IASC PSEA Country-Level Framework – JORDAN

The PSEA Country-Level Framework template outlines the priority results that HCT members will work jointly to achieve in all humanitarian countries.¹ It is intended to be further adapted and contextualized at the country level, as appropriate. It is not intended to capture the full range of activities that contribute to achieving the results below, which would be determined at country level. The Framework provides the basis for tracking progress and resource needs on PSEA across all IASC humanitarian countries.

Priority results	Sample indicators	Targets/ Benchmarks ²	Key actions	Timeframe	Budget/ Funding Source	Lead agency/ies per activity
Part A: Priority Results for PSEA						
Outcome 1. Safe and accessible reporting	ng: Every affected child and adult recip	ient of humanitarian assistance has access t	to a safe, gender and	d child-sensitive p	oathways to repo	ort SEA (through
community-based complaints mechanism	ms) ³ that reach where humanitarian as	sistance reaches, are appropriate to the cor	ntext and are access	ible to the most v	vulnerable).	
Output 1.1. Safe, accessible, child-	Inter-agency SOPs on Community		CBCRM SOPs to	2020 Q3		PSEA Network
sensitive and survivor centered	Based Complaint Mechanisms		be reviewed,			CBCRM
mechanisms are in place for reporting	(CBCMs) on PSEA established in	Community perceptions and	updated, and			Committee
SEA ⁴ , particularly in high-risk areas.	2016 based on consultations with	communication preferences are	endorsed by			
	all relevant stakeholders, including	captured on a regular basis and inform	existing and			
	communities, are reviewed,	review of CBCRM ⁶ (informally and	additional			
	approved and disseminated with	formally through needs assessments,	organizations,			
	appropriate staff trained.5	surveys, focus group discussions etc).	increasing from			

¹ This applies to refugee and humanitarian context which could either be sub-national or regional in nature.

² The targets provided in the template are intended as illustrative examples. Actual targets would need to be determined at country-level.

³ A Community-based complaints mechanism (CBCM) is a Complaints Mechanism system blending both formal and informal community structures, built on engagement with the community where individuals are able and encouraged to safely report grievances – including SEA incidents – and those reports are referred to the appropriate entities for follow-up. See further information https://interagencystandingcommittee.org/system/files/best_practice_guide_inter_agency_community_based_complaint_mechanisms_1.pdf

⁴ Type of mechanism and targeted locations to be determined by each HCT based on context and existing channels/mechanisms for reporting already functioning. This could include, for example, phone hotlines, SMS, PSEA focal points, service points, etc. This could involve broader complaint channels that are strengthened with the necessary safeguards for reporting SEA, or training of PSEA focal points within protection-related services to support reporting and referrals, and/or other systems, and/or a combination of the above, as appropriate per the country context.

⁵ HCT SOPs can be adapted from the global IASC SOPs. The SOPs provide the basis for inter-agency referral, sharing of information on and handling of SEA allegations, as an integral component of HCT prevention and response to SEA. The SOPs require all signatories to have an established internal SEA complaint handling procedure in place.

⁶ INTER-AGENCY SEA COMMUNITY-BASED COMPLAINT REFERRAL MECHANISM

			32 to 45		
		Multiple confidential reporting channels	members of		
		are made available to cater to the	PSEA Network,		
		diversity of the population and differing	including all HPF		
		levels of access (PLWD, Older Persons,	members.		
		children)	members.		
	Percentage of children and adults	100% of service users can access at least	Carry out	2020 - 2021	PSEA Network
	who have access to a PSEA	1 safe and accessible channel to report	mapping update	Q3	
	reporting mechanism. ⁷	SEA.	of reporting		
			mechanisms.		
		The affected population is informed and	Information is		
		provided all the necessary information	disseminated		
		on the PSEA mechanism in Jordan	among the		
			affected		
			population		
	Number of complaints related to	Agreement with PSEA Network	development of	2020 Q3-4	PSEA Network
	SEA that are reported to the PSEA	members on reporting mechanism in	online data		
	Network and responded to within 7	CBCRM, during review of CBCRM.	submission		
	days (Disaggregated by age, sex		mechanism for		
	and type of complaint (0-17; 18		statistical data.		
	and above).8				
Output 1.2. Community mobilization,	Percentage of the service users	Awareness on PSEA complaint	Development of	2020-2021	PSEA Network
consultation and awareness raising on	(disaggregated by sex and age)	mechanism is monitored on regular	mechanism to		
PSEA in each community receiving	reached through consultation in	bases	monitor		
and/or affected by humanitarian	the establishment of community-		progress on		
assistance.	based complaint mechanisms,		PSEA		
	awareness activities and		consultation,		
	community mobilisation		awareness		

