

SEXUAL AND GENDER-BASED VIOLENCE LEGAL PROTECTION IN ACUTE EMERGENCIES



# A Guide to Sexual and Gender-Based Violence Legal Protection in Acute Emergencies



#### War Child envisions a world where no child knows war.

War Child's mission is to help children in war-affected communities reclaim their childhood through access to education, opportunity and justice. War Child takes an active role in raising public awareness around the impact of war on communities and the shared responsibility to act.

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# Acknowledgements

In the development of this guide and in ongoing programming in Uganda, War Child Canada acknowledges the support of: The Uganda Office of the Prime Minister; The Uganda Ministry of Justice and Constitutional Affairs; The Uganda Ministry of Internal Affairs; The Uganda Ministry of Gender, Labour and Social Development; the District Local Governments of Gulu, Adjumani and Koboko; the humanitarian response partners, the refugee hosting communities, refugee settlement leaderships and the refugees themselves with whom War Child Canada works: and War Child Canada's management and staff.

This manual was funded by a grant from the United States Department of State. The opinions, findings and conclusions stated herein are those of the author and do not necessarily reflect those of the United States Department of State.

A gift from the United States Government



## About the Authors

Founded in 1999, War Child Canada is a non-profit organization that helps children in war-affected communities reclaim their childhood through access to education, opportunity and justice. War Child Canada takes an active role in raising public awareness around the impact of war on communities and the shared responsibility to act. http://www.warchild.ca/

Since its founding in 1989, the Women's Refugee Commission (WRC), has led the international community's work to protect and empower refugee women and girls. WRC researches their needs, identifies solutions and advocates for programs and policies to strengthen their resilience and drive change in humanitarian practice. https://www.womensrefugeecommission.org/

## About this Guide

War Child Canada has recognized an absence of independently evaluated and documented best practices in the legal protection sector. This guide outlines what works for survivorcentered SGBV legal protection services in emergency settings, based on War Child Canada's field practice, evidence and learning. While this guide is based on the learning from one specific environment - Northern Uganda immediately after the influx of South Sudanese refugees – it provides considerations and recommendations for contextualization to different contexts and regions.





Refugees lined up for water in Adjumani

# Acronyms and Abbreviations

**CBPC:** Community-based Protection Committees

**IDP:** Internally Displaced Persons IRC: International Rescue Committee

KII: Kev informant Interview

LAAT: Legal Aid, Awareness and Training NGO: Non-governmental organization **OPM:** Office of the Prime Minister **RWC:** Refugee Welfare Committee

SGBV: Sexual and gender-based violence UNFPA: United Nations Population Fund

**UNHCR:** United Nations High Commissioner for Refugees

UNICEF: United Nations Children's Fund WRC: Women's Refugee Commission

# Technical References

Block Leaders: Person(s) responsible for a particular block within a refugee settlement.

**Duty Bearers:** The broad category of officials and service providers

having responsibility for refugee well-being.

Refugee Welfare Chairpersons: Leaders of Refugee Welfare Committees elected by the committee members through a structured supervised democratic process.

Refugee Welfare Committees: A community self-management structure with members elected by adult, registered refugees. Each committee has 11 members.

Remand Period: Period an arrested suspect may legally be held in custody prior to a trial, conviction or sentencing.

Settlement Commandants: A public servant who is the administrative manager of all refugee settlements. This person is in charge of /supervises all Assistant Settlement Commandants who are each responsible for one refugee settlement.



# How to Use this Guide

This guide is drawn from a Women's Refugee Commission assessment of the key features and procedures of War Child Canada's three-pronged legal protection model as implemented with South Sudanese refugees in Northern Uganda. It summarizes that work and uses it to identify the most important lessons for ensuring legal protection mechanisms are in place at the onset of an emergency. It is meant to help build the evidence base on what may be a replicable model, or set of practices, for survivor-centered SGBV legal protection services in emergency settings; expand understanding of positive practices and lessons learned; and help humanitarian actors gain the competencies needed to uphold their SGBV responsibilities.

The body of this guide consists of four main sections. The first two sections are primarily descriptive, chronicling the background of this work, a literature review and War Child Canada's work to date, while the following two sections include descriptive as well as actionoriented information and recommendations.

- I. Background
- П. Introduction to War Child Canada's legal protection methodology
- III. Considerations for replicating the methodology in other contexts
- IV. Conclusion

# Background

# Sexual and Gender-Based Violence during Displacement

Refugee women and girls are exposed to epidemic levels of sexual and gender-based violence (SGBV) throughout their displacement; they are more affected by violence than any other population of women in the world.

In times of war and its aftermath, legal structures that traditionally protect women and children, including formal and informal justice systems and respect for the rule of law, break down leaving them vulnerable to abuse including but not limited to rape, early and forcedmarriage and domestic violence. The atrocities and abuses of war and the resultant culture of violence can become ingrained, creating a culture of impunity.

Legal protection, with its foundations in justice and security, is essential to conflict prevention, mitigation and recovery; it is essential in saving lives. International law recognizes that SGBV is a gross violation of fundamental rights as legislated in the UN Security Council Resolutions 1820 and 1325, the Convention on the Elimination of Discrimination against Women (CEDAW), and UN Refugee Conventions.

Attention to SGBV in humanitarian emergencies has expanded significantly since it entered the public lexicon in the late 1990s. This attention has included the development of tools and guidance, including the release of the revised Inter-Agency Standing Committee's (IASC) Guidelines for Integration Gender-based Violence Interventions in Humanitarian Action<sup>1</sup> and the International Protocol on the Documentation and Investigation of Sexual Violence in Conflict<sup>2</sup> which highlights that "the lack of accountability of those who commit crimes of sexual violence in conflict exacerbates impunity." Step-by-step

analyses and documentation of approaches for strengthening legal protection to both prevent and respond to SGBV, however, have been lacking, particularly in acute humanitarian contexts.

In order to strengthen legal protection for displaced populations, particularly at the onset of an emergency, it is essential to document and distill the best operational practices of anecdotally successful approaches that aim to reduce prevalence, address impunity, facilitate access to legal services, and ensure that law enforcement and justice responses are appropriate.

# A New Challenge: South Sudan

In December 2013, violence broke out in South Sudan, forcing tens of thousands from their homes; almost overnight Northern Uganda experienced a significant influx of refugees. Between December 2013 and August 2016, the United Nations High Commissioner for Refugees



A South Sudanese refugee arrives in Uganda

(UNHCR) registered over 218.000 South Sudanese refugees and asylum seekers alone in Uganda, with arrivals continuing daily. Approximately 120,000 new refugees from South Sudan are expected by the end of 2016, triple the original planning estimate, with the majority of those refugees to be women and children, as has been the case to date.3

As of February 2016, women and children made up 79 percent of all refugees in Uganda, including particularly vulnerable groups such as unaccompanied and

separated children, but also adolescent girls, pregnant women, young mothers and newborns, elderly, disabled women, and those orphaned and widowed as a result of the violence.

