

ACTED
Annual Progress Report [from March, 2014 – March, 2015]
Reducing the Risk of SGBV against Entertainment Workers in Phnom Penh

1. Summary data

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| Grant Agreement # | 66160 |
| Name of organisation | 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 of Cambodia (SSC) and Legal Aid of Cambodia (LAC) |
| Start date | March 8 th , 2013 |
| Finish date | March 31 st , 2016 |
| Reporting period | 1 st of March 2014 - 28 th February 2015 |

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: refresher trainings were conducted with the project's 15 peer educators on a six monthly basis throughout the reporting period. A two day refresher training by LAC was conducted between 21st to 22nd August 2014 and a further one day training on 2nd January 2015. LAC's trainings covered issues such as the legal rights of entertainment workers and referrals procedures. SSC conducted refresher trainings for the peer educators between 16th to 27th March 2015 focusing on self-awareness and counselling skills for the counselling the Entertainment Workers.

1.2 Providing counselling group sessions to 1,500 EWs beneficiaries in 100 establishments: 2,057 group and individual counselling sessions for 1,596 direct EWs beneficiaries were conducted by the project's peer educators during the reporting period (17.14 sessions per establishment on average). These sessions reached over 1,701 indirect beneficiaries (EWs) working in the same establishments.

1.3 Producing a short video on SGBV among EWs, with participation of EWs representatives: the video script for the video was finalised and the video shot during 2014 with the aim of raising awareness of the project's support services to EWs as well as stimulating discussion on how to tackle SGBV in the workplace. The video has now been finalised and will be used during the outreach sessions with EWs from May 2015 onwards. The finalisation of the video

was slightly delayed in order to ensure the messages in the script were clear and took on board the findings of the mid-term evaluation.

1.4 Developing two radio broadcasts on SGBV: 9 radio broadcasts were broadcast via Women's Media Centres radio station during the reporting period. The 10 minute broadcasts took place in May 2014, June 2014 and July 2014 and covered 17 provinces in Cambodia.

1.5 Disseminating IECs on SGBV to the beneficiaries and stakeholders: The distribution of IEC materials continued with 1,367 leaflets and booklets distributed during the reporting period to establishment owners, Me-kars (general manager), clients and EWs.

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: During the first year of the project, a referral system was set up. However, based on the findings of the mid-term evaluation, the project partnership reviewed its standard operating procedures (SOPs) for the referral mechanism. The revised SOPs are attached as annex 1 to this report and are currently being translated into Khmer and will be operationalised by the end of April 2015. The revised SOPs reinforce the role of each partner with ACTED acting as the gateway into the referral system, SSC providing psychosocial counselling, medical treatment and vocational training as and when requested whilst LAC provides legal assistance. In addition, the police hotline provides immediate emergency assistance to SGBV survivors. Through the group and individual counselling sessions as well as through the referral sessions, 19 cases of SGBV were identified and linked to SSC and LAC. However, in the end only 4 EWs approached LAC for assistance and one EW approached SSC for assistance. In addition, to promote the referral mechanism amongst EWs, ACTED started conducting specific referral sessions from July 2014 onwards with 895 referral sessions conducted during the reporting period involving 677 EWs.

2.2 Promoting and supporting the INTHANOU telephone hotline: the project is supporting the Ministry of Interior's telephone hotline for GBV survivors in cooperation with Winrock. During the current reporting period 324 cases were identified and referred through the hotline. The hotline was also continuously promoted through advertisements on 14 tuck-tucks working across Phnom Penh.

2.3 Incorporating referral procedures into National Police training curricula: ACTED is using the training of communal and district police to introduce the referral procedures and to pilot its integration into the training of Police. ACTED has also joined the Ministry of Women's Affairs (MoWA) Technical Working Group on SGBV as a means of advocating for the integration of the procedures. During the final year of the project, ACTED will also hold further meetings with MoWA to further discuss the incorporation of the procedures.

