

Recommendations for National Action Plans on Victim Assistance 2011-2015



Building on International Standards,
Lessons learned and Field Expertise
for effective and sustainable impact.

Updated in line with the Cartagena Action Plan
and the Vientiane Action Plan

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INTERNATIONAL

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The first version of this Handicap International document was coordinated by Wanda Muñoz (Victim Assistance Officer) and Hervé Bernard (Head of Inclusion Unit) and published in November 2009. This July 2011 version was coordinated by Elke Hottentot (Victim Assistance Technical Advisor) and Hervé Bernard, and edited by Michael Guy (Knowledge Management Unit).

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Handicap International developed the recommendations in this publication in 2009 to support stakeholders involved in creating and updating National Action Plans on Victim Assistance throughout the period 2010-2014 in accordance with the Cartagena Action Plan (CAP) and other international humanitarian and human rights standards. These stakeholders include countries affected by mines/explosive remnants of war (ERW), survivors, disabled people's organizations (DPOs) and other civil society representatives, international organizations and countries committed to international cooperation. Since then, the Convention on Cluster Munitions (CCM) has entered into force and the Vientiane Action Plan (VAP) has been adopted. This publication has thus been reviewed and updated in 2011 to incorporate the linkages between the CAP, CCM and VAP.

We recommend the points below as being the key constituents of a National Action Plan on Victim Assistance¹, which should include specific objectives, indicators, budgets and time frames and developed with the meaningful participation of survivors and all other relevant stakeholders.

Guidelines for the implementation of victim assistance in 2010-2014

1. Sectors/policy areas:

In order to take a comprehensive approach to inclusion, National Action Plans on Victim Assistance should include actions that target the provision of services in the following sectors/public policy areas: **health, rehabilitation, psychological support, adequate standards of living and social protection, education, as well as work and employment.**

2. Cross-cutting issues of accessibility, empowerment and awareness-raising:

National Action Plans on Victim Assistance should systematically include actions to improve accessibility, empowerment and awareness-raising – all crucial to ensuring sustainability. **Accessibility** measures should eliminate obstacles and barriers in urban and rural areas to buildings, roads, transportation, schools, housing, medical facilities and workplaces, as well as to information and communications (media, technology, etc.). **Empowerment** measures should ensure survivors know their rights and are able to advocate for them. **Awareness-raising** measures should ensure that the rights and capacities of survivors are known and respected throughout society as a whole.

3. Implementation support measures:

National Action Plans on Victim Assistance should: include measures to collect relevant **statistics and data**, including assessments on the needs and priorities of survivors and available services; ensure **national legislation** embodies the rights and obligations of survivors and other persons with disabilities; include a disability perspective in all **policy-making**; provide relevant **capacity-building** and **training** to all stakeholders involved in victim assistance; ensure victim assistance is governed through an inter-ministerial, multi-stakeholder process that **coordinates** work through a focal point; and **mobilize national and international resources**. All of these efforts should

¹ Action plans, whether on victim assistance or on disability, should ensure fulfilment of the victim assistance obligations under the conventions. For the purpose of this document, the reference to national action plans on victim assistance will be consistently used.

be incorporated into, or at least linked to, broader disability, human rights and development frameworks at national and international level.

4. Guiding principles on human rights:

National Action Plans on Victim Assistance should integrate specific and cross-cutting actions to advance human rights principles, especially those of **non-discrimination, special attention to vulnerable groups, full and effective participation and inclusion, and age and gender considerations.**

5. Monitoring and reporting:

National Action Plans on Victim Assistance should include mechanisms for annual **monitoring and reporting** at national and international levels, on the status and progress of victim assistance implementation. Reports should include information on the progress made during the reporting period, challenges in implementing the National Action Plan, the amount of resources allocated for its implementation, factors affecting its degree of fulfilment, and updated objectives.

6. International cooperation and assistance:

National Action Plans on Victim Assistance drawn up by mine/ERW-affected States should include information on the **technical, economic and other resources required** from the international community to complement national resources. State Parties committed to international cooperation and assistance should also **support the implementation of victim assistance** by: 1. Providing support to specific aspects of the National Action Plan on Victim Assistance, and 2. Ensuring cooperation policies and programs are designed to be **inclusive of, and accessible to, survivors and other persons with disabilities** (including bilateral and multilateral cooperation and support to international and non-governmental organizations).

