



**Learning from SEA Investigations**

**CHS Alliance PSEA Conference**

**Bangkok, September 2016**



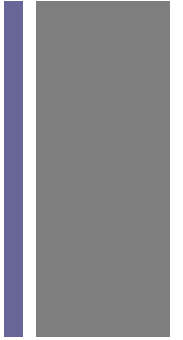
# Challenges



# 1. Communication/confidentiality

- Communicate on a 'need to know' basis – must be a confidential process, don't share unless you really need to with those involved directly
- Beyond investigation 'insiders', communicate cautiously...but communicate! May need a comms strategy/comms support
- Aim to stay in control of communications – everyone should be aware of consequences of unauthorised communications inc. via social media
- Speak with one voice to media, control the flow of information – through *positive media engagement*
- Communication must be transparent

## 2. Watertight investigations?



- Can't always be watertight - so many obstacles to SEA investigations!
- Run the best process you can given the circumstances/constraints and record why it has not been possible to do things 'by the book'

Key points of an effective investigation:

# Investigations tip...

■ **T**horough

■ **I**mpartial

■ **P**rotective

- Well planned
  - Gather/test as much evidence as possible
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- Objective/independent
  - Free from personal bias/prejudice
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- Consider safety of all parties- assess and manage risks throughout
- Best interests/Confidentiality

# 3. Role of managers

- Need strong management commitment to, and clear structure for, PSEA including investigations
- Designated senior managers with authority/decision-making power
- Training for managers on their roles and responsibilities viz. SEA investigations
- Resourcing and supporting investigations
- Accountability of and support to managers in general – ensure effective implementation of PSEA measures including investigations

# What we still need...

- Adequate resourcing of investigations
- Openness within and between organisations on the problems faced re SEA - sharing case experiences/knowledge/practice
- Appropriate (including *courageous*) action on outcomes of investigations
- Better coordination across sector re investigations