

Victim/Survivor Support Services Protocol

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Table of Contents

1. Purpose and Introduction	3
2. Scope and Definitions	3
3. Victim/Survivor Services	4
4. Accountabilities	5
5. Financing Victim/Survivor Support	7
6. Annex 1: Support Service Provision Best Practice	9
7. Annex 2: Needs Assessment Form	11
8. Annex 3: Victim/Survivor Support Services Fund	16

1. Purpose and Introduction

The Victim/Survivor Support Services Protocol (“Protocol”) outlines the Global Fund’s expectations with respect to the delivery of victim/survivor support services when responding to allegations of sexual exploitation, abuse, and harassment (collectively, “SEAH”) prohibited by the Global Fund Codes of Conduct for Recipients of Global Fund Resources and Suppliers (together, the “Codes of Conduct”).

The Global Fund takes a “zero-tolerance for inaction” approach to the protection from sexual exploitation, abuse and harassment (“PSEAH”). The Codes of Conduct provide that Recipients¹ and Suppliers² are expected to have policies and measures in place to prevent and respond to sexual exploitation and abuse and sexual harassment. Recipients and Suppliers “are expected to facilitate or provide assistance to victims and survivors related to their safety and protection, medical care, psychosocial support and legal services, as well as to facilitate survivor and victims’ timely, safe and confidential access to a remedy.”³

In line with principles of international humanitarian action,⁴ the Global Fund expects Recipients and Suppliers to facilitate access to victim/survivor services where safety and security are prioritized, immediate basic needs are addressed, and there is access to legal resources to pursue local accountability avenues. The Global Fund recognizes internationally accepted rights of victim/survivors as highlighted in the annexed Victim/Survivor Best Practice Principles.

As appropriate, the Global Fund will work with Principal Recipients (PRs) to help build capacity to ensure the efficient and sensitive facilitation and/or provision of necessary support for victim/survivors of SEAH.

2. Scope and Definitions

The Global Fund uses the term victim/survivor to refer to any person who has experienced an act of SEAH perpetrated against them. This hybrid term allows for the victim/survivor to categorize themselves as they feel most comfortable, meeting them “where they are” on

¹ “Recipient” includes Principal Recipients, Sub-recipients, Sub-sub-recipients, Country Coordinating Mechanisms and procurement agents in connection with Global Fund-financed activities.

² “Supplier” includes all bidders, suppliers, agents, intermediaries, consultants and contractors involved in Global Fund-funded activities regarding supply of goods and/or services to the Global Fund or any recipient of Global Fund financing.

³ Codes of Conduct for Recipients and Suppliers can be found at <https://www.theglobalfund.org/en/governance-policies/>

⁴ Core Humanitarian Standards on Quality and Accountability, 2014.

the path to recovery, and acknowledging the disempowerment and trauma that can result from sexual violation.

In connection with the various Global Fund Codes of Conduct, the Global Fund expects Recipients and Suppliers to make SEAH support services available to “Covered Victim/Survivors,” as such term is defined below:

1. The allegation of SEAH is conduct that is prohibited by an applicable Global Fund Code of Conduct⁵; and
2. There is a demonstrated link between the SEAH alleged and a Global Fund-financed activity; and
3. The allegation falls within one or more of the following categories:
 - a. The victim/survivor is a beneficiary⁶ of Global Fund-financed activities;
 - b. The victim/survivor is working for any Recipient or Supplier, whether for remuneration or as a volunteer; and/or
 - c. The Subject of Complaint (SoC) is working for any Recipient or Supplier, whether for remuneration or as a volunteer.

For purposes of this Protocol, Covered Victim/Survivors do not include those victim/survivors who fall outside the scope of categories identified above (e.g., where they are a Global Fund staff member or consultant).⁷ In the interest of brevity, the term “Covered Victim/Survivor” is used in this Protocol only to denote those to whom a Recipient or Supplier owes a duty of care, as described above. The term “victim/survivor” is used in this Protocol in general terms, such as “victim/survivor support.”

