



NGO Report
Progress Report

ACTED
Annual Progress Report [from March, 2013 – March, 2014]
Reducing the Risk of SGBV against Entertainment Workers in Phnom Penh

1. Summary data

Grant Agreement #	66160
Name of organisation	Agence d'aide à la Coopération Technique et au Développement – Pharmaciens Sans Frontières (ACTED-PSF)
Project title	Reducing the Risk of SGBV against Entertainment Workers in Phnom Penh
Project manager's name (& position)	Dr. Kaing Sophal, Senior Programme Manager
Location/s	Phnom Penh, Cambodia
Total funding	225,000 AUD
Implementing partner/s	Social Services Cambodia (SSC) and Legal Aid Cambodia (LAC)
Start date	April 1 st , 2013
Finish date	March 31 st , 2016

Narrative report

2. Summary of progress

2.1. Project overall objectives

Reducing the risk of SGBV against EWs in Phnom Penh through higher reporting rates of the cases and strengthening referral system for victims.

2.2. Activities

To achieve this objective the following activities were undertaken in accordance with the work plan:

Linked to Result 1 - EWs have increased awareness of SGBV, their rights and the assistance available to victims:

1.1 *Trainings of peer educators:* organization of a 5-day initial training with Social Services Cambodia (SSC) on July 24-31st 2013 and a 3-day training with Legal Aid Cambodia (LAC) on July 25-26 and August 1st, 2013 for 15 peer educators (PEs) and 2 social workers, on SGBV counselling and key messages, EWs rights, legal and referral procedures for victims for the same groups by LAC and SSC.

1.2 *Providing counselling group sessions to 1,500 EWs beneficiaries in 100 establishments:* PEs conducted the following counselling sessions: 980 group and individual counselling sessions for 3,336 direct beneficiaries and over 792 indirect beneficiaries (EWs) at 126 entertainment establishments (7.8 sessions per establishment on average).

1.3 Producing a short video on SGBV among EWs, with participation of EWs representatives: the activity is in progress.

1.4 Developing two radio broadcasts on SGBV: 2 radio broadcasts have been developed in cooperation with Women Media Centre and are to be launched in March 2014 in full accordance with the work plan.

1.5 Disseminating IECs on SGBV to the beneficiaries and stakeholders: 1,000 leaflets and 500 booklets on SGBV were distributed to establishment owners, Me-kars (general manager), clients and EWs. Distribution started in February 2014.

Linked to Result 2 - EWs SGBV victims have improved access to assistance services:

2.1 Establishing a referral system with the cooperation of partnering NGOs: from the beginning of the project ACTED, together with Legal Aid Cambodia (LAC) and Social Services Cambodia (SSC), established a referral mechanism throughout the 126 establishments for survivors of SGBV to receive assistance when incidents occur. The referral system involves SSC for provision of psychosocial counselling, LAC for legal counselling as well as police hotline advertised widely throughout Phnom Penh. Through this referral system, since the beginning of the project 10 EWs reported cases of SGBV to ACTED and were referred to LAC and SSC. One woman received legal counselling related to sexual and physical violence and another woman is working together with LAC on preparing the criminal complaint against a perpetrator.

2.2 Promoting and supporting the INTHANOU telephone hotline: a telephone hotline for GBV survivors has been supported in cooperation with Winrock, and is operated by the Ministry of Interior; police officers were trained by LAC and Ministry of Women's Affairs Department of Legal Affairs. Since the beginning of the project, 203 cases were identified and referred through the hotline, and 10 EWs were referred directly by PEs and ACTED staff to partners – LAC and SSC (under activity 2.1).

2.3 Incorporating referral procedures into National Police training curricula: ACTED is currently working in cooperation with the Ministry of Women's Affairs and LAC to incorporate the referral procedures into the National Police training curricula. Trainings conducted in January (2.4) have become a starting point to introduce this integration.

2.4 Conducting trainings for the communal and district Police in targeted areas: MOWA Legal Protection Department and LAC conducted training on SGBV for 47 communal and district police officers came from 4 districts on 8th, 9th and 10th January, 2014.

2.5 Organizing an annual workshop with participation of all relevant stakeholders: one annual workshop was conducted in collaboration and with participation from MOWA, MOI (police officers) of 4 districts, entertainment establishments' owners, Me-kars, EWs, peer educators and NGO partners (58 participants) on February 12, 2014.

