

# Welcome to the global RSH webinar

28 June  
2022



@SafeguardingRSH

## UN Victim Assistance Protocol

Starting soon

### Panelists:

**Ivana Chapčáková**, Child Protection Specialist at UNICEF in New York

**Anne-Marie Connor**, Special Advisor to the WVI President, for the Inter-Agency Standing Committee (IASC) PSEA Championship

**Manuel dos Santos**, director of PRADET (Psychosocial Recovery and Development) in East Timor

### Chair:

**Oge Chukwudozie**, National Associate for the RSH Nigeria Hub

**Noelia Ruiz**, Acting Program Manager at DIGNA





INTRODUCTION TO:

## THE UNITED NATIONS VICTIMS' ASSISTANCE PROTOCOL

Ivana Chapčáková, Child Protection Specialist,  
UNICEF

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PROTECTION FROM SEXUAL  
EXPLOITATION AND ABUSE

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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

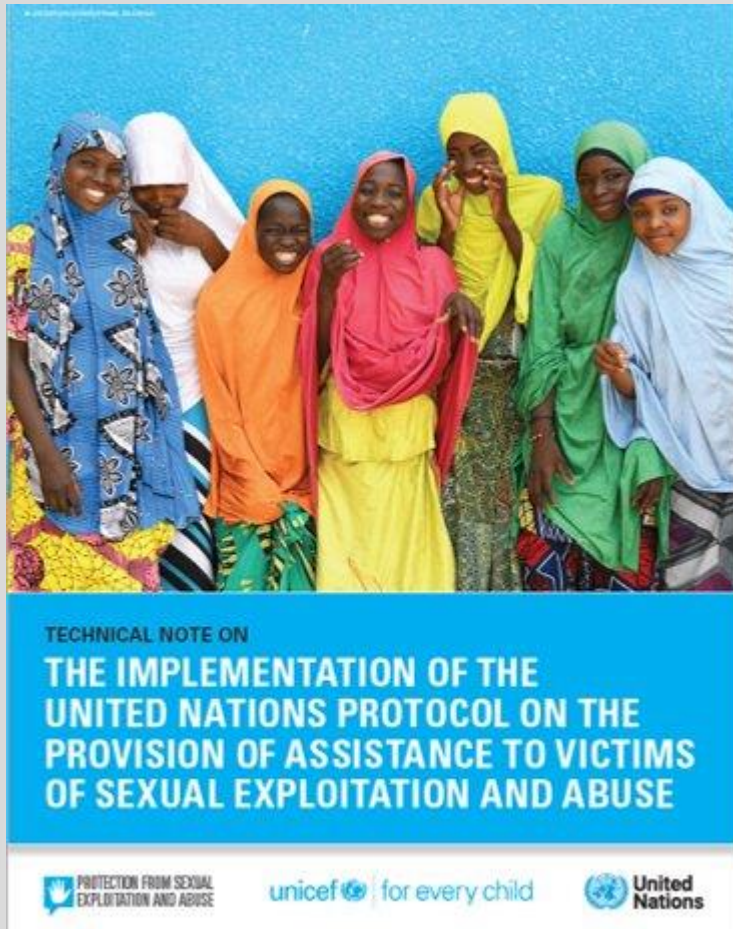
## Technical Note

- **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 implement the protocol at country level and to deliver on relevant IASC commitments towards scaling up quality survivor-centred assistance for women and children