⁷ Access would be defined within the country context and against the type of complaint channels in place. This could include, for example, physical access, phone access, access based on age, gender, literacy, disability, etc., and/or a combination of factors. Please also note that this indicator refers to the estimated coverage of the population by the CBCM.

⁸ This indicator is intended to allow HCs/HCTs to track and measure the *use* of SEA-related complaint channels by service users including by those who are most vulnerable, as a core component of their overall effectiveness. This indicator is to be read together with related indicators to understand the overall accessibility, trust in, and effectiveness of SEA-sensitive complaint channels by and for affected communities. It is not intended to replace or duplicate the external reporting obligations that agencies hold, for example the UN reporting of SEA allegations to the UN Secretary-General on a quarterly basis.

T				<u> </u>	
interventions on PSEA including		activities and			
how to report SEA-related		community			
complaints. ⁹		mobilization			
		activities in			
		humanitarian			
		response, and			
		inclusion in			
		national			
		response plan.			
		Online training			
		courses to be			
		identified for			
		staff.			
Percentage of sites reached with	100% of sites provide information on	PSEA Network to	by the end of	UNFPA core	PSEA Network
communications materials on	how to report SEA and receive	review available	2020 and	funding .	UNFPA
PSEA, how to report on SEA and	assistance.	outreach	upon	750 \$	
how to access survivor-centered		materials,	completion		
assistance.	Materials developed and disseminated	ensure available	of the		
(disaggregated by type of PSEA	in line with community priorities	materials	communicati		
communication materials	including on how to report SEA and how	relevant to	on material		
developed for each population	to access survivor-centred assistance.	Jordan context.	communicati		
group identified).			on materials		
			UNFPA will		
			ensure that		
			100% of		
			supported		
			facilities (
			clinics , WGSs		
			youth centers		
) display		
			materials .		

⁹ This should include the consultation of communities, particularly women and children, in the design of SEA-sensitive community-based complaint mechanisms.

Outcome 2. Quality survivor assistance: Every child and adult complainant/survivor is offered immediate, survivor centered, quality assistance (medical care, psychosocial support, legal assistance, reintegration support) Output 2.1. SEA survivor assistance is Percentage of SEA 100% survivors with reported allegations Collaboration 2020 Q3 provided through specialized Gendercomplainants/survivors who have are counselled and those providing between Based Violence (GBV) or Child a) been referred to survivorconsent for assistance receive timely agencies is Protection programming, and centered assistance, as part of support. strengthened resourced accordingly through the ongoing CP and GBV programming, through training and b) accessed survivor-centered Review of CBCM to determine data and opportunities Humanitarian Response Plan (or other funding mechanisms) in humanitarian assistance. disaggregated by age, mode of reporting. contexts where this framework sex, disability and type of applies.10 assistance received. 100% of the service users (esp. women 2020 \$17,200,000 **UNFPA** and Percentage of the service users, particularly women and children, and children) can access GBV services in SGBV working as per JRP UNHCR, that can access GBV assistance.¹¹ line with international standards for group to share appeal, additional survivor-centered approach. existing referral Refugee and agencies Resilience pathways Percentage of survivors accessing SGBV combined; services reporting satisfaction with Safe Referral mixed services. trainings to be sources. offered to PSEA Network members Ouestionnaire developed to analyze the quality of the services provided

¹⁰ This can and should also include of existing protection system which provides the basis for support to SEA survivors.