2.4 Conducting trainings for the communal and district Police in targeted areas: Between 24th to 26th February 2015, ACTED, MOWA Legal Protection Department and LAC conducted a second round of training on EWs and SGBV for 47 communal and district police officers from 4 districts across Phnom Penh.

2.5 Organizing an annual workshop with participation of all relevant stakeholders: The year 2 annual workshop took place on 18th February 2015. The theme of the workshop was "early warning systems for SGBV in entertainment establishments". 47 participants joined the workshop including representatives from MOWA, district and communal police, entertainment establishments' owners, Me-kars, EWs, peer educators and NGO partners.

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

3.1 A mid-term review and evaluation: An external mid-term evaluation of the project took place between December 2014 and January 2015. The aim of the mid-term evaluation was to provide the project partners and the donor with a review of the status, relevance and performance of the project compared to the project document, identify and assess the basic results and impacts as to their sustainability and suitability for replication in other areas. The report is attached as Annex 2 to this report. The evaluation concluded that the project was responding to the needs of EWs and their knowledge on SGBV had improved as a result of the project. The evaluation also highlighted a change in attitude of the police manning the Ministry of Interior hotline and they were now perceived to be more receptive and understanding of the needs of EWs. However, the evaluation noted that awareness of the

project's referral system needed to be raised to ensure all EWs are able to access the available support services. The evaluation also suggested that the project consortium reviews the peer educator system to encourage EWs to become PEs and that the IEC materials should be reviewed to ensure they are appropriately tailored to the target audience. The evaluation also suggested the project targets only 100 EEs as originally planned in the project proposal in order to ensure the project has sufficient resources to cover all establishments. The evaluation also highlighted the need to provide more support to district and commune police to stimulate a change in their attitude towards EWs. In response the findings of the mid-term the project consortium has developed a response plan aimed at addressing the key points including reviewing the peer educator system, strengthening the referral system and reviewing the project's IEC. The response plan is attached as Annex 3 to this report.

In addition, to accompany the mid-term evaluation, ACTED conducted a KAP survey to measure changes in knowledge, attitudes and practices amongst EWs compared to the baseline. The key findings of the mid-term KAP survey are highlighted in section 2.3 below.

3.2 Conducting 2 in-depth case studies: The first case study was conducted in January 2015 and focused on a me-kar (manager) of an EE. The full case study is attached as annex 4 to this report.

2.3. Results achieved to date

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

At the start of 2015 ACTED conducted a mid-term KAP survey to assess changes in the knowledge, attitude and practices amongst entertainment workers regarding SGBV. The findings showed that EWs had improved knowledge regarding what constitutes SGBV. For example 70.4% of respondents understood the concept of SGBV. Of that number 92.6% were able to correctly state that rape was a form of SGBV compared to 84.1% of respondents in the baseline survey. Respondents also had increased awareness of activities which did not constitute SGBV but rather sexual harassment, such as the showing of pornographic photos. Unfortunately many respondents did not feel sufficiently comfortable to answer whether or not they had suffered SGBV in the workplace. However, of those who did feel able to respond 43% of them had experienced at least one form of SGBV in the workplace over the course of the previous two years.

The next step of questions in the mid-term KAP survey focused on knowledge of assistance services for survivors of SGBV. There was increased knowledge of assistance services, in particular there was a 13.8% increase in knowledge regarding the police hotline, 6% increase in knowledge regarding courts, 4.9% increase in knowledge about NGO clinics and 5.9% in knowledge regarding social welfare services. Whilst there has been an increase in knowledge regarding support services, awareness needs to be increased in this area. As a result, ACTED has started reinforcing its SOPs for the project's referral system whilst also updating IEC materials to place increased emphasis on various entry points into the referral system.

Respondents were also asked whether they were aware of any methods to reduce to the risk of SGBV whilst at work. In the mid-term KAP survey 72.4% of respondents were aware of one or more prevention methods compared to only 54.4% in the baseline survey. In the mid-term KAP survey respondents were much more likely to state preventative methods such as negotiating with a client, calling the police hotline, seeking support from other EWs, walking away from the client or reporting to the owner than in the baseline survey where the most common preventative methods were cheating the client or pretending to be sick.

