

SGBV SWG Minutes 28th of May 2020

Location: online Webex link

Agencies present: ACCTS, AIDOS, APS, ARCS, AWO, CVT, HelpAge, IFH/NHF, Intersos, IOM, IRAP, JNCW, MEDAIR, Oxfam, TDH-Italy, TDH-L, UN Women, UNHCR, UNFPA, UNDP, UPP, JRF, PRM/ US Embassy, MPDL, LWF, IMC, ACF

Agenda

- Quick review on available SGBV services during COVID-19 and 4Ws.
- Presentation: SGBV trends analysis during COVID-19, April 2020.
- COVID-19 Impact on Female Migrant Domestic Workers in the Middle East (to be confirmed)
- Presentation: Difficulties in obtaining e-wallet financial accounts could jeopardize workers' wages by JNCW and ILO.
- IFH COVID-19 protocol.
- AOB (JHF).



Agenda items	Discussion	Action points
Introduction and welcoming	<ul style="list-style-type: none">- Welcoming and review of the agenda.- Review action points from last meeting. The only action point pending is UN Women to share the booklet for the police	<ul style="list-style-type: none">- MoM will be shared with members.
Quick review on available SGBV services during COVID-19 and 4Ws	<ul style="list-style-type: none">- 4Ws sheet was shared with the WG and updated as there were several changes during COVID-19.- In May 19 activities were shared including: remote case management, women and girls' safe places are opened but not with full capacity, IMC working on CP, legal services provided by ARDD, PSS and mental health services, safe shelter, awareness campaigns, hotlines dissemination, urgent cash assistance programs by care and UN Women and other activities from 15 organizations.	<ul style="list-style-type: none">- Members to share their updates on 4Ws sheet if not done yet by June 1st.

	<ul style="list-style-type: none"> - 4Ws updates received from SGBV WG in Zatarri camp. Mafrag and Azraq are working on them. - Members updates: - CVT: staff returned to the office with 30% capacity. No direct contact with beneficiaries, still waiting for government decision. Working on documentation. - IFH/NHF: 35% of staff are going back to urban office taking into consideration safety measures. Available case management. Beneficiaries feel more comfortable to approach offices. For Zataari camp, women and girls' safe spaces started to partially resume work with team leaders and specialist. The plan is to apply prevention measures by providing beneficiaries with sanitizers, masks, gloves and make sure that there is a social distancing and safe space. IDPs, remote outreach services to disseminate msgs in Zatarri. Started providing cash assistance for GBV in camp. - JRF: centres in Karak and Aqaba started receiving cases. Applying safety measures by allowing to have maximum five people in the same place. Amman office: providing psychosocial support, more safe referral trainings (online trainings). - IRC: return plan for women centres in Ramtha, Irbid, Mafrag, Zarqa and Azraq. Safe plan, returning to offices in 4 phases, still waiting for approvals for women centres. Still working remotely. 	
<p>Presentation: SGBV trends analysis during COVID-19, April 2020</p>	<ul style="list-style-type: none"> - In April a preliminary trend analysis was released. There was a drop-in number of women seeking help with the beginning of COVID-19 of 68%. GBV IMS checked April data, and the number of women seeking help is slowly increasing and going back to similar numbers prior COVID-19. In some locations, women don't know where to seek help and who to call. At the beginning of the crisis, major concerns were related to basic needs, however now they are seeking more GBV help. Centres started opening and this 	<ul style="list-style-type: none"> - Preliminary trend analysis available on data portal: https://data2.unhcr.org/en/documents/details/76706