In response to the ongoing emergency, in particular the differentially high levels of vulnerability of this refugee population, in early 2014 War Child Canada participated in multi-agency assessments, including participating in the inter-agency assessment mission sent to refugee settlements in West Nile in January of 2014. As an operational partner of UNHCR, War Child Canada officially began legal protection operations in Adjumani in February 2014 and expanded into other settlements in the following months. The focus of its work was both to reduce the incidence of SGBV and ensure quality services for survivors from the very onset of the emergency.

# Literature Review and Summary

The literature review sought to identify and analyze key research reports and published tools on legal protection for victims and those at risk for SGBV to provide a summary overview of what has been done. what has been learned, and what tools have already been developed. Its main goal was to ensure that this guide complements, rather than duplicates, other existing informational resources and tools.

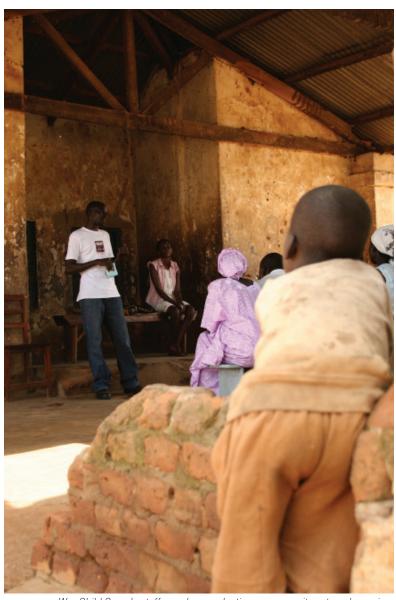
Given War Child Canada's goal of reducing incidence of SGBV in emergency settings, the review focused on tools, guidelines, recommendations and reports targeting justice sector actors focusing on SGBV. Based on the literature reviewed, there is a movement in the legal protection field toward understanding provision of legal services and addressing impunity as ways to prevent SGBV.4 However, to date it appears that the three-pronged Legal Aid, Awareness and Training (LAAT) model as developed by War Child Canada, in which community outreach, training of justice sector actors, and provision of legal services are mutually-reinforcing elements for prevention of SGBV, as well as response, has not been implemented by other actors. Or, if it has been implemented, there does not yet appear to be a published review of that approach.

In analyzing current practice, and what those in the field consider ideal in terms of comprehensive legal protection, findings underscored

that most legal protection programs emphasize one or two main preventative approaches, such as community outreach or training. Other findings are summarized below.

- A majority of research or program reports recount efforts in gender-sensitization training for police and other justice sector actors, also addressing factors contributing to SGBV, but emphasize SGBV response and not prevention.
- Where there are programs involving awareness-raising or training with justice sector actors, much of the literature recommends that these include community members, as is a War Child Canada practice.
- While there are few toolkits aimed specifically at engaging the justice sector in SGBV prevention, there are toolkits<sup>6</sup> and research papers<sup>7</sup> that include reference to the prevention role that justice sector actors could take.
- In terms of community outreach and training, most frameworks have involved training representatives from women's rights organizations in SGBV and legal rights, and many address implementation of early warning response systems within police forces. Some recommend working closely with community leaders on reforming informal justice systems to better represent survivors of SGBV. Very few carry out these activities on an integrated basis.
- The provision of legal services in relation to SGBV appears to have focused on connecting survivors of SGBV with legal clinics, lawyers, and/or courts. The literature did not show that legal service provision has been used as part of an integrated set of preventative measures, as in the War Child Canada project. War Child Canada's use of legal services for SGBV survivors, itself crucial, also works to reinforce with justice system actors and the community alike the emphasis on women's and children's rights under Ugandan law that War Child Canada maintains in its community outreach and trainings.

In sum, the literature reviewed reflected a tendency of legal protection programming to prioritize one particular strategy, such as police training or community outreach, over more comprehensive or integrated programming approaches. Further, it tends to focus on justice sector response activities, neglecting opportunities for engaging in mutually-reinforcing prevention and response programmatic strategies. War Child Canada's three-pronged approach, especially as a tool to highlight prevention, is unique in both scope and integration.



War Child Canada staff member conducting a community outreach session

# War Child Canada's Legal Protection Model

# History

War Child Canada has been implementing legal protection programming in Northern Uganda since 2007, offering direct legal aid (formal and informal), community awareness and training of legal duty bearers including police.

With the influx of South Sudanese refugees, War Child Canada adapted the approach to include mobile legal services, training with security officials responsible for refugee settlements and increased community awareness on refugee rights.

As a first step in confronting the new refugee emergency, War Child Canada conducted a SGBV safety audit in the South Sudanese settlements. The audit detailed a daunting array of legal system issues acting as barriers to accessing services by SGBV survivors, including corrupt officers demanding financial incentives to report cases, delays in gathering evidence, poor documentation of evidence, missing files, survivors not being able to afford a lawyer or transportation to court, requests by some police stations that survivors provide food for the perpetrator in custody until transfer, and lack of follow-up of cases. Compounding this situation for survivors was the disintegration of civil society and traditional community-based protection mechanisms.

Early on it became clear that there was a lack of evidence on how best to establish legal protection services at the onset of an emergency to not only ensure SGBV survivors have the legal services needed but, on a broader scale, to avoid a culture of impunity starting in the first place.

While other organizations provide legal services in Northern Uganda, only War Child Canada may take clients through the official court

system. A critical feature of War Child Canada's approach is that its three main prongs - Legal Aid, Legal Awareness and Training of Legal Duty Bearers – are mutually reinforcing. For example, War Child Canada trains police (duty bearers) to appropriately investigate SGBV cases, and includes them in community information and training sessions to improve communications and trust, thereby increasing the likelihood that community members will report violence.

Another important feature of War Child Canada's work is its close coordination with Uganda's Justice, Law and Order Sector of the OPM, other Ugandan ministries, UN agencies and implementing partners, as well as community leaders among the refugees, to help achieve its impact.

