



Charity and Empowerment Foundation

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Protection from Sexual Exploitation and Abuse Policy (PSEA)

1.1. Introduction

Charity and Empowerment Foundation (CEF) is committed to working with others to end injustice and eradicate poverty, and to build a world which upholds the rights and dignity of all. We recognise that to work with integrity we must ensure that anyone who meets CEF is protected from any form of injustice, discrimination, or abuse. CEF will not tolerate any form of abuse, exploitation, or harm carried out towards beneficiaries, community members, or adults at-risk (defined as someone over the age of 18 who, for physical, social, economic or environmental factors are more vulnerable to abuse, exploitation and other harms).

1.2. Purpose

The purpose of this policy is to ensure that procedures are in place to protect beneficiaries and communities we work with, including adults at-risk, from sexual abuse or exploitation, or other harmful and inappropriate behaviour carried out by CEF representative.

Every aspect of our work must be carried out in a way that ensures the rights and dignity of beneficiaries, community members, and adults at-risk. We are committed to working with them to ensure that they are not simply safe from harm but safe to realise their rights and be active agents of change.

Building on our Code of Conduct, CEF is committed to preventing any form of sexual exploitation and abuse and responding robustly when these harms take place. This means that we take all concerns seriously and carry out timely and robust responses to allegations of abuse. No one will be victimised for making a complaint and CEF is committed to working with complainants and survivors to ensure they are central to any response, are not further harmed or disempowered by any processes, and receive support throughout.

CEF views any form of sexual violence as a gross violation of human rights. We will not tolerate any form of abuse, exploitation, or harm carried out towards our own employees, beneficiaries, communities, or anyone we come into contact with through our work. We recognise that all forms of Sexual Exploitation and Abuse and other Safeguarding concerns, including abuse of adults at-risk, are rooted in an imbalance of power, particularly gendered and sexualised abuses of power. Because of the power imbalances inherent in the

humanitarian sector, and within the wider social norms and structures in which we work, we have a duty to prevent and respond robustly to allegations of sexual exploitation and abuse. We recognise that when individuals in our sector carry out sexual exploitation and abuse towards those we have a duty to protect this inflicts harm and breaches human rights, breaks the trust placed in our sector, and jeopardises the credibility of all humanitarian organisations.

We recognise that gendered forms of sexual violence disproportionately affect women and girls, and our work recognises the impact on boys and men. We are committed to working with marginalised and oppressed groups, recognising the impact of sexual violence on people living in poverty and people of different ethnicities, religions, race, class and abilities. We will listen to and learn from them and work to ensure that our PSEA and Safeguarding approach supports the work they do to promote their rights and live lives with dignity.

1.3. Definition

Sexual exploitation is defined as any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another¹.

Sexual abuse means the actual or threatened physical intrusion of a sexual nature, whether by force, or under unequal or coercive conditions. It includes sexual slavery, pornography, child abuse and sexual assault².

All CEF personnel and partners have an obligation to report whenever they have concerns or suspicions that sexual exploitation and abuse (SEA) has occurred by a fellow worker, whether in the same field office or not and whether or not within the CEF system, and including potential misconduct by government, NGO partners and other actors involved in delivery of assistance.

1.4. Policy Scope

¹ <https://emergency.unhcr.org/protection/protection-principles/protection-sexual-exploitation-and-abuse-psea>

² <https://emergency.unhcr.org/protection/protection-principles/protection-sexual-exploitation-and-abuse-psea>

The CEF PSEA Policy applies to everyone associated with CEF. This includes the CEF Board and all CEF employees, whether part-time or full-time and to any paid or unpaid consultants, contractors, interns, secondees and volunteers who provide services to CEF.

Any violation of this policy will be treated with the utmost seriousness and will be dealt with in accordance with CEF's Disciplinary Procedure detailed in the HR Manual and applicable laws. This may result in a disciplinary sanction up to and including termination of employment, as well as legal action.

Those in positions of authority with CEF have a particular duty to ensure adherence by both themselves and others to this policy and to support and develop appropriate systems to facilitate compliance, disclosures and follow up. Service providers are expected to be committed to this policy or to their own PSEA policy, provided it promotes similar principles.

