



## REFLECTIONS:

# PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE IN ASIA & THE PACIFIC

## ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

The Essential Services Package (ESP) for Women and Girls Subject to Violence was developed through a joint partnership involving UN Women, UNFPA, WHO, UNDP and UNODC. The package provides guidance on how to develop and implement global norms and standards on multi-sectoral services and responses, for women and girls who have experienced violence, which can be adapted to the local context.

The package identifies different essential actions to be taken across the health, social services, police and justice sectors, as well as the coordination of these services.

The ESP was launched at the end of 2015 and is currently being implemented alongside other tools on response in over 60 countries worldwide.

**During 2017-2019, ten pilot countries completed the final rollout of the ESP: Cambodia, Kiribati, Pakistan, Solomon Islands, and Vietnam in Asia and the Pacific; Egypt, Guatemala, Mozambique, Peru and Tunisia in Africa and Latin America. The ESP programme supported these countries in developing and adapting quality standards and guidelines on providing essential services, as well as capacity strengthening for service providers.**

The ESP Programme also provides technical assistance and some funding to other more advanced countries engaged in rolling out all or part of these standards, mainly through their national budgets.



PILOT

## CO-LEARNING SESSIONS

In Aug-Sept 2022, UN Women and UNFPA's Regional Offices for Asia and the Pacific co-facilitated a series of online sessions with country offices that completed the piloting phase of the ESP programme in Cambodia, Pakistan, and Vietnam.

In these sessions, UNFPA and UN Women's country offices shared their experiences and insights into implementing the ESP at a national and subnational level, specifically focusing on how services were being received and experienced by women and girls survivors of gender-based violence.






# CAMBODIA:

## PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE



### COUNTRY PROFILE <sup>1</sup>

	<b>GENDER INEQUALITY INDEX</b>	<b>0.555</b>
	<b>INEQUALITY-ADJUSTED HUMAN DEVELOPMENT INDEX</b>	<b>0.418</b>
	<b>PREVALENCE OF VAW</b>	<b>13%</b>

### KEY ELEMENTS OF CAMBODIA'S NATIONAL LEGAL AND POLICY FRAMEWORK ARE:

- Constitution of Cambodia (1993): states that men and women have equal rights and that there shall be no physical abuse of any individual.
- Law on Prevention of Domestic Violence and Protection of Victims (2005): establishes the responsibility of local authorities to intervene in cases of domestic violence and provides for protection orders to be issued by the courts to protect the victim from further violence.
- Village Commune Sangkat Safety Policy (2010): identifies rape, domestic violence and trafficking as priority areas for local councils to address.
- Third National Action Plan to Prevent Violence Against Women (NAPVAW III) 2019-2023.
- National Strategic Development Plan (NSDP) 2019-2023
- Cambodia Gender Assessment (CGA) and Strategic Plan - Neary Rattanak V (2019-2023): joint evidence-based policy package to respond to key gender issues, including VAW/G.
- Cambodia is a signatory to major international treaties, including CEDAW and the CEDAW Optional Protocol.

### ESP CONTRIBUTIONS TO PROGRESS ON EVAW IN CAMBODIA



The Essential Services Package has contributed to the 3rd National Action Plan to reduce violence against women and girls (NAPVAW III).

This includes the strengthening of a coordination framework which guides the National and Subnational Working Groups on gender-based violence (TWG-GBV) and focuses on survivor-centred approaches and improving coordination of services.



The Essential Services Package has brought non-EVAWG actors into the VAWG space.

The ESP has brought together a range of non-EVAWG actors to deepen their knowledge of how essential services can be integrated and coordinated and how the many linkages in working on VAW and essential services can be established. For migrant women, this includes labour organisations, embassies, and training centres, among many others.