Linked to Result 1 and 2 - Cross-cutting activities:

3.1 A mid-term review and evaluation: Mid-term evaluation is planned to take place in October – December 2014. It will measure the progress the project has made towards the final results, and intermediate results on awareness among EWs about SGBV, their rights, assistance available to them and access to that assistance.

3.2 Conducting 2 in-depth case studies: The first case study will be conducted before or during mid-term assessment, and will be followed by a second in-depth case study, prior to the end of the project. These will aim to demonstrate the factual situation with SGBV among entertainment workers as well as progress made by the project, covering cases of specific EWs over a period of time.

2.3. Results achieved to date

Result 1 - EWs have increased awareness of SGBV, their rights and the assistance available to victims

A baseline survey conducted in 2011 prior to this project and later followed up by a number of complementary interviews undertaken in 2014 in the target area, showed that knowledge levels about GBV and SGBV in particular were inconsistent – some issues are clearly recognised as SGBV or non-sexual GBV, while others are seen as such because of the

sexual nature of the action, although they may not represent SGBV per se. For example, 84.1% of EWs recognised rape as SGBV, although “agreeing to have sex against their will” was not seen as rape, but still recognised as SGBV; inappropriate touching was recognised by 65.2% of EW; yet showing pornographic photo was seen as SGBV by 58%, and 20% believed that the entertainment owner had the right to force them to go out with the client. Over 50% never reported a case of SGBV that occurred at the work place, and when the case was reported, it was overwhelmingly to the manager or director (76.2%). Only 14.3% reported to the police and 4.8% to social services.

Based on focus group discussions and training results reported by PEs those EWs that have undergone at least one information session and received information materials, demonstrate increased knowledge understanding of SGBV and ability to seek assistance. However, exact results are not yet available. Mid-term survey will measure the increase in awareness through a Knowledge, Attitude and Practice (KAP) survey among similar target group as the baseline, and will be used to assess progress and, if necessary, focus on specific areas where progress may be lacking or insufficient.

Result 2 – EWs-SGBV victims have improved access to assistance services:

According to a baseline survey, conducted by ACTED-PSF in 2011 among 284 EWs, half of the EWs surveyed reported that there was no warning system in their workplaces to prevent violence or stop it when it was occurring. This project set up a referral system to provide psychosocial and legal support, as well as information on a police hotline, among 126 entertainment establishments. Hotline, operated by the Ministry of Interior staff trained by LAC and MOWA Legal Protection Department staff, provides support and referrals to victims of gender-based violence. All project beneficiaries receive the information about the hotline as well as information about where they can seek assistance during trainings conducted by PEs.

2.4. Progress

Linked to the Result 1 - EWs have increased awareness of SGBV, their rights and the assistance available to victims:

The initial trainings for 15 peer educators and 2 social workers were 100% completed by the end of August 1st, 2013. Refresher training with LAC was conducted on November 8th, 2013, and refresher trainings with SSC were conducted on February 18th-19th, 2014 and March 12th, 2014. Finally, another refresher training is taking place in March 2014 with LAC. Once trained, peer educators have provided counselling group sessions for 126 entertainment establishments (EEs), i.e. 126% of the initial target (100 EEs). Overall, the project reached 126% of EEs and 222% of EWs (3,336 directly and 792 indirectly), however, the number of sessions is on average 7.8 per establishment, which is lower than proposed average of 36 sessions per year per establishment.

Production of a short video (PSA) on SGBV is in-progress. Professional company will execute the production, while the content will be developed in cooperation with ACTED, partners and in consultation with EWs. The developing of radio broadcast has been completed in March 2014. The initial dissemination of IEC materials to owners, clients and EWs is completed, however, ACTED will continue to provide all the target groups with information materials, including producing a brochure on legal issues surrounding SGBV.

Linked to Result 2 - EWs SGBV victims have improved access to assistance services:

The referral system has been set with all key stakeholders – ACTED, partners (providing legal and psycho-social assistance), MOWA, MOI, involved. ACTED is continuing to work on the referral system based on demand coming from the clients. For example, it is planned that some elements, like referrals for medical assistance to victims of violence, can be included into the referral system. Also, it is consistently monitored to continuously improve the complaint reporting mechanism and ensure smooth and efficient response. Additional trainings will be conducted for all referral system participants based on need.