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I. Basic concepts underpinning victim assistance

Twelve years after the entry into force of the Mine Ban Treaty (MBT), and one year following the entry into force of the Convention on Cluster Munitions (CCM), key stakeholders involved in victim assistance (State Parties, international organizations, practitioners, survivors, their representative bodies as well as other civil society organizations) have now established a common understanding of what victim assistance involves and how to implement it. This understanding is reflected in various official documents and publications (references can be found on the last page of this document). As an introduction to the recommendations outlined in this document, Handicap International would like to highlight the following:

1. The majority of the actions commonly referred to as “victim assistance” within the framework of the MBT and the CCM are actually concerned with efforts to ensure social inclusion and access to human rights for mine/ERW *survivors*. As this has been identified as a priority, it is therefore the focus of this publication.
2. It is now commonly acknowledged that the term “victim” includes those persons killed or injured by mines/ERW, their families and affected communities. Therefore, in addition to survivors, families and communities should also benefit from programs to reduce the threat posed by mines/ERW. Assisting families and communities should be seen as part of a process for ensuring that families support survivors in the best ways possible, and that communities are accessible to, and inclusive of, survivors. The development of a common understanding of a global approach to assisting families and communities should be further explored by victim assistance stakeholders.
3. Survivors are part of a larger group of persons with disabilities. While this document refers primarily to survivors, it is our understanding that all legislation, strategies, policies, plans, programs and projects related to victim assistance should not discriminate, directly or indirectly, against other persons with disabilities. Victim assistance efforts should be based on the principles and concepts underpinning the Convention on the Rights of Persons with Disabilities.
4. Victim assistance plans and programs should be incorporated, or at least linked to, national human rights, disability and development strategies (such as the Millennium Development Goals and Poverty Reduction Strategy Papers). This contributes to the effectiveness, efficiency and sustainability of victim assistance.
5. Survivors are the people best placed to inform policy-making on victim assistance. Furthermore, quality of life for survivors (and indeed for the broader community) improves when opportunities are given to participate fully in decision-making processes and thus in social, economic, cultural and political life.
6. Victim assistance will only be effective, efficient and sustainable if States adopt a twin-track approach to ensure:
 - a. survivors have meaningful participation in, and benefit from, all development plans, policies and programs (health, education, social protection, employment...) in both urban and rural areas.
 - b. specific initiatives are implemented to empower survivors to participate fully in society.
7. Each affected State Party has primary responsibility for providing victim assistance. State Parties can request, and should receive, all necessary cooperation and assistance from the international community in complying with this obligation.

II. Main recommendations for National Action Plans on Victim Assistance

This section provides examples of possible objectives that State Parties may include in their National Action Plans on Victim Assistance, depending on the context. These objectives are general and should be developed further to become specific, measurable, achievable, relevant and time-bound (SMART), with clearly identified indicators for the next four years. To ensure their relevance and feasibility, Action Plans should be developed with the active participation of survivors and all other relevant stakeholders at the national level.

Handicap International developed these recommendations by drawing on the Nairobi Action Plan (NAP), the Cartagena Action Plan (CAP), key elements of the Convention on the Rights of Persons with Disabilities, the Convention on Cluster Munitions (CCM), the Vientiane Action Plan (VAP) and publications on good practices. The initial draft was reviewed by our network of technical advisors and project managers at head office and in mine/ERW affected countries. This led to other recommendations for improving victim assistance over the next four years. The 21 recommendations included in this document therefore incorporate both international standards and Handicap International's field perspective.

