



Tipsheet:

Mainstreaming Protection, Gender and Inclusion (PGI) when using digital self-enrolment methods for Cash and Voucher Assistance (CVA)

Purpose

This tipsheet provides guidance to National Societies on mainstreaming protection, gender and inclusion (PGI) when using digital self-enrolment methods in Cash and Voucher Assistance (CVA). This tipsheet complements the [Minimum Standards for PGI in Emergencies](#) and uses the Dignity, Access, Participation and Safety (DAPS)¹ standards and the use of the term “marginalised groups”² therein. PGI considerations for CVA in general can be consulted in the [PGI-sensitive-CVA-checklist_English.pdf](#) developed by the IFRC Africa region.

This tipsheet is primarily aimed at Red Cross and Red Crescent National Societies, IFRC and Partner CVA practitioners involved in the design, implementation and monitoring of programmes involving digital self-enrolment platforms. It is based on the operational experiences of the inside Ukraine and impacted countries crisis responses in 2022-2023 but aims to have a more global reach. The tipsheet has been structured around the disaster management programme cycle phases.

Working together with PGI - as well as CEA - counterparts and colleagues can help:

- ensure inclusion and participation of people who are vulnerable or marginalised
- identify differing levels of support which may be needed
- establish systems and approaches which avoid or mitigate risks of Gender Based Violence or other negative impacts.

AccessRC Digital Self-Enrollment Model



Accessibility:

The digital self-enrollment model allows individuals to register and access Red Cross Red Crescent services digitally, providing greater accessibility to aid, regardless of location or time.



Local Language Support:

AccessRC is available in dozens of languages, ensuring that individuals can access services and communicate in their preferred language.



Efficiency and Speed:

AccessRC and the Assistance Platform ecosystem streamlines workflows, automates verification processes, and enables faster response times, all while freeing up valuable resources for in-person support.



Scalability:

AccessRC and the Assistance Platform ecosystem facilitate the scaling up of aid programmes, enabling National Societies to reach and support a larger number of people in a shorter timeframe.

1 DAPS – Dignity, Access, Participation and Safety (specifically linked to protection)
<https://www.ifrc.org/document/minimum-standards-pgi-emergencies>

2 The term ‘marginalised groups’ is meant to encompass all marginalised groups: “persons of all gender identities, ages, disabilities and backgrounds ” and used for people who may also be described as having specific needs, being at risk, vulnerable or excluded. In all cases, marginalised groups are understood to include older people, children (including adolescents), persons with physical, sensory or intellectual disabilities, persons with mental health disabilities, survivors of SGBV, victims of trafficking and people living with HIV/AIDS or other chronic illnesses. In different contexts, other forms of diversity, including ethnicity and nationality or lack thereof, migration and/or legal status, religion, caste, class, sexual and gender minorities, as well as intersectionality between forms of diversity and marginalised groups.

Disaster Management Programme Cycle Phases and PGI specific tips for processes linked to digital self-enrolment

PREPAREDNESS PHASE	Rationale / purpose	Tips
1 Training of staff and volunteers	Ensure that staff and volunteers apply a PGI-sensitive lens in their work and can integrate PGI in CVA including spotting and reacting to any protection risks.	<ul style="list-style-type: none"> • Have PSEA, Safeguarding, SGBV training material ready and adapt as needed • Provide data protection training based on assessed needs of the workforce • Focus on training staff and volunteers on how to handle sensitive disclosures and be clear on the use of appropriate referral pathways • Ensure training and messaging to recognize signs of potential trafficking and how to safely report • Strengthen IFRC in-country and NS policies and procedures to address Protection and Safeguarding risks • Ensure product training and that there are product guides that are easy to access regardless of physical or cognitive abilities
2 CVA, PGI and CEA staff engagement in CVA self-enrolment risk mitigation measures	<p>Ensure collaboration between teams and avoid expectations that one staff member can fill all roles alone.</p> <p>Integrate PGI questions into existing tools guide the users in analysis of data collected to inform design to ensure CVA delivery is safe and inclusive. Without appropriate PGI considerations, CVA may increase protection risks for specific vulnerable groups or impact who has access to assistance</p>	<ul style="list-style-type: none"> • Align tools, methods and ways of working as much as possible to factor in remote ways of working and use of digital platforms • Ensure risk for minors are identified and addressed specifically • Ensure systems for inclusion of those without access to self-registration, e.g. due to lacking ID
3 Data protection	Ensure that personal data is not exposed and cause any risks to affected populations.	<p>Design Self-registration platforms that:</p> <ul style="list-style-type: none"> • Factor in the access needs of different marginalised groups, and include the additional registration support mechanisms for specific groups from the start • Build in methods to avoid and detect multiple registrations • Adapt language in Chatbot function to include additional required languages • Implement joint training sessions so that RCRC can discuss with the PSP specific needs and circumstances of the affected people • Factor in options for those affected people who cannot meet Know Your Customer requirements • Build in the necessary data access levels to ensure confidentiality when analysing data or linking it with CFMs • Include information and methods for providing feedback and complaints