Currently ACTED is working with MOWA on incorporating of referral procedure into National Police curricula; training curriculum for the police by MOWA and ACTED and its partners (LAC in particular) is being updated based on need.

The initial trainings to communal police has been conducted – progress to date is 102 % (47 trained versus 46 police officers as planned) from 4 targeted communes.

3. Changes and reasons for changes

One key change is the fact that ACTED made a decision to increase the target number of EEs in year 1 (126 EEs with 100 EEs as a target), covering over 200% of EWs (3,336 direct beneficiaries as opposed to 1,500 as initial target) with initial information/counselling sessions. However, it was not possible to conduct 3 sessions per establishment per month, and reach 36 sessions per months as originally planned because of challenges faced in ensuring regular access to the EEs by PEs (see section 5). Suggested strategy for the upcoming months is to continue with the same number of EEs and the same EWs, conducting repeated sessions. There is a need for repeated sessions to ensure quality of delivery of messages, functioning of referral system and its improvement. It is planned that in the coming months the number of visits by individual PEs to EEs will be on average 3 per month per establishment, with decreased number of new EWs reached, but repeated sessions conducted with the same EWs.

As the project progresses, it is possible that additional elements may be added based on demand, for example, follow up informational sessions with EWs to achieve higher levels of knowledge improvement, sessions with entertainment establishment owners to ensure sustainability and cooperation on their part, additional actors of the referral system and other elements.

4. Disaggregation of data by women and people with disabilities

EWs targeted by this project are 100% female.

Police training included 11 women and 36 men; 2 female and 5 male police officers are currently operating the hotline.

Annual workshop had 58 attendees, 69% are female, which include EWs.

5. Lessons learned (challenges/difficulties and strategies for management)

Some of the difficulties and challenges include inability to access to EEs by PEs as frequently as planned (3 times a month), as EE owners do not allow it. Planning the training activities inside the EEs is difficult as some owners and managers may frequently change their plans depending on the work load of EWs and not allow PEs to conduct their sessions on the days when they are planned. This is one of the reasons why the program team decided to introduce an element of individual informational sessions with EE owners and managers. Another reason to introduce this is to include them into the referral system, so that they can provide initial assistance to EWs if they are harassed or experience violence from clients, as well as to decrease cases of violence or harassment from EE managers and owners themselves. Advocacy among EE owners is becoming increasingly important to the project success.

In addition to this, during demonstrations in late 2013 in Phnom Penh some EEs were closed, and accessing some parts of the city was difficult, which affected ability of PEs to reach their target groups and conduct sessions with EWs. However, this did not cause a significant problem in the long-term, as the activities resumed immediately after the political demonstrations.

As for the referral system functioning, there are multiple social forms of discrimination and stigmatization that EWs face when attempting to access medical and legal services. LAC is

able to provide legal assistance, and police trainings improve understanding of SGBV among them; however, court cases can be difficult due to the general perception of the representatives of the judicial system about EWs and SGBV.

6. Australian government promotion:

Logo and the name of the program is displayed at the office of ACTED, at the Annual Workshop and funding of the project by the Australian government is acknowledged at meetings with government officials. In February 2014 ACTED also was approached by Phnom Penh post reporter to collect information for an article on initiatives to combat SGBV in Cambodia, where the current project was described, including Australian government support for the project.

T-shirts and baseball caps were produced as visibility for the project and distributed to PEs, partners and several stakeholders.

Financial acquittal (Annex A) – *(refer to file in MS Excel format)*

- 7. Insert spreadsheet or table** used in final version of budget accepted by DFAT for project proposal and acquit expenditure-to-date against those line items



Australian Government
Department of Foreign Affairs and Trade

Annex A

Name of NGO: Agence d'Aide à la Coopération Technique Et au Développement-Pharmaciens Sans Frontières (ACTED-PSF)
Grant Agreement # 66160
Project Name: Reducing the Sexual Gender Based Violence risk against entertainment workers in Phnom Penh

Total grant amount
(USD):

199 817 \$

	Received on	Amount
Tranche 1	Date: 23 May 2013	\$120 940,88
Tranche 2	Date: 24 May 2013	\$73 297,50
Tranche 3	Date:	\$-
Total: (USD)		\$194 238,38
Expenditure to date	Date:	\$93 580,23
Total Fund		
Balance (USD)		<u>\$100 658,15</u>