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

The second section of the mid-term KAP survey focused on access to assistance services for survivors of SGBV. According to the findings of the survey, there was a 25% increase in survivors of SGBV reporting their case to NGO clinics and a 25% increase in the reporting of cases to the police hotline. However, not all respondents had reported a case of SGBV to a

support service. When respondents were questioned on this point there was a 25.8% decrease in respondents reporting this was because they were too shy compared to the baseline survey demonstrating the increased confidence amongst EWs. Instead respondents reported this was because they did not have the money to pay the police to file the report or they were afraid of being blamed.

2.4. Progress

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

All the initial training for the peer educators and social workers were 100% completed during the previous reporting period along with 66.66% of follow up trainings. A further 5 days of follow up trainings were completed this reporting period meaning that out the end of the March 2015 is 66.66% of follow up trainings had been completed. By the end of the reporting period, accumulative figures for number of EWs reached since the start of the project was EWs (348.87 %) through 1440 group and 617 individual counselling sessions (57.13 %). The number of sessions per establishment is approximately 17.14 sessions per year on average, which is still below the average proposed in the proposal of 36 sessions per year). The short video is 100% complete and screening of the film will start in April 2015. 9 radio broadcasts have been aired on Women's Media Centre radio station (450% of the initial target). The radio 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 dissemination of IEC materials to owners, clients and EWs is a continuous activity. Currently the project partnership is reviewing its IEC materials based on the findings of the mid-term evaluation with the aim of printing a final batch of materials in May 2015 which will be distributed until the end of the project.

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

As noted above, Year 2 of the project reinforced the referral procedure with all stakeholders (ACTED, SSC, LAC, MOWA, MOI, EWs, EE owners, etc). To date 14 court cases have been facilitated by LAC as part of the project (15.55 % of the originally anticipated number of cases). SSC have provided support services to 1 EW to date (1.1 % of the originally anticipated number of cases). As highlighted above, the project partnership is reinforcing the referral system to increase the number of referral cases through a revision of the SOPs, new IEC materials and additional training to both project staff and peer educators. ACTED has also provided 30% of the training to district and commune police from the 4 targeted communes reaching 47 police officers (102% of the originally targeted number of police officers).

3. Changes and reasons for changes

Based on the findings of the external mid-term evaluation ACTED took the decision to revise the peer educator system to encourage more entertainment workers to become peer educators. This has included changing the reporting requirements of the peer educators, introducing more flexible working hours and requiring the peer educators to come to ACTED's office less frequently. The new system is currently being piloted with three peer educators for a three month period and then if successful it will be rolled out across the project. At the same time, 10 additional training modules have been introduced for the peer educators to provide greater variety to the content of the outreach sessions and engender greater discussions between the peer educators and the EWs. In addition, the project consortium has recently reviewed the referral systems SOPs to ensure all survivors of SGBV are integrated into the referral system smoothly and are able to access the project's support services.

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 (23.40%); 2 female and 5 male police officers (28.57% are female) are currently operating the hotline.

Annual workshop had 47 attendees, 23.40% are female, which include EWs (36 F and 11 M).

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

One key challenge of the project is the high turnover of both PEs, EWs and entertainment establishments. EWs frequently move between EEs and as a result repeated counselling and referral sessions are required to ensure key messages are shared with EWs. In order to reduce the turn-over of PEs the decision was taken in early 2014 to recruit PEs who were either former EWs or indirect EWs. This did reduce the turn-over of PEs. However, towards the end of 2014 it was clear that as most PEs were not working day to day in EEs they could not directly relate to the EWs and as a result the counselling and referral system was having less impact as highlighted above. Therefore, the decision was taken at the end of 2014 to ensure all PEs are currently working in one of the targeted EEs. This was also a key recommendation of the mid-term evaluation. In addition, it was agreed to review the ACTED's PE system to make it easier for PEs to complete their activities whilst also working full time and thereby keep PE turnover to a minimum. As a result the terms of reference for peer educators has been revised and ACTED is currently piloting a new system with a group of the peer educators for a three month period before rolling out the new system across the project as a whole. At the same time, it has been challenging to conduct counselling and referral sessions with EWs due to their busy working schedule. Therefore, in 2015 ACTED will work increasingly closer with the owners and managers of EEs to encourage them to set aside a particular date and time for such sessions in order to maximise participation. In order to formalise this system ACTED is in the process of signing Memorandums of Understanding with each of the entertainment establishments. However, due to the competitive business market in Phnom Penh there is a constant turn over in entertainment establishments as they open and then close after a short while. This accounts for approximately for 20% of establishments targeted by the project and as a result the project is often looking for new establishments to participate in the project.