¹¹ The tracking of access to services is a core function of the PSEA Network's role in strengthening response to SEA. Current gaps in SEA assistance coverage (as provided through GBV/ CP programmes) should be systematically addressed by HCT members, as well as through CERF/CBPFs.

Dutcome 3. Accountability and investigations: Every child and adult survivor or prompt, safe and survivor-centered my surface and deliver on the above 3 PSEA Network and protection for services for SEA survivores (in line with GBV referral pathways). Dutput 3. 1. PSEA Networks adopt, implement and track progress against uniformed protocols/guidelines for prompt, safe and survivor-centered nivestigations at country-level. Percentage of PSEA Network guidelines for prompt, safe and survivor-centered nivestigations, including survivor-centered protocols/guidelines on protocols for line with GBV referral pathways). Percentage of PSEA Network guidelines for prompt, safe and survivor-centered nivestigations at country-level. Percentage of PSEA Network guidelines for prompt, safe and survivor-centered mixestigations, including survivor-centered principles. Percentage of PSEA Network guidelines and protocols for line with guidelines for guidelines for guidelines							
and provision of services for SEA survivors (in line with GBV referral pathways). Boilout to PSEA Network members of SGBV referral contact point smartphone application. Dutcome 3. Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutput 3.1. PSEA Networks adopt, members and local partner personnel trained on SEA guidelines and protocols for investigations at country-level. Part B: PSEA Countary-level. Part B: PSEA Country-level Structure Part	Output 2.2 PSEA Networks have in	Status of implementation by PSEA	100% of PSEA Network members trained	Safe Referral	2020		SGBV Sub-
survivors (in line with GBV referral pathways). SGBV referral contact point smartphone application. Dutcome 3. Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutput 3. 1. PSEA Networks adopt, members and local partner personnel trained on SEA guidelines for investigations at country-level. Percentage of PSEA Network members and local partner personnel trained on SEA guidelines and protocols for investigations, including survivor-centered principles. Part B: PSEA Country-Level. Dutcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, because and deliver on the above 3 PSEA Outcomes. Dutput 4: 1 NSEA Members take on the PSEA Co-Chair role to support the chains for the PSEA Steering Committee (principal level, HT/UNCT) and the PSEA Network (technical level) The PSEA Network at technical level) Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator in place Status of deployment of a full-time PSEA Network Coordinator in place Status of deployment of a full-time PSEA Network Coordinator in place Status of deployment of a full-time PSEA Network coordinator is place. PSEA Network Coordinator in place In Entities and prompt, safe, and survivor-centered way. Co-chairs members occonducted. Status of development and implementation of the HCT PSEA Network chaired at technical level by UN and NGO co-chairs. PSEA Action Plan is endorsed by all members. Status of deployment of a full-time Status of deployment of a full-time Status of deployment of a full-time Status of deployment of a	place referral pathways for survivor	Network of protocol for referral	on GBV Safe Referrals principles and	trainings			Working Group
Dutcome 3. Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutcome 3. Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutcome 4. Percentage of PSEA Network members and local partner personnel trained on SEA guidelines for orompt, safe and survivor-centered ground protocols for investigations, including survivor-centered principles. Part B: PSEA Country-Level Structure Dutcome 4. PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, oversee and deliver on the above 3 PSEA Outcomes. Status of designation of agency country the Humanitarian Coordinator to deliver on the PSEA Network at technical level, and process of the PSEA Network at technical level, co-chair the PSEA Network at technical level) Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Status of deployment of a full-time PSEA Action Plan is endorsed by all members. Status of deployment of a full-time PSEA Network Coordinator is place. Status of deployment of a full-time PSEA Network Coordinator is in place.	assistance, as part of an integrated	and provision of services for SEA	referral pathways in context of PSEA.	targeting PSEA			- UNHCR-UNFPA