1.5. Policy Statement (the core principles)

CEF personnel shall while on duty and off duty:

- Know that CEF has zero tolerance to sexual exploitation and abuse.
- Know that the exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.
- Understand that sexual exploitation and abuse by personnel involved in development and humanitarian work constitute acts of gross misconduct and are therefore grounds for termination of employment.
- Never engage in any sexual activity with child/children regardless of the age of majority or age of consent locally. Sexual activity with children is prohibited. Mistaken belief in the age of a child is not a way to defend oneself.
- Not accept, solicit or engage in the "buying" of or profiting from sexual services. This is applicable to personnel both within and outside of working hours.
- Never exploit the vulnerability of any target group in the context of development and humanitarian work, especially women and children, or allow any person/s to be put into compromising situations.

- Never abuse a position to withhold development or humanitarian assistance or give preferential treatment; in order to solicit sexual favours, gifts, payments of any kind, or advantage.
- Given the increased vulnerability of populations in crisis situations, personnel are prohibited from engaging in sexual relationships with members of crisis-affected populations since such relationships are based on inherently unequal power dynamics and undermine the credibility and integrity of humanitarian aid work.
- When working with children, avoid actions or behaviour which may constitute poor practice and never act in ways that may place a child at risk of abuse.
- In areas where CEF implement projects that have long durations, an employee who engages in a long-term sexual relationship with a member of the community, which is benefiting from a program, and/or with another employee, is encouraged to inform his or her manager about the relationship to prevent the perception of a conflict of interest.

1.6. Responsibilities

The CEF **Board of Directors** (the board) is ultimately responsible for the application and implementation of this policy through senior management teams (SMT) in the CEF head office. The board will ensure that adequate technical support is provided to SMT to adapt and implement this policy. The Chair of the board is the focal point at the board level.

Senior staff and managers are expected to report on PSEA and breaches of this policy to the board. Where a CEF employee develops concerns or suspicions regarding abuse or exploitation, he or she must report such concerns via CEF's established reporting mechanisms.

All CEF employees are obliged to create and maintain an environment which prevents exploitation and abuse and promotes the implementation of this policy. CEF Managers at all levels have particular responsibilities to support and develop systems which maintain this environment. **CEF managers and supervisors** must ensure that their employees and related personnel understand and comply with this policy and its core principles (see section 1.5, 'Policy Statement' above).

All CEF managers and supervisors commit themselves and agree to disseminate this policy within the organisation and among partners and contractors. The obligation to report is

mandatory under CEF's Whistleblowing Policy. All reported concerns will be investigated fully. Adherence to this policy by **all employees and related personnel** is mandatory and a contractual agreement.

All staff, related personnel and visitors are informed about this policy during their induction. It is the responsibility of the **field office where staff are stationed** to ensure that all staff members receive training on this policy. It is the responsibility of field HR officer and field senior managers to incorporate appropriate job responsibilities (such as staff training, complaints and response mechanisms, coordinating high-level oversight and progress reports) in specific staff positions to support and ensure effective implementation of organizational strategies to prevent and respond to SEA.

The **HR officer is the PSEA focal point** for this policy at the operational level. The HR officer is responsible for incorporating this policy in induction materials and training course for employees. The HR officer should ensure the recruitment processes use thorough background checks and vet potential employees' attitude toward PSEA in line with this policy and other applicable laws.

CEF partners must abide by CEF's code of conduct and SEA and safeguarding related policies and procedures. All memorandum of understandings (MoU) with partner organizations and consultancy agreements with consultants and suppliers should include this policy as an appendix when starting any project. Breaches can lead to termination of contractual/partnership agreements. CEF will work with all partners to ensure they receive training on CEF SEA and safeguarding policies and procedures. Staff working with all partners must ensure that partner organizations and their staff sign up and abide by the CEF's code of conduct. CEF must work with all partners to carry out SEA and safeguarding risk assessments and ensure that partners carry out their own SEA and safeguarding risk assessments.

1) Roles and responsibilities of Executive/Country Directors

Executive/Country Director must always:

- Create a safe environment where staff and others feel able to raise concerns without fear of retribution.