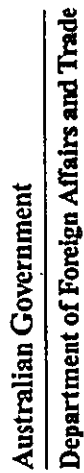
Furthermore, there remains a lack of clarity regarding the referral system which seems to be limiting access to the support services offered by the project. Therefore, the project partnership has started the process of reviewing the SOPs for the project into an easy to read A3 poster for all project stakeholders. At the same time, the project partnership is reviewing its IEC materials to ensure the entry points into the referral system are consistent as well as the messaging to beneficiaries in terms of the services available to survivors of SGBV.

6. Australian government promotion:

ACTED and its partners have worked actively to ensure the visibility of the donor in all project activities. This has included wearing visibility t-shirts by ACTED, SSC and LAC, the use of activity banners for meetings, workshops and trainings as well as the use of the donor logo on all printed materials such as leaflets and booklets. The role of DFAT has also been highlighted during all programme activities as well as meetings with government officials.

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



Total grant amount (AUD): 224,999

| | Received on | Amount | Amount in received in USD |
|-----------|-------------------|---------|---------------------------|
| Tranche 1 | Date: 24 May 2013 | 75,000 | \$ 73,297.50 |
| Tranche 2 | Date: 23 May 2013 | 123,750 | \$ 120,940.88 |
| Tranche 3 | Date: | - | |

| | | |
|--------------------------|-------|---------|
| Expenditure to date | Date: | 168,496 |
| Total Fund Balance (AUD) | | 56,503 |

| | | |
|---------------------------|----------------|-----|
| Total Fund Balance (AUD) | 56,503 | |
| Exchange Rate in May 2013 | 1USD= 1.023272 | AUD |

| Descriptions | AusAID | | | | | | - | Contribution | | Remarks |
|----------------------------|-----------------|-----------|----------------|--------|---------|------------|-----------|---------------------------|---------------------|---------|
| | Approval Budget | | Actual Expense | | Balance | Variance % | | Implementing organisation | Other sources (USD) | |
| | AUD | AUD | AUD | USD | | | | | | |
| | | | | | | | | | | |
| 1. PERSONNEL COSTS | 88,122 | 83,275.10 | 75,476.35 | 4,847 | 6% | | 24,881.88 | | | |
| 2.Travel Costs | 7,560 | 2,613.98 | 2,369.18 | 4,946 | 65% | | - | | | |
| 3. Non-personnel inputs | 5,080 | 2,753.90 | 2,496.00 | 2,326 | 46% | | 5,300.00 | | | |
| 4 Project activities costs | 98,373 | 57,239.88 | 51,879.34 | 41,133 | 42% | | - | | | |

| | | | | | | | |
|-----------------------------------|---------|------------|------------|-----------|------|-----------|--|
| 5. other activities running costs | 21,124 | 17,921.97 | 16,243.57 | 3,202 | 15% | 13,271.67 | |
| 6. Mid-term review/evaluation | 2,040 | 3,401.01 | 3,082.50 | 1,361 | -67% | - | |
| 7. Project Evaluation | 2,700 | 1,290.29 | 1,169.45 | 1,410 | 52% | 11,243.00 | |
| TOTAL | 224,999 | 168,496.12 | 152,716.39 | 56,502.88 | 25% | 54,696.54 | |

