



CHILD SAFEGUARDING WITHIN YOUTH PROGRAMMING

Indonesia Red Cross

CASE STUDY

Title page: Young person participating in Indonesia Red Cross youth event
Photo credit: Indonesia Red Cross

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Photo description: Child and youth participants at Indonesia Red Cross youth event
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Background

Jumpa Bakti Gembira (Jumbara) PMR is a gathering event for Youth Red Cross (*Palang Merah Remaja* or PMR) all over In-donesia to evaluate and increase understanding and friend-ship within the youth red cross at the PMR level.

Jumbara is an activity that is held every five years by PMI to review PMR development and management of Red Cross ca-dres in strengthening Indonesia Red Cross's (*Palang Merah Indonesia* / "PMI") organizational capacity in the future to make it more responsive, professional and trustworthy.

National PMR Jumbara IX 2023 was held in Kalianda, South Lampung Regency, Lampung Province, attended by 1,090 PMR representatives from all over Indonesia and 44 youth representatives from 11 Partner National Societies.

In carrying out this activity, PMI continues its shared com-mitment to Creating a Safe Environment (*Penciptaan Ling-kungan Aman* or PLA) in Jumbara, especially for children. A safe Jumbara environment is an environment where PMR members and other Jumbara participants feel free from fear and danger, including potential threats both from within and from outside the Jumbara environment. To keep the envi-ronment safe, participants need to know their rights and re-sponsibilities, aware of one another and have a sense of ownership of the Jumbara environment. In understanding the expected standards of behaviors, it is also necessary to be supported by enabling attitudes and actions from PMI components including board of members, staff, volunteers, third-party Jumbara service providers, PMR coaches, PMR members, and observers. To create a safe Jumbara environ-ment, setting up camp areas and organizing activities should consider aspects of security, safety and accessibility, and in-corporate well-managed feedback mechanisms and com-plaints/referral processes in practice.

Who was Supported and How

A series of actions were taken by PMI before, during, and after the Jumbara.

Preparation

Risk assessment:

A child safeguarding risk assessment showed that the Jumbara has the potential for high risk to children without safeguards. In particular:

Risk	Mitigation plan
<p>Children living with disabilities can experience challenges in accessing facilities and participating in activities.</p>	<ul style="list-style-type: none"> • Collect information about children living with disabilities as part of the registration form. • Design accessible facilities and inclusive games/sessions. • Provide additional supervision for children living with disabilities, where appropriate.
<p>Areas with dim lighting or toilets that do not have locks can pose a risk to children's safety.</p>	<ul style="list-style-type: none"> • Make safety and security procedures widely available. • Orient participants to safety and security procedures. • Ensure proper lighting for dark places, secluded areas, and restrooms. • Have in place functioning locks for bathrooms. • Have adult supervision for assistance in areas identified as at high risk. • Pilot new PMI Code of Conduct reporting mechanism. • Make available child-friendly feedback mechanism. • Regularly monitor PLA implementation.
<p>Staff, volunteers, or youth members intentionally or unintentionally commit acts that harm children or their peers physically, emotionally, or mentally, such as:</p> <ul style="list-style-type: none"> • Intimidation • Verbal abuse • Sexual exploitation, assault, abuse 	<ul style="list-style-type: none"> • Procedures and guidelines for PLA Jumbara available/updated/adopted from Jumbara 2016. • Develop PLA regulations, publicly displayed, and disseminate digitally. • PLA orientation and training for all contingents (board of members, staff, volunteers, PMR). • Renewal of referral or contact systems for police, social workers/agencies. • Mental Health and Psychosocial Support Services available. • Periodic circulation/distribution of PLA messages to WhatsApp group. • Daily reminder to children on how staff/volunteers should treat them and tell them who to talk to if they are worried