- Be aware of the local and international laws and best practice applying to beneficiaries and community members, including adults at-risk, ensuring that all activities reflect these and that staff members are made aware of them.
- Ensure a SEA and Safeguarding Focal Point is in place, having undergone a selection process, who will raise awareness of SEA and Safeguarding and act as a reporting point for suspicions, concerns, and complaints.
- Ensure adequate funding is in place to support SEA and Safeguarding activities (e.g. funding to ensure that all staff receive annual training).
- Ensure that the SEA and Safeguarding Focal Point raises all concerns and complaints to the board, within 24 hours where possible.
- Work with SEA and Safeguarding focal points to respond robustly when any concerns relating to sexual exploitation and abuse of beneficiaries or community members are raised. Ensure that procedures for reporting and investigating suspected cases of abuse and exploitation are followed and ensuring they are in line with this policy and local laws. Including reporting to appropriate authorities for investigation and follow up.
- Ensure that the relevant disciplinary procedures are implemented for staff members who have violated this policy.
- Ensure all staff members are trained on the human rights of beneficiaries and community members, how to recognise different forms of abuse and exploitation, and how to raise concerns through the appropriate channels.
- Set a positive example both on and off duty.

2) Line Managers

Line Managers must always:

- Create a safe environment in their area of responsibility and directly with the staff they manage, to ensure that staff and others feel able to raise concerns without fear of retribution. Ensure staff members in their line of authority receive an induction on this policy and that any concerns raised about staff in the line of management are addressed through appropriate means (e.g. investigation, performance management).
- Ensure that staff members are aware of their responsibilities and accountability for the welfare of beneficiaries and community members, including adults at-risk during CEF activities.

- Ensure that staff members are aware of their responsibilities for reporting and the procedures for doing so.
- Ensure that all processes, procedures, and activities are carried out in a way which seeks to minimize the risk to beneficiaries and communities (e.g. through carrying out routine risk assessments).
- When managing a recruitment, work with HR to ensure that appropriate measures are put in place to prevent individuals who may harm others from entering CEF (e.g. through safer recruitment processes).
- Ensure that poor practice or potentially abusive behaviour towards beneficiaries and community members by CEF or partner staff members does not go unchallenged.
- Ensure this policy is included as part of any partnership agreement or memorandum of understanding (MoU) with CEF partners.
- Set a positive example both on and off duty.

3) SEA and Safeguarding Focal Points

SEA and Safeguarding Focal Points must always:

- Work with others to create a safe environment where staff and others feel able to raise concerns without fear of retribution.
- Ensure that this policy is displayed at prominent places within the office, as well as online, and to make it accessible to all members of staff.
- Ensure that all inductions include a discussion of this policy.
- Deliver training to all staff on this policy and other policies that fall within the SEA and other Safeguarding concerns remit.
- Work with others to ensure that the values, commitments, and procedures set forth in this policy are embedded throughout all CEF's programs and activities, and those of our partners.
- Ensure that they raise all concerns and complaints relating to SEA and Safeguarding to the board.
- Work with the SEA and Safeguarding other focal points to address concerns relating to sexual exploitation and abuse, and ensure incident management is carried out in line with this policy and Safeguarding approach.
- Set a positive example both on and off duty.

4) Human Resources

Human Resources must always:

- Work with others to create a safe environment where staff and others feel able to raise concerns without fear of retribution.
- Work with the SEA and Safeguarding Focal Point to ensure that this policy is displayed at prominent places within the office, as well as online, and to make it accessible to all members of staff.
- Work with the SEA and Safeguarding Focal Point to ensure that all inductions include a discussion of this policy.
- Ensure that the values, commitments, and procedures set forth in this policy are embedded throughout the employee life cycle (including safer recruitment, performance management, and exit).
- Work with the SEA and Safeguarding other focal points to address any concerns relating to abuse or exploitation of beneficiaries and communities, including adults at-risk by providing strong employment law and employee relations advice, and ensuring that all relevant CEF policies and processes are followed correctly throughout the incident management process.
- Set a positive example both on and off duty.

I.7. Reporting

It is the obligation of all CEF staff and related personnel to raise any concerns or suspicions they have, actual or perceived, of any breach of this policy by any colleague, representative of partners organization, and the representative of vendor/contractor entity. If any CEF staff or other representatives have concerns about the SEA s/he must report this immediately. CEF staff members and other representatives can report SEA and safeguarding concerns to any of the following channels in person, via email, or telephone:

1. Immediate line manager
2. Field office HR Officer
3. Country Office HR Officer
4. Executive/Country Director
5. The board through the BT.ethics@cef-ss.org

If CEF staff or representatives have concerns about how the SEA incident has been handled first by the particular management level, then s/he can raise concerns (i.e. appeal against) by escalating the incident to the next management level, including the board.

