

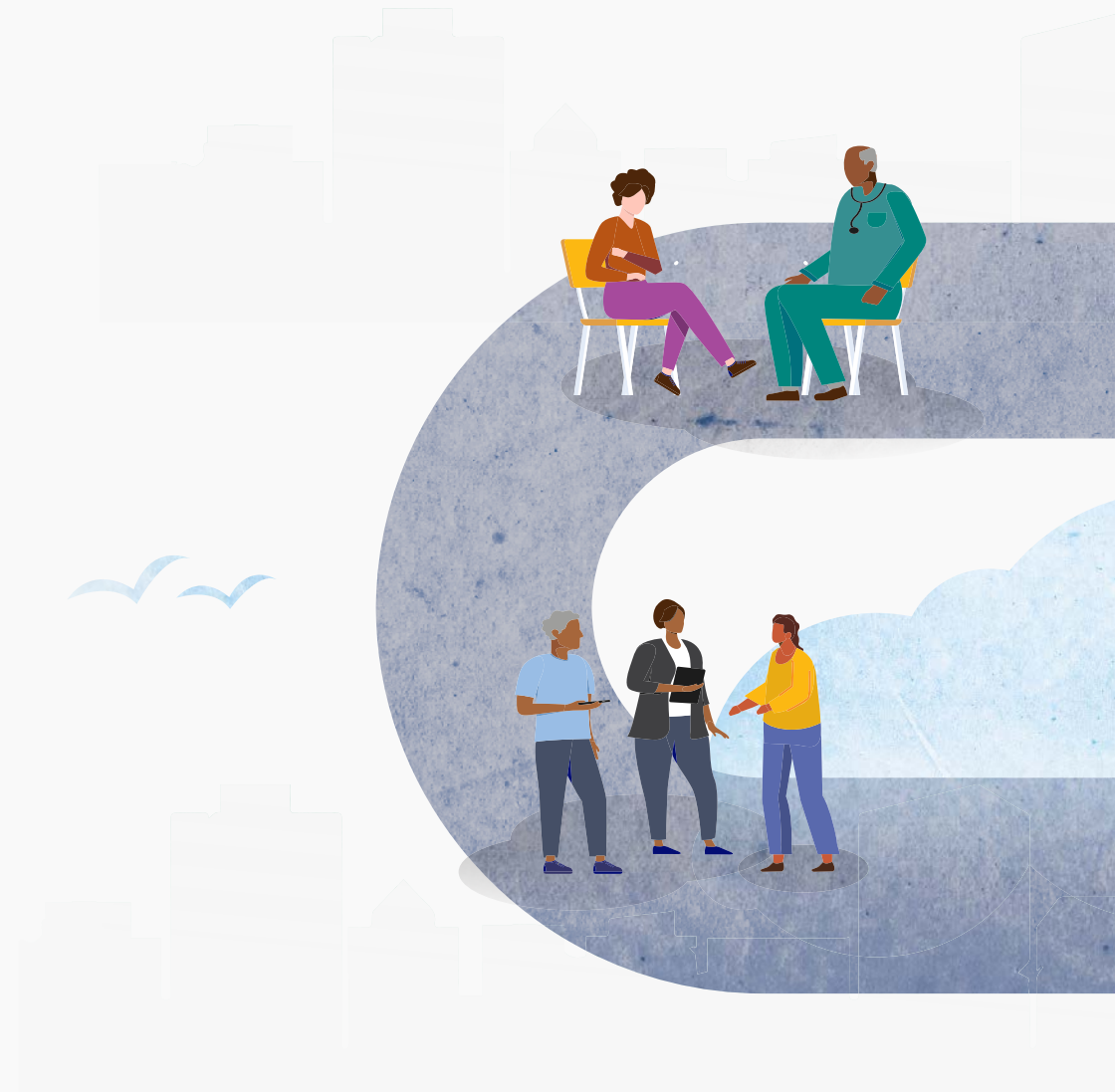


# DELIVERING A VICTIM/SURVIVOR-CENTRED APPROACH TO PROTECTION FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT IN THE AID SECTOR