Risk	Mitigation plan
<p>Disturbance from outside the area/environment, which may cause:</p> <ul style="list-style-type: none"> • External intimidation against children. • Bullying of staff, volunteers and children. 	<ul style="list-style-type: none"> • Supervise and monitor the adults during the mobilization of children. • Enforce safety and security procedures. • Provide information to the public about the implementation of Jumbara.
<p>Outsiders enter the camp area without supervision and control, possibly causing:</p> <ul style="list-style-type: none"> • Danger to children. • Disturbance to the course of events. • Unverified offers of resources/food/goods to children. • Lost items. 	<ul style="list-style-type: none"> • Mapping and mitigating related security risks. • Safety and security procedures available. • Strong precautions and security measures in each camp. • Reporting mechanisms exist and cases are responded to quickly. • No valuable/expensive items are brought to Jumbara.

Formation of the Team Support Center and Team Briefing

The Support Center Team (Pusat Dukungan or Pusduk) consists of two groups: the Psychosocial Support Service (PSS) sub-team and the Monitoring sub-team, which consists of staff and volunteers working under the JUMBARA 2023 Secretariat. The task of the PSS sub-team is to receive input and reports through report boxes, telephone, or e-mail, and also provide necessary referrals and counseling services. The tasks of the monitoring sub-team are monitoring, administering and documenting incoming reports, liaising with the parties concerned with the external services, and writing records of the experience of implementing the JUMBARA.

The Pusduk team coordinated with 34 Provincial Contingents to appoint representatives or focal points for Creating a Safe Environment (PLA) and formed the 2023 Pusduk Jumbara coordination group consisting of the board of members representatives as well as assistants for each province.

During the Jumbara, the Pusduk team use special identification in the form of pink armbands and worked based on shifts. The PSS sub-team was divided into two shifts, which are 09:00 – 15:00 and 15:00 – 21:00, while at 21:00 – 09:00 on the following day would be served by telephone (stand by on call). The Monitoring Sub-team worked in one shift, from 09:00 – 17:00.

Information, Education, and Communication (IEC)

In the preparation stage, the Support Center printed and distributed IEC materials about the Jumbara Standard of Conduct to all Jumbara participants, they are:

- Support Center banner,
- The Standards of Conduct (Bahasa version) were printed in giant banner sizes, which are 3x2 meters (1 unit), and 1.5x1 meters (3 unit),

- The Standards of Conduct (English version) was printed giant banner in a size of 1.5 x 1 meter (1 unit),
- The stickers of Standard of Conduct were printed on about 1,900 sheets (Bahasa version) and 100 sheets (English version).
- QR Code on Standards of Conduct

All the IEC materials were placed and distributed in the campsite and activity strategic areas in the north and south camp areas, including the international camp areas.

Implementation

Dissemination of standards of behaviors

The objectives of standard behavior dissemination are to increase participants' understanding and awareness of expected behaviors during Jumbara activities. The dissemination began at registration with the distribution of Standards of Conduct stickers, QR Codes of the Standards of Conduct to each contingent tent, and regular announcements from the Main Secretariat.

The Support Center also provided report boxes placed in the Jumbara camp area (Main Secretariat for the south camp and Security point for the north camp) to make it easier for participants to report situations or problems that require action from the Pusduk Team. The Report Box could also be accessed and submitted online via Google Forms.

Support Center Service

During the Jumbara, the Support Center Team made every effort to provide psychosocial support services to the participants in need. We received two (2) sensitive reports with indications of sexual harassment, the PSS sub-team provided services quickly and coordinated with related parties for assistance efforts. In addition, the PSS sub-team also conducted a home visit after heavy rain on 5 July 2023. The heavy rain caused flooding and damage to some tents, mud in some access (roads) within the Jumbara area, and the participants' clothes were soaked. This psychosocial service was open 24 hours and integrated with the Health and Safety Team.

TikTok video competition

To increase participants' understanding and engagement, the Support Center held a TikTok video competition for the Jumbara Standards of Conduct. This competition aims to disseminate information regarding the Jumbara Standard of Conduct and share positive messages through social media platforms that are popular among participants.