3. Victim/Survivor Services

The Global Fund expects that Recipients and Suppliers will provide or facilitate access to support services to Covered Victim/Survivors in accordance with their obligations under the Codes of Conduct.

Consistent with the Global Fund’s principle of country ownership, the Global Fund does not directly provide victim/survivor support services pursuant to this Protocol. Where appropriate, the Global Fund may support Recipients and Suppliers contracted directly by PRs in mapping and facilitating safe access to services through local specialists providing services in the areas of safety and protection, medical care, and legal services. The Global Fund’s Victim Advocate and In-Country Support Coordinator helps facilitate coordination

⁵ The Global Fund itself will facilitate appropriate support in situations where the SoC is working for the Global Fund and/or the SoC is a governance official of the Global Fund.

⁶ “Beneficiaries” refers to those who directly benefit from Global Fund grant-financed activities.

⁷ The Global Fund’s response to SEAH within the employee context is addressed in the Employee Handbook and Code of Conduct.

between the Global Fund and in-country stakeholders to enable local provision of support services to any Covered Victim/Survivor.

Recipients and Suppliers should facilitate victim/survivor support for Covered Victim/Survivors to access services of the following nature:

Safety and protection

The provision of services related to safety and protection should include, but is not limited to, (a) an assessment of potential risks or threats to a Covered Victim/Survivor's safety and security (e.g., with respect to violence, retaliation, re-traumatization and/or breaches of confidentiality); (b) the development of an appropriate response to mitigate a Covered Victim/Survivor's vulnerability to those risks, including with respect to their immediate basic needs.

Safety and protection response activities should be conducted in a victim/survivor-centered manner. This means maintaining the Covered Victim/Survivor's dignity, safety, experiences, rights, needs, and wants at the center of the PSEAH process.

Medical care and psychosocial support

The provision of medical care and psychosocial support can include, but is not limited to:

- Emergency medical services and procedures
- Gynecological and obstetric services
- Psychological, psychiatric and psychosocial support for the Covered Victim/Survivor

Legal assistance

The provision of legal assistance to Covered Victim/Survivors can include, but is not limited to, financing of legal services and referrals to local organizations providing legal advice and related support (e.g., assistance with the filing of police reports) for Covered Victim/Survivors to navigate the legal processes related to the underlying SEAH allegation.

When providing or facilitating support related to legal assistance, Suppliers and Recipients should, to the extent possible in accordance with local law, respect a Covered Victim/Survivor's leadership over their participation in legal processes.

4. Accountabilities

Outside the Global Fund

Recipients and Suppliers of Global Fund Resources

Recipients and Suppliers are required to notify the Global Fund as soon as they have

knowledge of allegations of SEAH prohibited by the Codes of Conduct. Recipients and Suppliers are expected to have policies and measures in place to prevent and respond to SEAH. They are also expected to facilitate or provide assistance to Covered Victim/Survivors who request assistance related to their safety and protection, medical care, psychosocial support and legal services, as well as to facilitate timely, safe and confidential access to a remedy.

PRs are expected to designate a PSEAH Focal Point to lead the coordination of appropriate assessments and evaluations for victim/survivor support and the efficient coordination of any approved support services.

Where Recipients or Suppliers contracted directly by PRs⁸ demonstrate an inability to access sufficient funds to facilitate or provide for victim/survivor support services, they should contact the Global Fund PSEAH Coordination Unit (PCU)⁹ to discuss potential alternative sources of support, including private contributions, pro bono support, in-country support networks, support under an implementer's own victim/survivor frameworks or, on an exceptional, case-by-case basis, Global Fund support.

Country Coordinating Mechanisms (CCMs)

As set out in the Code of Ethical Conduct for CCMs, CCMs are required to report all allegations of SEAH to the Global Fund.¹⁰ CCM Members share accountability for prohibiting, preventing, and responding to SEAH in the context of Global Fund programs. CCMs are required to have an Ethics Function acting as the PSEAH Focal Point to assist prevention and response interventions for PSEAH.