# War Child Canada's Model and Lessons Learned

War Child Canada acknowledges that its model has been evaluated in only the one context and that there is room for expansion and improvement. However, pre- and post-tests from trainings, combined with participatory discussions, key informant interviews and shortterm monitoring, have shown War Child Canada's legal protection model in the refugee settlements of Northern Uganda has been timely, effective and appropriate, with activities having enhanced the protective environment and strengthened the response to SGBV.

Key indicators for success have included increased access to legal services, increased knowledge and capacity of duty bearers, and increased knowledge of human rights and SGBV by communities. What had not been undertaken until the present, however, was a formal assessment of that work with a view to potential replication or adaptation at the onset of other humanitarian emergencies.

The following details War Child Canada's three-pronged methodology for legal protection in emergencies and includes lessons learned for each of the three areas. It is important to note that not every feature of War Child Canada's work that is listed here will be appropriate to all circumstances. As one clear example, it would be impossible and arguably pointless to register as a local law firm in an emergency within a failed state.

# War Child Canada's Legal Protection Model

Legal Aid: provision of legal aid services to women and child survivors of SGBV

To address the needs and constraints of the refugee community, War Child Canada provides legal aid services including legal counseling, mobile clinics, court representation and volunteer training.

In all aspects of work, a survivor-based approach is used.

Legal Training: Training and Capacity Building with legal duty bearers

A critical part of working in legal protection during emergencies is ensuring that legal duty bearers are adequetly trained on SGBV case response laws, regulations and proceedings.

See Annex B for a sample training agenda.

### Community Awareness: Outreach and awareness-raising

A range of community awareness activities are conducted in multiple languages and focus on SGBV, women's and children's rights, Ugandan law and available legal services.

#### These activities include:

- Open-air information sessions
- Engagement with youth clubs
- ·Radio outreach
- Community dialogue

## 1) Legal Aid: Provision of legal aid services to women and child survivors of SGBV

#### War Child Canada's Model

As a locally registered law firm in Uganda, War Child Canada has unique standing with the Ugandan government and the legal system. A core element of its work with refugees has been activities to fill the significant gap in legal services for women and children survivors of SGBV, to curb the prevalence of perpetrators' impunity and to ensure the individual needs of survivors are met and their realities taken into consideration.

To address the specific needs and constraints of the refugee community, War Child Canada introduced mobile legal clinics to avoid refugees needing to travel long distances and/or incur travel costs to access services. Legal aid services have included: legal counseling or referrals in-person (with attorneys) via settlementbased help-desks, mobile clinics and/or through a toll-free legal hotline; alternate dispute resolution (mediation) including training community leaders on mediation techniques; and court representation in civil or criminal cases. A key element in support of this work is the recruitment and training of volunteers to support legal referrals and provide information on services within communities. In all aspects of its legal service work War Child Canada prioritizes a survivor-centered approach, tailoring services to individual's needs and monitoring client satisfaction and staff accountability.



Training session with lawyers conducted by War Child Canada

"Good things - they [War Child Canada] support victims. Referral and follow up of cases. They are trusted. They do well in court. It's acceptable they work in the formal system."

Government Representative, Adjumani

Support to survivors begins the moment a crime is reported and includes the provision of transportation, food and other necessary essentials for the survivor and witnesses as they register at the police station, undergo exams at the health facility and take their cases to court. The legal advocate at War Child Canada prepares and guides the survivor on the court process and advocates on behalf of the survivor throughout the legal process.

An important component of War Child Canada's legal services is its responsiveness to the context by acknowledging and supporting the role of the informal or traditional legal sector; a majority of respondents reported that they prefer traditional mechanisms for legal redress, such as mediation or alternative dispute resolution. War Child Canada conducts mediation and trains communities and community leaders to distinguish between cases that are criminal and must be addressed through the formal system, and cases that can be mediated.

Throughout its legal aid work with survivors, War Child Canada also works to identify what other services, such as health care or safe housing, they need and then facilitates and monitors their access to those services. War Child Canada has also taken on a leadership role in seeking to improve SGBV referral systems writ large within the refugee settlements. This work takes place through engaging with community-based protection committees (CBPCs), legal duty bearers, and international humanitarian partners in discussions to develop and maintain an up-to-date map of services and linked referral pathway. The main goal of these ongoing dialogues has been to clarify which services are provided by which partner, and to map (and continually update) a clear referral pathway so all partners can use it to inform refugees of when and where to access which type of protection

services. War Child Canada organized a number of settlement meetings to publicize the referral pathway with main refugee support personnel, including police and CBPCs, so that they too can help inform refugees on how the referral pathway works.

At the more macro level and outside of the immediate emergency context, War Child Canada is at the forefront of efforts to strengthen the capacity of legal aid service providers across Northern Uganda. This has included working in partnership with the Legal Aid Service Providers Network to develop an information-management system tailored to the needs of Ugandan law firms. The main goals of this work are to streamline case management, boost referrals among organizations and to allow for more robust data collection on human rights abuses.

#### Lessons Learned

Register as a local law firm, if possible. War Child Canada was already registered as a law firm in Uganda prior to the onset of the refugee crisis, placing it in a strong position to immediately provide comprehensive legal protection. Its standing within Uganda's strong legal system, and its efforts to build local legal capacities, has helped strengthen the success of the model, as it allowed the organization to pursue cases via official legal channels. It has also conferred validity on its training and community outreach work, and conveyed respect for local legal norms and procedures.

If it is not possible to register as a law firm, the identification of local lawyer and/or law firms can be included as part of the initial needs assessment. It is not necessary that any one organization be directly responsible for all aspects of legal protection and, as such, referring cases to locally trusted and reputable lawyers or law firms would be one solution. However, in those cases, it would be critical to follow up with clients to ensure that they are satisfied with services received and that the lawyers are following up on their cases in an appropriate and timely manner.

Develop capacity to work within informal legal systems. Recognizing and working to strengthen both the informal and formal legal systems, including alternative dispute resolution/mediation, is important. Mediation has proven to be a largely preferred avenue for legal redress and is appropriate in cases that fall short of actual crime under Ugandan law. In emergency contexts lacking a functioning official legal



A community outreach session on women's rights

"Having an NGO registered as a legal provider improves the relationship with the police and opens the NGO for the government to easily follow up its activities and performances. Above all, it helps in legal representation."

War Child Canada Uganda Staff Member

system, informal or traditional legal systems and mediation must be emphasized as the main source of redress.

Liaise with and work through local structures. Using existing structures including local government, community leaders, cultural leaders, religious leaders, refugee welfare committees. women's groups and block leaders can provide for both a faster response and a more sustainable one. Comprehensive assessments of what exists and what is respected by local communities are critical before starting any new committees or structures.