Monitoring

The Support Center team conducted daily monitoring of incoming reports through the report box, resulting in none being found. Some reports were submitted by Google Forms and mostly through the Pusduk Coordination WhatsApp Group.

The incoming reports serve as the basis for taking necessary actions to address the situations faced by participants. A feedback mechanism is implemented based on input from the PMI Community Engagement and Accountability Team and IFRC for each report, whether it pertains to infrastructure or sensitive reports. Sensitive reports were followed up by PSS sub-team.

During 4-9 July 2023, the Pusduk Team received 36 reports with 30 reports related to infrastructure and 6 sensitive reports (1 report on harassment and 5 reports for the same case regarding indications of harassment and forced purchases of cosmetic products). All incoming reports have been responded to by the Pusduk Team in coordination with the Secretariat Team for reports related to infrastructure and with the PSS sub-team for sensitive reports through a feedback mechanism approach which also coordinated with the Secretariat and Security Team.

Evaluation

After the end of the Jumbara event, an evaluation was conducted by the participants to measure the success of the event and their satisfaction with the Support Center's services. In addition, the Support Center team also conducted an internal evaluation to assess the effectiveness of the strategies and efforts that had been implemented.

The Support Center Team distributed 3 questionnaires to each contingent to obtain input from representatives of Mula (Elementary School Age: 10-12 years old), Madya (Junior High School Age: 13-15 years old) and Wira (Senior High School Age: 16-18 years old) participants. Furthermore, the Support Center Team distributed online questionnaires with Google Forms to the Supervisors or Contingent Board of Members.

Successes

- **Knowledge and assessment of Pusduk:** Forty-two out of 42 respondents (100%) members of the PMR were aware of the Standards of Conduct, Pusduk services and reporting mechanisms. Eighteen out of 20 respondents (90%) PMR supervisors/administrators were familiar with Pusduk services, and some had used them. Sixty-two out of 62 total respondents (100%) from members and supervisors/board of members of PMR rated Pusduk as good (65% excellent, 15% good, 20% fair).
- **Assessment of safety in Jumbara:** 19 out of 20 respondents (95%) of PMR supervisors/administrators rated the Jumbara environment as safe.
- **The importance of Pusduk:** All respondents considered the Pusduk / approach to safe environments very important for the implementation of Jumbara because it contributed to creating a safe and comfortable environment for participants; maintaining order; preventing unwanted issues from happening, and handling concerns and participant input.
- **Changes that have occurred due to the existence of the Pusduk:** PMR members and supervisors/board of members have knowledge of the Standards of Conduct for Creating a Safe Jumbara Environment and the existence of Pusduk services for those in need. And there was increased participant commitment to the surrounding environment including maintaining the safety of children or adolescents. The increase participant's awareness to report incidents, especially sensitive and non-sensitive cases.

Challenges and Difficulties

During the Jumbara several challenges were noted. Based on these, PMI is developing solutions to improve future Jumbara events.

Challenge	Solution
1. Limited preparation time for PLA	Made a priority scale for things that could be done in Jakarta and Lampung and strengthened communication and coordination with the PMI advance team at the campsite.
2. Very limited number of Pusduk human resources	Optimized the division of tasks and roles at the start of coordination with the Pusduk Team and involved other human resources from each Provincial contingent to become the focal point in each contingent as part of the Pusduk Coordination Team so that they can support the Pusduk Team's performance.
3. Uneven dissemination of Standards of Conduct during participant registration	The Pusduk team conducted dissemination from one contingent to others, distributed QR Code Standards of Conduct and delivered announcements by loudspeakers both in the morning and evening.
4. Toilet facilities still have many problems and are not disability-friendly (but separated for men and women)	Report regularly to the facilities and infrastructure team when there are reports or complaints about toilets. At Jumbara 2023, there were no participants with physical disabilities (wheelchair users), so there were no complaints related to obstacles in using the facilities and infrastructure. However, if there are participants with disabilities in the future, accessible toilets and more user-friendly access will be necessary.