Inside the Global Fund

Chief Ethics Officer

The Chief Ethics Officer is accountable for providing assurance on the extent to which the Global Fund has fully and effectively implemented its ethics and integrity-related policies, codes, and requirements, including those related to PSEAH. The Chief Ethics Officer is responsible for all PSEAH activities consistent with their Terms of Reference, including:

- Conducting activities in a victim/survivor-centered, trauma-informed manner.
- Victim/survivor support and case management.
- In-country PSEAH risk assessment and support for capacity-building.

Protection from Sexual Exploitation, Abuse, and Harassment Coordination Unit (PCU)

⁸ Although this Protocol applies to all suppliers in relation to their responsibilities per the Suppliers Code of Conduct to facilitate or provide assistance to victim/survivors, only suppliers directly contracted by the PR are eligible to seek support from the Global Fund Victim/survivor Support Services Fund (VSSF) as described in this Protocol.

⁹ The PCU can be contacted for this purpose through the email address pseah@theglobalfund.org

¹⁰ CCMs are expected to notify the Global Fund as soon as they are aware of any reported incident of SEAH, and not after any kind of initial, preliminary, or completed investigation.

Through stakeholder coordination and engagement, the PCU leads the organization's overall approach to PSEAH, oversees implementation, and ensures that a victim/survivor-centered, trauma-informed, holistic approach is embedded in the work of prevention, detection, response, and partnership.

Overall accountability for implementation of this Protocol lies with the PCU. To discharge its mandate with respect to victim/survivor support facilitation, the PCU created the role of Victim Advocate and In-Country Support Coordinator ("Victim Advocate"). The Victim Advocate serves as a direct provider of emotional support services in Global Fund Office of the Inspector General investigations of SEAH, child abuse, and related abuses of power, participating in a multi-disciplinary response team, and facilitating the local delivery of support services using a victim/survivor-centered approach. As necessary, the Victim Advocate supports in-country partners in mapping referral pathways for local services as laid out in this Protocol and helps Recipients and Suppliers provide Covered Victim/Survivors with necessary support from point of first report.

CCM Hub

The CCM Hub is responsible for facilitating and supporting PCU communications and liaising with CCMs in PSEAH-related matters.

Global Fund Country Teams

Country Teams are responsible for facilitating and coordinating interactions with relevant PSEAH stakeholders in country, including but not limited to government institutions, CCMs, PRs and local organizations.

5. Financing Victim/Survivor Support

Where Recipients or Suppliers contracted directly by PRs demonstrate an inability to comply with their obligations under the Codes of Conduct regarding the provision or facilitation of support services because of an inability to access necessary funds, the Global Fund will work with them under the applicable Codes of Conduct to facilitate victim/survivor support services as needed. Recipients and Suppliers are encouraged to ensure that they have internal policies and procedures to facilitate victim/survivor support services to Covered Victim/Survivors and to develop internal policy documents that outline processes and procedures that guide them in their response to victim/survivor needs.

The Global Fund has established a Victim/Survivor Support Fund (VSSF), a funding mechanism of last resort. The VSSF will be available on a case-by-case basis, where there are credible or verifiable reports as determined by the Global Fund's Office of the

Inspector General, to Recipients and Suppliers contracted directly by PRs who meet the eligibility criteria.

6. Annex 1: Support Service Provision Best Practice

It can take immense courage to come forward with SEAH allegations. All parties involved in facilitating or providing support services should strive to help stabilize, balance, and restore power to victim/survivors of SEAH. Responses must be rooted in core ethical values of integrity, duty of care, accountability, dignity, and respect. Recipients and Suppliers involved in SEAH interventions should respect the following victim/survivor rights with respect to Covered Victim/Survivors:¹¹

Victim/survivors have a right to:

- Respect, dignity, sensitivity, compassion and courtesy.
- Informed choice and consent.
- Privacy and confidentiality.
- Equal access to appropriately tailored support services, without discrimination of any kind.