**FINANCIAL
ACQUITTAL**

Descriptions	AusAID							Contribution		Remarks
	Approval Budget		Actual Expense		Balance		Variance %	Implementing organisation	Other sources (USD)	
	AUD	USD	AUD	USD	AUD	USD				
1. PERSONNEL COSTS	88 122	78 259,00	59 554,02	55 030,76	28 568	23 228,24	30%		28 250,96	
2.Travel Costs	7 560	6 714,00	1 170,53	1 077,35	6 389	5 636,65	84%		-	
3. Non-personnel inputs	5 080	4 511,00	2 671,61	2 460,00	2 408	2 051,00	45%		426,00	
4 Project	98 373	87 363,00	23 774,03	21 617,65	74 599	65 745,35	75%			

activities costs										
5.other activities running costs	21 124	18 760,00	14 561,90	13 394,47	6 562	5 365,53	29%		9 479,92	
6.Mid-term review/evaluation	2 040	1 812,00	-	-	2 040	1 812,00	100%			
7. Project Evaluation	2 700	2 398,00	-	-	2 700	2 398,00	100%		2 943,50	
TOTAL	224 999	199 817,00	101 732,09	93 580,23	123 266,91	106 236,77	53%	-	41 100,38	

8. Contributions/income received from other sources or generated by project

70,240 AUD

9. Copies of receipts attached for line items over \$500

Please see attachment

10. Signature and statement (as in guideline)

"I declare that I have read the information supplied in this report and it is true and correct and all activities and expenditure were as agreed and reported".

Maria Nazarenko

Acted Country Representative





Quality at Implementation (Annex B)

Summary

Project Title	Reducing the Risk of SGBV against Entertainment Workers in Phnom Penh		
Grant #	66160		
Start date	8 th March 2013	End date	31 st March 2016
Report period	from 1 st of April 2013 to 18 st of February 2014	# of month	10.5 months
Total Grant Value	\$ AUD 225,000	Expenditure to date	\$ AUD 101,732
Report drafted by	Maria Nazarenko, ACTED Country Representative	Date of draft	31.03.14
Approved by		Date approved	

Description (no more than 600 words per cell)

Description	<p>What are we doing?</p> <p><i>Provide a brief (one-two paragraph) description of the initiative, assuming the reader has no prior knowledge.</i></p> <p>ACTED has undertaken current project in response to widespread violence against women in Cambodia, which is particularly widespread (national statistics show that one out of four women who have been in a relationship has experienced violence¹), however, rarely acknowledged among such extremely vulnerable group as entertainment workers who work in restaurants, bars and other similar establishments.</p> <p>The project is implemented in cooperation with two partners – Legal Services Cambodia (LAC) and Social Services Cambodia (SSC). The role of the partners is crucial in ensuring wide range of assistance and access to services for survivors of GBV, as these organizations are able to provide legal and psycho-social assistance. The expected beneficiaries at the end of the intervention are 3000 women Entertainment Workers (EWs) from 100 establishments in Phnom Penh. Among them 1500 are to benefit from trainings on SGBV and direct assistance and referrals. The trainings are delivered directly by peer educators trained by ACTED-PSF, SSC and LAC. The knowledge received through the training sessions is expected to further spread among members of the target group. Information campaign (including IEC materials, radio broadcasts and dissemination of short video) on specific subjects aimed at different target groups (EWs, EE owners/managers, police, public) will achieve greater awareness on SGBV among the clients, owners and the public. Moreover 55 Police Officers (50 from Communal police and 5 from District Police) will benefit from the trainings delivered to them, with a specific focus on the referral system and the inclusion of referral procedures in the police training curricula.</p>
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¹ Ministry of Women's Affairs, Royal Government of Cambodia (2012) Review report on the National Action Plan to Prevent Violence Against Women.

