**Disclaimer**: *This tool is a sample list of activities that in-country PSEA Networks can take on, identified during delivery of the IOM training on Inter-Agency CBCMs. This activities list has been developed over years of training inputs by field practitioners and can inform Work Plan development, but this tool is not intended as a full PSEA Network Work Plan.*

|  |
| --- |
| First Quarter |
| Conduct an SEA Risk Assessment for [site]; share results widely |
| Write PSEA Network TORs and circulate to HOOs and Heads of Mission |
| Write PSEA Focal Point TORs and circulate to members |
| Outreach to agencies to get PSEA Focal Points nominated for all organizations |
| Share information and resources including awareness raising materials, Network meeting notes, PSEA tools, etc. in the shared Google Drive |
| Work with Sector leads to identify ways to reduce risk of SEA in each sector |
| Write CBCM SOPs |
| Include PSEA as a standing agenda item at [HCT] meetings |

|  |
| --- |
| 2nd-4th Quarter  |

|  |
| --- |
| Strengthen internal PSEA systems |
| Advocate with agencies to incorporate PSEA Focal Point roles and responsibilities into their work plans and performance evaluations |
| Advocate and support sectors and organizations to integrate PSEA in their regular programming |
| Advocate for and support organizations to meet the Minimum Operating Standards for PSEA (based on Risk Assessment) |

|  |
| --- |
| Engage Key Stakeholders |
| Identify government entry points amongst relevant bodies in [site], and develop a plan for approach |
| Consult with military actors both to demystify the PSEA Network/CBCM and to determine where complaints will be referred if the CBCM receives allegations against military personnel |
| Develop a simple code of conduct for humanitarian actors in [site], in consultation with government and military, to circulate amongst staff and the community |
| Outreach to NGOs to invite their participation in the PSEA Network meetings. At a minimum, all organizations should be aware of the interagency SEA complaint mechanism and be able to receive complaints against their own staff, even if not actively participating in the Network |
| Work with the community to learn their preferred means of communicating with humanitarian workers and reporting complaints, and barriers to reporting, toward design of complaint channels |
| Map community engagement initiatives, and integrate PSEA messages and calls for feedback into existing programs |
| Nominate and train community PSEA focal points |
| Report regularly to the [HC / HCT] on PSEA activities, challenges, and progression of this action plan |
| Increase the profile of PSEA activities in [site] by providing updates to relevant global bodies, such as the IASC Results Group on Accountability and Inclusion |

|  |
| --- |
| Design the Inter-Agency Complaint Mechanism |
| Circulate [site] SOPs to [HCT] for endorsement |
| Operationalize the SEA referral pathways by strategizing roll out across sectors and across agencies and partners |
| Map existing complaint and feedback channels in [site] to identify gaps |
| Establish additional reporting channels in [site] to address all barriers to reporting, in consultation with community members |
| Where complaint and feedback channels exist, train the staff receiving complaints to recognize SEA and know where to refer an SEA complaint |
| Work with IOM HQ to replicate the Common Reporting Platform for [site] |
| Continually adjust PSEA activities in light of M&E data, and share data with relevant sectors so they can do the same |

|  |
| --- |
| Awareness Raising |
| Support agencies to develop and deliver regular and targeted staff trainings on PSEA and the inter-agency complaint mechanism |
| Support agencies to coordinate delivery of PSEA trainings for partners to cover all staff and avoid duplication. |
| Support agencies to enact HR policies and practices that introduce CoCs and PSEA commitments to day laborers, volunteers, suppliers, etc. |
| Design targeted community awareness raising campaigns on PSEA and on complaint mechanisms using variety of media in appropriate locations |

|  |
| --- |
| Link the Complaint Mechanism to Assistance Services |
| Work with Protection Sector, and GBV and CP sub-sectors to integrate referral of SEA incidents for investigation into their referral pathways |
| Support the GBV sub-Sector to identify gaps in assistance provision and strengthen services |
| Hold a training for GBV service providers on PSEA, the complaint mechanism, and the core principles of support to victims of SEA |