Key developments

1. This document suggests National Action Plans on Victim Assistance should include actions to address all of the following key aspects: **specific sectors/policy areas, cross-cutting issues, implementation support measures, guiding principles on human rights, monitoring and reporting, and international cooperation**. Handicap International believes these are all essential elements that, together, provide a comprehensive framework for planning, implementing, monitoring and evaluating victim assistance. They also cover all the elements needed for a truly effective, efficient and sustainable response to the day-to-day challenges faced by survivors.
2. This document employs the more commonly-used classification of key sectors/policy areas of victim assistance (usually called "thematic areas" or "elements" of victim assistance). For instance, the terms **health** and **work and employment** are used to cover the range of activities referred to as **emergency and ongoing medical care** and **economic inclusion** in the CAP and VAP. In so doing, the aim is to better align the victim assistance framework - initially developed in a disarmament context - with the rights, concepts and practices currently used by the majority of stakeholders in the broader disability, development and human rights contexts at national and international levels.



Handicap International suggests that bringing the victim assistance framework in line with the recommendations outlined in this document would facilitate the creation of synergies or bridges between victim assistance strategies and broader national strategies. By using the same terminology and planning framework, it is easier for victim assistance stakeholders to combine their efforts with those of other stakeholders working on disability, development and human rights.

It is important to note that these terms and concepts are already used in the context of victim assistance: for example, the paper *Priorities and challenges during the period 2010-2014* presented by the Co-Chairs of the Standing Committee on Victim Assistance (Belgium and Thailand, May 2009) and the *Appeal for victim assistance to States participating in the Cartagena Summit on a Mine Free World* (Appeal from practitioners, survivors and other experts, Meeting on Victim Assistance hosted by the ICRC and the Norwegian Red Cross, June 2009). Furthermore, many of the current objectives developed by countries with a responsibility for a large number of victims are already based on these concepts and cover activities in areas such as social protection, education, work and employment, accessibility, awareness-raising and empowerment. Thus, the following 21 recommendations reflect ongoing practice and strengthen the coherency between victim assistance and other national strategies. Where relevant, the recommendations are linked to specific sections, paragraphs and/or actions in the CAP, CCM and VAP.

The CAP not only discusses victim assistance in section IV, which is entirely dedicated to this subject (action # 23 - 33), but also in: paragraphs 1 and 5 of the introduction; section III on 'Clearing mined areas' (action # 19 and 20); section V on 'International Cooperation and Assistance for achieving the Convention's aims' (action # 34, 35, 36, 37, 39, 41, 46, 47, 48, 50, 51 and 52); and in section VI on 'Additional actions essential to achieving the Convention's aims' (action # 55).

The victim assistance provisions outlined in the CCM constitute the most extensive set of obligations placed upon a State with regard to victims. Victim assistance is dealt with specifically by article 5, but it is also clearly defined in Article 2, referenced in the preamble, and included in Article 6 (International Cooperation and Assistance) and Article 7 (Transparency Measures). The inclusion of victim assistance in the section dedicated to international cooperation and assistance in both CAP and the CCM (as well as in Articles 2 and 7 of the CCM) ensures that the obligation of States to victims has the same legal relevance and importance as the other major obligations outlined in the Convention. In other words, victim assistance is recognized as an essential, cross-cutting feature of this Convention².

Similar to the CCM and CAP, references to victim assistance are made throughout the VAP, namely in section VI on victim assistance (action # 20 - 29). These references are dedicated to States Parties with cluster munitions victims in areas under their jurisdiction or control. Actions # 30 - 32 are for all States Parties in support of the implementation of Article 5. Section VII (action # 33 - 38, 41 and 42) is relevant for States Parties with obligations to destroy stockpiles, clear affected areas and assist victims, and actions # 47, 56 and 59 are for all State Parties.

20 of the following 21 recommendations and related objectives in this publication are linked to the CAP, CCM and VAP. Sample objectives are provided to assist States with the formulation of National Action Plans on Victim Assistance. Handicap International has added one additional recommendation, concerning 'adequate standards of living and social protection'. This addition was made because survivors are disproportionately represented among the world's poorest people. Evidence suggests that survivors tend to be poorer than their peers without disabilities because they face multiple barriers to socio-economic participation and inclusion, leading to lower standards of living. This results in increased vulnerability and a greater need for social protection. As such, the recommendations proposed in this publication propose an even more comprehensive approach to VA than the CAP, CCM and VAP.