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<p>4 Registration and verification access</p>	<p>Ensure that no persons face risks in registering for or receiving assistance from the Red Cross/Red Crescent.</p> <p>Ensure that recipient registration processes are available and accessible to persons of all gender identities, ages, disabilities and backgrounds.</p> <p>For example use home visits or phone calls for self-registration to reach marginalized at-risk groups when community meetings may be inadequate to reach them.</p>	<p>Design Self-registration platforms that:</p> <ul style="list-style-type: none"> • Use both websites and apps • Provide a Dignified Self-Registration Process for people with disabilities including a bypass function for example to allow the individual and/or carer to contact the National Society to take a selfie that does not need to meet the criteria above • Have functions in the self-registration app such as reading out messages for those who need this • Offer in person registration and verification options for those who need/prefer them for example Branches equipped to run in-person registration desks on advertised days • Consider the use of multiple registrations being allowed on one device • Mitigate the risk of intra-household tensions when one household member registers on behalf of the whole household • Build in geographical verification criteria for those who self-register in line with targeting criteria • Access e.g. if through community meetings, ensure a simultaneous process to reach e.g. marginalised or at-risk groups, for example through home visits or self-registration through phone calls
<p>5 Child protection</p>	<p>The consideration of child protection risks is important to support operations in strengthening their child safeguarding practices and reduce the risk of harm against children.</p>	<ul style="list-style-type: none"> • Cater for the registration needs of minors for example, self-registration will not be appropriate for minors, but they may the interface for adult household members

PREPAREDNESS PHASE	Rationale / purpose	Tips
6 PGI-analysis Digital self-registration and CVA delivery mechanisms	<p>Undertake a PGI analysis to inform the design, implementation and monitoring of interventions.</p> <p>Incorporate PGI aspects into all the steps in the programmes as part of our do no harm duties.</p>	<ul style="list-style-type: none"> Factor in "marginalised groups" using IFRC definition from the start and identify access issues that inhibit self-registration such as digital know-how to upload photos or documents, disability, physical access, lack of ID, language barriers, network coverage Include PGI analysis lens and tools from the start - all practitioners should collect SADD data Identify those with self-registration barriers due to being outside the communication loops Assess that all groups have safe access to the assistance, and that there is no risk that certain groups would exploit others to register and then extort them of the assistance once receiving this Carry out consultations with affected populations to identify solutions to access barriers and engage with multiple CVA delivery mechanism options of those who self-register
7 Targeting and Verification	<p>Ensure that recipients do not face risks.</p>	<ul style="list-style-type: none"> Establish selection and verification criteria should be done in consultation with representatives of all groups and build into the self-registration system
8 Data Review during implementatio	<p>Collect data, including metadata can provide insight into patterns or trends that could point toward protection issues.</p>	<p>Consider data that may be an indicator of protection issues and establish processes for manual review. Examples could include</p> <ul style="list-style-type: none"> Household registering an abnormally large number of children could be flagged for a review by a caseworker, or, required to come into a branch for validation of registration Large number of registrations from one device or physical location could be an indicator that an individual is registering others.

PREPAREDNESS PHASE	Rationale / purpose	Tips
9 Post distribution Monitoring	Use participatory design processes to increase the relevance and accountability of our responses.	Ensure post-distribution monitoring surveys collect SADD data, include questions on protection related issues
10 Complaints and Feedback Mechanism	Ensure persons of all gender identities, ages, disabilities and backgrounds always have safe access to provide feedback during and after distributions; also, those not targeted in our response.	<ul style="list-style-type: none"> • Ensure the self-registration process is linked to information on CFMs and how people can get information through the app on how to give feedback in a way that considers needs if people with disabilities • Ensure protection measures in CFMs
11 SGBV/Protection/health Referrals	Ensure that different referral pathways are in place and that staff and volunteers know how to use these is critical to support persons at risk in accessing services that are relevant to their needs and safe for them to access.	

Concluding Remarks about Self Registration and PGI considerations

The experience of using the purposely designed self-registration app in response to the Ukraine crisis has generated much learning for NS and their partners. Context specific considerations will need to be factored into the design of digital self-registration methods elsewhere. Particular attention should be paid when designing and implementing CVA if data sharing among partners is involved. Be clear of the National Society is setting up a new registration system, or is supporting government actors improve and scale up existing systems, or is acting as an implementing partner for a non-state actor in country such as the United Nations or NGO. Each of these partnership options will influence the design and use of any digital self-registration system.