# TECHNICAL NOTE CORE CONTENT

Translated in 7 languages: EN, SP, AR, FR, PT, UKR, PL



- 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



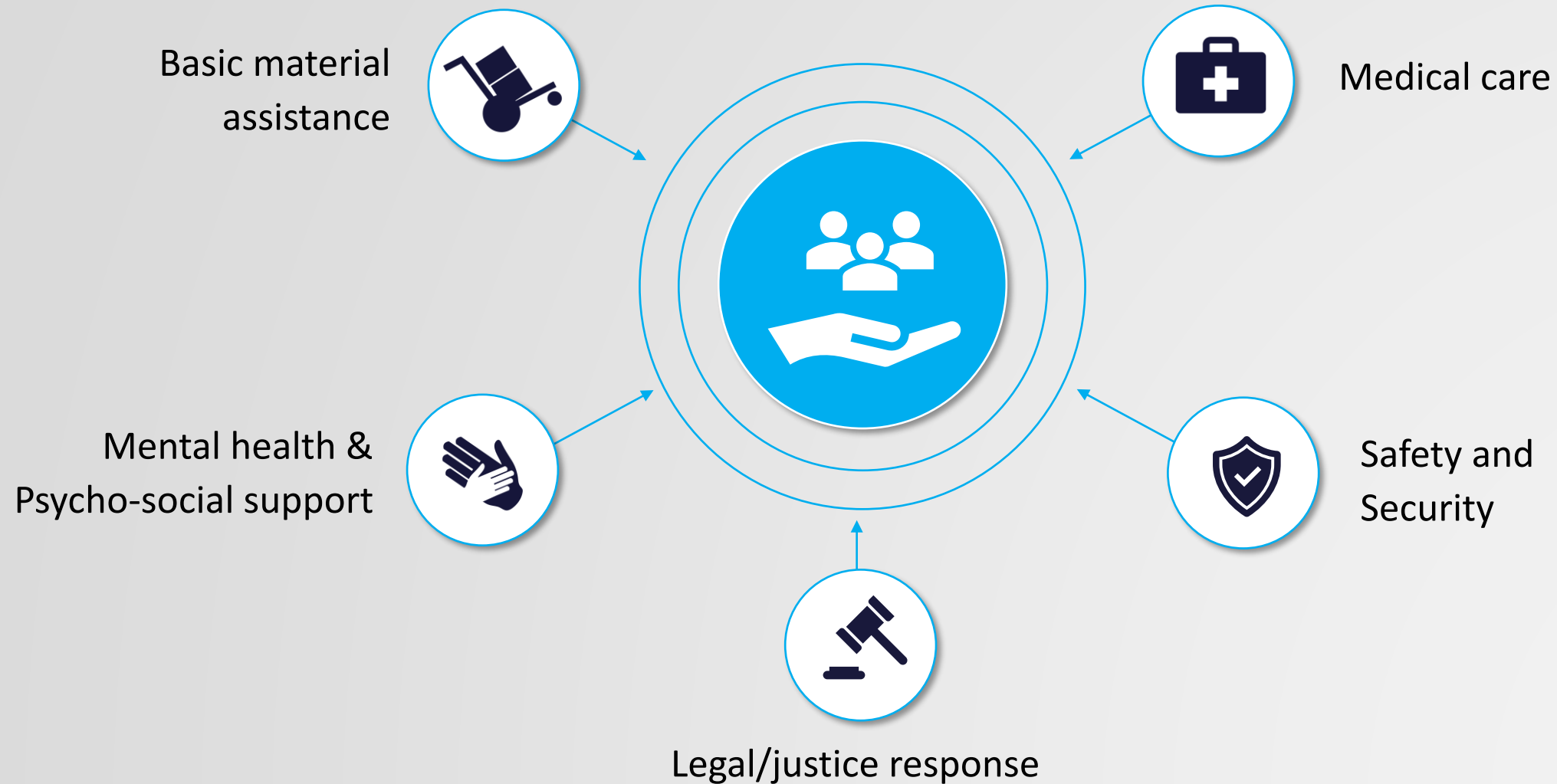
### **Safety and dignity;**

respecting **privacy and confidentiality**;  
consistent with “**do no harm**” principle

**victim-centered**, age and gender sensitive, and  
culturally appropriate;  
consistent with the “**best interests of the child**”

Assistance **begins upon the receipt of the initial complaint** and is **not dependent** on reporting to authorities or investigation

# REFERRALS FOR IMMEDIATE ASSISTANCE



# SPECIAL CONSIDERATIONS FOR CHILDREN

## ACCOUNTABILITY PROCESS

- **Psychosocial support** before, during, and after an interview;
- **Accompaniment** by a case worker during the investigation processes;
- **Logistical support** such as translation, transportation and accommodation measures for children and persons with disabilities;
- Providing information to victim on the **status of their case**;
- Ensuring victim has **access to impartial legal assistance**

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# ROLES AND RESPONSIBILITIES ON VICTIM ASSISTANCE UNDER THE PROTOCOL