Establish clear referral pathways. War Child Canada has found that, particularly with other organizations providing SGBV and/or legal protection, there must be clear delineation amongst those partners regarding parameters of responsibility. War Child Canada has been a key player in strengthening the referral pathway among legal service providers and duty bearers in the refugee settlements, seeking to maintain a clear delineation of which partners are to do what, and what roles official duty bearers have.

Most survivors of SGBV require, in addition to legal services and support, tailored referrals to other humanitarian providers for medical care, psychosocial support, safety, housing and livelihood support. Being involved in maintaining the referral pathways, including facilitating medical examinations, safe housing, and economic and employment support in cases where abusers are main bread-winners, is important in legal protection. As many of the SGBV cases are integrally bound up with economic need or dependence (such as in cases of domestic violence or early marriage), War Child Canada has found that many survivors require referrals to livelihood programming. Maintaining the integrity of the pathway over time - ensuring it is updated to reflect entries and exits of services providers and duty bearers in the settlements - is critical.

Provide holistic support to survivors. War Child Canada has operated with a holistic and survivor-centered approach, focusing on the material and economic well-being of survivors, in addition to legal redress. This has included such things as providing transportation to and from courts and funds for food on the day of court and/or other important days. Where possible, War Child Canada also refers survivors to other programming such as economic development (as previously noted) or education.

Plan for community-based part-time worker and volunteer roles and needs. Depending on what roles they are expected to perform, support and/or compensation for community-based volunteers must be clarified up front and budgeted for, such as for equipment, personal identification or travel. Expectations with part-time employees must be similarly clear, including the boundaries of their roles for assisting survivors. Organizations should be vigilant to ensure that volunteers and/or workers do not become overly fatigued in their work or have expectations that exceed what is able to be provided.

Ensure all active cases can be closed before exit. This is a complicated but essential factor as it relates to the expectations of donors, most of which plan project time-lines by months or years, versus by outcomes. Ensuring that all legal cases are seen to the end, either by the exiting organization or by arrangement with another organization, is essential to ensure justice for SGBV survivors and discourage a culture of impunity. It is imperative that organizations not encourage survivors to seek legal recourse and then not stay with them until the end of the case; this results in a significant level of distrust but, more importantly, can be dangerous to the survivor.

Identify and plan for other local barriers. Barriers to effective legal protection can vary by context. Such barriers can be logistical, including poor reception for toll-free helplines, as was the case with War Child Canada. They can also be due to poor legal infrastructure, such as adjournment of cases due to lack of judges, dismissed cases due to weak/poorly collected evidence (perhaps as a result of inadequate filling of forms or missing documents), and lack of lawyers for suspects, resulting in their release once the remand period is over.

Other barriers to reporting SGBV cases include economic and social dependence on husbands or other male family members, stigma and cultural beliefs around violence against women and reporting. Reporting instances of SGBV carries stigma that can includes fear of retribution by the perpetrator and/or their family, fear of being ostracized from one's own family, fear of the victim being blamed for the attack, or other negative consequences.

# 2) Legal Training: Training and Capacity Building with legal duty bearers

## War Child Canada's Methodology

A critical part of working in legal protection during emergencies is ensuring that legal duty bearers, including police, judicial officers, local government, health practitioners and non-governmental organization (NGOs), are adequately trained on SGBV case response laws, regulations and procedures.

War Child Canada's curriculum includes sessions on but is not limited to: women and children's rights; Ugandan and refugee law; identification of SGBV cases; reporting mechanisms; and the referral pathway, including such details as the forms that must be filled out and information taken. Trainings generally run for three to five days. (See Annex C for a sample training agenda.) Participants often engage in more than one training session for interactive learning on such issues as legal requirements for refugee protection, and the need for thorough and well-documented case investigations. War Child Canada measures the performance of trainees and the effectiveness of trainers via pre- and post-tests to ensure participants have engaged with the material in the trainings. (See Annex D for an example of these tests.)

At the request of police trainees themselves, police are regularly included in community outreach and information activities (community outreach is discussed in detail further in this guide) in order to build community trust and willingness to report cases of violence, as well as sessions with settlement leaders. Training for health system personnel, who often are responsible for providing key information in SGBV cases, is less emphasized, and War Child Canada considers this an area for further expansion.

#### Lessons Learned

Design trainings to meet the needs of different targeted duty bearers.

War Child Canada has designed trainings to not only fit the particular context but also to fit the needs of the different targeted groups, including policy-makers, the judiciary, police, government officials, health workers and CBPC members. At the same time, participants

have expressed appreciation that different stakeholders are present at their trainings, such as police and judiciary officers at community trainings, or religious and cultural leaders at police trainings.

Ground the learning in traditional values and cultural norms and beliefs. War Child Canada's sensitization approach involves multiple trainings of particular groups or communities, taking into consideration cultural norms and beliefs, especially those that underlie causes of SGBV or barriers to reporting. For example, in the case of trainings with community elders or traditional leaders, it is important to understand strong cultural beliefs, such as the validity of child marriage, in order to be able to counter them with information on local laws and consequences.

Structure trainings to fit the local context. A main challenge to the effectiveness of trainings and continuity of SGBV services can be the high turnover of official duty bearers during an emergency. For this reason, War Child Canada found it necessary to offer more frequent trainings in the same locations to fill the knowledge gaps. At the same time, it is important to offer trainings that allow for different schedules so that target groups do not have to miss work or be away from their post for excessive periods of time.

Additionally, given the intensity of the onset of the humanitarian emergency in Northern Uganda and the sensitivity of SGBV, War



Female officers march during International Women's Day celebrations in Northern Uganda

Child Canada found it essential to offer refresher courses for key duty bearers in the referral pathway to help with ensuring survivor-centered responses. Such refresher courses can also serve to introduce additional topics tailored to changing needs.

War Child Canada has also identified the need for developing a more robust and language-appropriate set of training materials that trainees may take with them. Such resources could include pamphlets for the volunteers themselves that reiterate key training messages and posters or other pictorial materials for volunteers to use in educating community members.

Include a deliberate focus on training healthcare personnel. In the Northern Ugandan context, trainings for healthcare personnel were limited compared to other duty bearers, even though they play a vital role. This will likely change by context, with some contexts providing extensive trainings for healthcare personnel while excluding other groups. In this specific context, healthcare professionals are responsible for completing different forms for SGBV survivors, forms that can be critical pieces of evidence in court. Healthcare workers are not subjected to as many transfers as police officers, and an investment in training them may well provide for more sustained benefit to survivors. Such trainings should emphasize such topics as sensitivity to survivors, court proceedings (including the forms that courts require) and the importance of privacy and confidentiality.