1. Cambodia CO ESP POSTER 2022



# CAMBODIA:

## PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

### CONT...



**ESP has supported the development of Guidelines on Limited Use of Mediation as a Response to Violence against Women.**

In Cambodia, mediation in response to VAW has often led to women being 'double-victimised'. MoWA has been supported to develop guidelines to ensure a survivor-centred approach that provides safety and security for women who experience violence.



**ESP has ensured capacity building on minimum standards of essential services at a national and subnational level.**

Capacity-building has been delivered to MoWA and the GBV working groups on minimum standards of essential services, focusing on referrals, basic counselling, and case management. In turn, training has been provided to a broad range of providers to strengthen the coordination of multi-sector services.



**The Essential Services Package has helped raise the voices of Civil Society Organisations (CSOs) and Women's Rights Organisations (WROs).**

The implementation of ESP has provided a platform for CSOs, and WROs, to contribute to consultations and meetings on VAWG. CSO voices contributed to developing the 3rd NAPVAW, and now consistently engage with government agencies at all levels. This has, in turn, amplified other marginalized voices and shaped their inclusion in the NAPVAW, especially migrant women and LGBTIQ+ women.



**The capacity of the health sector to respond to GBV has been strengthened.**

The ESP supported the roll-out of the national guidelines and training curriculum on health sector response to GBV in three provinces: Kampong Speu, Preah Sihanouk, and Siam Reap.



**The Essential Services Package is improving reporting, referrals, and coordination between services.**

GBV Working groups and service providers have reported positive progress on improved referral pathways and coordination. Likewise, client record-taking and administration have been streamlined, creating records within a centralised system to minimise duplication. As an example, the coordination between police, justice, social services, and other local NGOs with the health sector has been enhanced.



**COVID-19 highlighted the contributions of ESP to service delivery.**

ESP contributed to providing remote services for VAWG during COVID and delivered valuable training on remote counselling. The Ministry of Health was supported in providing specific responses to migrant workers experiencing GBV.



**THE ESSENTIAL SERVICES PACKAGE HAS CONTRIBUTED TO THE OVERHAUL OF FORENSIC EXAMINATION FOR RAPE CASES.**

A significant achievement of the ESP pilot in Cambodia has been nationwide changes to forensic examination processes.

Firstly, the forensic examination form has been reworked to include GBV with specific considerations for minors. Forensic committee members have been trained on the new examination form, which has been rolled out nationwide.

Secondly, the Ministry of Health has decreed a national 'no-fee' policy for forensic examination for survivors of sexual violence. As a result, survivors of GBV no longer need to pay a fee to the hospital for a forensic examination. This has led to data on rape being collected annually. This data is recognised by the Ministry of Health and has been included in State Party reports to CEDAW.



# CAMBODIA:

## PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

### LESSONS LEARNED




- ▶ **Coordination and budgeting restraints create some issues with ESP implementation.**  
A limited budget has enabled rollout only within the target areas and not throughout the country.
- ▶ **There needs to be more focus on multi-sectorial responses to VAWG.**  
More actors should be involved in meetings and in annual reflections to identify gaps and learn how to support each other better.
- ▶ **Providers working in the health sector need training on medico-legal care for survivors of GBV.**  
This would enable them to work more effectively and improve their response to and coordination with legal services, including the courts.
- ▶ **We need to increase community awareness on existing GBV services.**  
There has been a strong focus on capacity strengthening for providers, but more needs to be done to bring the survivor to seek out the service in the first place.
- ▶ **We must ensure that VAWG services are seen as lifesaving and included in disaster response and preparedness.**  
Cambodia's response during the COVID-19 pandemic lacked a gender analysis. Lockdowns interrupted local GBV service provision, as providers couldn't travel to reach women experiencing gender-based violence.
- ▶ **Mental Health is an area that needs more attention.**  
The ESP could help focus work on mental health, which is a critical issue for women survivors of violence, and especially migrant women workers.
- ▶ **There is a need for more technical support to monitor the implementation of GBV essential services.**  
Tools for monitoring focus on individual cases rather than the overall quality of service. Technical support is needed to ensure quality of service is being upheld, at a minimum for health and basic counselling services.
- ▶ **The implementation of NAPVAW needs greater support.**  
Implementing the NAPVAW Annual Operation Plan is under-supported, and coordination with key line ministries remains challenging.
- ▶ **There is a need to address social norms around victim blaming.**  
In reports from the subnational GBV working groups on individual cases, 'victim blaming' is still evident.
- ▶ **Administrative Data on VAWG is challenging and politically sensitive.**  
Authorities will often report that VAWG is in decline, believing that fewer reported cases mean fewer GBV cases in the community, as opposed to fewer women seeking services.
- ▶ **Remote counselling needs further and ongoing support.**  
Remote counselling is still evolving and requires a greater focus on following minimum service standards and survivor-centred and trauma-informed approaches.
- ▶ **Providing evidence of the cost of VAWG to Cambodia's economy would help prioritise VAWG as an issue of concern.**  
Collating and sharing evidence on the cost of GBV to Cambodia's GDP and economic growth would help advocate for greater national budget allocation to VAWG services and prevention.



