

SOS Children's Villages will provide assistance to individuals who have experienced abuse to ensure that they are heard and receive individualized support. This is to ensure those affected are supported towards healing, reconciliation, and to help those in need become self-reliant.



## IMMEDIATE ACTIONS & TARGETS

- Funding is provided to SOS Children's Villages member associations to ensure immediate support to those people who have experienced abuse.
- This support includes medical, mental health, psychosocial and legal assistance, as well as in accessing community services to support their self-reliance.
- Every affected individual must have a dedicated support person and plan, and every case is handled according to well established safeguarding procedures.
- All member associations (MAs) are implementing strict minimum standards on delivering individualized support.



## IN PRACTICE

- When a person reports a case of past abuse, it triggers a process on a national level involving a number of people with distinct roles:
- A **Contact Person** is assigned whose main responsibility is to manage the case and ensure the wellbeing of the individual who experienced the abuse.
- The local **Child Safeguarding Team** carries out the initial assessment, ensuring the proper process is followed according to internal policies and national law.
- A **Closure Team** assesses the person's needs with regard to support services, and formulates their recommendations in a report to the MA's National Director.
- The individual and the **National Director** agree on and sign an individual support plan, which includes clear actions, a timeframe, a budget if required, and identifies who is responsible for implementation.



## OVERVIEW

- SOS Children's Villages is committed to look into all reported allegations, regardless of how long ago the harm or abuse took place.
- The aim of the process is to provide support to individuals who experienced past abuse to help in their healing.
- Some may require psychotherapy or counselling, while some may also request material and financial support to improve their living conditions, their employment situation, and/or develop their training or education.
- Additionally, the process aims to identify ways to improve existing organizational practices.
- The process is led nationally, carefully considering cultural, social and legal environments, and with respect to the children's rights as stated by the Convention on the Rights of the Child.
- National authorities such as government ministries and social welfare authorities are informed and invited to participate where appropriate and relevant.
- SOS Children's Villages is open to involve partners with specific expertise to support us with the implementation of the listening and responding process.