² Please see REITERER, M. A. (2010). "Assistance to cluster munition victims: A major step towards humanitarian disarmament", *Disarmament Forum*, n°1, p.25-35.

Sectors / Policy areas

1. Health

CAP section IV paragraph 12 and action # 31

CCM Article 5 paragraph 1 & 2h, Article 6 paragraph 7 and Article 7 paragraph 1k
VAP action # 25 and 28

- Ensure access for survivors to continuous health care in order to maintain and/or improve their functioning and well-being.
- Train local community workers in in both the provision of in-field trauma care and referral to health facilities in areas with high casualty rates.
- Ensure a sufficient number of trained healthcare workers (including trauma specialists and nurses) in mine/ERW-affected areas, and provide them with initial and continuous training.
- Ensure that health facilities have adequate equipment, supplies and medicines to meet at least basic standards.
- Improve the quality of amputations and other types of surgery.
- Ensure healthcare services are free or affordable.
- Offer survivors adequate referral to complementary services as soon as possible (rehabilitation, psychological support and peer support, social services, education and employment...).



2. Rehabilitation

CAP section IV paragraph 12 and action # 31

CCM Article 5 paragraph 1 & 2h, Article 6 paragraph 7, and Article 7 paragraph 1k
VAP action # 25 and 28

- Ensure that orthopedic surgery and physiotherapy are available as soon as possible after the accident to: prevent complications; prepare for rehabilitation and facilitate the use of suitable assistive devices.
- Ensure the provision of assistive devices and equipment by using local material and production facilities whenever possible.
- Provide support services such as physical, occupational and speech therapy, prosthetics and orthotics, corrective surgery and pain management as required by the type of impairment: physical, sensory, mental, intellectual or multiple impairments.
- Ensure a sufficient number and quality of rehabilitation professionals (physiotherapists, P&O, occupational therapists, surgeons, psychologists and social workers) are available, in accordance with the needs of the population and their geographical coverage. The rehabilitation process should be multi-disciplinary as early on as possible.
- Promote the availability, knowledge and use of assistive devices among survivors and their families.
- Consider the requirements of men, women, girls and boys with regard to the design, durability and age-appropriateness of assistive devices and equipment.
- When international organizations are involved, national authorities should prepare the take over of activities by developing the necessary technical, human and financial resources.

3. Psychological support

CAP section IV paragraph 12 and action # 31

CCM Article 5 paragraph 1 & 2h, Article 6 paragraph 7, and Article 7 paragraph 1k
VAP action # 25 and 28.

- Ensure survivors have the opportunity to access community-based psychological services, including via general healthcare services.

- Create, support or strengthen peer support groups and counseling to enable survivors to attain and maintain maximum self-reliance and independence.
- Provide ongoing training and supervision to community workers who may provide some level of psychological support to survivors.
- Ensure the families of those killed and injured also have the opportunity to access psychological support and, where appropriate, participate in the counseling provided to survivors.

4. Adequate standards of living and social protection

no reference made in CAP, CCM or in VAP

- Carry out needs assessments and situation analyses to understand the requirements and priorities of survivors with regard to adequate standards of living.
- Ensure survivors have access to adequate food and clothing, as well as housing, water and sanitation services.
- Ensure the provision of adequate income-support to survivors who have either lost or suffered a reduction in their income.
- Ensure access to cultural life, recreation, leisure, sports and other community activities on an equal basis with others.
- Create a directory of health, rehabilitation, psychological, social, education and employment services in affected communities, including procedures and conditions for accessing them.
- Ensure the availability of referral services to facilitate links between survivors and service-providers
- Poverty reduction and social protection strategies include the active participation of victims and other persons with disabilities.

5. Education

CAP section IV paragraph 12 and action # 31

no explicit reference in CCM

VAP action # 23 and 28

- Ensure an inclusive education system at all levels: primary school, secondary and tertiary education, university, vocational training and adult education.
- Provide *reasonable accommodations*³ that respond to individual requirements in schools.
- Provide accessible education materials and technical resources to ensure equal access to education in mine/ERW affected areas.
- Raise awareness on the rights of persons with disabilities among teachers and provide training on inclusive education methodologies and techniques.
- Promote inclusive education as part of national education plans, policies, programs and services.
- Support families to ensure they provide adequate support for survivors in the education process.