## PAKISTAN:

# PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

### COUNTRY PROFILE<sup>2</sup>

	<b>GENDER INEQUALITY INDEX</b>	<b>0.557</b>
	<b>INEQUALITY-ADJUSTED HUMAN DEVELOPMENT INDEX</b>	<b>0.380</b>
	<b>PREVALENCE OF VAW</b>	<b>34%</b>

### KEY ELEMENTS OF PAKISTAN'S NATIONAL LEGAL AND POLICY FRAMEWORK ARE:

- Article 25 of the Constitution guarantees equality and non-discrimination based on sex.
- Prevention and Control of Human Trafficking Ordinance (2002)
- Protection of Women Act (2006)
- Protection against Harassment of Women at the Workplace Act (2010- updated 2022)
- Prevention of Anti-Women Practices (Criminal Law Amendment Act 2011)
- Acid Control and Crime Act (Criminal Law Amendment Act 2011)
- National Commission on Status of Women Act (2012)
- NCSW Amendment Bill (2016)
- Criminal Law Amendment (2016)
- National Action Plan on Human Rights (2016) includes an outcome on the elimination of GBV
- Mental Health Ordinance (2001)
- Zainab Alert, Response and Recovery Act (2020)
- Prevention of Trafficking in Persons Act (2018)
- Anti-rape (investigation and Trial) Act (2021)

## ESP CONTRIBUTIONS TO PROGRESS ON EVAW IN PAKISTAN



**The Essential Service Package is a small programme but with a significant impact.**

The ESP is small in terms of funding, but it remains the guiding framework for all work on VAW in Pakistan, and the catalyst for all work with survivors on strengthening the GBV response.



**ESP has guided the standardisation of different laws on VAWG and associated secondary legislation.**

The Rules of Business (RoBs) for Domestic Violence Act were aligned with ESP guidelines and encompassed standard operating procedures for shelters, Dar ul Amans, and staff training.



**The recent flooding in Pakistan shows how ESP has driven a cross-sector approach to VAWG response during a disaster.**

The ESP Steering Committee included the disaster management authority to ensure that preparedness can translate to effective responses to VAWG. Advocacy efforts showed that the Women's Department plays a vital role in humanitarian and development settings and in providing technical support.

2. Pakistan CO ESP POSTER 2022

# PAKISTAN: PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

CONT...



**ESP has been the guiding framework for all programming on GBV and the justice sector.**

This includes the adaptation of ESP guidelines for survivors with a disability. Case management procedures at the Ombudsperson's Office for Protection Against Harassment of Women at the Workplace have been streamlined by developing a database dashboard for dealing with complaints in a standardised way, as well as recording, managing and analysing data on the cases received.