SGBV referral contact point smartphone applications: Dutcome 3. Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutput 3. 1. PSEA Networks adopt, mplement and track progress against uniformed protocols/guidelines for prompt, safe and survivor-centered nivestigations, including survivor-centered nivestigations, including survivor-centered principles. Part B: PSEA Country-Level. Dutcome 4: PSEA Inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, oversee and eldeliver on the above ab PSEA Outcomes. Dutput 4.1 IASC Members take on the MSEA Co-Chair role to support the Humanitarian Coordinator to deliver on the above and the MSEA Co-Chair role to support the Humanitarian Coordinator to deliver on PSEA at the HCT/ UNCT level, and co-chair the PSEA Network at technical level) Status of development and implementation of the HCT PSEA Action Plan, including clarity defined roles actions. Status of development of a full-time PSEA Action Plan, including clarity defined roles actions. Status of deployment of a full-time PSEA Network Coordinator is lidentification of funding to 2020 \$160,000- HC/HCT 200,000	approach with GBV services.	survivors (in line with GBV referral		Network			Co-chairs
Dutput 3.1 Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutput 3.1 PSEA Networks adopt, implement and track progress against uniformed protocols/guidelines for prompt, safe and survivor-centered personnel trained on SEA guidelines and protocols for investigations, including survivor-centered principles. Part B: PSEA Country-level. Part B: PSEA Country-level Structure Dutput 4.1 IASC Members take on the PSEA Outcomes. Dutput 4.1 IASC Members take on the PSEA Outcomes. Status of designation of agency co-chairs for the PSEA Steering Committee (principal level, HCT/UNCT) and the PSEA Network (technical level) HCT Mort J and the PSEA Network chaired at technical level by UN and NGO co-chairs. Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator of sull-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Network In place Status of deployment of a full-time PSEA Network In place Status of deployment of a full-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Coordinator is identification of funding to Status of deployment of a full-time PSEA Coordinator is identification of funding to Status of deployment of a full-time PSEA Network Coordinator is in place Status of deployment of a full-time PSEA Network Coordinator is in place		pathways).	Rollout to PSEA Network members of	members			
Dutput 3. Accountability and investigations: Every child and adult survivor of SEA who is willing has their case investigated in a prompt, safe, and survivor-centered way. Dutput 3. 1. PSEA Networks adopt, members and local partner personnel trained on SEA guidelines for prompt, safe and survivor-centered investigations at country-level. Dutput 4.1 PSEA Country-Level Structure Dutput 4.1 IASC Members take on the Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, powerse and deliver on the above 3 PSEA Outcomes. Dutput 4.1 IASC Members take on the Humanitarian Coordinator to deliver on PSEA at the HCT/ UNCT level, and co-chair for the PSEA Steering Committee to guide PSEA Network chaired at technical level) Status of development and implementation of the HCT PSEA Network chaired at technical level by UN and NGO co-chairs. Status of development and implementation of the HCT PSEA Action Plan. Status of development of a full-time PSEA Network coordinator is place Status of deployment of a full-time PSEA Network full-time PSEA Network full-time PSEA Network full-time PSEA Network of funding to 200,000 PSEA Network full-time PSEA Coordinator is place Identification of resource person/source of PSEA Network was denoted and survivor-centered way. Dought 4.2 A full-time PSEA PSEA Network safe and survivor-centered way. PSEA Network safe in survivor-centered in dentification of PSEA Network was denoted by all members. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Status of development of a full-time PSEA Coordinator is in place Status of deployment of a full-time pSEA Coordinator is in place Status of deployment of a full-time pSEA Coordinator is funding to 200,000			SGBV referral contact point smartphone	conducted.			
Percentage of PSEA Networks adopt, mplement and track progress against members and local partner personnel trained on SEA guidelines for prompt, safe and survivor-centered investigations at country-level. Part 8: PSEA Country-Level Structure Dutcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, powersee and deliver on the above 3 PSEA Outcomes. Status of designation of agency co-chair for the PSEA Network at technical level) Status of development and implementation of the HCT PSEA Action Plan is endorsed by all defined roles and responsibilities of each actors. Status of development of a full-time PSEA Coordinator in place Status of development of a full-time PSEA Coordinator in place Status of development of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployment of a full-time PSEA Coordinator in place Status of deployme			application.				