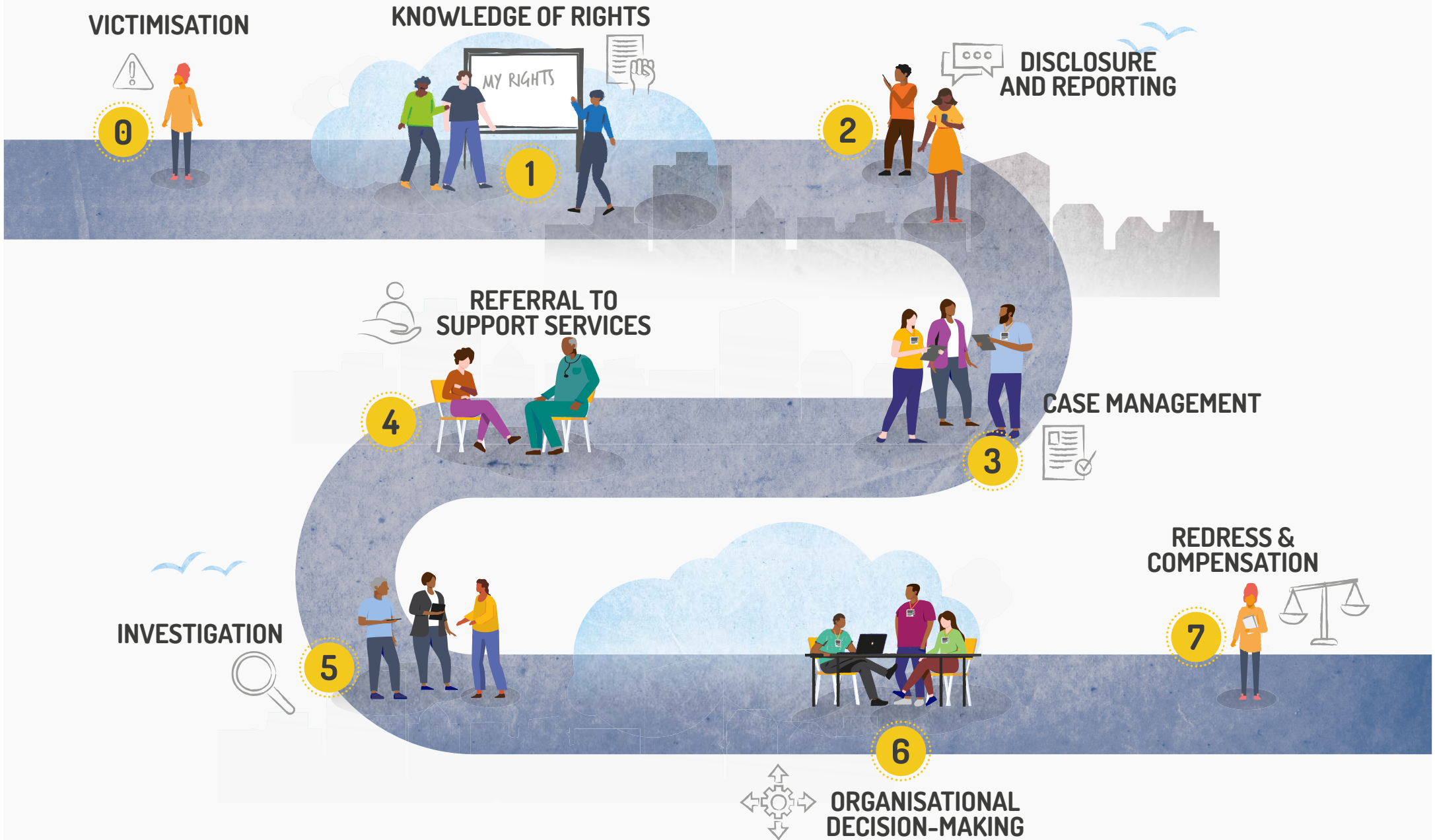
A victim/survivor-centred approach to Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) puts the rights, needs, and wishes of victims/survivors at the centre of all actions and decisions. This simplified guide outlines the seven key stages in PSEAH cases, from victimisation to redress, highlighting essential actions and recommendations at each step. It is designed as a quick reference tool for aid organisations to understand the core elements of a victim/survivor-centred approach. While organisations should refer to the full Implementation Companion for detailed guidance, this summary provides the fundamental principles and actions needed to ensure PSEAH responses remain focused on supporting victims/survivors throughout their journey.