Objectives Summary	<p>What are our objectives?</p> <p><i>Summarise the objectives against which progress and achievements are assessed (at criterion 2).</i></p> <p>Goal: To contribute to the implementation of the National Action Plan to Prevent Violence On Women (NAPW) by fighting Sexual Gender Based Violence (SGBV) against Entertainment Workers in Phnom Penh.</p> <p>Overall Objective: Reducing the risk of SGBV against EWs in Phnom Penh through higher reporting rates of the cases and strengthening referral system for victims.</p> <p>Performance indicators: At least <u>20% decrease</u> of EWs who have experienced any forms of SGBV in the past 2 years by the end of the project, as compared to the baseline at the beginning of the project.</p> <p>Result 1. EWs have increased awareness of SGBV, their rights and the assistance available to victims.</p> <p>Result 2. Improved access of EWs to services available from NGOs and the government.</p> <p><i>In partnership agreements where the objectives are not primarily determined by DFAT, identify the overall objectives of the initiative, and DFAT's specific objectives.</i></p> <p><i>If objectives are not clear, initiative managers should seek assistance from supervisors and/or performance and quality managers. Senior management approval should be sought when an indicated management response involves substantive change to initiative objectives.</i></p>
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Australian Aid – Rated Quality Criteria

Criteria	Assessment Remember to reference the source of information. <i>(no more than 600 words per cell)</i>	Rating (1-6)	Management Response Be as precise as possible: what? how? who? when? <i>(no more than 600 words per cell)</i>
1. Relevance	<p><i>Is this still the right thing to do?</i></p> <p><i>Is this initiative the most appropriate contribution for Australia to be making in the particular context at this point of time?</i></p> <p>High rates of gender-based violence among entertainment workers remain to be an issue. GBV is combined with low levels of awareness among general population of what is GBV, cultural acceptance of lower role of women in Cambodian society and poverty that often represents one of the triggers of GBV/domestic violence. All these issues have been acknowledged in an existing National Action Plan to Prevent the Domestic Violence on Women executed by Ministry of Women's Affairs. However, the Ministry resources are limited, and entertainment workers are not a priority for this action plan. They are not mentioned as a specific</p>	<p>6</p>	<p><i>Describe related actions NGO will take to maintain or improve the relevance of this initiative in the current financial year and the next financial year. (The period of 24 months is used so that responses can be reflected in planning documents such as the APPRs and DBP).</i></p> <p>Currently ACTED is in the process of updating the information on SGBV among entertainment workers; yet, it is clear from cases reported to PEs and on police hotline, that the number of incidents is not decreasing, and as awareness is improving among EWs, the number of cases reported may also increase. Mid-term assessment will also demonstrate the current situation in EEs.</p> <p>Referral system will continue to be supported and possibly expanded</p>

Criteria	Assessment Remember to reference the source of information. <i>(no more than 600 words per cell)</i>	Rating (1-6)	Management Response Be as precise as possible: what? how? who? when? <i>(no more than 600 words per cell)</i>
	<p>category, although level of GBV they experience is extremely high. The incidents are underreported, because of widespread prejudices and fear of EWs of possible repercussions if they were to report. Work of NGOs among EWs is often concentrated around health issues, such as reproductive health and HIV/AIDS, and wider Violence Against Women initiatives rarely cover EWs, especially inside their workplace. Importance of keeping and supporting a referral system for victims of SGBV remains very high, as no such system existed prior to this project (as ACTED assessment conducted in 2011 demonstrated; moreover, 50% reported that there was no warning system in place inside the establishments they worked in). At the moment, this project is practically unique in its approach.</p> <p><i>Discussion should assess if the initiative is still relevant to the specific development conditions and social and economic context in which it is being implemented.</i></p>		<p>to include other actors to provide more services to victims of SGBV.</p>
2. Effectiveness	<p>Are we making the difference that we expected at this point in time?</p> <p><i>Are we achieving the outcomes (changes in learning, behaviour or conditions) that we said we would achieve? (Where possible, draw on performance measures incorporated in the initiative's M&E system, or agreed annual or immediate milestones).</i></p> <p>In terms of outreach to EWs, ability to enter the entertainment establishments and reach out to the key stakeholders that can provide future sustainability of the action, such as police, ACTED has successfully reached over 200% of EWs and 126% of EEs, supporting police hotline and training police officers. However, suggested strategy of reaching each establishment 3 times a month was changed, and on average 7.8 sessions per establishment were conducted as opposed to proposed 36. With the original strategy, it was intended that</p>	4	<p><i>Describe related actions NGO will take to maintain or improve the effectiveness of this initiative in the current financial year and the next financial year.</i></p> <p>** Including proposed formal steps to amend objectives if determined necessary by senior program managers.</p> <ul style="list-style-type: none"> - Currently ACTED has only baseline data related to expected impact. Mid-term surveys will review the progress of activities and indicators, and will be used to make sure that the activities reflects the situation and are able to influence it on the ground; it will measure the level of success at the mid-term of the project. - ACTED-PSF will ensure continuous Monitoring by the Program Manager and M&E unit to ensure that there are no informal barriers to access the services