members and local partner personnel trained on SEA guidelines for personnel trained on SEA guidelines and protocols/guidelines and protocols for investigations, including survivor-centered principles. Part 8: PSEA Country-Level Structure Dutput 4.1 IASC Members take on the PSEA Outcomes. Dutput 4.1 IASC Members take on the PSEA Outcomes. Dutput 4.1 IASC Members take on the PSEA Outcomes. Dutput 4.1 IASC Members take on the PSEA Network leteral principal level, on PSEA Action Plan is endorsed by UN and NGO co-chairs. Dutput 4.2 IASC Members take on the PSEA Network at technical level in the PSEA Network at technical level in the PSEA Network at technical level in plane mentation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Status of deployment of a full-time PSEA Outcomes. Status of deployment of a full-time PSEA Coordinator in place Output 4.2 A full-time PSEA Status of deployment of a full-time PSEA Coordinator in place Output 4.2 A full-time PSEA Output 4.2 A full-t	Outcome 3. Accountability and investig	ations: Every child and adult survivor	of SEA who is willing has their case investiga	ted in a prompt, saf	e, and survivor-c	entered way.	
personnel trained on SEA guidelines for prompt, safe and survivor-centered investigations, including survivor-centered principles. Part B: PSEA Country-Level Structure Dutcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, powerse and deliver on the above 3 PSEA of the PSEA Steering Committee (principal level, Humanitarian Coordinator to deliver on the PSEA Steering Committee (principal level, Humanitarian Coordinator to deliver on the PSEA Network at technical level) TOR/SOP to TOR/SOP to PSEA Steering Committee to guide PSEA activities and CBCM. Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of development of a full-time PSEA Network Coordinator in place PSEA Action plan is endorsed by all depthication of funding to 2020 \$160,000- HC/HCT 200,000	Output 3. 1. PSEA Networks adopt,	Percentage of PSEA Network	Identification of resource person/source		2020-2021	\$25,000	PSEA Network
prompt, safe and survivor-centered investigations, including survivor-centered principles. Part B: PSEA Country-Level Structure Outcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, oversee and deliver on the above 3 PSEA Outcomes. Output 4.1 IASC Members take on the Humanitarian Coordinator to deliver on the PSEA Steering Committee (principal level, HCT/UNCT level, and co-chair role to support the HCT/UNCT level, and co-chair for the PSEA Network at technical level) Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator in place PSEA Network Coordinator is lidentification of 2020 \$160,000- HC/HCT funding to 200,000	implement and track progress against	members and local partner	of training on investigation.			(unfunded)	
Investigations at country-level. investigations, including survivor-centered principles. Part B: PSEA Country-Level Structure Outcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, oversee and deliver on the above 3 PSEA Outcomes. Output 4.1 IASC Members take on the Humanitarian Coordinator of agency co-chair role to support the Humanitarian Coordinator to deliver on PSEA occhair role to support the Humanitarian Coordinator to deliver on PSEA at the HCT/ UNCT level, and co-chair the PSEA Network at technical level, HCT/UNCT) and the PSEA Network (technical level) Status of designation of agency co-chair the PSEA Network at technical level, HCT/UNCT) and the PSEA Network (technical level) PSEA Network chaired at technical level reflect Steering Committee role. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Status of development of the HCT PSEA Action Plan is endorsed by all defined roles and responsibilities of each actors. Status of deployment of a full-time pSEA Network Coordinator is in place PSEA Network Coordinator is in place	uniformed protocols/guidelines for	personnel trained on SEA					
Part B: PSEA Country-Level Structure Dutcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, oversee and deliver on the above 3 PSEA Outcomes. Dutput 4.1 IASC Members take on the PSEA Steering Committee (principal level, Humanitarian Coordinator to deliver on PSEA to-chair role to support the Humanitarian Coordinator to deliver on PSEA at the HCT/ UNCT level, and co-chair the PSEA Network at technical level) Dutput 4.2 A full-time PSEA Centered principles. Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Coordinator is in place Status of deployment of a full-time PSEA Coordinator is in place PSEA Network Coordinator is dentification of funding to 200,000 HCT Members are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels to lead, dovernor are supported at senior management and technical-levels on the SEA S	prompt, safe and survivor-centered	guidelines and protocols for					