## STRATEGIC LEVEL

- Head of Mission/SRSG
- Humanitarian/Resident Coordinator (HC/RC)
- Humanitarian Country Team (HCT) /UN Country Team (UNCT) /PSEA Steering Committee
- Co-chairs of the PSEA Network

## TECHNICAL LEVEL

- United Nations agencies, funds, programmes
- PSEA coordinator
- Conduct and Discipline Teams (CDTs)
- Senior Victims' Rights Officer/ Field Victims' Rights Advocate (SVRO/ FVRA)
- Inter-Agency PSEA Network
- PSEA focal points from UN Agencies, NGOs etc.
- GBV/CP subclusters/ AoRs/ GBV working group coordinators

**All ACTORS:** 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.**

# FUNDING VICTIM ASSISTANCE

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- The [Trust Fund](#) supports UN and non-UN entities and organizations that provide victim assistance to:
  - support existing service provision for victims of SEA
  - address service gaps in the provision of assistance and support
- Other funding mechanisms can be leveraged, including:
  - Mission budgets
  - Humanitarian Response Plans/ Refugee Response Plans
  - The United Nations Development Assistance Framework (UNDAF) and similar appeals



# WHAT ARE THE NEXT STEPS TO TAKE THIS FORWARD?

## REFLECTION QUESTIONS

- What work is still needed in your country context to roll-out the UN Victims' Assistance Protocol and technical note?
- What role do NGOs play?
- How well is your organization aligned with the core principles and victim-centred approach outlined by the Protocol?
- What are the key actions and resources needed for the NGOs to take forward the core principles and standards of the Protocol?





# THANK YOU!

**FOR MORE INFORMATION:**

Contact

Ivana Chapcakova [ichapcakova@unicef.org](mailto:ichapcakova@unicef.org)

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# Victim Assistance Services in Development Context Timor-Leste Case

Gizela Moniz da Silva, UNICEF  
Manuel dos Santos, PRADET

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# Contents

- Mapping of Services
- Reporting Mechanism
- Referral mechanism
- Services offers by PRADET

## LISTA NÚMERU REFERRAL IHA MUNISIPIU HOTU-HOTU NO NÚMERU IMPORTANTE SELUK

**MINISTÉRIU SOLIDARIEDADE  
SOSIAL NO INKLUZAUN (MSSI)**

Ofisial Protesaun Labarik (OPL)	Pontu Fokal Violência Bazeia ba Jêneru (VBJ)
7731 6975 - 7705 0964	Dili 7725 7439
7724 4040 - 7705 0970	Aileu 7845 9547
7705 0963	Ainaro 7842 4052
7705 0950	Baucau 7847 4870
7733 5267 - 7705 0966	Bobonaro 7847 4869
7835 4727 - 7860 2816	Covalima 7847 4867
7742 5550 - 7781 7214	Ermera 7818 8904
7778 1901	Lautem 7710 9298
7838 4756 - 7797 6096	Liquica 7847 4853
7799 6931 - 7735 5191	Manatuto 7747 4852
7859 8628 - 7776 4823	Manufahi 7847 4865
7587 3998 - 7734 6134	Oecusse 7637 8068
7723 8446 - 7537 6174	Viqueque 7723 8446

**PNTL - VPU  
Unidade Ema Vulneral**

Dili	7734 1607
Aileu	7734 0100
Ainaro	7734 4018
Baucau	7712 7186
Bobonaro	7749 0507
Covalima	7609 2963
Ermera	7735 0984
Lautem	7726 1849
Liquica	7726 5681
Manatuto	7749 0516
Manufahi	7596 0338
Oecusse	7596 0966
Viqueque	7771 0848

**LISTA UMA MAHON**

FOKUPERS Dili	332 1534 / 7847 2598
FOKUPERS	7847 2598
Uma Entrada Dili	
FFCJ Dili	7796 9826
Casa Vida Dili	7735 2345
PRADET	7842 8385 /
Uma Entrada Baucau	7539 4551
Uma Paz Baucau	7709 5270
FOKUPERS Suai	7803 6085
FOKUPERS Maliana	7746 3907
Uma Mahon Salele	7798 1391 / 7537 2549
Uma Mahon Lospalos	7747 4055
Uma Pas Viqueque	7735 2424
Uma Pas Manufahi	7705 8045 / 7794 8711
Forum Peduli Wanita	7600 7693
Oecusse	