Lessons Learned

Based on the evaluation report, the Support Center Team made several recommendations to improve the quality of Pusduk services in the future. These recommendations will be used as a reference in planning and implementing similar activities.

- **Be More Prepared:** The Pusduk team needs to be involved from the beginning of the Jumbara committee's formation to ensure that the Jumbara environment meets PLA standards. This includes providing education to province as part of preventive efforts, identify security risks during field surveys, implement comprehensive mitigation plan, and prepare the Pusduk team for the implementation of Pusduk in the field.
- **Enforcement of Safety Standards:** The importance of implementing good security standards, cooperation with security forces, and initial briefings on each activity. Communication and coordination between the Pusduk Team and the Security Team is critical in Jumbara activities and other similar activities that involve children, especially if the police (security forces) are part of the referral system in case of cases that harm children.
- **Increase Variety of Activities to build awareness/capacity on PLA:** Several workshop activities, capacity building (training), community service, and friendship activities can be held with the PLA theme to provide education and awareness for PMR participants and PMR coaches. PLA-themed activities can be integrated starting from capacity building to skills related to its application by using technology that used widely by youth.
- **Health Post:** It is recommended to place health posts in a more central location so that all contingents, volunteers and participants can easily access them to ensure that the medical response is faster and more efficient. In addition, it is also necessary to ensure that all participants have insurance.

- **Safe and Comfortable Environment:** Ensuring that all involved elements, particularly provincial PMI as Jumbara participants, understand and emphasize the importance of creating a camping environment that is suitable, safe, comfortable, and child-friendly, including for individuals with disabilities. This also includes considerations for sanitation, accessibility, the campsite, activity locations, and activity schedules that take into account children's and adolescents' learning, sharing, and playtime. The involvement of local PMI from the outset in PLA issues is one of the keys to ensuring a child-friendly Jumbara.
- **Continuity of PLA in the PMI/PMR Program:** PLA continuity recommendations include :
 - PLA issues can become one of the themes/topics in PMR activities whose modules can be further developed and integrated into current PMR activities. This needs to be supported by capacity building to implement these issues in the surrounding environment (for examples schools, PMI headquarters);
 - It is necessary to prepare short material (briefing) on PLA PMI and reporting mechanisms that are accessible, which are then oriented to PMR members, PMR supervisors, volunteers, staff and board members in every PMI activities;
 - Dissemination of messages related to PLA issues on PMI's social media or through competitions to provide awareness and assurance that PMI pays attention to the safety and security of its personnel;
 - PMI already has a complete PLA model/standard available since 2016, so that PLA can be applied at the Jumbara and Temu Karya events, both at the national and regional levels. The materials and tools produced from the 2016 and 2023 Jumbara still need to be finalized so that they can be applied in a standard way at these events. The PLA initiative should become a standard for organizing major PMI events that involve all PMI components and the surrounding community in one location, to ensure a safe environment for PMI.
- **Capacity building for PMI components:**
 - Providing an understanding of the Creation of a Safe Environment (PLA) including an understanding of the issues of Child Safeguarding and Protection from Sexual Exploitation, Abuse and Harassment (PSEAH) to all PMI components;
 - Providing education to all PMI components regarding the PMI Code of Conduct, reporting mechanisms, feedback mechanisms, and internal and external referrals, after these mechanisms have been established internally at PMI.
- **Institutionalization of PLA in the PMI organization:** PLA institutionalization at PMI should focus on policy adoption, increasing awareness and capacity among PMI components regarding these issues, developing a reporting and response mechanism, and integrating or implementing these issues in PMI programs and services. In the policy area, PMI needs to finalize the Code of Conduct Implementation Guidelines to address the development of the institutionalization process. Policies on Child Safeguarding and Protection against Sexual Exploitation, Abuse, and Harassment (PSEAH) urgently needed to be adopted as part of PMI's commitment to protecting its components from acts of violence in all activities and humanitarian work. This will ultimately help maintain PMI's good reputation in society.