Note: the average exchange rate 1USD= 1.1033 AUD


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

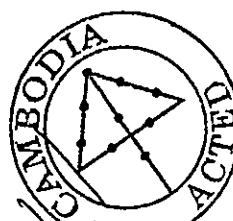
54,696.54 US\$

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

N/A

10. Signature and statement (as in guideline)


Ginny Haythornthwaite
Country Director
ACTED in Cambodia





Quality at Implementation (Annex B)

Summary

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|-------------------|---|---------------------|-----------------------------|
| 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 March 2014 to 28 th February 2015 | # of month | 12 months |
| Total Grant Value | \$ AUD 225,000 | Expenditure to date | \$ AUD 176,017.44 |
| Report drafted by | Ginny Haythornthwaite, ACTED Country Director | Date of draft | 09.04.15 |
| Approved by | | Date approved | |

Description (no more than 600 words per cell)

| | |
|-------------|---|
| Description | <p>What are we doing?</p> <p>Provide a brief (one-two paragraph) description of the initiative, assuming the reader has no prior knowledge.</p> <p>ACTED designed this project in response to widespread violence against women in Cambodia. National statistics show that one out of four women who have been in a relationship has experienced violence¹. One of the most vulnerable groups of women are entertainment workers. In a survey conducted by ACTED of 284 EWs in July 2011, 53% reported having suffered abuse since they began working in the entertainment industry. Yet, such levels of violence is rarely acknowledged or addressed.</p> <p>The project is implemented in partnership with Legal Aid of Cambodia (LAC) and Social Services of Cambodia (SSC) who provide a wide range of assistance services to survivors of SGBV including legal, psycho-social and medical 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, 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 47 Police Officers (from communal and district police) will benefit from the trainings delivered to them, with a specific focus on the referral system and changing their attitude towards EWs.</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. (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) |
|--------------|--|--------------|--|
| 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>ACTED's mid-term KAP survey confirms that high rates of sexual gender-based violence among entertainment workers remains to be a key 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 still</p> | 6 | <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>It is clear from the mid-term KAP survey that the cases of SGBV are not decreasing and that the project is still very relevant to the context. Whilst EWs have increased knowledge of SGBV and awareness of prevention methods survivors of SGBV still need greater support to access the project's support. As a result, greater emphasis will be placed on the support services available to survivors of SGBV during the final year of the project. As noted above, in order to address this</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) |
|------------------|---|--------------|--|
| | <p>not a priority for this action plan. They are not mentioned as a specific category, although level of GBV they experience is extremely high. At the same time the incidents are underreported, because of widespread prejudices and fear of EWs of possible repercussions if they were to report. Many NGOs work with EWs often around health issues, such as reproductive health and HIV/AIDS. At the same time wider Violence Against Women initiatives rarely cover EWs, especially inside their workplace and also fail to address the stigma surrounding the work of EWs with key front line service providers such as district and communal police. The 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).</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>issue, the project consortium has recently reviewed its SOPs for the referral system to ensure survivors of SGBV can easily access the available services. At the same time the project's IEC materials are being reviewed to ensure their relevancy to the needs of EWs.</p> |
| 2. Effectiveness | <p>Are we making the difference that we expected at this point in time?</p> <p>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).</p> <p>The outreach activities are on track with over 348.87% of EWs reached through the various activities and over 120% of EEs. All the police training and annual workshops have also been completed on time.</p> <p>The mid-term KAP survey shows significant improvement in terms of EWs knowledge of SGBV and their awareness of support services available to survivors of SGBV.</p> | 4 | <p>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.</p> <p>** Including proposed formal steps to amend objectives if determined necessary by senior program managers.</p> <p>Based on the findings of the mid-term evaluation ACTED has developed an action plan to address key points which is attached as Annex 3. These key issues include: a review of the peer educator system to encourage more EWs to become peer educators on the project. Secondly, a review of the peer</p> |