**ALFeLa**  
Assistência Legal ba Feto no Labarik

Dili	7743 2103
Aileu	7743 2117
Baucau	7743 2132 / 7743 2113
Covalima	7743 2149 / 7744 3215
Ermera	7743 2154
Liquica	7743 2116
Oecusse	77432129

**HOTLINE SAUDE MENTAL**  
**12123**  
Atende husi tuku: 08:00 - 17:30  
Loron Segunda to'o Sesta  
**GRATUITA**

Download aplikasaun  
'hamahon.tl', karik ita  
presiza númeru hirak  
ne'e iha ita-nia  
telefone no bele mos  
asesu ba website  
<https://hamahon.tl>

**PRADET**  
Fatin Hakmatek & Asistensia  
Akonsolamentu

Dili	332 1562 / 7725 4597
Baucau	7735 7099 / 7587 2257 / 7736 4809
Suai	7800 0907
Maliana	7808 8591
Oecusse	7736 6909 / 7548 3788 / 7800 9861

**CALL CENTER COVID-19**  
**119**  
**GRATUITA!**

Se ita ka ita-nia familia ka  
komunidade iha sintoma  
COVID-19 hanesan flu, me'ar,  
isin manas, no susar dada iis,  
buka asistensia médiku ka  
kontakto ba numeru 119.

COVID-19 Helpline +670 7556-0000  
WhatsApp Chatbot 'hello'

**Kontaktu kualker númeru tuir  
mai iha ita-nia munisipiu hodi  
hetan apoiu se ita sente triste,  
tauk, hirus lalais, konfuzau  
tamba situasaun pandemia,  
tauk hetan sintomas COVID-19,  
presiza asistensia  
médiku, no bainhira  
ita-boot ka karik  
ita-boot haree feto  
no labarik ruma iha risku  
ka esperiensia violência  
ruma.**

**ATENSAUN MÉDIKU**  
Númeru Ambulánsia  
**110**

Númeru Hospital  
Nasional Guido  
Valadares (HNGV)  
**3310541 / 3311008**

**unicef**  
for every child

**Australian  
AID**

# Victim Assistance Services

## Mapping of Services - Identifying existing actors :

- VPU Police
- Hospital
- Ministry of Social Solidarity (MSSI)
- Secretary of States for Equality and Inclusion
- Safe Shelter
- Legal Aid
- MHPSS Government Case Workers
- MHPSS provided by CSOs
- Community empowerment

## • Reporting and Referral Mechanism:

- MH Hotline
- VPU Police
- MSSI
- Child Right Commission
- Ombudsman
- Public Prosecutor
- Service Provider
- Legal Aid
- Referral Application