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	<p>all EEs will be reached over a 3-year period. The change is based on the learning that it would be more important to follow-up on existing EWs to ensure qualitative indicators and functioning of the referral system.</p> <p>However, regarding qualitative indicators – knowledge increase among EWs, improved understanding of their rights (target 90%), access to assistance services (target 90%), ACTED will only be able to provide progress data after interim assessment (KAP survey) which will be conducted in the second half of 2014.</p> <p>Currently, police hotline is able to provide referrals to 100% of cases of SGBV (75% is the target); however, a mechanism of follow-up for each case has not been introduced (difficulties associated with introduction of this mechanism are described in the report and connected with anonymity of most cases). ACTED PEs and staff currently refer and follow-up on all 100% of reported cases, but only when women want to receive assistance. There are still cases where women prefer not to take on legal action, and only seek psychological assistance.</p> <p>One training for police officers is completed, including a list of service providers and referral procedure for SGBV cases.</p> <p><i>Where projected outcomes and/or objectives seem unclear, unrealistic or inappropriate discuss with Senior Managers a process for reviewing the objectives. No need to explain</i></p> <p><i>Assess the extent to which identified (or new) risks to progress and outcomes are being managed, and with what impacts/consequence.</i></p> <p>No significant new risks have been identified. Issue of access to EEs is being handled through negotiations with each establishment. Individual peer educators conduct several sessions each in order to reach the target number of women, as well as</p>		<p>available for victims.</p> <p>ACTED continues to conduct information sessions with new and old clients/beneficiaries in order to ensure quality of messages delivered. Repeated visits to the same establishments by PEs are important to ensure trust of the beneficiaries as well as provide EWs with an opportunity to learn more, and to channel their complaints if necessary, to the right sources.</p>

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	<p>to ensure the quality of messages delivered. One issue identified in the course of the project is the fact that most EWs require repeated sessions to first achieve needed level of confidence in PEs, second, to ensure their understanding and knowledge about SGBV is increasing.</p>		
3. Efficiency	<p><i>Is the initiative making appropriate use of DFAT's and other partners' time and resources to achieve initiative objectives? Reach or fully achieved</i></p> <p><i>Assess whether:</i></p> <ul style="list-style-type: none"> <i>Outputs are being delivered within the stated timeframes and whether these are providing value for money.</i> <p>Please refer to section above regarding number of sessions per establishment and number of EEs reached. Remaining sessions with EWs will not represent additional costs as opposed to originally planned.</p> <ul style="list-style-type: none"> <i>The budget is being spent as expected.</i> <p>Spending of the budget is somewhat ahead of schedule. More funds were spent on initial staff time and allocations. However, programmatic spending is appropriate and lower expenses will be required in the upcoming period,</p> <ul style="list-style-type: none"> <i>The inputs are adequate to achieve the initiative objectives.</i> <i>The different parts of the management system are working well.</i> <p>Coordination between project partners is conducted on a regular basis by the project coordinator. Project is managed by dedicated staff members, with two social workers continuously working with each PEs. There is a turnover of PEs, however, new PEs are trained by social workers, as was planned originally, and there is no shortage of human resources dedicated to the project. Monitoring and evaluation unit is</p>	<p>5</p>	<p><i>Describe related actions NGO will take to maintain or improve the efficiency of this initiative in the current financial year and the next financial year.</i></p> <p>As ACTED has already conducted initial trainings and informational sessions. Follow up activities to achieve the qualitative results will cost less than the initial ones.</p>