6. Work and employment

CAP section IV paragraph 12 and action # 31

CCM Article 5 paragraph 1 & 2h, Article 6 paragraph 7 and Article 7 paragraph 1k
VAP action # 25 and 28

- Social, community and other field workers have the capacities to support survivors in defining a realistic personal plan of action towards economic inclusion, and to inform, orient and refer them to relevant services.
- Mainstream livelihood services (technical, vocational, education and training services,

³ Reasonable accommodations can be defined as all necessary and appropriate modifications and adjustments needed to ensure the participation of survivors and other persons with disabilities on equal basis with others

microfinance providers, job placement services, employment programs) are accessible and available for survivors.

- Training opportunities (such as apprenticeships with master trainers or local businesses, community training, and peer trainer services) are market driven and accessible.
- Business training and coaching is available for survivors starting or developing a self-employment activity.
- Employment of survivors in the private and public sectors is facilitated through appropriate referral mechanisms.
- Reasonable accommodations are provided in the workplace (both in the public and private sectors).
- Discrimination on the basis of disability is abolished; legislation on the employment of persons with disabilities is accordance with the CRPD; and the implementation of national legislation and policies for the employment of persons with disabilities is enforced and monitored.



The following objectives should be developed for **all of the above-mentioned sectors/policy areas**:

- All services are free or affordable
- Programs aim at financial sustainability from the beginning and cost recovery and cost analysis is part of the planning process. Mixed revenue streams and equity funds are being considered
- Referral services to facilitate the linkages between victims and service providers are available
- National standards for all sectors/policy areas are developed.

Cross-cutting issues

7. Accessibility

CAP section IV, paragraph 12, 13, 15, and action # 31 and 32

no reference in CCM

VAP action # 25

- Identify and eliminate barriers to buildings, roads, transportation, schools, housing, medical facilities and workplaces, as well as barriers to information and communications in rural and urban areas.
- Train architects, construction engineers and other technical professionals involved in the design and construction of the physical environment on accessibility concepts and techniques, providing them with adequate information and guidelines.
- Promote the design, development, production and distribution of accessible information and communications.
- Design services so that they may be used by all people (universal design concept), to the greatest extent possible and without the need for further adaptation or specialized design.
- Raise awareness and train stakeholders on reasonable accommodations: all necessary and appropriate modifications and adjustments needed to ensure the participation of survivors and other persons with disabilities on an equal basis with others.
- Include accessibility in all laws and policies related to infrastructure and public information.
- Ensure survivors, their representative bodies and Disabled People's Organizations are consulted when accessibility standards and norms are being developed.
- Develop, implement and monitor accessibility standards to be applied to policies, systems and services.



8. Empowerment

CAP section IV action # 23

no explicit reference in VAP but evident in action # 30, 31 & 32

- Disseminate information in accessible formats regarding the rights of survivors.
- Encourage and support the creation, strengthening and institutional development of survivor organizations.
- Facilitate links between survivors, their representative organizations and DPOs, as well as other members of civil society.
- Ensure survivors are able to participate in a free, informed and meaningful manner in all processes and decisions that affect their lives.
- Clearly identify and disseminate information among survivors on the national and local agencies/ministries/organizations responsible for implementing, coordinating and reporting on specific aspects of the National Action Plan on Victim Assistance.

9. Awareness-raising

CAP section IV action # 33

no reference in CCM

VAP action # 27

- Raise awareness throughout society (targeting survivors and their families, communities, service providers and authorities at all levels) on the rights of survivors and other persons with disabilities. For example, this can be achieved through media campaigns, newsletters, public discussions, or cultural activities.
- Organize and support awareness-raising campaigns to combat the stereotypes, prejudices and harmful practices experienced by survivors in all aspects of daily life.
- Promote a positive perception of survivors and recognition of their skills, merits, abilities and contributions to the workplace and to society in general.
- Promote the National Action Plan on Victim Assistance among all relevant stakeholders and ensure regular information on progress related to its implementation is prepared with, and accessible to, survivors and other members of civil society.