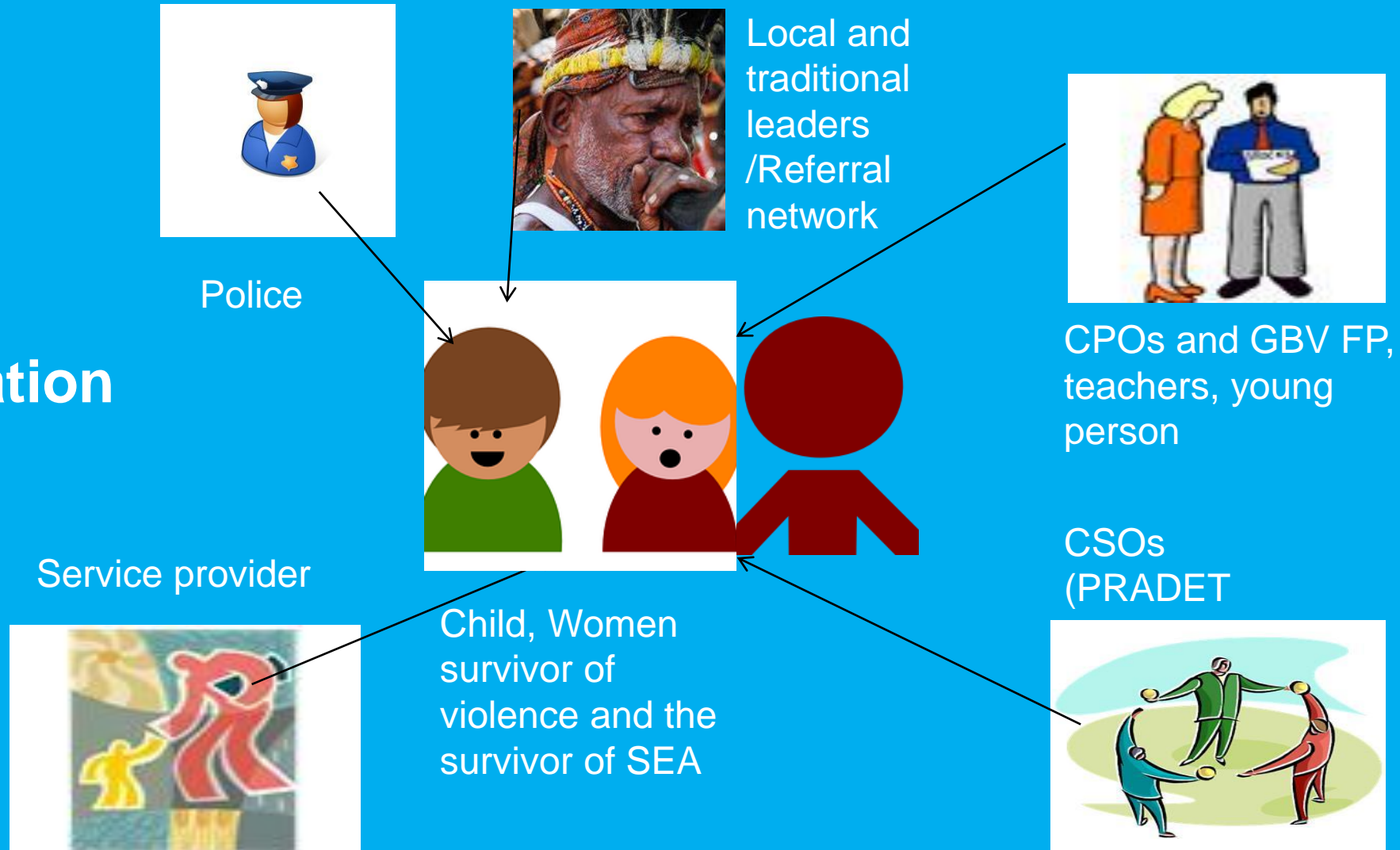
## Victim Assistance Services:

- Counselling
- Psychotherapy
- Economic empowerment
- Medical support
- Medical Forensic examination
- Legal Assistance
- Alternative Care (Temporary Institutional Care and Family placement)