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	<p>conducting regular visits and provides performance updates.</p> <p>Regional and HQ offices are providing regular support. Logistics and procurement unit is operational and follows ACTED and DFAT regulations.</p>		
4. Monitoring and Evaluation	<p>Is a robust monitoring and evaluation system being used to effectively measure implementation progress, and progress towards meeting objectives?</p> <p><i>Do we have the information required to respond with confidence to all QAI criteria?</i></p> <p><i>Assess the extent to which there is a robust monitoring and evaluation system providing useful information which is being used for management learning and accountability.</i></p> <p><i>Assess the extent to which this information is used.</i></p> <p>ACTED has a dedicated Monitoring and Evaluation Unit (AMEU), which developed Indicator Tracking and Activity Tracking tools, measuring monthly achievements; a baseline Knowledge, Attitude and Practice (KAP) survey was undertaken before the project, followed up by a quick complementary assessment several months into the project (please see main report for key results of baseline survey – section 2.3 Result 1); and there are tools and mechanism already in place to conduct the upcoming interim KAP survey to assess achievement of qualitative indicators as per mid-project. In order to measure qualitative results of the project two KAP surveys will be conducted by the M&E unit.</p> <p>The results of monitoring visits are shared with the program team under the supervision of the Country Representative, and strategy of project implementation is being adjusted in accordance with M&E officer findings.</p>	6	<p><i>Describe related actions NGO will take to maintain or improve monitoring and evaluation of this initiative in the current financial year and the next financial year.</i></p> <p>Monitoring and evaluation system has been set up, and will continue to be maintained by the dedicated AMEU. Mid-term and final KAP survey will be conducted to ensure that the project results are measured appropriately.</p>

Criteria	Assessment Remember to reference the source of information. <i>(no more than 600 words per cell)</i>	Rating (1-6)	Management Response Be as precise as possible: what? how? who? when? <i>(no more than 600 words per cell)</i>
5. Sustainability	<p><i>Will the benefits last?</i></p> <p><i>Assess the extent to which the processes are owned by and provide strengthened capacity of local partners.</i></p> <p><i>Assess the extent to which benefits are likely to endure after the Australian contribution has ceased.</i></p> <p><i>Assess the environmental impacts and sustainability of the initiative (does this initiative comply with the Environmental Protection and Biodiversity Conservation Act?)</i></p> <p>Local partners – LAC and SSC – are active project participants. SSC provides coaching to PEs to improve the quality of counselling sessions with the EWs. There is a two-way information exchange and sharing between the partners. Both LAC and SSC are Cambodia-based NGOs and will be able to continue with their interventions after the end of the project. LAC is a strong local NGO, and the three years of working with EWs legal issues represents practical learning experience in this specific field.</p>	5	<p><i>Describe related actions NGO will take to maintain or improve the sustainability of this initiative in the current financial year and the next financial year.</i></p>
6. Gender Equality	<p><i>How do we approach gender equality and are we doing it well?</i></p> <p><i>Assess the extent to which the initiative integrates gender-sensitive practice to achieve the following outcomes:</i></p> <ul style="list-style-type: none"> • <i>improved economic status of women</i> • <i>equal participation of women in decision – making and leadership</i> • <i>improved and equitable health and educational outcomes</i> • <i>gender equality advanced in regional cooperation efforts</i> <p>This project focuses on women, in particular, vulnerable women engaged in a profession that may cause particular vulnerability to sexual and gender-based abuse. The project builds women's capacity to</p>		<p><i>Describe related actions NGO will take to maintain or improve the gender equity of this initiative in the current financial year and the next financial year.</i></p>

Criteria	Assessment Remember to reference the source of information. (no more than 600 words per cell)	Rating (1-6)	Management Response Be as precise as possible: what? how? who? when? (no more than 600 words per cell)
	defend themselves against SGBV, providing them with knowledge and tools to respond. There are no specific activities targeting economic status of women and gender equality in regional cooperation efforts. However, indirectly, the project will contribute to equal participation of women in decision making as capacity of EWs to stand up for themselves and improve their working environment will increase. Referral system can eventually have a positive impact on access to health services (as women are referred for psychological and later will be for health assistance when needed)		