Part B: PSEA Country-Level Structure Dutcome 4: PSEA inter-agency structure at country-level: The Humanitarian Coordinator and Humanitarian Partners Forum are supported at senior management and technical-levels to lead, poversee and deliver on the above 3 PSEA Outcomes. Dutput 4.1 IASC Members take on the PSEA Status of designation of agency co-chairs for the PSEA Steering Committee (principal level, HCT/UNCT level, and co-chair the PSEA Network at technical level) Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator PSEA Action PSEA Coordinator is in place PSEA Network Coordinator is in place Establishment of PSEA Steering Committee to guide PSEA activities and and PSEA Network TOR/SOP to reflect Steering Committee role. Annual election of NGO Co-chair. Annual election of NGO Co-chair. Drafting and adoption of PSEA Action Plan. PSEA Action Plan. Brain PSEA Action PSEA Action Plan. Brain PSEA Action PSEA Action PSEA Network Coordinator Brain PSEA Network Coordinator Brain PSEA Action PSEA Network Coordinator Brain PSEA Action PSEA Network Coordinator Brain PSEA Network PSEA Network Coordinator Brain PSEA Network Coordinator Brain PSEA Network Coordinator Brain PSEA Network	investigations at country-level.	investigations, including survivor-					
Dutput 4.2 A full-time PSEA Dutput 4.1 A full-time PSEA Dutput 4.2 A full-time PSEA Dutput 4.2 A ful		centered principles.					
Dutput 4.1 IASC Members take on the PSEA Steering Committee to support the Humanitarian Coordinator to deliver on PSEA Steering Committee (principal level, HCT/UNCT) and the PSEA Network (technical level) Status of development and implementation of the HCT PSEA Action Plan is endorsed by all implementation of PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator PSEA Network Coordinator is in place Establishment of PSEA Steering Committee of guide PSEA Activities and CBCM. Network TOR/SOP to reflect Steering Committee role. Annual election of NGO Co-chair. Annual election of NGO Co-chair. PSEA Action Plan is endorsed by all adoption of PSEA Action Plan. PSEA Network Coordinator is in place PSEA Network Coordinator is in place	Part B: PSEA Country-Level Structure						
Dutput 4.1 IASC Members take on the PSEA Co-Chair role to support the Humanitarian Coordinator to deliver on PSEA at the HCT/ UNCT level, and co-chair the PSEA Network at technical level. Status of designation of agency co-chairs for the PSEA Steering Committee (principal level, HCT/UNCT) and the PSEA Network (technical level) Status of development and implementation of the HCT PSEA Action Plan is endorsed by all defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator PSEA Action Plan is endorsed by all members. Status of deployment of a full-time PSEA Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator PSEA Action Plan is endorsed by all members. Status of deployment of a full-time PSEA Coordinator is place Status of deployment of a full-time PSEA Network Coordinator PSEA Action Plan is endorsed by all members. Status of deployment of a full-time PSEA Coordinator is place Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of deployment of a full-time PSEA Network Coordinator Status of development and CBCM. Network TOR/SOP Network CBCM Network TOR/SOP Network CBCM Network TOR/SOP Network Network TOR/SOP Network Status of CBCM	Outcome 4: PSEA inter-agency structur	e at country-level: The Humanitarian (Coordinator and Humanitarian Partners Ford	um are supported at	senior managen	nent and technic	cal-levels to lead,
Chairs for the PSEA Steering Committee to guide PSEA activities and CBCM. Chairs for the PSEA Steering Committee (principal level, HCT/UNCT level, and co-chair the PSEA Network at technical level) Chairs for the PSEA Network (principal level, HCT/UNCT level, and co-chair the PSEA Network at technical level) Committee (principal level, HCT/UNCT) and the PSEA Network (technical level) PSEA Network chaired at technical level by UN and NGO co-chairs. Committee to guide PSEA activities and CBCM. Network TOR/SOP to reflect Steering Committee role. Annual election of NGO Co-chair. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Status of levelopment of a full-time PSEA Action Plan. Status of deployment of a full-time PSEA Network Coordinator PSEA Network chaired at technical level preflect Steering Committee role. Annual election of NGO Co-chair. Drafting and adoption of PSEA Action Plan. Status of deployment of a full-time PSEA Coordinator in place PSAP4 level full-time PSEA Coordinator in place FAMILY ACTION PSEA Action Plan is endorsed by all members. But a single PSEA Network Coordinator in place Committee to guide PSEA activities and CBCM. Network TOR/SOP to reflect Steering Committee role. Annual election of PSEA Action Plan is endorsed by all members. PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is endorsed by all members. But a single PSEA Action Plan is en	oversee and deliver on the above 3 PSEA	A Outcomes.					
Humanitarian Coordinator to deliver on PSEA at the HCT/ UNCT level, and co-chair the PSEA Network at technical level. Committee (principal level, HCT/UNCT) and the PSEA Network (technical level) PSEA Network chaired at technical level by UN and NGO co-chairs. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Status of deployment of a full-time PSEA Action PSEA Action Plan. PSEA Action PSEA Coordinator is in place PSEA Network chaired at technical level reflect Steering Committee role. Annual election of NGO Co-chair. Drafting and adoption of PSEA Action Plan.	Output 4.1 IASC Members take on the	Status of designation of agency co-	Establishment of PSEA Steering	Update of CBCM	2020		HCT Members