| Criteria | Assessment Remember to reference the source of information. (no more than 600 words per cell) | Rating (1-5) | Management Response Be as precise as possible what? how? who? when? (no more than 600 words per cell) |
|---------------|--|--------------|---|
| | <p>However, there are still a limited number of EWs accessing the support services offered by the project. In response to this challenge the SOPs for the referral system have been reviewed to ensure they are clear to all stakeholders as well as updating its IEC materials.</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 new significant risks have been identified during the reporting period. The target number of women has already been reached. However, due to the high turnover of women working in the establishments repeated sessions are required to ensure new workers are integrated into the project as and when they start working in the targeted establishments. In addition, establishment often close and then reopen after several months with a new owner or do not reopen at all. This requires ACTED to be constantly negotiating access to establishments. Fewer women have access the referral system than originally anticipated. The project consortium has recently reviewed the SOPs for the referral mechanism and its IECs to increase awareness of the services available to survivors of SGBV.</p> | | <p>training materials to ensure the incorporation of best practices and lessons learnt from the mid-term evaluation. Thirdly, the referral system is currently being strengthened through a review of the SOPs and training of key stakeholders on the revised SOPs. Fourthly, the project partnership is formalising its relationship with the targeted establishments through formal MoUs with each business setting up clear roles and responsibilities for each actor. Fifthly, the training to communal and district police is being adjusted to ensure there is greater emphasis on changing police perceptions to EWs. Lastly, during the second half of 2015 a clear exit strategy for the project will be developed. - ACTED will ensure continuous Monitoring by the Program Manager and M&E unit to ensure that there are no informal barriers to access the services available for victims.</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> | 5 | <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> |

| 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) |
|------------------------------|--|--------------|---|
| | <p>As noted above, ACTED has already reached the target number of beneficiaries however the project is slightly behind in terms of the number of counselling sessions to be conducted throughout the lifetime of the project and the number of women accessing the support services. The project has recently reviewed its referral system to encourage more EWs to access the available support services.</p> <ul style="list-style-type: none"> <i>The budget is being spent as expected.</i> <p>The spending of the budget remains slightly ahead of schedule however the majority of activities now left to be implemented have little cost and the remaining funds available are seen as appropriate in order to successfully complete the project.</p> <p><i>The inputs are adequate to achieve the initiative objectives.</i></p> <ul style="list-style-type: none"> <i>The different parts of the management system are working well.</i> <p>Project coordination is conducted through various different mechanisms. On a formal basis the project holds quarterly steering committee meetings to discuss the overall strategy of the project and any key challenges or concerns. All partners are also required to report to ACTED on a monthly basis regarding their specific activities. However, in addition, there is regular informal communication and meetings between all stakeholders, for example to review the project SOPs, provide feedback on IEC materials amongst other tasks. ACTED's regional and HQ offices also provide regular support to the project. Logistics and procurement unit is operational and follows ACTED and DFAT regulations.</p> | | <p>Where possible ACTED has clustered targeted entertainment establishments together in order to improve the efficiency of the project by reducing travel times for peer educators and staff. At the same time ACTED is currently reviewing the peer educator system to allow more entertainment workers working in the targeted establishments to become peer educators and thereby encourage a more efficient use of resources.</p> |
| 4. Monitoring and Evaluation | <p><i>Is a robust monitoring and evaluation system being used to effectively measure implementation progress, and progress towards meeting objectives?</i></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</i></p> |

| Criteria | Assessment Remember to reference the source of information. (no more than 600 words per cell) | Rating (1-5) | Management Response Be as precise as possible: what? how? who? when? (no more than 600 words per cell) |
|-------------------|--|--------------|--|
| | <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>The monitoring and evaluation of the project is led by ACTED's dedicated Monitoring and Evaluation Unit (AMEU) based in Phnom Penh. At the start of the project an Indicator Tracking Table for the project was specifically developed. At the same time, a baseline Knowledge, Attitude and Practice (KAP) survey was conducted. In December 2014 an external mid-term evaluation of the project was conducted (see main report for the key findings) which was complemented by a mid-term KAP survey in January 2015 (see main report for key findings). At the same time the AME Unit conducts ad hoc monitoring of the project. The results of the monitoring are shared with ACTED's Country Director and programme team so that programme implementation can be adjusted based on the findings of the monitoring.</p> | | <p><i>financial year.</i></p> <p>ACTED will continue implementing its monitoring and evaluation system set up during the first two years of the project. The end line KAP survey will be conducted during the last quarter of the project to assess the change in knowledge, attitude and practices amongst entertainment workers as well as the collection of one final case study.</p> |
| 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>A key stakeholder in the project is the Ministry of Interior's SGBV hotline. The hotline staff act as one entry point into the referral system and</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> |