I.8. Training and Communication

All staff, related personnel, and visitors are to be informed about this policy during their induction. It is the responsibility of the field office where staff are stationed to ensure that all staff members receive training on this policy. Each field office HR Officer will also conduct regular updates and specific trainings to meet the needs of particular staff roles within the local context and its accompanying risks.

CEF will audit its operations annually to ensure that PSEA is being addressed correctly in 4 components:

- **Policy:** this is applied in all CEF programs, and it is easily accessible to all staff and fully understood by all staff and related personnel.
- **Procedures:** systems are in place to reduce risks of abuse, rumours, and the possibility of harm.
- **People:** staff are recruited, managed, and work in an environment that addresses PSEA through support, training, information, and response.
- **Accountability:** systems are in place to receive and respond to concerns, and to recognize and limit risks.

The senior manager in a CEF field office should share the contents of this policy with the beneficiaries, community, partners, and other interested parties and the reporting procedures in case of any breach of this policy.

1.9. Responding to Concerns and Complaints

a) Incident Management Process

Anyone can raise a concern or complaint. An individual can raise a complaint even if they have no evidence other than their own experience, recognizing that sexual harassment, exploitation and abuse usually occur away from the public eye and therefore it can be difficult to produce evidence (e.g a witness). CEF will work with survivors and complainants to understand how they would like the issue they raised to be addressed; this policy does not prejudice the right of survivors and complainants to use external procedures (e.g criminal justice procedures) where that is their preference to do so.

Support options will be offered to survivors and complainants regardless of whether or not they decide to make a formal complaint. If a survivor or complainant makes a formal complaint and wants an investigation to be carried out, or if CEF takes the view that they

have a duty of care to carry out an investigation, then an investigation process will be initiated, and must follow the CEF's investigation guidelines.

The CEF leadership must have put measures in place to ensure that any investigations carried out are objective, timely, fair, and transparent and built on CEF's SEA and Safeguarding approach. All parties should be able to participate in the investigation without fear of retaliation.

Step 1: Complaint received (timeframe: actions taken within 48 hours)

- Within 24 hours the complaint is acknowledged and the SEA and Safeguarding Focal Point (or other staff member as appropriate) will engage with complainant/survivor to ensure they are safe and their concerns are understood. The board is informed so they can support as appropriate.
- The SMT will triage all cases to assess what action can be taken. If an investigation cannot be carried out (e.g. if survivor does not want an investigation or there is insufficient information to proceed) then the SMT will close the case and assess what other actions can be taken to address concerns e.g. awareness raising.
- Within 48 hours the SMT meet.
- Risk assessment carried out to address any immediate security or welfare concerns, and legal guidance sought. e) Investigation Team and separate Decision-Making Panel appointed. This must be done in line with national laws.

Step 2: Investigation (timeframe: approx. 4 weeks but this may differ depending on nature and complexity of case)

- Following the investigation guidelines set out by the SMT, an investigation can include carrying out any interviews, gathering any available evidence, and producing an investigation report.
- The complainant/survivor should be interviewed first (or provide a written response to questions submitted by the Investigation Team where a verbal interview is not possible), followed by any witnesses and the complainant if not the survivor, and then the subject of complaint. It is important to note that sexual exploitation and abuse in all its forms usually occurs away from the public eye and it therefore may be difficult to produce evidence. An individual can raise a complaint even if they can point to no objective evidence other than their own experience.
- The Investigation Report is submitted to the Decision-Making Panel.

Step 3: Decision (timeframe: actions taken within 72 hours)

- Decision making panel review report and take a decision on the report and its findings.
- The Decision-Making Panel or others as appropriate to carry out any recommendations agreed on (e.g. disciplinary hearing, termination, awareness raising, policy development) with support from HR as required.

Step 4: Outcomes shared, and lessons learnt (timeframe: up to 1 week following decision made)

- Decision Making Panel document the decision and inform the complainant and subject of complaint.
- The board is informed of the outcome.
- The subject of complaint and the complainant have the right to appeal against the decision, in line with CEF's HR policies and procedures. The complainant and subject of complaint can appeal to the board. If they have concerns about the field's response (e.g if a conflict of interest has impacted on the investigation) they can raise this to the board who can carry out an independent review.
- A case conference convened so that the board, Investigation Team, and Decision-Making Panel can discuss learning from the case. Feedback must be sought from the survivor/complainant and incorporated into the lessons learnt conversation. Lessons learnt to be shared as appropriate, removing identifiable information, with governance boards and other relevant bodies to ensure key learning is shared and improvements made to practice.