**The ESP pilot in Quetta Balochistan has used inter-agency coordination very effectively, presenting a 'one-UN' approach to project partners and donors.**

A "model district" was identified where all agencies and key government departments were already present. The agencies agreed on a 'roadmap' that could maximise the impact of ESP by leveraging their existing portfolios, to enhance the impact for survivors. This inter-agency collaboration encompassed joint training, seminars, advocacy, and campaigns and was also evident in the establishment of multi-sectoral coordination mechanisms, referral pathways and GBV helplines. This presented a united front to the government partners and proved more impactful and cost-effective.



**ESP is being used as a framework for evidence generation on VAWG across all sectors, with a focus on the needs of survivors, with two key examples:**

1. An innovative study was piloted through ESP to map the survivor's journey through the justice sector in Punjab. (see over)
2. A National Baseline Study was undertaken across the country on the Economic Empowerment of Women in Shelters & Prisons. This study focused on women's economic empowerment (WEE) initiatives in shelters and prisons to look at the challenges women survivors of violence in these institutions face and the support they need to facilitate their reintegration into the community.



**The Essential Services Package has helped standardise data collection.**

The ESP has standardised data collection across all the different frameworks - SDGS, BDPfA and CEDAW - and brings together a broad range of stakeholders reporting on this data. The Islamabad Capital Territory Police has been supported in developing a dashboard to collect data on all gender crimes in the territory. This will enhance its data collection and promote predictive policing instead of reactive, as well as support prevention and response. The dashboard will be fully integrated into the overall systems and services of ICT Police and contribute to the National Gender Data Portal. The helplines responding to GBV were also supported to align their systems and procedures with ESP guidelines. An inclusive approach to responding to persons with disability and transgender was also integrated within helplines response.



**Capacity building has been a significant part of the ESP pilot.**

Capacity-building has focused on utilising and contextualising ESP guidelines in the national and provincial contexts. This includes customising the national police handbook for use in the provinces to contextualise the guidelines and use them for improving coordination between prosecutors and police departments, first responders, and investigation officers etc. This also includes the alignment of the SOPs governing shelters and Dar ul Amans with the ESP guidelines, which have been supported by trainings of shelter staff, as well as other government officials and service providers.



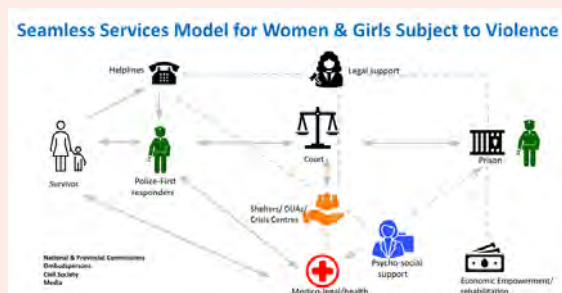
**The ESP provided a framework for advocacy on standardisation across government departments.**

The ESP has provided a framework for working with key service providers (health, police, justice, social services) and non-traditional partners such as the Planning and Development Departments at the provincial level, which oversee coordination and data collection. This, in turn, has helped to anchor the discussion on the importance of standardisation beyond traditional social services and in departments that are higher in government hierarchies.



# PAKISTAN: PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

## MAPPING THE SURVIVOR'S JOURNEY



An innovative study was piloted through ESP to map the survivor's journey through the justice sector in Punjab. The study mapped out the pathways taken by survivors, from their first point of contact to engaging with police, medical services, helplines, CSOs, and shelters, including Dar ul Amans. It has improved the understanding of survivors' experiences of the justice sector (and the personal tolls, psychological, financial, or other). This study will be replicated across different provinces to develop a National Journey Mapping of Survivors.

## LESSONS LEARNED

- ▶ **VAWG needs continuous efforts, advocacy, and support in working with the Government and across society.**

There must be constant advocacy and ongoing technical support for the Government. Knowledge-exchange between Pakistan and other countries is critical for contextualising and institutionalising this know-how.