| 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>received capacity building training as part of the project. As this is a government hotline, it will continue to function independently beyond the lifespan of the project. In addition, ACTED's local partners, LAC and SSC, are Cambodia-based NGOs and will be able to continue with their interventions after the end of the project. At the same time. A key part of the project is the knowledge transfer and capacity building of the peer educators and EWs who will be able to put into practice their new found skills and knowledge well beyond the end of the project.</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>The project focuses on women in the entertainment industry. Their work makes them particularly vulnerable to sexual gender based violence. The project builds the capacity of women in the entertainment industry to understand up for their rights, defend themselves and their colleagues against SGBV whilst at the same time as increasing their knowledge of the support services available to survivors of SGBV. The support services include access to medical care and psycho-social support as and where required. The support services also provide support survivors of SGBV to return to work or help them seek alternative employment.</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> |

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. However, to date no such incidents have been reported.</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 are 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 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 <input checked="" type="radio"/> No Are risks discussed with partners at least monthly? <ul style="list-style-type: none"> <input checked="" type="radio"/> Yes <input type="radio"/> No, but at least annually <input type="radio"/> No Does the partner submit risk documentation at least quarterly? | <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 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. Once a entertainment establishment has been identified either ACTED Project Manager or Social Worker meets with the owner or manager of the establishment to explain the project and its activities in order to ensure the owner/managers' cooperation and support of the programme thereby reducing the risk to the project's staff and peer educators. Previously ACTED only signed letters of agreement with each establishment however based on the recommendations of the mid-term evaluation ACTED is formalizing this partnership through MoUs with each</p> |

| Criteria | Assessment (no more than 600 words) | Management Response Be as precise as possible: what? How? Who? When? (no more than 600 words) |
|----------|---|---|
| | <input type="radio"/> Yes <input type="radio"/> No, but at least annually <input checked="" type="radio"/> No | <p>establishment.</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>In year two of the project 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).</p> <p>As the project focuses on SGBV, cases such as forced drinking, assault of EWs etc have been reported to the project staff and the cases have entered the project's referral system in order for the survivors to access the project's support services.</p> |

Key Messages (no more than 600 words)

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|-----------------|--|
| 9. Key Messages | <p><i>What is the most significant information that we can communicate? 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>The entertainment industry in Cambodia is growing year on year, particularly as the country becomes an increasingly popular tourist destination. Entertainment workers such as hostesses and waiters, chefs and kitchen attendants and cashiers amongst others, are the back bone to the industry. However, in Cambodia entertainment workers are a particularly vulnerable group of women, and are especially prone to experiencing sexual violence due to their working environment, and social stigma related to their work. Whilst the Ministry of Women's Affairs has a strategy to tackle violence against women, the strategy does not specifically target female entertainment workers. At the same time, due to the stigma attached to the entertainment industry many female entertainment workers feel inhibited to report sexual violence or access available support services.</p> <p>Since 2013 ACTED has been working in partnership with SSC and LAC to reduce the risk of SGBV against entertainment workers in Phnom Penh. Over the last two years the project has made significant gains in terms of EWs knowledge of what constitutes SGBV and their rights under the law whilst also increasing awareness of assistance services available to survivors of SGBV.</p> |
|-----------------|--|

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

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| 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. <p><i>The section should capture all major quality improvement recommendations, not just those taken to remedy unsatisfactory performance.</i></p> |
|--------------------------|--|

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 |