# Referral and Reporting Mechanism

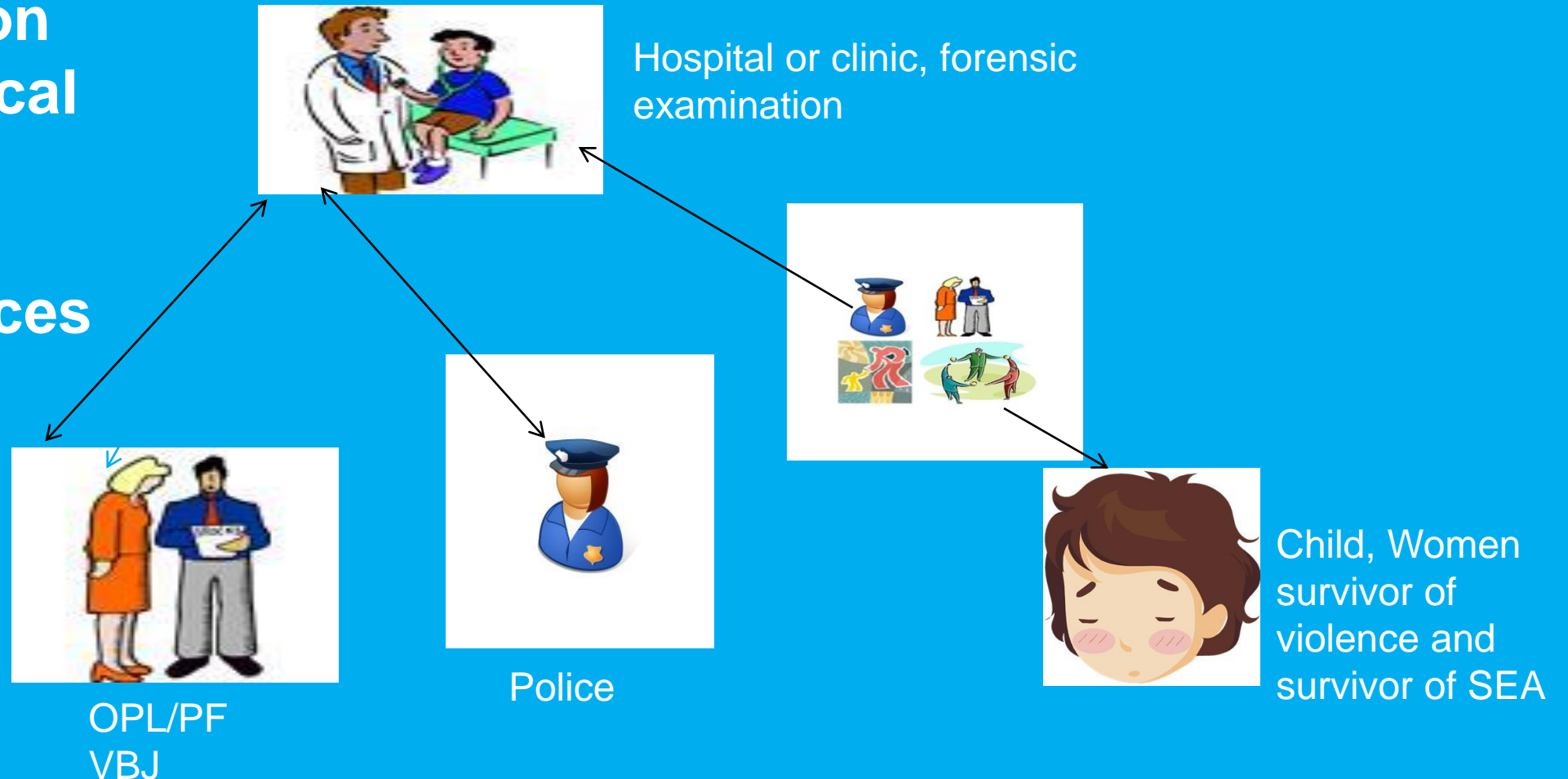
## 1. Victim identification





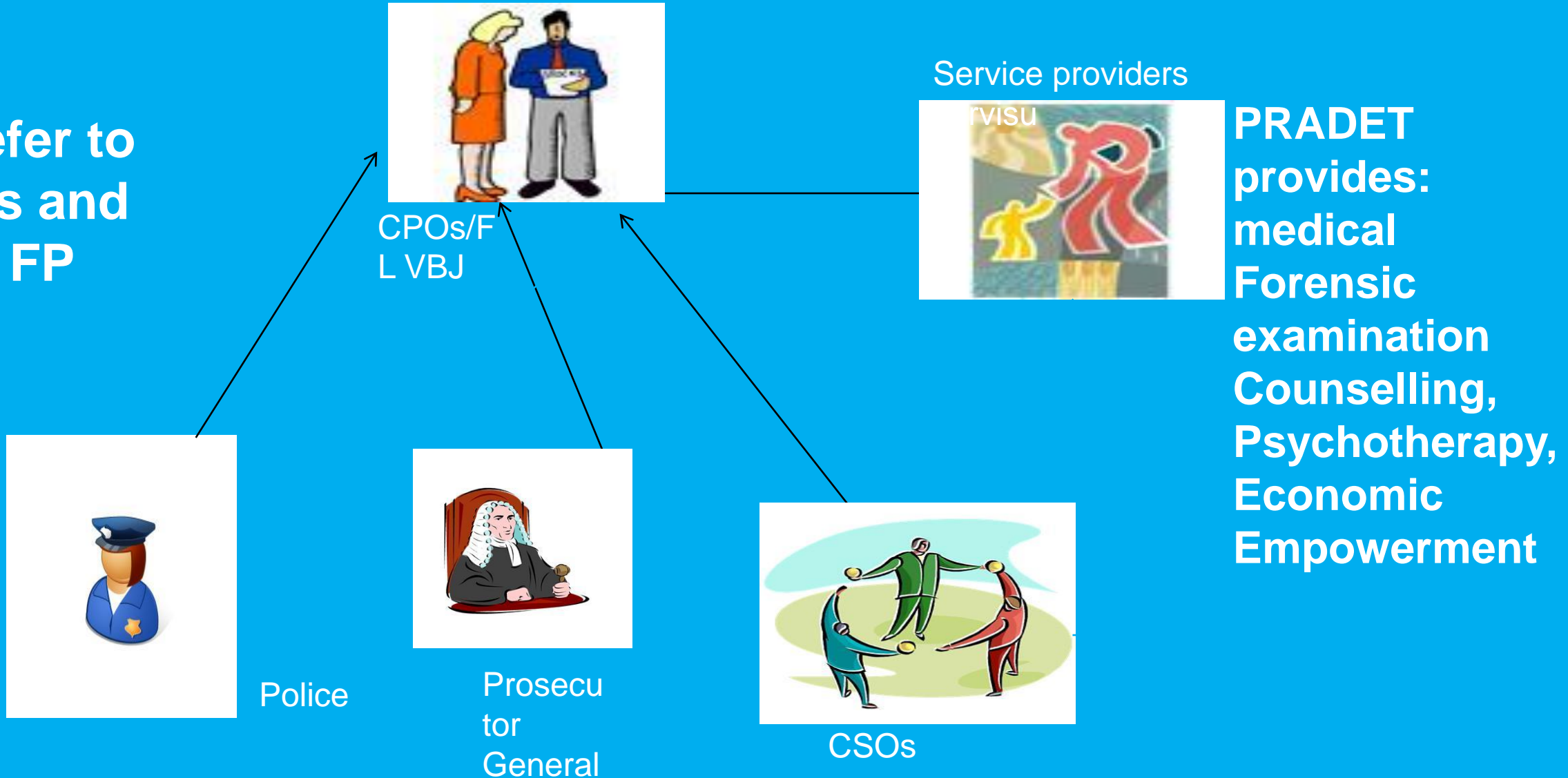
# Referral and Reporting Mechanism

## 2. Identification through medical support or referral to medical services



# Referral and Reporting Mechanism

## 3. Refer to CPOs and GBV FP



# Referral and Reporting Mechanism

## 4. Removal of children or adult victim



Alternative care



If the victim is a child, the responsibility falls on CPOs to decide to whether to remove the child and placement