- ▶ **There are ongoing challenges at an institutional level.**

Different institutions are at different levels in the hierarchy. For example, while the police sector holds a high position, the understanding and prioritisation of GBV within this institution are low. Shelters and Women Development Departments are given relatively low priority. The biggest challenge lies in coordinating all these institutions, organisations and departments. In Pakistan, the hierarchy of institutions can be highly politicised, posing a significant obstacle to addressing GBV. This politicization is evident across all levels of government and institutions, impacting the relations between the police and prosecutors at a local level and influencing the response to individual cases. Engaging key government institutions through policy, decision making and resource allocation is key to positioning gender machineries and addressing GBV issues. It would also be critical to use regular environmental scanning to take decisions on partnerships for each Province, based on the institutional arrangements and entry points.

- ▶ **The ESP pilot countries should come together to share experiences and challenges and learn from each other.**

- ▶ **Partnerships are vital in implementing the ESP and in overall efforts to address VAWG.**

Engaging a wide range of partners and enhancing their coordination to provide seamless services to survivors, not only those working on GBV, ensures more authority and a better chance of 'getting the work done'.

- ▶ **One of the most significant achievements of the ESP is multi-sectoral coordination.**

The ESP provided a framework and a common voice to work with all relevant government departments and sectors. The multi-agency response meant that government departments could see how they could jointly work to provide a comprehensive response to GBV survivors, all coming together to create coordinated approaches.

- ▶ **The interagency coordination showcased in the ESP pilot in Pakistan reflects the UN-coordinated framework.**

The ESP guidelines are being utilized as the foundation for all efforts aimed at addressing VAWG. For example, previously, the Medico-Legal Officers of the Health Department were not effectively engaged in coordinating service providers. This has now been addressed in current programming through the utilisation of alternative resources.








# VIET NAM:

## PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

### COUNTRY PROFILE <sup>3</sup>

	<b>GENDER INEQUALITY INDEX</b>	<b>117/ 189 COUNTRIES (2020)</b>
	<b>INEQUALITY-ADJUSTED HUMAN DEVELOPMENT INDEX</b>	<b>117 (2021/22)</b>
	<b>PREVALENCE OF VAW</b>	<b>63%</b>

### KEY ELEMENTS OF VIET NAM'S NATIONAL LEGAL AND POLICY FRAMEWORK ARE:

- Law on Gender Equality (2006 – start revision) and Decree 125; Law on Domestic Violence Prevention and Control (2007 – revised 2022) and Decree 144
- Law on Prevention, Suppression against Human Trafficking (2011 – start revision)
- Child Law (2016) and Decrees 56, 80
- Penal Code and Penal Procedural Code (2015)
- Legal Aid Law; Community based Reconciliation Law
- Law on Vietnamese Workers overseas on contract basis (2020)
- National Strategy on Gender Equality (2021-2030)
- National programme on GBV prevention and response 2021-2025
- National programme on Domestic Violence Prevention and Control in new context until 2025
- National Plan of Action on Preventing and Encountering Human Trafficking 2021-2025 and vision towards 2030

### ESP CONTRIBUTIONS TO PROGRESS ON EVAW IN VIET NAM



**ESP has developed and enhanced the accountability of the institutions providing GBV prevention and response services.**

ESP is helping more women seek services and providing them with referrals to services across many sectors. This is part of an overall objective (by 2025) of the National Programme on GBV Prevention and Response (2021-2025) developed with reference to the ESP after piloting 2017-2019 for a minimum of 50% of women experiencing GBV to seek out services, and then that 100% of these cases are supported through many different services.



**ESP is improving the capacity of service providers and government officials across many sectors.**

Capacity building activities have included providing training materials to government officials and agencies; and 30 training courses reaching nearly 6500 service providers from various sectors on providing high- quality, and survivor centred services.