DOUBTER at the HCT/ UNCT level, and co-chair the PSEA Network at technical level. HCT/UNCT) and the PSEA Network (technical level) PSEA Network chaired at technical level by UN and NGO co-chairs. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Status of development and implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Coordinator in place PSEA Network chaired at technical level reflect Steering Committee role. Annual election of NGO Co-chair. Drafting and adoption of PSEA Action Plan. PSEA Action Plan. Blentification of 2020 \$160,000- 200,000	PSEA Co-Chair role to support the	chairs for the PSEA Steering	Committee to guide PSEA activities and	and PSEA			
tevel. Condition of NGO Co-chairs	Humanitarian Coordinator to deliver	Committee (principal level,	CBCM.	Network			
by UN and NGO co-chairs. Committee role. Annual election of NGO Co-chair. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator PSEA Network Coordinator Dutput 4.2 A full-time PSEA Committee role. Annual election of NGO Co-chair. Drafting and adoption of PSEA Action Plan. PSEA Action Plan. PSEA Action Plan. BYSEA Action Plan. P3/P4 level full-time PSEA Coordinator is in place Dutput 4.2 A full-time PSEA PSEA Network Coordinator Dutput 4.2 A full-time PSEA	on PSEA at the HCT/ UNCT level, and	HCT/UNCT) and the PSEA Network		TOR/SOP to			
Annual election of NGO Co-chair. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Action Plan, including clearly defined roles and responsibilities of each actors. Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan. PSEA Action Plan. Plan. Status of deployment of a full-time PSEA Coordinator is in place P3/P4 level full-time PSEA Coordinator is funding to Annual election of NGO Co-chair. Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan. PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan is endorsed by all Drafting and Action Plan is endorsed by a	co-chair the PSEA Network at technical	(technical level)	PSEA Network chaired at technical level	reflect Steering			
Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan. PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action PSEA Action PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action PSEA	level.		by UN and NGO co-chairs.	Committee role.			
Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan. PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action PSEA Action PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action PSEA							
Status of development and implementation of the HCT PSEA Action Plan is endorsed by all members. Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA PSEA Coordinator is in place PSEA Action Plan is endorsed by all Drafting and adoption of PSEA Action Plan. BY DIAM DIAM DIAM DIAM DIAM DIAM DIAM DIAM				Annual election			
implementation of the HCT PSEA Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Network Coordinator pmembers. members. pSEA Action Plan. Plan. P3/P4 level full-time PSEA Coordinator is in place funding to adoption of PSEA Action Plan. ldentification of funding to 2020 \$160,000- 200,000				of NGO Co-chair.			
Action Plan, including clearly defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Coordinator is page 1.00 plan. PSEA Action Plan. Plan. Plan. PSEA Action Plan. Plan. Status of deployment of a full-time PSEA Coordinator is in place funding to 2020 \$160,000-200,000		Status of development and	PSEA Action Plan is endorsed by all	Drafting and	2020		HCT Members
defined roles and responsibilities of each actors. Status of deployment of a full-time PSEA Coordinator is Output 4.2 A full-time PSEA Plan. Plan. Plan. Identification of funding to \$160,000- to 200,000		implementation of the HCT PSEA	members.	adoption of			
each actors. Status of deployment of a full-time PSEA Coordinator is Output 4.2 A full-time PSEA Network Coordinator in place P3/P4 level full-time PSEA Coordinator is funding to Status of deployment of a full-time PSEA Coordinator in place PSEA Network Coordinator in place FIGURE 1. The policy of the place of		Action Plan, including clearly		PSEA Action			
Status of deployment of a full-time PSEA Coordinator is Output 4.2 A full-time PSEA Network Coordinator in place PSEA Coordinator is Identification of funding to 2020 \$160,000-200,000		defined roles and responsibilities of		Plan.			
Output 4.2 A full-time PSEA PSEA Network Coordinator in place funding to 200,000		each actors.					
		Status of deployment of a full-time	P3/P4 level full-time PSEA Coordinator is	Identification of	2020	\$160,000-	нс/нст
Coordinator (with medium to long- support full-time (unfunded)	Output 4.2 A full-time PSEA	PSEA Network Coordinator	in place	funding to		200,000	
	Coordinator (with medium to long-			support full-time		(unfunded)	