Implementation support measures

10. Statistics and data collection

CAP section IV action # 25

CCM Article 5 paragraph 1, 2a, Article 7 paragraph 1k

VAP action # 22 and 25

- Collect, analyze and systematize appropriate information, including statistical and research data and information on the situation and living standards of survivors.
- Review the availability, accessibility and quality of services in the areas of health, rehabilitation, psycho-social support, education, work and employment.
- Identify barriers to accessing rights as a starting point for planning programs on victim assistance, and as a baseline for monitoring and evaluation.
- Map existing services and disseminate this information in the form of a directory of services.
- Break down information by age and gender to monitor more clearly the scope of outreach of the National Action Plans on Victim Assistance.
- Disseminate relevant statistics and data and ensure they can be accessed by relevant stakeholders in formats that guarantee confidentiality for survivors.

- Collect data in conjunction with national censuses, disability and household surveys, and in coordination with other stakeholders (in particular survivor organizations).

11. Legislation

CAP section IV action # 26

CCM Article 5 paragraph 1, 2b

VAP action # 26

- Modify or abolish existing laws, regulations, customs and practices that constitute discrimination against persons with disabilities, including survivors.
- Ensure national legislation includes specific and direct measures to address the rights of persons with disabilities, including survivors.
- As appropriate: 1. Enact separate legislation on the rights of persons with disabilities, including survivors 2. Include disability within legislation on particular topics 3. Mention disability specifically in texts that serve to interpret existing legislation.

12. Policy-making

CAP section IV action # 26

CCM Article 5 paragraph 2b

VAP action # 26

- Ensure disability issues are included in all policy-making and national planning and routinely included when assessing policy issues, options and impacts.
- Examine development strategies, policies and programs aimed at implementing internationally agreed development goals, including the Millennium Development Goals, and ensure they are inclusive of issues concerning survivors and other persons with disabilities.
- Plan suitable national policies that take the rights and needs of survivors into account, and stimulate and support the implementation of these policies at regional and local levels.
- Ensure Poverty Reduction Strategy Papers include and promote the active participation of survivors at all stages of the process, including poverty assessments, target-setting, program prioritization, and monitoring and evaluation.
- Ensure the necessary budgets are planned and prepared to implement national policies at local level.



13. National Action Plans on Victim Assistance

CAP section IV action # 27, section V action # 34

CCM Article 5 paragraph 2c

VAP action # 21, 24, 33, 56

- Develop or update a National Action Plan on Victim Assistance to include SMART objectives, indicators, a budget and timeframes. To ensure effectiveness, efficiency and sustainability and to facilitate monitoring and reporting, these should be incorporated into, or at least linked with, existing national disability, development and human rights frameworks and mechanisms.
- Involve survivors and their representative organizations, other civil society organizations, practitioners and all relevant local and national authorities in the development or updating of the National Action Plan on Victim Assistance.
- Ensure the National Action Plan has a detailed budget that incorporates the planned and existing resources needed for its implementation.
- Develop manuals or check-lists targeting authorities and service providers involved in victim assistance at all levels.

14. Capacity-building and training

CAP section IV action # 30, section V action # 36, 46 and 51

no reference in CCM

VAP action # 20 & 32

- Provide regular training for government staff, service providers, and civil society to ensure they have the relevant knowledge and skills regarding victim assistance and disability issues.
- Promote institutional capacity-building and sector-specific training to make existing services inclusive of survivors.
- Support initiatives to develop the capacities of survivors to create and strengthen associations that promote activities such as peer support, referral services, promotion of rights, awareness-raising etc.