3. Viet Nam CO ESP POSTER 2022





# VIET NAM:

## PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

### CONT...



**Government and UN Agencies have recognised the importance of and opportunities offered by the Essential Services Package**

Work on ESP has included the participation and coordination of four UN agencies and six government Ministries and agencies with an overall objective of providing better and more sensitive services for women and girls experiencing violence.



**The ESP has increased the understanding of minimum standards and the overall use of services in communities.**

In collaboration with the Ministry of Labour, Invalids and Social Affairs (MOLISA), the ESP was adapted to the Vietnamese context, developing minimum standards for shelters, hotlines, and social services (initially piloted in Hoa Binh province). The ESP also contributed to improvements in availability and accessibility to health, justice and policing, and social services in Ben Tre province and Ho Chi Minh City.



**Some progress has been made in implementing laws and policies on gender-based violence across many sectors through the ESP implementation.**

This includes the areas of health, justice and policing, social services, governance and coordination.



**ESP has improved the effectiveness of domestic violence prevention (and prevalence reduction) through awareness raising and behaviour change**

By 2025, the overarching goal of the National Programme on Domestic Violence and Control is to ensure that 70% of individuals vulnerable to domestic violence are knowledgeable about available response measures, 95% of identified survivors of domestic violence receive safeguarding, legal assistance, and healthcare services, and over 80% of perpetrators receive counseling to manage and control their violent behavior.



**The ESP has contributed to achievements in one-stop service centres (OSSCs) and hotlines.**

Four OSSCs were established in four provinces. A toll-free national hotline was launched in 2021, and since then, it has received over 9000 calls and supported nearly 1000 women experiencing violence nationwide.



**People's understanding of essential services have been improved.**

This includes a massive awareness campaign for service providers, with nearly 60,000 communications products on the Essential Services Package distributed nationwide to service providers (see overleaf for more details).

### RAISING AWARENESS THROUGH ANIMATION

UN agencies in Viet Nam undertook a comprehensive communications campaign targeting service providers on the ESP, through employing a vast range of communications tools and products. This included: 16,000 directories on service providers' contacts for women and girls; 5000 toolkits for police officers, prosecutors and judges; 37,000 leaflets, 1500 legal aid handbooks for women and children experiencing violence; 500 complete sets of documents on the seven Modules of the Essential Services Package; eight manuals on improving services across different sectors, as well as many IEC printed materials.

At the heart of these materials were a series of animated films on justice, police services, social services and health, also reflecting on the successes of the ESP. These films commanded a substantial online audience on UN Women's social media channels and became useful tools for trainings for service providers on ESP.



# VIET NAM:

## PILOTING THE ESSENTIAL SERVICES PACKAGE (ESP) FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE

### RAISING AWARENESS THROUGH ANIMATION CONT.



### LESSONS LEARNED

- ▶ **It is essential to develop laws and policies at a national level to guide ESP implementation.**  
It is essential to develop laws and policies to guide the establishment and functioning of a multi-sectoral mechanism with specific roles and accountability outlined for Ministries and different sectors.
- ▶ **We need to adapt and integrate ESP modules to the national context.**  
This includes piloting and revising modules, if needed, and integrating these modules into the objectives and activities of the National Strategies and National Target Programmes in the Health, Police and Justice and Social Sectors.
- ▶ **We should be advocating for adequate financial resources to implement all of the ESP components, and we need to make sure we communicate broadly and effectively around the ESP, as well as integrate ESP in all VAWG response work across sectors.**
- ▶ **We need specialized training for relevant government ministries and agencies to ensure ESP management and implementation.**  
In turn, relevant ministries and sectors should plan and organise training and disseminate training materials for staff working to address VAWG.
- ▶ **Laws and policies of the health sector should include specific regulations to protect doctors and health workers.**
- ▶ **Health insurance plans should consider the scope of medical visits and treatment for VAWG victims.**
- ▶ **Regulations for police officers and judicial staff working with VAWG victims should include “gender-responsive” elements.**  
Specific regulations should be issued to ensure safety for VAWG victims after the trial and reduce the risk of further harm.
- ▶ **Guidelines should be developed for mediation.**  
To adhere to the ESP standards, it is necessary to establish guidelines for mediation groups and rapid response teams to prevent all forms of violence at the grassroots level.
- ▶ **We need to develop software tools to streamline VAWG case management and documentation.**  
We need to develop software that enables effective VAWG data collection on the number of interventions, services provided, survivors supported and perpetrators. Technical support is also needed with streamlining the management of online materials and shared databases, while adhering to identity protection and victim safety principles.