Training of Trainers. A risk for any organization is the need for it to exit an emergency situation before sufficient training of duty bearers has occurred. In response to this reality, War Child Canada considers conducting training-oftrainers courses and establishing partnerships with training institutes, where they exist.

Evaluate training effectiveness. War Child Canada holds monthly meetings with CBPC members, conducts client feedback surveys and posts training evaluations to help modify their programs after they have

begun. However, it also recognizes the value of expending more effort to evaluate its trainings in order to ensure effectiveness. Additional strategies could include monitoring of its trainings by outside program auditors, and the development of self-directed diaries or logbooks for volunteers to track and assess the strengths of their trainings in order to feed into group learning activities.

Be mindful of boundaries of community volunteer roles. War Child Canada has found that its training of community volunteers has at times resulted in unintended pressure on them. Volunteers have at times found themselves attempting to capture perpetrators, conducting mediation at night, spending personal resources for such things as transport, flashlights and fuel, accompanying victims to police stations or health centers. As noted in the previous section, it is important to be clear in trainings around the boundaries of volunteers' roles, and not to ask them to put themselves at financial or physical risk.

# 3) Community Awareness: Outreach and awareness-raising

# War Child Canada's Methodology

To raise community awareness on SGBV and legal protection, War Child Canada's initial approach at the onset of an emergency is to enlist the support of necessary levels of government, local leaders and locally recruited volunteers (as time permits). SGBV cases are often first identified. through local community leaders. including block leaders, Refugee Welfare Committees, and CBPC members. Working within existing community structures is vital for effective follow-up and monitoring of program outcomes as well as to the long-term sustainability of program impact.

"Primary protection needs – there's not enough sensitization yet. Not only for the women and children in settlements, but even in the entire district. The host communities too do not always know what law is, what these cases are, so we need a lot of sensitization to help us and help the communities "

Legal Representative, Adiumani

War Child Canada conducts a range of community awareness activities on SGBV, women's and children's rights, Ugandan law and available legal services, including the organization's own legal protection programming. These activities include:

- Open-air information sessions. War Child Canada hosts wellpublicized facilitated outdoor sensitization sessions for refugees, improving the capacity of refugees and host community members in the prevention and response to SGBV within their settlements. These sessions touch on a number of topics related to SGBV, with a common thread being education on Ugandan law, definitions of SGBV and women and children's rights.
- Radio outreach. Regular legal panel discussions on local radio stations are critical in engaging community members in SGBV awareness and legal protection issues. Panel discussions are broadcast in multiple languages ensuring they are accessible to both refugee and host community populations. Panel members

can include community leaders, health professionals, police, CBPM members or others. All panel discussions feature a call-in portion where listeners are encouraged to call the station to ask questions or provide comment on the topic(s).

- Community dialogues. War Child Canada brings together refugee welfare chairpersons, youth, children and women, Refugee Welfare Council representatives, CBPCs, police, settlement commandants, and elders to improve their capacity to respond to survivors of SGBV and contribute to prevention of future incidents. This approach creates a forum with which field staff can engage additional volunteers, collect information from the settlements, and/or identify individuals interested in volunteering with other aspects of programming, including youth clubs.
- Engagement with Youth Clubs. War Child Canada has formed youth clubs in the refugee settlements to strengthen protection strategies to mitigate against SGBV occurrences and to support survivors in obtaining justice. The clubs' capacity is strengthened through monthly mentorship meetings and they have played important roles in organizing SGBV sensitization meetings at churches and playgrounds within their settlements. Football competitions are also organized and serve a dual purpose of bringing together groups who might not be on speaking terms and convening a large group who can be reached with key messaging.

#### Lessons Learned

Prioritize sensitization and community outreach and education. The refugee communities with which War Child Canada is working have continually reiterated the need to continue and/or expand community awareness to both reduce SGBV and increase the likelihood of reporting. Community outreach is a key entry point into SGBV work in emergencies. Targeted outreach with specific sub-populations is

"War Child Canada -sensitization - it makes the community know the Ugandan law and dangers - If you do this, you'll go to prison. It's helped reduce violence."

Community Leader, Koboko

also important such as elders, persons with disabilities or traditional leaders. The refugees with whom War Child Canada works have been extremely receptive to these smaller outreach sessions.

Conduct mass awareness campaigns. In individual interview and participatory discussion groups, refugees reported appreciation of and responsiveness to War Child Canada's work conducting mass awareness through high-coverage media platforms, i.e. radios and public address systems. However, community awareness can also start at the individual level, through help-intake desks, ensuring refugees who have recently arrived are aware of the local referral system and how to access more information i.e. through radio.

Address the needs of host communities. In humanitarian emergencies, especially when developing strategies for community buy-in, host communities should be offered similar services as refugees when living in the same districts. A critical feature of War Child Canada's trainings and awareness-raising activities is that they deliberately bring together host and refugee communities. Activities are also offered in multiple languages (up to four or five languages or dialects can be present at one activity), ensuring that they are accessible to all.

Engage women as community SGBV leaders. In War Child Canada's experience it is mostly men who attend the community awareness campaigns and who act as SGBV prevention and response leaders, with women either reportedly too busy, or having been discouraged by their husbands to attend. This gender imbalance manifests as barriers for women both in accessing information and in resolving SGBV cases, as male leaders can often sympathize with men. Actions to enable access of women to awareness sessions may include conducting campaigns that only target women, and engaging and training more women to act as leaders in raising community awareness on SGBV. This in itself can provide a safer space for women to report SGBV issues.

Include community members in awareness campaign design. Include community members, particularly of targeted sub-populations, in the design of the awareness campaigns and allow them to participate in identifying their knowledge gaps and needs.

Emphasize supportive features of local law. In the case of South Sudanese refugees, for example, traditional customs can be at odds with Ugandan law, particularly as it governs the treatment of women and children, including early and forced marriage. For this reason, War Child Canada has emphasized awareness campaigns that focus

on Ugandan law and punishments that may be applied for particular SGBV offenses. Participation of police representatives in community information sessions has helped reinforce this approach, and helps community members feel more comfortable with police and thus readier to report cases of violence.

Plan for costs to participants. To ensure future participation and to address real-life financial circumstances of refugees, it is helpful to foresee any potential need to reimburse participants for costs resulting from attending awareness programs, such as transportation. To avoid or minimize such costs, War Child Canada conducts roaming community events to cut down on the need for participant travel, and provides light snacks and drinks.