Consent



Transport



MSSI



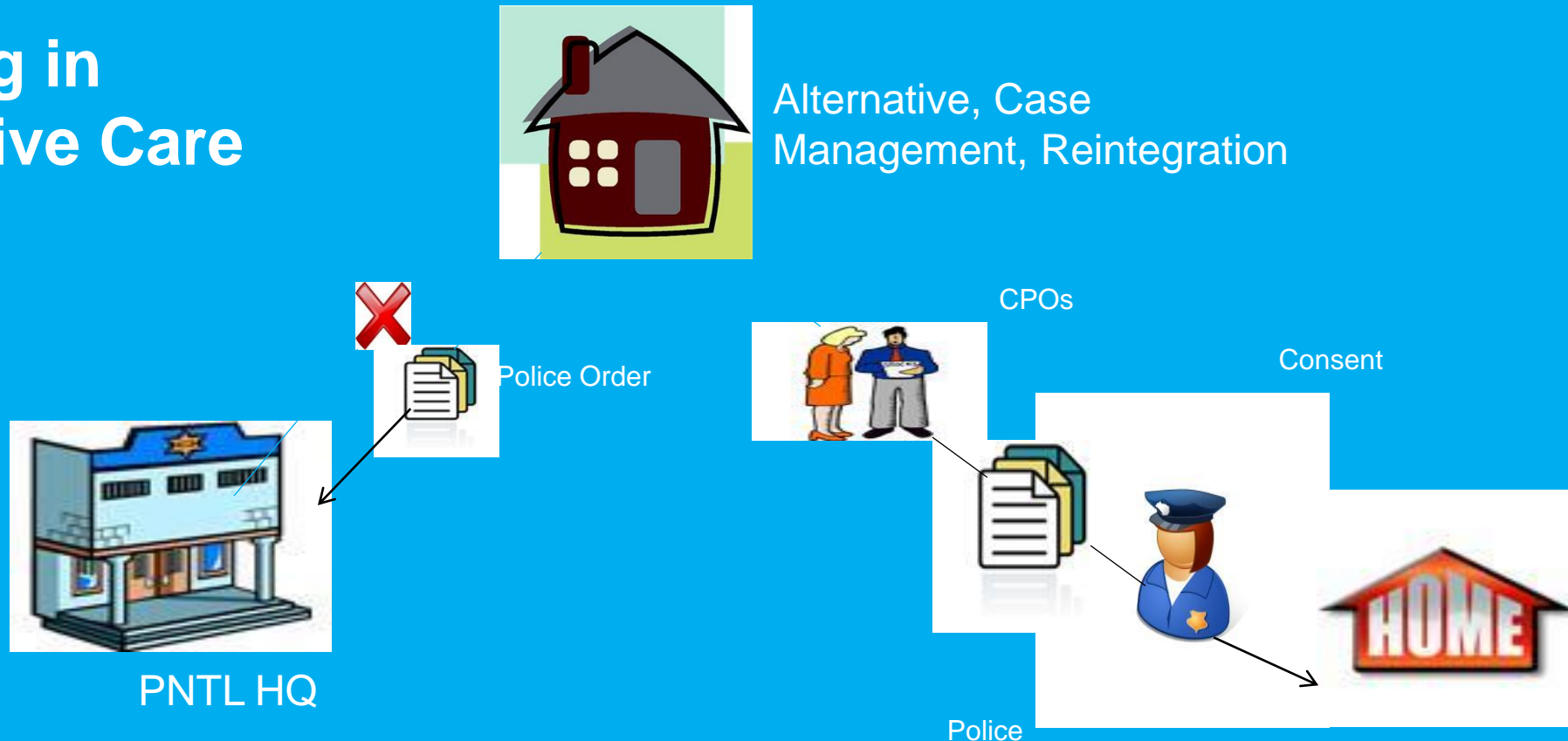
Victim's house

**PRADET provides:**

**Temporary safe house Counselling, Psychotherapy, Economic empowerment, Awareness raising**

# Referral and Reporting Mechanism

## 5. During in Alternative Care

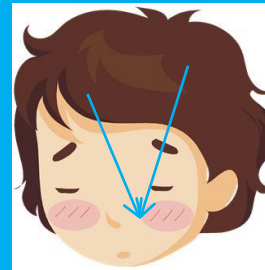




# Referral and Reporting Mechanism Organogram

## 6. Police Action

SOP



Child, women survivor of  
violence and SEA

**PRADET provides:**  
**Counselling, Psychotherapy**  
**Medical Forensic examination**  
**AlFeLa provides Legal Assistance**  
**JSMP provides monitoring in the**  
**court/tribunal**

# Referral and Reporting Mechanism

## 7. Case management

**PRADET provides:**  
**Counselling**  
**Awareness raising**  
**Economic Empowerment for individual client**



CPOs, GBV Focal Point



Referral network

Child, women  
survivor of  
violence and  
SEA

Thank you.



# Towards a Whole of IASC Victim/Survivor Centered Approach

Speaker: **Anne-Marie Connor** Special Advisor to the WVI  
President, for the Inter-Agency Standing Committee  
(IASC) PSEA Championship



RESOURCE  
& SUPPORT  
**HUB**





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*'The IASC has no official, shared, or agreed definition of a  
'victim/survivor-centred approach'*

## Proposed Principle

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A victim/survivor-centred approach will ensure that all policies and processes, and our underlying organizational cultures, place the victim/survivor at the centre of all our preventative and responsive measures concerning sexual exploitation, abuse and harassment, including community/affected population participation in prevention. When prevention fails and sexual exploitation, abuse or harassment occurs our approach will be end to end, holistic, and will respect the victim/survivor, uphold their rights and dignity, protect them, and adapt our response to meet their specific needs (including children). We will prioritise and implement all measures to ensure their physical and psychological safety and security. We will not discriminate against victim/survivors, maintain confidentiality, operate with their informed consent, provide timely and ongoing information, appropriate and on-demand assistance/support, due process and a remedy.

# Principles

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- Prevention & Participation
- Safety & Protection
- Dignity & Respect
- Non-discrimination & Inclusion
- Information
- Confidentiality, Privacy, Informed Consent
- Support & Assistance
- Due Process
- Remedy