## LOOKING AHEAD:

# THE ESSENTIAL SERVICE PACKAGE (ESP) IN ASIA AND THE PACIFIC

The pandemic revealed the chronic structural weaknesses of our systems to address the essential needs of many GBV survivors. Economic insecurity, lost livelihoods and a lack of social protection mechanisms during the crisis significantly increased women and girls' vulnerability to violence in public, private and online settings. The COVID-19 pandemic further underlined, with dramatic urgency, the need to maintain essential services as indispensable during the crisis and for relevant, available guidance and tools in this context. Women and girls who have experienced violence in any setting and context require timely access to quality survivor-centred multi-sectorial and coordinated services to meet their range of needs for short- and long-term care.

UN Women and UNFPA aim to support strengthening quality, coordinated and multi-sectorial services for survivors through the continued roll-out and adaptation of the Essential Services Package. Country offices across the region implementing the ESP will continue to be invited to participate in learning and knowledge-sharing opportunities and convening technical discussions that can help other countries advance their work, based on others' experiences. In addition, technical support will be provided by both the Regional Offices for Asia and the Pacific and HQ to countries, based on country-level requests, available resources and time. This technical support builds on need areas identified in consultations with country offices, for example, in developing standard operating procedures and protocols.

This work contributes to the collective commitments of UN Women and UNFPA under the Generation Equality GBV Action Coalition, with other UN entities and women-led organisations, and the UN system's joint commitment to scale up accessible, quality and coordinated multi-sectorial and survivor-centred services for GBV survivors, with functional referral mechanisms, for women and girls in all their diversity.

## LESSONS LEARNED FROM THE ESP PILOT COUNTRIES REVEALED THE NEED:

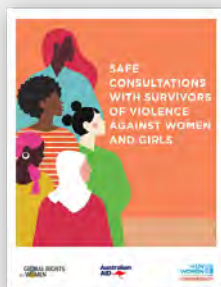
- for more robust implementation of laws and policies in response;
- to strengthen coordination between and within sectors, especially the police and justice sector;
- to incorporate survivors' perspectives in EAWG programming;
- to continue to contextualise ESP into local contexts;
- for more support for and training on remote service provision;
- for developing standard operating procedures and protocols;
- to continue to address and change social norms and for continuous efforts and advocacy on VAWGs;
- to increase awareness on available services.

## RESOURCES



**ESSENTIAL SERVICES PACKAGE FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE**

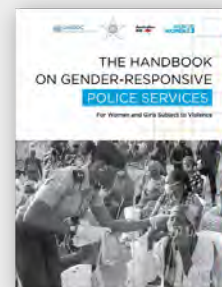
**LANGUAGES:**  
ENGLISH, CHINESE, KHMER, THAI, URDU, VIETNAMESE



**SAFE CONSULTATIONS WITH SURVIVORS OF VIOLENCE AGAINST WOMEN AND GIRLS (2022)**



**REMOTE SERVICE PROVISION FOR WOMEN MIGRANT WORKERS AT RISK OR SUBJECT TO VIOLENCE (2021)**



**HANDBOOK ON GENDER-RESPONSIVE POLICE SERVICES FOR WOMEN AND GIRLS SUBJECT TO VIOLENCE (2021)**