[Read the full Implementation Companion](#)



# PUTTING SURVIVORS FIRST: A PATHWAY TO ACTION

DELIVERING A VICTIM/SURVIVOR-CENTRED APPROACH TO PROTECTION FROM SEXUAL EXPLOITATION, ABUSE AND HARASSMENT IN THE AID SECTOR



# 0.

## VICTIMISATION



### KEY RECOMMENDATIONS

- Collect and analyse data on patterns of SEAH perpetration
- Work with trusted community intermediaries
- Engage crisis-affected populations in understanding risks

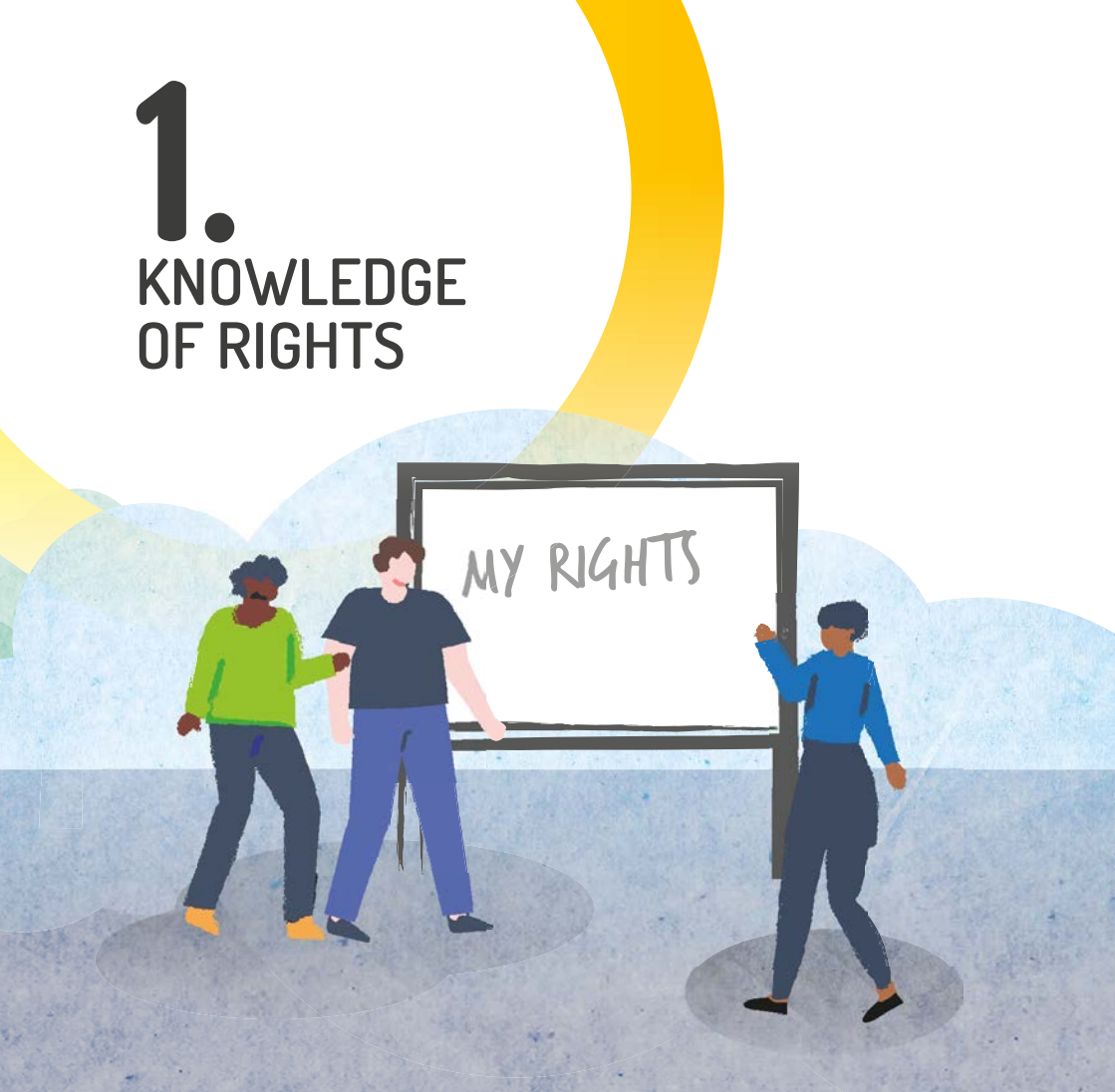


### WHAT IT INVOLVES

The point at which sexual exploitation, abuse or harassment occurs against a victim/survivor by aid sector personnel. During this stage, organisations must proactively work to understand how and where SEAH happens in their context, identify risk patterns, and recognise vulnerable populations who may be targeted. This understanding forms the foundation for prevention and response.



# 1. KNOWLEDGE OF RIGHTS



## WHAT IT INVOLVES

Creating and delivering clear information to communities about their rights regarding SEAH and how to report concerns. This includes developing culturally appropriate messaging, using multiple communication channels, and ensuring information reaches all community members, including those who may be marginalised or have specific accessibility needs.

