

# 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

## VICTIMISATION



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

## KNOWLEDGE OF RIGHTS



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

## DISCLOSURE AND REPORTING



- KEY RECOMMENDATIONS:**
- Don't place the burden of reporting solely on victims/survivors
  - Recognize 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

## 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



## CASE MANAGEMENT



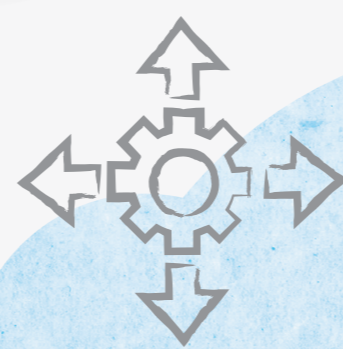
- KEY RECOMMENDATIONS:**
- Treat each victim/survivor as unique
  - Design systems considering vulnerable groups
  - Obtain informed consent before proceeding
  - Be transparent about processes
  - Provide support for as long as needed

## INVESTIGATION



- 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

## 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

## 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

TO FIND OUT MORE SCAN THE QR CODES

IMPLEMENTATION COMPANION



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Ministry of Foreign Affairs of the Netherlands