Participatory discussion group

"The other thing we did was educate them – the refugee community - on issues of law. Small basic laws. The age of consent. The law in Uganda. You must be above 18 years - we had to make this very clear to them. We found that they would go to South Sudan with young girls, marry them and bring them back. A child is a child. We took time. And the police joined us in this campaign to let the refugees know some basic laws of Uganda."

Local NGO Representative, Adjumani

# Before Going In: Considerations for Replicating the Model in Other Contexts

#### Legal System Context

War Child Canada's three-pronged legal protection model is particularly effective in Uganda thanks, in part, to a functioning legal system. In contexts where a national or regional legal system is not functioning, however, or where it is not realistic in a fast-paced emergency onset to register as a law-firm, implementation of the community awareness and legal duty bearer training elements of the model, along with a stronger emphasis on informal mediation strategies, is appropriate to assist with reducing impunity. As previously noted, local lawyers or law firms can also be identified, in

> lieu of registering as a law firm, with cases then referred to them.



Women in Afghanistan learn about their rights

#### Sustainability and Training

Building capacity at the community level and of duty bearers are both important measures of sustaining programmatic impact. Threats to this approach very often include frequent turnover of duty bearers and fatigue of community volunteers, who can become stretched. To address these challenges, organizations can conduct periodic trainings of trainers, who can then take on additional trainings both to increase the number of community volunteers and address the continuous turnover of duty bearers. Such a forward-looking approach can also help mitigate the effects of an institutional exit from a

given emergency, particularly if the investment has been made in linking with local training partners, such as government or academic institutions.

Another threat to sustainability is in legal representation, mainly due to the nature of short-term or insufficient funding. For example, funds might allow an organization to only have one or two lawyers/advocates covering a large population. This limitation needs to be addressed up front in projects, whether by acquiring longer-term funding, ensuring donor agreement to case-closure in all instances before grants are terminated and/or training more local lawyers on handing SGBV cases. Another approach could be ensuring that the different elements of the LAAT methodology are taken up by local organizations working on legal protection and SGBV so that no one organization is necessarily responsible for all components.

### Coordination with Other Organizations

Mapping of other humanitarian agencies or organizations providing services within a refugee setting is important to help identify critical partners and prevent programmatic overlap or duplication. Such work is also a critical first step to joining and/or helping to create a referral pathway. In an emergency context where the Cluster system is active, this information can be provided through the relevant Cluster(s). If the Cluster system is not active, this mapping should be done as soon as possible after the onset of the emergency.

### Geographic Dispersion and Coverage

In the War Child Canada program, findings suggested discrepancies in knowledge about and access to legal protection services when comparing populations near services to populations living far from services. Organizations should make the effort to plan investments in more distant communities in their legal protection catchment areas that may have greater financial challenges and social barriers than those living closer to services. Again, training of trainer strategies may be useful to help organization coverage of large regions, especially emphasizing selection of participants based on geographical representation. Additionally, as previously noted, this can also be addressed using a 'mobile' approach, such as the one used by War Child Canada in Northern Uganda where services are brought to the settlements, avoiding the need for beneficiaries to travel long distances.

### Differential Perceptions of Violence

Duty bearers dealing with emergency onset contexts, such as the influx of refugees into Northern Uganda, should be sensitive to the possibility of pervasive SGBV before traumatized survivors are prepared to report it (meaning that actual occurrence of SGBV may be much higher than reported rates), and plan community outreach accordingly. However, organizations should also find solutions for anonymous reporting as well as methods that make it easy for a survivor to seek help while maintaining confidentiality. For example, if everyone knows that one person is a lawyer for SGBV cases and sees someone talking to that lawyer, they could immediately assume that person has an SGBV issue/ is a survivor and, as result, their right to confidentiality is gone.

### Accountability for and Documentation of Program Processes / **Outcomes**

Going in to a fast-moving humanitarian emergency and intending to provide legal protection for SGBV, it is essential at the outset to establish realistic accountability mechanisms for affected populations to ensure well-grounded, professional and trusted programs. When eventually able, organizations should invest in planning, monitoring and evaluating. It is not always possible at the onset of an emergency to engage in long-term planning and/or develop a comprehensive monitoring and evaluations system. This could include producing an annual plan to record baselines, setting longer-term targets and choosing measurable indicators that will inform its planning process and activities going forward, past the initial emergency phase.

### Planning for Programmatic Agility

Organizations implementing legal protection in emergencies must be prepared to modify their approaches to fit contextual needs and external factors. Such factors can include short-term funding for longer-term needs; short spans for suspects' remand; slow or improperly completed medical verification of evidence; improperly completed or incomplete legal forms; extraneous expenses, such as transporting witnesses and survivors to court; sensitive SGBV cases being heard in common court; poor record-keeping; judge scarcity; and corruption of duty bearers.

Having a prepared risk mitigation plan when going in can help minimize the impact of such factors. Additionally, working with government actors and local partners on solutions to such barriers can help. Government actors can help to set, reinforce and/or change policies at the regional or national level and are critical stakeholders in the training of legal duty bearers and holding them to account.

### Exit Strategy

Planning an appropriate exit strategy during the program design phase is critical, as is clarifying with the target population how that will take place and when. The exit strategy should take into consideration effective handover of open cases, as previously noted, which can go to local lawyers, law firms and/or other INGOs working in legal protection.

Whether or not community awareness and training of legal duty bearers continues as part of the exit strategy should be a discussion with both community members and stakeholders, inclusive of duty bearers themselves. These discussions should happen well before the exit strategy starts and give everyone the opportunity to have a say in what they feel should/needs to continue and who they feel is best suited to take on the responsibility.



Referral pathway at the entrance of a refugee settlement in Adjumani

## Conclusion

War Child Canada has applied its LAAT model to meet the legal protection needs of refugees in Northern Uganda, placing the wellbeing of the survivor at the center. This responsiveness to local needs and contextual barriers has played an effective role in building the trust of the community and earning respect within the legal and judicial system, which in turn has enhanced the protective environment and strengthened the response to SGBV.

War Child Canada recognizes that not all of the features of its threepronged LAAT model are possible under all circumstances. Of the three prongs, community outreach and education is the strongest anchor; it can begin from the first day an organization enters an emergency, and continue throughout its tenure.

What is essential is recognition of the LAAT model's core spirit: the placing of the survivor or woman or child at risk at the center of all planning, with the tailoring of preventative and response activities designed accordingly. Flexibility of action, including forging opportunistic partnerships with other organizations with similar goals, a culture of listening to the community, and careful work to ensure synergies among program activities, are all crucial to increasing legal and community accountability for SGBV, and to increase measures of safety for women and children.