## KEY RECOMMENDATIONS

- Base communications on communities' own knowledge and language
- Use varied communication methods beyond written materials
- Ensure messaging resonates with the local context

# 2.

## DISCLOSURE AND REPORTING



### KEY RECOMMENDATIONS

- Don't place the burden of reporting solely on victims/survivors
- Recognise disclosures can come through any channel
- Work with trusted community intermediaries
- Train all staff on handling disclosures
- Ensure reporting mechanisms are designed with community input



### WHAT IT INVOLVES

Establishing and maintaining multiple safe and accessible ways for victims/survivors to disclose SEAH incidents and have their reports properly handled. This encompasses both formal reporting mechanisms and informal channels, recognising that survivors may choose to disclose through trusted community members or other means they feel comfortable with.

# 3.

## CASE MANAGEMENT



### KEY RECOMMENDATIONS

- Treat each victim/survivor as unique
- Design systems considering vulnerable groups
- Obtain informed consent before proceeding
- Be transparent about processes
- Provide support for as long as needed



### WHAT IT INVOLVES

The systematic and coordinated process of handling SEAH cases while centering victim/survivor needs, wishes, and well-being throughout the entire process. This includes documenting cases, coordinating responses, making referrals, and ensuring appropriate support and follow-up, all while maintaining confidentiality and respecting the survivor's choices about how to proceed.

# 4.

## REFERRAL TO SUPPORT SERVICES



### KEY RECOMMENDATIONS

- Map available support services before cases arise
- Proactively assist access to services at the victim's/survivor's pace
- Always refer child cases to appropriate services
- Regularly update service mappings



### WHAT IT INVOLVES

Identifying and facilitating connections between victims/survivors and appropriate support services, including medical care, psychological support, legal assistance, and other needed services. This requires maintaining up-to-date knowledge of available services, understanding access barriers, and actively supporting survivors in accessing help when they choose to do so.



# 5.

## INVESTIGATION



### WHAT IT INVOLVES

Conducting thorough and trauma-informed examinations of SEAH allegations while prioritising survivor well-being and preventing re-traumatisation. This includes gathering evidence, interviewing relevant parties, maintaining confidentiality, and reaching conclusions based on established protocols, all while ensuring the process remains centred on the survivor's needs and choices.

### KEY RECOMMENDATIONS

- Consider if investigation is necessary or if other resolutions exist
- Obtain informed consent from the victim/survivor
- Use trained investigators with a trauma-informed approach
- Allow victim/survivor support person during process
- Collaborate with trusted community structures

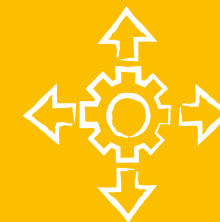
# 6.

## ORGANISATIONAL DECISION-MAKING



### KEY RECOMMENDATIONS

- Make decisions in the best interest of the victim/survivor, not the organisation
- Ensure disciplinary outcomes for perpetrators are consistent and transparent
- Share anonymised case data publicly for accountability
- Protect whistleblowers from retaliation
- Maintain clear policies on disclosure of malpractice and ensure they are upheld



### WHAT IT INVOLVES

The process of making key decisions about SEAH cases, including immediate safety measures, disciplinary actions, stakeholder notifications, and organisational learning. This encompasses balancing organisational responsibilities with victim/survivor needs, and ensuring decisions prioritise victim/survivor well-being while also addressing broader safety and accountability concerns.