Victim/survivors have a right to protection, including:

- Protection from danger, whether physical, psychological, or emotional, related to reporting the allegation and throughout any resulting investigation or case management.
- Confidentiality of personal identifying information, including any details that could potentially identify a victim/survivor, to the extent possible and permitted by operative law.
- Informed consent regarding any support services designed to prevent further harm, and the ability to opt out from support services.
- Protection from re-victimization, intimidation, or retaliation, whether direct or indirect.

Victim/survivors have a right to information concerning, and engagement and participation in, the response process, including the right to:

- Be heard, including, where necessary, access to interpretation and translation services.
- Receive information concerning investigative and case management procedures and avenues of potential redress.

¹¹ The Global Fund's PSEAH victim/survivor support principles align closely to the rights accorded to victims under the [United Nations Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power](#). This annex borrows from the Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN personnel and the [Inter-Agency Standing Committee \(IASC\) Minimum Operating Standards Protection from Sexual Exploitation and Abuse by own personnel 2012](#).

- Receive explanation that participation in an investigative/case management process will be conducted within the context of the local law.
- Receive regular updates regarding an investigation or management of any allegation, to the extent permitted by local law, and excluding information that could reveal the identity or participation of any witness in the case, result in harm to another person, or jeopardize the security or integrity of an investigation or case management.
- Receive notice of the outcome of an investigation.
- Receive notice of any administrative action taken against a Subject of Concern related to an allegation, to the extent permitted by law.

Victim/Survivors have a right to referrals for appropriate and individually tailored support services as described in the Global Fund Victim/Survivor Support Protocol, including:

- Safety and protection support, including support for basic needs.
- Medical care and psychosocial support.
- Legal assistance and safe access to a remedy.

Victim/Survivors have a right to raise complaints if they feel that their rights are not being upheld, including through the following channels:

- The OIG's "[I Speak Out Now](#)" reporting channel
- PR PSEAH Focal Points
- CCM Ethics function PSEAH Focal Points
- Global Fund Country Teams
- Global Fund Victim Advocates and In-Country Coordinators
- Global Fund Ethics Office, PCU
- Global Fund OIG

7. Annex 2: Needs Assessment Form

A Needs Assessment Form is a tool used to gather information about the requirements, preferences, and expectations of a victim/survivor and to help create tailored solutions to meet their needs.

Recipients and Suppliers are to facilitate victim/survivor support services in accordance with the scope and principles outlined in the Global Fund Victim/Survivor Support Protocol. The following elements are essential in ensuring that a proper and effective needs assessment is conducted:

- The Recipient's or Supplier's designated PSEAH Focal Point is trained in conducting a needs assessment for victim/survivors of SEAH.
- The needs assessment is conducted at the earliest opportune time, preferably during the first interview with the victim/survivor.
- The victim/survivor understands and feels understood. It is essential that the needs assessment is conducted in a language and manner that the victim/survivor understands. It must also take into consideration the victim/survivor's mental, emotional, and psychological state; age; literacy capacity; and any mental or physical disability.
- In all cases a risk assessment is undertaken, the victim/survivor participates and is encouraged to contribute actively to a discussion around safety and risk mitigation.
- The risk assessment is conducted in the following manner:
 - Safety risks: Identify all potential risks that may arise in the context of the case. This may include risks related to violence, harassment, exploitation, retaliation, re-traumatization or related forms of abuse.
 - Likelihood and impact: Assess the likelihood of each risk occurring and its potential impact. This will help prioritize the risks and intensify focus on those that are most significant and immediate.
 - Mitigation strategies: For each identified risk, develop strategies to mitigate or prevent it from occurring. This may include providing the victim/survivor with safe accommodation, implementing an onsite security plan (e.g., installing security cameras, access control such as lock changes or window bars, or hiring security personnel), or providing the victim/survivor with a secure means of communication (e.g., replacing their phone or changing their phone number). Where possible and needed, this may also include engaging local law enforcement.
 - Monitoring and review: Regularly monitor and review the risk assessment and mitigation strategies to ensure they remain relevant, effective, and up to date. Adjust as necessary based on feedback and new information. Risk assessment

is an ongoing process, and it is important to continually assess and mitigate risks to ensure the safety and security of all individuals involved in cases.