1.10. Security in SEA and Safeguarding incident management

Recognising the inherent risk in addressing allegations of sexual exploitation and abuse, any internal responses to allegations of sexual exploitation and abuse must be carried out in line with CEF's security approach and Staff Safety and Security Policy.

1.11. Retaliation Against Complainants, Victims and Witnesses

CEF will act against any staff or other representatives who seek to or carry out retaliatory action (e.g. intimidation, threatening behaviour) against complainants, survivors, witnesses or any others involved or believed to be involved in an incident management process. Staff who are found to have done this will be subject to disciplinary action, up to and including termination of employment.

1.12. False or malicious complaints

False or malicious allegations of sexual harassment, exploitation and abuse are extremely rare. However, if a member of CEF staff is found to have made an allegation that they knew to be false they will be subject to disciplinary action, up to and including termination of employment. It must be noted that if a case is not upheld that does not mean that the complaint was false, rather that there was insufficient evidence or that, even if the complaint is found not to reach the threshold for sexual harassment, it may represent harassment or sexist behaviour that is contrary to CEF policies and Code of Conduct.

I.13. Support Options

Support will be offered to survivors/complainants regardless of whether a formal response is carried out (e.g. an investigation). Support will also be offered as appropriate to others involved in an incident management process, recognising the impact this can have, for example on witnesses and those accused of carrying out inappropriate or harmful behaviours. This can include specialist psycho-social counselling, medical support, legal support and/or access to other specialist and appropriate support as needed.

Survivors and complainants can choose when they would like to take up the support options available to them. CEF is committed to learning from survivors and being guided by them, where safe and appropriate to do so.

Annex I: Terms of Reference for Investigator of SEA Allegations

1. Background

Charity and Empowerment Foundation use confidential reporting standards and investigation policy including the roles and responsibilities of all personnel involved in the process of investigating SEA allegations. CEF established facts findings through the relevant information collected from the survivor including audios and videos of the incident and other documentations of the past criminal act of the perpetrator. The investigation is done based on the locality. The survivor/reporter have right to report any allegation either she/he has evidence or not. Once the case is complicated, CEF can refer the case to other organization for further investigation for example UNICEF, Oxfam and Save the Children International.

2. Purpose and Objectives

The purpose of this investigation is to conduct a thorough, objective, and effective investigation of the above-mentioned reported SEA allegations and other related incidents, in accordance with professional standards and best organizational practice.

Specific objectives are to:

- Assess whether the allegations reasonably amount to SEA, and possibly, an offence under Charity and Empowerment Foundation policies and code of conduct.
- Review evidence presented and gathered further evidence that might support or undermine the allegations.
- Present a summary of the evidence and conclusions.

3. Scope of Work

- Whilst doing investigation, the framework should be strongly followed and all relevant information provided to support the investigators fairly make conclusions by carrying out the following.
- Prepare Work plan, including detailed methodology of investigation (e.g review of relevant documents, site visit(s), interviews with relevant stakeholders) including police.
- Recommended plan of actions for protecting survivors, witnesses, alleged perpetrators and the organization during investigation process.
- Write investigation report, including executive Summary, Introduction.

4. Allegation's response

During investigation, CEF will form investigation committee. This committees will use all the documents and policies and list of all the allegations; and clearly explain the policy and the section violated in each policy sections which constitute to misconduct that cannot be tolerated in the organization.

5. Investigation methodologies.

1 Interviews

Charity and Empowerment Foundation will use interview as a method for investigation and getting the clear in-depth of what had happened. In protecting the victim and the reporter, the survivor will be first interviews before the perpetrator to avoid issues of threaten by the perpetrator to the survivor such that she /he will not disclose the information. The perpetrator will be given suspension and then will be call for investigation.

After the interview, the comparison of the communication and previous document and the information given by the survivor will be reviewed and this will guide the decision making.

2 Chronology of Events.

- Investigation committee will collect the information of the past criminal act of the perpetrator that will inform the present and as such it will sound genuine in seeking the legal support for this incident.
- CEF will file all the records and share the information with other partners to stop recruitment of such person.

3 Analysis of evidence

- The analysis of investigation will be fair and transparent, all the personnel involve in this process should use the facts and expertise to appropriately come up with concrete points concerning the violated/breached policies/code of conduct.
- None of the personnel involved in the process shall not be bias. If found, the person will be hold accountable for his/her action in the process.