### Annex A. Documentation and Investigation of Sexual Violence in Conflict

The following is War Child Canada's statement on the International Protocol on the Documentation and Investigation of Sexual Violence in Conflict. The protocol outlines basic standards of best practice on the documentation of sexual violence as a crime under international law

War Child Canada works to address one of the greatest challenges facing humanity today: the impact of war and violence on children. During war and conflict, child protection mechanisms break down, leaving children at risk of abuse, exploitation, neglect and violence. Unfortunately, the atrocities and abuses of war can become ingrained in society and culture, even post-conflict, with a culture of impunity, placing children's lives at risk.

War Child Canada is dedicated to overcoming this and ensuring that children's rights are both understood and respected by children themselves, their families, communities and countries.

Crucial to the achievement of this goal is a global effort to increase action on both prevention and accountability for all forms of sexual violence in conflict. This is why War Child Canada stands behind the recently launched International Protocol on the Documentation and Investigation of Sexual Violence in Conflict. With a focus on promoting accountability for crimes of sexual violence under international law, the Protocol serves as a tool to support efforts by national and international justice and human rights practitioners to effectively and protectively document sexual violence as a crime under international law.

For over a decade War Child Canada has been working to fight impunity and hold perpetrators of sexual violence accountable. As an organization working to provide access to justice to women and child survivors of SGBV, War Child Canada will actively incorporate key elements of the Protocol into its work training justice and legal actors in Uganda, providing access to pro bono legal aid for SGBV survivors

including South Sudanese refugees in Uganda and women prisoners in Afghanistan, and raising awareness amongst communities in the Democratic Republic of the Congo.

Throughout Northern Uganda, War Child Canada, a registered law firm, provides access to justice programming for survivors of SGBV and child abuse through community outreach, capacity building and provision of legal services. In response to the South Sudan crisis, the organization is working in the South Sudanese refugee settlements to deliver essential and life-saving protection services to newly arrived refugees. In the Democratic Republic of Congo, War Child Canada conducts community outreach and training of local women's organizations to prevent and respond to SGBV. War Child Canada also recently expanded its justice programming to Afghanistan where the organization is working to improve access to quality legal and social services for vulnerable and at-risk women and young women through direct legal aid counseling, psychosocial support and a legal aid toll-free hotline.

### Annex B. Case Study

Rose, a 29-year-old mother of three, was once a businesswoman. She provided laundry services and traded merchandise from Uganda to South Sudan. Sadly, she was in a marriage riddled by domestic violence, but she stayed with her husband, thinking things would get better with time.

"I would forgive him and let it pass."

It was only when her husband used a piece of wood to hit her - nearly breaking her leg - that Rose decided she needed to leave. She gathered her children and went to stay at her sister's house.

Staying with her sister, Rose thought she was safe. She never suspected that one day her husband would be hiding behind the curtains, armed with a machete. She barely escaped with her life, and was permanently maimed in the attack. She sustained injuries to her head, neck, and chest and lost four fingers as she tried to defend herself.

Rose was in the hospital for almost a year, while her sister and her landlady - who had witnessed the attack - followed up on the incident with the police and the court. Unfortunately, her sister was unable to both look after Rose's children and spend enough time pursuing the case, so it was dismissed.

It was through the persistence of the landlady, who searched tirelessly for a way to have the suspect re-arrested, that Rose's case once again gained traction. While speaking with refugees in the area, she learned about War Child Canada and the legal aid services they provide. She made the report, and War Child Canada followed up with Rose soon after

"Once we got in touch with War Child Canada, the case was taken back to court, the suspect was re-arrested and is in custody, and the matter is being prosecuted," Rose told us.

After going through this process, Rose says she has learnt there are good people in the world willing to help the helpless, and she now knows how to properly report domestic violence cases.

"I almost died because I didn't know what to do - I just ran away to my parents when he beat me."

Rose was assisted by War Child Canada's programs which provide access to justice for survivors of SGBV in South Sudanese refugee settlements in Uganda.

## Annex C: Sample Legal Duty Bearer Training Agenda

TRAINING PROGRAM FOR COURT SUPPORT WORKERS /INTERPRETERS ORGANISED BY WAR CHILD CANADA

Main Objective: Strengthen capacity of interpreters / court support workers to assist in legal matters through providing post-court follow up to refugees when they are to appear in court.

### Day One

TIME	ACTIVITY	RESPONSIBLE PERSON
8:00 - 9:00	Arrival and Registration	Training Officers
9:00 - 9:30	Official Opening of the training	Chief Magistrate / RD0
9:30 - 9:40	Introduction and reconnecting	All
9:40 - 9:50	Overview of War Child Canada Programming in Uganda	Protection Officer / Project Manager or Training Officer
9:50 - 10:20	Pre-test evaluation	Training Officer
10:20 - 10:50	BREAK TEA	Service provider
10:50 - 12:00	Understanding of SGBV prevention and response in acute emergencies -key concepts of SGBV -Forms, Cause and effects -Prevention and Response mechanics	Training Officer / Protection Officer
12:00 - 13:00	Legal Frame Work -Overview of Uganda's criminal and civil justice systems -National and international laws in relation to refugee rights -Rights and duties of refugees	Legal Officer
13:00 - 14:00	LUNCH BREAK	Service Provider

14:00 - 15:00	14:00 - 15:00 Cont. Legal Frame Work	
15:00 - 16:00	Court ethics -The Dos and Donts of court rooms -How to address court officials	Advocate / RSA / Chief Magistrate
16:00 - 17:00	The procedure for trials -Trial's in the magistrate's court -The High Court -Family and Children's courts	Advocate / RSA / Chief Magistrate
17:00	EVENING TEA	Service Provider

## Day Two

TIME	ACTIVITY	RESPONSIBLE PERSON
9:00 - 9:30	Recap of day one training	Training Officers
9:30 - 10:30	The structure and layout of the court system in Uganda	Advocate / Legal Officer
10:30 - 11:00	BREAK TEA	Service Procedure
11:00 - 12:00	Witness support and management	Advocate / Legal Officer
12:00-13:00	The art of court interpretation	Advocate / Legal Officer
13:00-14:00	13:00-14:00 LUNCH BREAK	
14:00-15:00	Obstacles to access to justice by survivors of SGBV	Legal Officer
15:00-16:00	Roles of the court support staff in prevention and response to SGBV	Protection Work
16:00-16:30	EVENING TEA	Service Provider
16:30-17:00	Review of the training objectives and outcome	Training and Outreach Officer
17:00-17:30	Post-evaluation	Training Officer
17:30	Closure and departure at will	ALL

## Annex D: Sample Pre/Post Test for Legal **Bearer Training**

#### POST-TEST EVALUATION

Safe from the Start: Justice for Survivors of Gender Based Violence in Acute Emergencies: Judicial officers Training Post-Test. To be filled at the end of the training

All information in this questionnaire is ANONYMOUS, please answer honestly.