term secured funding) is in place, with a direct reporting line to the HC/RC, that provides day-to-day technical support and expertise for the interagency PSEA Network, and in the			PSEA Coordinator.		
absence of a FVRA acts as focal point for victims' rights and assistance. (To					
delegate the tasks of this role to the					
PSEA co-chairs) and if further training					
is required, we can recruit specialized					
trainers for support.					
Output 4.3. An inter-agency PSEA	Status of establishment of a PSEA	PSEA Network is established and reports	In place,	Ongoing	
Network is in place with the resources	Network	periodically to HCT, via the PSEA	reporting to be		
and expertise necessary to deliver on		Coordinator.	strengthened		
PSEA outcomes (above).	Integration of PSEA in the	PSEA Action Plan is costed and	PSEA to be	201202021	UNICEF-UNHCR-
	Humanitarian Response Plan (or	resourced through HRP	included in		UN Women
	similar), where relevant		coming planning		supporting GoJ
			round for Jordan		
			Response Plan,		
			or its		
			replacement		
	All partners (HCT and PSEA	PSEA Network to provide		2020	PSEA co-chairs,
	networks) meet required minimum	familiarization on relevant standards			with PSEA
	standards such as the MoS and CHS				Network members
	PSEA Index to enable appropriate complaints receipt and handling.				members
	Need to check what each agency				
	has established and begin from				
	there				
Output 4.4. PSEA technical focal points	Number of HCT members that have	All HCT members have appointed focal	Confirmation	2020-2021	PSEA Co-chairs
from all HCT members are in place and	appointed a dedicated PSEA	point.	with all	Q2	
actively contribute to the PSEA	technical focal point to the PSEA		members		
Network's delivery of PSEA outcomes	Network				
(as per the above).					

Output. PSEA technical focal points. trained	All PSEA focal points including at least one national focal point are trained (ToT) on PSEA and provided with materials to replicate the training in English and Arabic	Q3	Q4	ToT INTERSOS in coordination with UNHCR
COVID 19 Response				