	<p>allows women to seek help. Women are not coming to centres worrying for their health. FPD released their statistics that showed that there is an increase of 33% of calls in addition to CP calls.</p> <ul style="list-style-type: none"> - According to analysis, in April the drop is only 9% comparing to prior COVID-19. - Suggestion from members: to read and go through the analysis first and to get back with the feedback, comments and questions. 	
<p>JHF</p>	<ul style="list-style-type: none"> - The deadline for the Jordan Humanitarian Fund (JHF) that OCHA launched, was extended to the 3th of June 2020. Some organizations reached out and discussed with coordinators priorities. - The technical review committee will be formed and will review submissions received by organizations. The committee consists of SGBV WG Coordinators UNHCR, UNFPA, also as member UNDP, Collateral Repair Project (international NGO), and a national/local NGO (interested local NGO can share it's interest to join). The recommendation will go to the management of the fund who will decide and explain who got the award of the fund. - Co-chairs presented a list of recommendations based mainly on the review of proposals submitted to the JHF in 2018. The guidance note aims at supporting partners, both NGO and INGO, in writing GBV proposals for common pool funding and other donors. - Partners can apply for one or two priorities depending on their mandate. Should be specific and refer to the priority and explain how the program will be adapted to meet priorities. - A list of contacts of field coordinators was shared so that organizations can check with them that it makes sense and not overlapping with other projects. 	<ul style="list-style-type: none"> - Co-chairs shared DO and DON'T for GBV proposal writing with members. - National NGO to volunteer to be part of review committee.

	<ul style="list-style-type: none"> - Always consult with SGBV coordinator at the field level. - Involve technical staff to review the submission. - Staffing: add SGBV technical staff to make sure that proper staffing is included in the budget. - protection Mainstreaming: check related questions in the guidance. Respond to the questions not only mention the activity. - Language should be technically correct ex: (SGBV survivors not victims) - Accountability: describe feedback and complain mechanism and reporting mechanism. - Use SMART indicators, number of cases is not an indicator. - Standard definition (GBV and SGBV is the same term) depending on what the agency is using. - Participation in the working groups is essential. - OCHA fund focuses on localization. Encouraging local CBOs and NGOs. 	
<p>COVID-19 Impact on Female Migrant Domestic Workers in the Middle East</p>	<ul style="list-style-type: none"> - Rana, individual consultant provided a presentation of COVID-19 Impact on Female Migrant Domestic Workers in the Middle East a paper from the GBV AoR Helpdesk - The report contains information on the <i>Kafala</i> system and how it is applied during COVID-19, in addition to mitigating and Responding to Risks: Key Actions for Organizations. - In the Middle East, the relationship between employers and migrant workers is regulated by the <i>Kafala</i> system: a restrictive sponsorship system binding a worker's immigration status to her/his employer. Migrant workers are completely dependent upon their employer. 	<ul style="list-style-type: none"> - Co-chairs shared the presentation. - ILO has information on Domestic Workers There is a platform with MoL. that can be used if they need to leave the country. ILO to share documents.

	<ul style="list-style-type: none">- The majority of migrant domestic workers are women from Asian and African countries such as Sri Lanka, the Philippines, Bangladesh, Nepal, Indonesia, Kenya and Ethiopia.- Some countries like Saudi Arabia, Jordan and Lebanon have adopted an aggressive approach towards the virus, such as reinforcing lockdowns and curfews. This has a number of implications for female migrant domestic workers, not only related to their basic health and safety, but also in terms of their exposure to GBV, both in their work environments, and in the larger community.- Common risks for female migrant domestic workers under the Kafala system. Female migrant domestic workers under the Kafala system are excluded from the national labor legislation. Extreme power and control for the employer. Some employers don't respect dignity, forced labour, discrimination. If the domestic worker tries to leave, she might be detained or deported. Female migrant domestic workers who manage to escape detection by the authorities become undocumented workers.- Additional risks faced by female migrant domestic workers during the COVID-19 pandemic: This risk is heightened for female domestic workers as they bear the brunt of cleaning and caregiving children and the elderly. If a family member falls ill with COVID-19, a female domestic worker might be required to care for them. Female migrant domestic workers also face higher risks of contracting the virus when they are sent outside to perform tasks such as throwing out the garbage, visiting small shops for grocery shopping, or walking the family pets.- Lebanon Case Study story was shared that presents abuse of employer during COVID-19 which caused a death of a Ghanaian female migrant domestic worker. Employer was not charged.	
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	<ul style="list-style-type: none"> - Questions and answers: - Q: Is there a Task Force focused on rights/protection of migrant workers in Jordan? - A: No, there is specific TF for migrant workers in Jordan - Q: Is the situation of domestic workers worse in Lebanon compared to Jordan? - A: In Jordan it will be good to highlight more the situation of domestic workers. Minorities were not taking into consideration during COVID-19 - Q: Is the process for undocumented workers who want to leave the country during COVID-19 safe? - A: General amnesty law: it can be good or bad, embassies should be involved as well. ILO is working heavily on this file and currently creating a document that will be distributed to embassies. Important topic is that how safe it is another one is the lack of information that domestic workers receive from their embassies. These workers are covered under defence order number 6. 	
<p>Presentation: Difficulties in obtaining e-wallet financial accounts could jeopardize workers' wages by JNCW and ILO</p>	<ul style="list-style-type: none"> - The results of a preliminary opinion poll using e-wallets to deliver the salaries of male and female workers in the private sector. - The Jordanian government, in cooperation with the International Labor Organization, established the Committee, in 2011 for Jordanian wage equity, under a joint chairmanship between the Ministry of Labor and the Jordanian National Commission for Women. - The importance of e-wallets during COVID-19: to ensure the protection of rights and wages, especially for females. 	<ul style="list-style-type: none"> - Presentation was shared with members.