Other Key Issues

Criteria	Assessment (no more than 600 words)	Management Response Be as precise as possible: what? How? Who? When? (no more than 600 words)
7. Cross-Cutting Issues and Commitments	<p>What else is at stake? Indicate progress on, or compliance with social inclusion, safeguards and policy commitments.</p> <p>The main issue this project effects is Gender Equality and the empowerment of women, which is done through Gender Equality and the empowerment of women, a particular vulnerable group of women who work in entertainment industry.</p> <p>This project also touches on child protection issues, as in the course of project implementation the staff and PEs may come across girls, who are under the age of 18 involved in entertainment business. If such information ever comes to the attention of ACTED and partners staff, these incidents will be reported, and everything possible will be done to extract the girls from the environment they are in, and from the employment.</p>	<p>Describe related actions NGO will take to maintain or improve implementation of relevant cross cutting policies and themes through this initiative in the current financial year and the next financial year.</p> <p>ACTED in Cambodia and its partners have existing Child Protection Policies, and its staff is trained to check and learn about any violations of children rights that may occur, such as described in this section (employment in entertainment industry and exposure to potential sexual and other abuse).</p>
8. Risk Management	<p>How is risk being managed?</p> <p>Assess the current risk management approach for this initiative by answering the following:</p> <p>How is risk being managed?</p> <p>Are risk management processes</p>	<p>Red / Amber / Green</p> <p>Describe controls currently in place to mitigate these risks. Are controls considered strong or weak? Describe additional treatments (if any) that are currently being implemented and if so, when are they due to be finalised. Is there</p>

Criteria	Assessment (no more than 600 words)	Management Response Be as precise as possible: what? How? Who? When? (no more than 600 words)
	<p>adequate? Assess the risk management approach for this investment by answering the following for the previous 12 months:</p> <ul style="list-style-type: none"> Does the investment have a risk register that is updated at least quarterly? <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No, but at least annually ✓ No Are risks discussed with partners at least monthly? <ul style="list-style-type: none"> ✓ Yes <input type="radio"/> No, but at least annually <input type="radio"/> No Does the partner submit risk documentation at least quarterly? <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No, but at least annually ✓ No 	<p>anything else that should be considered to ensure the risks are reduced to an acceptable level in the current financial year and the next financial year?</p> <p>The project itself is designed to mitigate the risks of gender based violence against vulnerable women. Project activities are carefully planned, and PEs visits to the entertainment establishments are planned and supervised if necessary by the project manager. Project manager also meets with establishment owners and managers to mitigate potential risks of abuse against PEs or social workers, as well as to encourage the owners to cooperate on the project and learn about dangers of SGBV.</p> <p>Have any of these risks been escalated to management for their consideration? If so, what advice was provided by management? Are management also actively monitoring these risks?</p> <p>No incidents have been reported either of abuse of staff, or violation of children rights (cases of girls under 18 being involved in the entertainment business). However, as mentioned above, PEs and social workers are aware of the risk related to abuse of children, and have knowledge on how to mitigate them.</p> <p>Beneficiaries are indeed at risk of sexual abuse, and several cases of different forms of abuse have come to attention (from forced drinking by clients to a case of rape). All these are deal with by social work, SSC and LAC through the immediate referrals.</p>

Key Messages (no more than 600 words)

9. Key Messages	<p>What is the most significant information that we can communicate? <i>What is the most significant information that we can communicate about the performance of the initiative? This is what you want to tell or have the Minister/High Commissioner/Ambassador say or know about. This could be used for high-level briefing. This may also include initiative results that are not covered by the 'Headline Results'.</i></p> <p>Fighting SGBV, especially against such a vulnerable group of women as entertainment workers, is extremely important as this subject is under looked by the authorities. Ministry of Women's Affairs who have a strategy to fight violence against women does not prioritise this group, and prejudice prevents many officials, health workers and police from assisting these women, while women themselves are often unable or are afraid to report the cases of SGBV or any kind of gender based violence occurring at workplace. According to baseline survey</p>
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61% of women were to shy to report, 20.5% were afraid to blame anyone, 13.6% were afraid to loose their job.
Main achievement so far is setting up the referral system, that allows women at risk to report their cases, if necessary, unanimously. This system is in the process of growth, and will be further developed as the project progresses according to the needs of the women.

Management Responses (no more than 600 words) Note: information contained in this box will be used to prepare Program Management Plans.

10. Management Responses	<ul style="list-style-type: none"> Follow up any outstanding responses and add new proposed responses based on this in the relevant criterion above. The section should capture all major quality improvement recommendations, not just those taken to remedy unsatisfactory performance.
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Scale for ratings against Quality Criteria
Performance against quality criteria is rated using a six point scale, shown below.

Satisfactory	Less than satisfactory	
6 Very high quality; needs ongoing management and monitoring only	3	Less than adequate quality; needs work to improve in core areas
5 Good quality; needs minor work to improve in some areas	2	Poor quality; needs major work to improve
4 Adequate quality; needs some work to improve	1	Very poor quality; needs major overhaul