15. Coordination

CAP section IV action # 24

CCM Article 5 paragraph 2g

VAP action # 21, 23 & 56

- Maintain, strengthen or designate a focal point within the government with the responsibility to follow up on the implementation and monitoring of the National Action Plan on Victim Assistance.
- Establish a coordination mechanism within the government to facilitate the Action Plan's implementation in different ministries and at different levels.
- Ensure coordination mechanisms are permanent and based on legal and administrative regulations. They should include a combination of representatives of civil society, private and public organizations to ensure inter-ministerial, multi-stakeholder and multi-disciplinary action.
- Ensure coordination mechanisms have sufficient autonomy and resources to carry out missions.
- Where appropriate to the national context, integrate or link the responsibilities of the focal point and coordination mechanism with those of related frameworks.
- Ensure the different ministries guarantee their respective spheres of responsibility, providing the necessary opportunities and access for survivors: a comprehensive approach through a network of systems and stakeholders is required to ensure the sustainable participation of survivors in society.
- Ensure survivors and their representative organizations participate fully in the coordination mechanism, as well as in all aspects of the development, implementation, monitoring and evaluation of the National Action Plan on Victim Assistance.



16. Mobilization of resources

CAP section V action # 34, 35, 37 and 39

CCM Article 5 paragraph 2d and Article 6 paragraph 7

VAP action # 20, 21, 29, 32, 33, 35, 36, 37, 38 & 42

- Commit sufficient technical and economic resources to guarantee the implementation of National Action Plans on Victim Assistance. This includes: 1) mobilizing specific resources to implement the actions included in the National Plan of Action on Victim Assistance, and 2) mainstreaming disability into all development programs, especially those on poverty reduction.
- Coordinate resource mobilization with all relevant organizations: service providers, international organizations, civil society organizations, the private sector, etc.
- If necessary, request cooperation and assistance from the international community for the implementation of specific aspects of the National Action on Victim Assistance.

Guiding principles on human rights

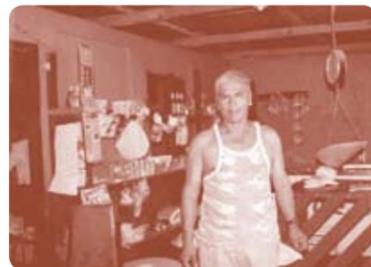
17. Non-discrimination and special attention to groups in situation of vulnerability

CAP section IV paragraph 14 and 16

CCM Article 5 paragraph 2e

VAP action # 26m, 28 & 30

- Ensure there is no legal, policy-based or practical discrimination against survivors, between survivors, or between survivors and other persons with disabilities.
- Implement specific measures to accelerate or achieve equality of opportunity, including reasonable accommodations to meet individual needs.
- Take the necessary measures, according to the context, to ensure that the most vulnerable survivor groups (such as persons living in conditions of poverty, migrants, persons with dual or multiple impairments, indigenous groups and ethnic minorities, displaced persons and refugees) benefit from, and participate in, projects and programs.
- Foster an attitude of respect for the rights of survivors and other persons with disabilities at all levels of the education system, especially to target all children from an early age.



18. Full and effective participation and inclusion

CAP section III, action # 20 and section IV paragraph 12, 16 and action # 23 and 29

CCM Article 5 paragraph 2f

VAP action # 23, 30 & 31

- Ensure the active, free, informed and ongoing participation of survivors in the planning, implementation, monitoring and evaluation of plans, policies and services affecting victim assistance.
- Ensure survivors actively participate in all work related to the implementation and monitoring of the Mine Ban Treaty.
- Ensure survivors actively participate in all decision-making related to matters that affect their lives (health, rehabilitation, psychological support, social services, education, employment, etc).

19. Age and gender

CAP section III, action # 19, section IV paragraph 12 and action # 29, section V, action # 41 and 5

CCM Article 5 paragraph 1, Article 6 paragraph 7 and Article 7 paragraph 1k

VAP action # 22 & 30

- Ensure age and gender considerations are taken into account in the design and planning of victim assistance policy and programs, to ensure every survivor equally benefits and participates.
- Provide all the support needed to enable survivors to access services and improve or maintain their quality of life with respect to, and in accordance with, their age and gender.



