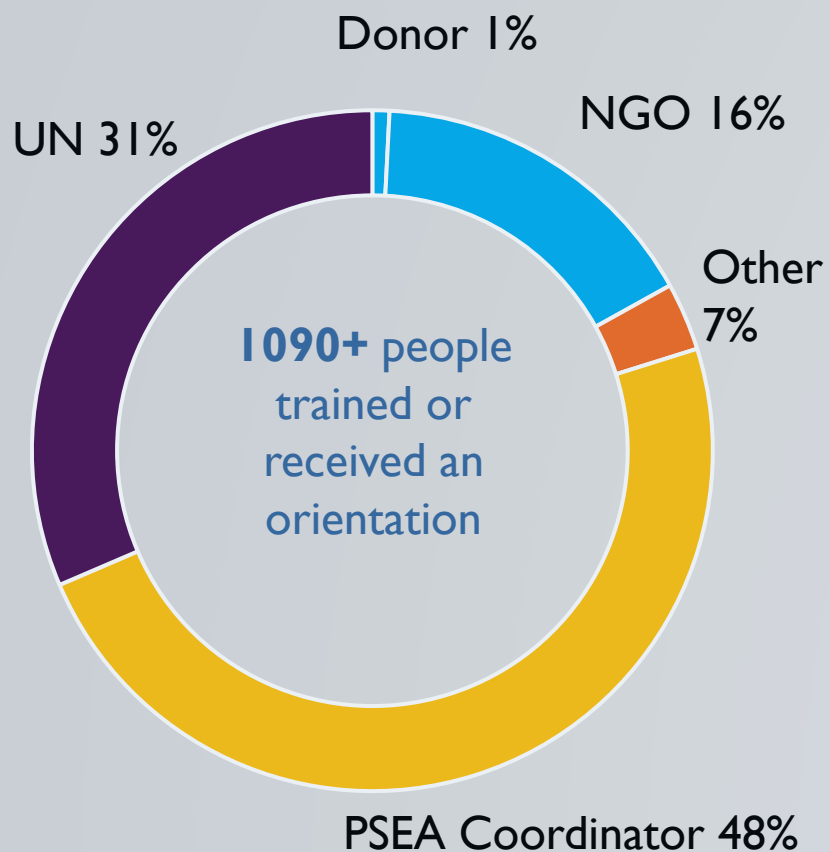
- 29% of IASC priority countries* with data available have reported that **25% or less** of the affected population have access to services in 2021

*IASC priority countries refer to 33 countries with HRP or similar

Source: IASC PSEA Mapping Exercise 2019-2021 reported data. For more information visit [Global Dashboard](#)

TECHNICAL NOTE ROLL OUT AND HCT/UNCT SUPPORT TO DATE

More than 1090 people trained or received an orientation



Completed Trainings

Ethiopia
Guatemala
Palestine
Mozambique
NORCAP PSEA Coordinator roster
IOM PSEA Coordinator training
R4V webinar
Regional PSEA Working Group for South and East Africa
Libya (ToT)
DRC*
CAR*
Burkina Faso*

* Indicates in person multi-day training



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OF SEXUAL EXPLOITATION AND ABUSE

PROTECTION FROM SEXUAL EXPLOITATION AND ABUSE | unicef | for every child | United Nations

Over 85%

participants evaluated the training as useful for their PSEA work

663

downloads of Victim Assistance Technical Note; in total 775 views

NEXT STEPS FOR THE POLAND PSEA NETWORK

- Discussion of next steps and training on technical note on victim assistance and how this could be rolled-out with the Poland PSEA network



THANK YOU!

FOR MORE INFORMATION:

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