4 Retaliation and protection risks

5 Analysis of adequacy of organization's response to SEA allegation

- CEF aims to ensure that complaints are addressed fairly, appropriately, and in a timely manner. Complainants have the option of escalating their complaint to a more senior staff person if they are dissatisfied with treatment or outcome.
- CEF annually submits to the board a synthesis report of the types of complaints received and the status of their resolution.
- CEF process for Lodging a Complaint is free for anyone to complaint.
- A complaint should be lodged as soon as possible after the complainant received information.

6. Conclusions regarding evidence to substantiate or not the allegation(s)

Feedback is shared with both parties, and in case one is not satisfied with the results have right to open their case further where he/she think will be given the right. The dissatisfied person will have to provide the proof and evidence to support the dissatisfaction.

The case may be referred to legal consultancies to do further investigation and CEF will do the follow up of the case until when it is closed.

7. Recommendations (including areas of improvement for the organization's response to PSEA).

- CEF will communicate the preliminary outcome of an investigation to the complainant(s), where possible, 10 working days after acknowledgment of the complaint.
- In complex or exceptional cases, the investigation period may take longer. The complainant(s) will, however, be informed if the investigation timeframe is extended.
- The team will come up with written report summarizing the concerns breached sections of the policies. The investigation team together with board will outline whether the act constituted to misconduct and ground for termination of the employment.
- Strategies of protecting the survivor should be put in place to avoid issues of relation.
- If the facts validate the occurrence, then contract termination should be given for signing.

8. Key Required Skills and Experiences for personal involves in investigation

- The focal person and committee shall need to have experienced, reliable professional investigator with experience in dealing with highly sensitive cases.

- Must have been trained in conducting interviews, including with children and people who experienced trauma.
- Should demonstrated sensitivity and knowledge to cultural diversity and gender issues, including GBV experience if possible.

Annex 2: REFERRAL FORM

CONFIDENTIAL: Please restrict access to this document and keep it stored safely.

Please share copies of filled out referral forms with the survivor and receiving agency and keep a copy for the organization's internal records and follow-up.

Referring agency	
Agency/org:	Contact:
Phone:	Email:
Location	

Receiving agency	
Agency/org:	Contact:
Phone:	Email:
Location	

Survivor information	
Name:	Phone:
Address:	Age:
Sex	Nationality:
Language:	ID number
If survivor is a minor (under 18)	
Name of primary caregiver:	Relationship to child:
Contact information for caregiver:	Is child separated or unaccompanied? <input type="checkbox"/> Yes <input type="checkbox"/> No
Caregiver is informed about referral? <input type="checkbox"/> Yes <input type="checkbox"/> No (If no, explain)	

Background Information/Reason for referral and services already provided

Has the survivor been informed of the referral?

☐ Yes ☐ No (If no, explain below)

Has the survivor been referred to any other organization?

☐ Yes ☐ No (If yes, explain below)

Services requested

☐ Mental Health Services

☐ Psychosocial Support

☐ Social Services

☐ Medical Care

☐ Protection Services

☐ Legal Assistance

☐ Education

☐ Livelihood Support

☐ Shelter

☐ Material Assistance

☐ Nutrition

☐ Support for children born as a result of SEA

Please explain any requested services:

Consent to release information. (Read with survivor/ caregiver and answer any questions before s/he signs below. Sign on behalf of survivor/caregiver if consent is given verbally and survivor/caregiver cannot sign.)

I, _____(survivor name), understand that the purpose of the referral and of disclosing this information to _____(name of receiving agency) is to ensure the safety and continuity of care among service providers seeking to serve the client. The service provider, _____(name of referring agency), has clearly explained the procedure of the referral to me and has listed the exact information that is to be disclosed. By signing this form, I authorize this exchange of information.

Signature of responsible party (survivor or caregiver if a child):

Date (DD/MM/YY):

Details of Referral

Any contact or other restrictions? ☐ Yes ☐ No (If yes, please explain below)

Referral delivered via: ☐ Phone (emergency only) ☐ E-mail ☐ Electronically (e.g., App or database) ☐ In Person

Follow-up expected via: ☐ Phone ☐ E-mail ☐ In Person. By date (DD/MM/YY):

Information agencies agree to exchange in follow up:

Name and signature of recipient:
(DD/MM/YY):

Date received