# 7.

## REDRESS & COMPENSATION



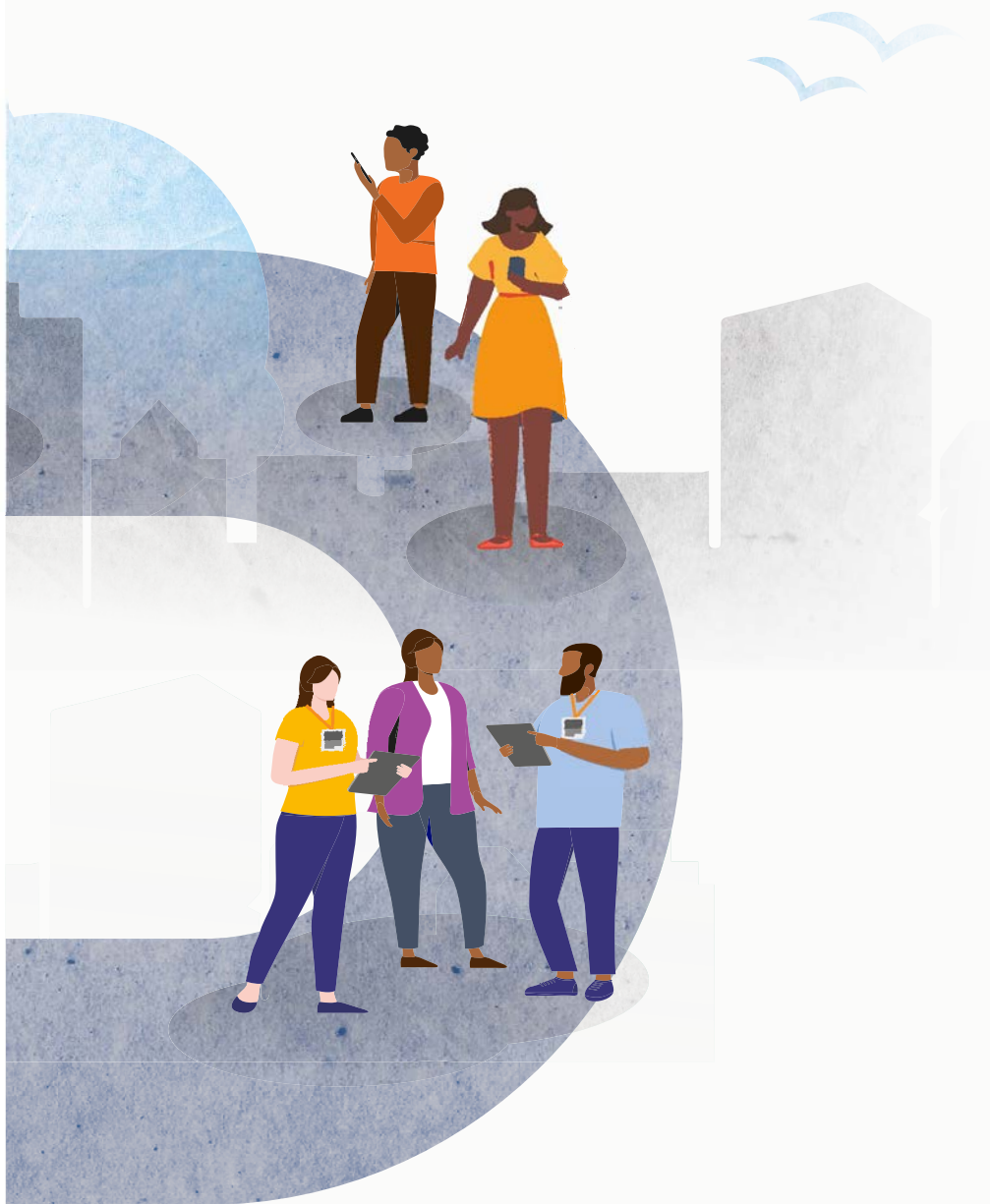
### KEY RECOMMENDATIONS

- Commit to administrative and legal obligations for redress
- Support survivor's wishes for type of redress when possible
- Facilitate legal aid for criminal cases
- Consider financial compensation similar to other workplace harms



### WHAT IT INVOLVES

Ensuring appropriate accountability and remedies for harm caused, including potential financial compensation and other forms of redress. This encompasses supporting survivors in accessing justice through their preferred channels - whether formal legal processes, traditional justice mechanisms, or organisational procedures - while ensuring they receive appropriate compensation for damages suffered.



The CHS Alliance is a hub for information about victim/survivor-centred approaches to Protection from Sexual Exploitation, Abuse and Harassment (PSEAH). We provide those working in aid organisations with information, training and support.

1. Understand victim/survivor-centred approaches to Protection from Sexual Exploitation, Abuse and Harassment (PSEAH): <https://www.chsalliance.org/get-support/resource/victim-survivor-centred-approach-foundational-paper/>
2. Monitor and evaluate victim/survivor-centred approaches to Protection from Sexual Exploitation, Abuse and Harassment (PSEAH): <https://www.chsalliance.org/get-support/resource/victim-survivor-centred-approach-mel-toolkit/>
3. Advocate for and champion victim/survivor-centred approaches to Protection from Sexual Exploitation, Abuse and Harassment (PSEAH): <https://www.chsalliance.org/get-support/resource/victim-survivor-centred-approach-brochure/>

Read the full Implementation Companion:  
<https://www.chsalliance.org/get-support/resource/victim-survivor-centred-approach-implementation-companion/>







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