Monitoring and reporting

20. Monitoring and reporting

CAP section IV paragraph 12 and action # 24, 26 and 28, section VI action # 55

CCM Article 7 paragraph 1k, l, m & n

VAP action # 21, 56, 59

- Monitor and report annually, at national and international level, on the status, progress and challenges involved in the implementation of the National Action Plan on Victim Assistance throughout the period 2011-2015.
- Provide the name and contact details of the institutions mandated to provide information and carry out the measures described in the National Action Plan on Victim Assistance.
- Report on the amount of national resources (including financial, material or in-kind) allocated to the implementation of this Action Plan; and the amount, type and destination of international cooperation and assistance received.
- Indicate factors and difficulties affecting progress on the realization of the National Action Plan on Victim Assistance.
- Ensure survivors and their representative organizations, other members of the civil society and service providers are fully involved in the monitoring and reporting process.
- Consult other relevant bodies on disability, development and human rights, including those created as part of other international treaties. This will ensure coherency with their respective reporting guidelines and avoid duplication and overlap in the performance of their functions.

International cooperation and assistance

21. International cooperation and assistance

CAP section IV action # 32 and section V action # 35, 36, 37, 39, 41, 47, 48, 50, 51 and 52

CCM Article 6 paragraph 7

VAP action # 33 – 38, 41, 42, 47, 56 & 59

- Provide adequate, long-term and coordinated support for the implementation of National Action Plans on Victim Assistance by mine/ERW State Parties.
- Ensure international cooperation and assistance, including international development programs, are inclusive of, and accessible to, survivors and other persons with disabilities (including bilateral and multilateral cooperation and support to non-governmental organizations).
- Analyze the effects of international cooperation and assistance on the situation of survivors, in close collaboration with their representative organizations.
- Introduce victim assistance and disability issues into general negotiations concerning standards, information exchange, development programs, human rights, etc.
- Facilitate and support the capacity-building of stakeholders involved in victim assistance, including through the exchange of information and experience, training programs, research and the sharing of good practice.
- Document and disseminate examples of development and international cooperation that promote victim assistance and the full participation of survivors in society.



III. References and resources

1. **Appeal on Victim Assistance to States participating in the Cartagena Summit on a Mine-Free World.** An Appeal from participants in a meeting of practitioners, survivors and other experts hosted by the International Committee of the Red Cross and the Norwegian Red Cross. Oslo. 23-25 June 2009.
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Handicap International was founded in 1982. Our first activities included setting up orthopaedic centers in refugee camps in the Thailand/Cambodia border. Simple, locally-available equipment was used, enabling Handicap International to provide immediate, effective and practical services and train competent local teams. The organization has since gone on to develop a global approach to disability, aiming to reduce poverty and situations of vulnerability and ensure development and emergency responses are accessible to all.

Landmines, cluster munitions and other explosive remnants of war (ERW) are a cause of humanitarian crises and environmental disasters in more than ninety countries around the world. These weapons claim several thousands of victims each year, worsening the vulnerability and poverty of affected communities. They threaten populations physically and also threaten their livelihoods, food security and the return of displaced populations, representing an obstacle to reconstruction and socio-economic development, and preventing peace and security from being fully restored.

To prevent further humanitarian harm and to address the consequences of mine/ERW, Handicap International works on four of the five pillars of mine action: advocacy, clearance, risk education and victim assistance.

Fitting artificial limbs and providing psychological support; contributing to the development of inclusive education, social services, livelihoods and leisure programs; supporting awareness-raising and training; carrying out humanitarian demining and risk education; facilitating access to assistance in emergency situations; advocating against mines and cluster munitions... Handicap International's teams campaign and take action to support persons with disabilities in regaining and ensuring their independence and full participation in their communities.

Handicap International gives priority to training, partnerships and the use of local techniques and resources. We work closely with disabled people's organizations, other local civil society organizations, professionals, service providers, local and national authorities and key economic players to contribute towards ensuring people with disabilities can exercise their rights and have equal opportunities to participate in the social, economic, cultural and political development of their communities. Handicap International carries out its projects with a focus on quality. All our activities respect clear ethical values and are carefully monitored and evaluated. Our aim: for everyone to fully participate in society and development.

Now working in over sixty countries in Africa, Asia, Latin America and East Europe, Handicap International is a network with sections in Belgium, Canada, France, Germany, Luxembourg, Switzerland, United Kingdom, and the United States.



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