**Annex 1: Overview of the project component for the Call for Proposals**

**Component 3: Services for Survivors of GBV**

**Output 3.1:** Provision of a national GBV hotline **(2.5 million for 4 years)**

**Overview:**

This component will address key challenge of the provision of comprehensive and essential multi-sectoral services to GBV survivors. Among these challenges are: i) limited reporting of GBV cases, ii) limited access to GBV information and services, iii) capacities of government, CSOs and other stakeholders to manage reported cases of GBV, hotline and safe houses. To address these challenges, the Ministry of Gender, Child and Social Welfare will work with UNFPA and UN Women to set up a toll-free helpline for the GBV survivors across the country. The ownership of the Helpline remains with the Ministry while there will be one civil society partner identified to assist with the management of the same till the time that the building of the helpline is constructed.

**Establishment of the National Hotline on GBV:**

Under the leadership of Ministry of Gender, Child and Social Welfare, the UN Women has entered into an UN-to-UN agreement with UNFPA to establish and coordinate a hotline on reporting and managing GBV cases. The hotline will provide a telephonic referrals, psycho-social support and link SGBV survivors to livelihoods and incomes generation activities.

Apart from linking the survivors to health services, psycho-social counselling, the project will aim to ensure that survivors of GBV have access to emergency livelihoods protection and support urgently needed for their survival and integration into the community. Support will be provided for survivors to be integrated into the VSLAs through the WECCs where they will have access to immediate resources (income) for them to cover immediate basic needs (healthcare); foster engagement in the local economy, have access to spaces/opportunities outside their homes where they can engage in entrepreneurship.

The project will target 2,000 survivors who have reported cases to the national helpline by the end of the project of whom 75 percent express satisfaction with the hotline. The UNFPA will be responsible for ensuring that an appropriate number of staff from the MGCSW and CSOs are trained on GBV hotline protocols and on safe house operating procedures.

Further, UN Women will also engage UNFPA in providing both soft and hard service delivery and training, to be delivered at the Safe House.

**Implementation of Component 3**

Following results are expected under this Call for Proposal:

**Result 1: Effectively set up a toll-free helpline for South Sudan**

**Indicators:**

* A toll-free helpline is set up under the leadership of the Ministry of Gender, Child and Social Welfare
* The fully functional helpline supports at least 700 cases per year, of whom at least 75% express satisfaction with the hotline operation
* A cadre of 60 case workers is built that undertake effective case work assistance for the survivors of GBV

**Result 2: Effective referral assistance is provided to the survivors of GBV**

**Indicators:**

* Of the total cases supported, at least 1000 cases are supported through referrals with other service providers
* The case workers deployed by the Ministry of Gender, Child and Social Welfare demonstrate increased capacity for the GBV case work support to the survivors
* The national and state level GBV actors are better coordinated in the GBV response services provision and referrals for assisting the survivors.

**Key actions:**

1. Work with the Ministry of Gender, Child and Social Welfare to identify and deploy the Case workers who will operate at the Help line
2. Rent a place appropriate to run the Help line
3. Design the Helpline management criteria and Standard Operating Procedure (SOP) and undertake its dissemination
4. Assist the MoGCSW to liaise with the telecom companies to set up toll-free helpline number and ensure seamless coordination and functioning of the help line
5. Manage the payroll and functioning of the help line
6. Assist the MoGCSW at the national and state levels to liaise with all the relevant duty bearers and service providers for effective coordination and service delivery between the GBV cases coming from different states
7. Maintain the call records and management of the case files as per the SOPs
8. Report to UNFPA to ensure regular updating for the Project Management Unit of MoGCSW, UN Women and the World Bank
9. Undertake satisfaction and case closures to monitor the quality of services and take appropriate actions to improve the quality of these services.
10. Design the demand generation materials and undertake the visibility and awareness about the helpline across the country through various mediums such as radio docu-drama, IEC materials, engaging with the community leaders and using the GBV AoR for awareness raising.
11. Any other actions as per the emerging demands from the project and mutually agreed with the donors.