- The victim/survivor's preference is considered as far as is possible and their privacy is respected and protected.
- The victim/survivor wants and consents to any support services provided.
- There is an effective system that enables individuals to report SEAH cases and receive relevant support and referral for assistance for victim/survivors for their identified needs.

Note: The Needs Assessment Form will only be submitted to the Global Fund PCU when the Recipient or Supplier requests assistance through the Global Fund Victim/Survivor Support Services Fund (VSSF). The Needs Assessment Form can also be used by Recipients and Suppliers to support their internal processes if they wish.



Victim/Survivor Support Services

Needs Assessment Form

Information provided by:

- ☐ VICTIM/SURVIVOR(S)
- ☐ VICTIM/SURVIVOR(S) CARETAKER

Needs assessment performed by:

- ☐ STAFF
- ☐ PROGRAM BENEFICIARY
- ☐ OTHER

**STRICTLY
CONFIDENTIAL**

Name of victim/survivor(s):**Name of person completing this form:****Position/role:**

Impact Assessment		Needs Assessment		Selected Service Providers
Safety impact Violence experienced? (Yes / No)		Safety needs Violence threatened? (Yes/No – provide details) Violence feared? (Yes/No – provide details)		
Basic needs E.g., food/water security, secure shelter, clothing, hygiene		Basic needs assistance E.g., food/water allowance, emergency/short-term shelter, clothing, hygiene kit		
Physical impact E.g., bruises, cuts, fractures, fistula, STI, HIV/AIDS, pregnancy, fatigue, physical safety		Physical needs assistance E.g., tests, treatment, therapy, medication, hospitalization, counselling, rehousing, relocation		Name, address, professional stamp <i>*Attach diagnosis, prescription, attestation as appropriate.</i>
Emotional impact E.g., angry, sad, impassive, tearful, distressed		Emotional/psycho- social needs assistance E.g., emotional support, counselling, peer/spiritual support		
Psychological impact E.g., self-blame, suicidal ideation, anxiety, depression, apathy/numbness, insomnia, self-harm, phobias, trauma		Mental health needs E.g., psychotherapy, psychiatry, stress reduction management, trauma care		Name, address, professional stamp

				<i>*Attach diagnosis, prescription, attestation as appropriate.</i>
Financial impact E.g., loss of benefits/salary/stipend, treatment costs		Short and mid-term financial needs E.g., money or access to free/funded services		
Social impact E.g., stigma, rejection, isolation, ostracization		Social needs E.g., peer support group, relocation, safe house		
Legal impact E.g., desire for legal advice and/or representation in connection with administrative, civil, or criminal action		Legal needs E.g., attorney and/or advocate referral, consultation, representation		

8. Annex 3: Victim/Survivor Support Services Fund

Once a Recipient or Supplier has completed a Needs Assessment, where necessary and as a last resort, the Recipient or Supplier can make an application to the Victim/Survivor Support Services Fund (VSSF). The PSEAH Focal point or the in-country CCM Ethics Officer can complete the template below and provide this to the Global Fund Victim Advocate and In-Country Support Coordinator for submission to the PCU.

Requested Amount (US\$)	Purpose Use of funds must be within the scope of services as provided by the Victim/Survivor Support Services Protocol.	Supporting Information This should include explanation and documentation of financial need (i.e., why the Requesting Recipient/Supplier cannot meet the financial obligations) and refer to documentation and invoices documenting the requests in the Victim/Survivor Needs Assessment.
1.		
2.		
3.		
4.		
5.		
Date of Reporting Date that the allegation was reported to the impacted organization.		
Date of Application Date of application to the VSSF.		
Prepared/Requested by Requesting Recipient/Supplier.		
Reviewed by Manager, PSEAH Coordination Unit.		