Position/ <sup>-</sup> Date:	_	_		
Age:	18 – 36 🗌	36+		
Sex:	Male $\square$	Female 🗌		
First time t	tick in the box that training Seco	nd time Tra	ining more than 3 times	
According to your own experience and knowledge gained from the training, could you please rate the training from the range of 0 – 100 percent? (Tick one box)				
□ 0-30%	□ 30 - 50%	☐ 50 − 80%	□ 80 – 100%	

### Part 2: Checking Your Knowledge on GBV Concepts and Terms

Review what you know about GBV concepts and terms. Read the following scenario and answer the questions below.

A displaced woman fleeing with three children from armed conflict approaches an armed soldier at a checkpoint. The woman has been separated from the rest of her family and community; she is seeking refuge at a town on the other side of the checkpoint. The soldier asks the woman to give him some money to go through the checkpoint (there is

no fee - he is asking for a bribe). The woman explains she has no money and nothing of value to offer. The soldier tells the woman that he will let her through if she has sex with him. The woman agrees. The man is very rough and the woman feels pain while he is inside of her. She tries not to cry in front of her children.

Did the	e woman consent to sex? (1 Mark)
	Yes
	No
Is this	an incident of gender-based violence? (1 Mark)
	Yes
	No
-	why is this an incident of gender-based violence? Check all that [2 Marks]
a)	It was based on an unequal balance of power between the soldier and the woman
b)	It was painful to the woman
c)	It violated the woman's human rights
d)	She gave her consent to have sex
e)	It involved the use of force
	re the likely effects this woman would suffer in the above io? (Check all that apply) (3 Marks)
a)	Physical injuries, sexually transmitted infections including HIV, unwanted pregnancy, unsafe abortion
b)	Emotional anguish
c)	Rejection from family, social stigma and social rejection, problem on interpersonal and social relationships
d)	None of the above
1.	In case this incidence is brought to your attention, as a well-known judicial officer what will you do to ensure the Survivor (Women) receives justice? (3 Marks)
al	Mediate the cases

b)	Take statement and referral to relevant authorities at the settlement/ village.			
c)	Follow up the case to ensure that the survivor receives the necessary services			
d)	Blame the survivor and encourage the survivor not to report because it's against culture			
e)	Other			
	ll that apply			
i. (a ar	nd b) ii. (b and c) iii. (d and a) iv. (a, b, c and d)			
Part 3:	Checking Your Knowledge on Refugees Rights			
prosect release the next has the	year old Refugee man has been arrested and taken to court for ition, he later on finds out from his cell mates that he can be d on bail if he fulfills the necessary court requirement for bail, so time he was brought in court he raised his hand and said that he requirements and wants to be released on bail. Would you grant ? (1 Mark)			
a)	Yes			
b)	No			
Why				
to you a year old He wan	g Manyoka 25 year old refugee man from South Sudanese comes nd tells you that he has been in a sexual relationship with a 14 Sudanese refugee girl by the names of Awaiti who is pregnant. Its you to show them where the catholic churches are located so can go with her and get married.			
What w	ould you do as a judicial officer? (Check all that apply) (1 Mark)			
a)	Show him the church			
b)	Arrest him immediately			

d)	Report to police
e)	Contribute to the wedding
a)	None of the above
her and Deng M	you had time to consult Awaiti about Deng's Suggestion to marry d she clearly informs you that she is ready and willing to marry fanyoka, what kind of legal advice would you provide in line with andan law and which laws would you consider for such a case?
a.	Legal advice you would provide
b.	Ugandan Laws to consider
Part 4:	Checking your Knowledge about Case Management
who ex his ass	While hearing a case of sexual abuse/ assault, and you find out e PF3 form was signed by Okello James as the medical officer amined the survivor, however the person before you is Opiyo John istant. Would you proceed with the case and tender in the PF3 as ution evidence?
a)	Yes
b)	No
Why	

c)

Provide legal advices

guiding	As an individual principles would ted to you (4 Ma	d you employ t	,	
a				
b				
C				
d				

Read and respond to the questions that follows

Humanitarian actors gathered information on GBV occurring within the Adjumani Refugee settlement in west Nile Region. The focus group discussions with women and men and analysis of data from agencies providing emergency health and psychosocial care for refugee women and girls showed that women and girls had been exposed to different forms of gender-based violence in the refugee settlement: sexual violence perpetrated by military actors who were supposed to be providing security from the rebels; sexual violence perpetrated by refugee men not known to the women; and sexual exploitation by male refugee community leaders responsible for distributing food and other relief items.

Which of the following actors in this scenario can play a bigger role in preventing GBV from occurring in the refugee settlement? 1 Mark (Tick all that applies)

- a) Male refugees community leaders
- b) Families
- c) Communities
- d) Police (State Actors)
- el International Actors

What could be done immediately to prevent new incidents of GBV from occurring in the refugee settlements? 1 Mark (Tick all that applies)

- a) Increase the number of military actors and advocate with the State to mandate night patrols
- b) Mobilise women in the community to play an advisory role in determining how aid is delivered to the refugee community and enable them to identify female refugee leaders as aid distributers within the settlement.
- c) Counsel wives to understand the risks for intimate partner violence in their homes and what they can do to prevent it
- d) Advocate with the Government for a new rape law that could be translated into local languages and distributed to the refugee settlements so they could be aware of their rights

### References

### Page 12

- 1. https://interagencystandingcommittee.org/working-group/documents-public/quidelines-integrating-gender-based-violence-interventions
- 2. See Annex A for War Child Canada's statement on the Protocol.

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- 5. See e.g.: Office of Women's Policy Department of Planning and Community Development (2009). A Right to respect: Victoria's plan to prevent violence against women 2010-2020. Melbourne, Australia. Retrieved from: http://www.women.vic.gov.au/ web12/rwpgslib.nsf/GraphicFiles/A+Right+to+Respect/\$file/DPC-D+Right+to+Repect+2010-2020+final+web%5B1%5D.pdf
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# War Child envisions a world where no child knows war.

War Child's mission is to help children in war-affected communities reclaim their childhood through access to education, opportunity and justice. War Child takes an active role in raising public awareness around the impact of war on communities and the shared responsibility to act.