	<ul style="list-style-type: none">- A solution of paying women under e-wallet and digital payments since 2016.- This can guarantee that women are registered under social security and there is more transparency.- Employees can have access of finance and especially for migrant workers who can easily do digital payments and money transfers.- Women in camps can have records of the payments they have received.- E-wallet is an application that is downloaded on a mobile, it works by scanning the ID.- In cooperation with the Jordanian Wage Equity Commission, the Jordanian National Committee for Women and the ILO made a survey to collect opinions of workers in the private sector in assessing the use of electronic platforms to create electronic wallet accounts to receive wages.- The e-wallet is an electronic financial account that is used via a mobile application to transfer and receive money, pay bills, savings, electronic shopping and other financial uses. This digital tool is not linked to a bank account.- The initial survey showed difficulties in using electronic wallets such as : there is a need for more clarifications on the mechanism for using electronic platforms to activate e-wallets in a specific, and understandable way by publishing videos, explanatory graphs, and broadcast messages in official government and social	
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	<p>media platforms. Awareness-raising by civil society organizations of the importance of e-wallets and it's benefits.</p> <ul style="list-style-type: none"> - Comments: - JRF tried to use e wallet and it was hard for the Syrian refugees to register and it takes a long time to confirm their registration. Another challenge is if they don't have MoI cards. - Minister of digital economy is pushing on providers to make it user friendly. Mobility was a major issue, also not all banks are using this. There is a lot of work between the government, banks and the 7 companies working on this. 	
<p>IFH COVID-19 protocol</p>	<ul style="list-style-type: none"> - IFH Online and hotline protocol to deal with GBV cases during the curfew: IFH prepared a policy and protocols regarding the remotely work to follow up providing the services for the beneficiaries especially SGBV survivors. - Direct phone calls with survivors or follow up cases or any beneficiaries who need any services, then, a remote case management will be conducted through IFH support lines. - Special consideration for cases who might be in danger and need direct interventions. - Its preferred to have electronic documentation for case data, or files to be protected by using passwords for each file, or to document the data on GBVIMS system. as most of case managers during the curfew have no access to GBVIMS due to the lack of internet connection or lack of having Duty laptops at homes for electronic documentation. 	<p>-</p>

	<ul style="list-style-type: none"> - It is important to establish protocols to promote callers' safe use of the hotline. These protocols should be communicated to the caller from the outset. - Establish a code/red flag phrase. If there are multiple hotline staff, the same code can be used across the program with different survivors to signal that they need to stop talking about violence and assume a different role/narrative 	
AOB	<ul style="list-style-type: none"> - UNFPA: in Azraq still waiting for MoI information and guidance regarding resuming the work in the camp. - IFH: in Azraq following the government's permission, 10% of staff to resume work following controlled and safety measures. 	