



Terms of Reference

Consultant to develop toolkit and resource

About the Consultancy

We are looking for a consultant to develop the following two documents

1. Toolkit- **How to make your complaint mechanism LGBTIQ+ affirming** (The tentative structure of the toolkit is available in **Annex A**)
 - a. Work location: Remote
 - b. Consultancy fee: RM 5,795.00
 - c. Work Duration: 3 months. For a detailed timeline, please refer to the sub-heading “Timeline” below.
2. Resource- **How and where do you make complaints?** (This resource is for LGBTIQ persons in Malaysia, the outline of the resource will correspond to the structure of the above toolkit)
 - a. Work location: Remote
 - b. Consultancy fee: RM 4092.00
 - c. Work Duration: 3 months. For a detailed timeline, please refer to the sub-heading “Timeline” below.

Project Background

As a consortium—Pertubuhan Pembangunan Kebajikan dan Persekitaran Positif Malaysia (SEED), Justice for Sisters, People Like Us Hang Out! (PLUHO) and Kemban Kolektif—is undertaking a 5-year project titled “Strengthening Capacities towards Inclusive Development Pathways: A Crucial Pivot to Development in Malaysia”.

Project Goals

- To strengthen access to gender responsive, queer affirming and rights-based services through progressive systems change advocacy and access to services.
- To enable LGBTIQ persons’, women’s, girls’ and young people’s meaningful participation in national development and democratic processes and to enable a wide range of Malaysian CSOs to be included in the decision-making structures around these processes.
- To strengthen capacities of decision-makers at state and federal levels to uphold rights-based, accountable and transparent governance in sustainable



development.

Methodology

The development of the toolkit will be informed by a consultation with LGBTIQ groups and desk research. The consultant will be working closely with the Project Officer, and supported by Justice for Sisters as well as other consortium partners.

Tasks and Responsibilities

The consultant is expected to:

- Undertake desk research of similar toolkits, good practices and standards in establishing and delivering queer affirming, rights-based services.
- Use notes and findings from the consultation to develop the toolkits.
- Engage LGBTIQ groups and service providers for additional information for the development of the toolkits, if needed, with the support of the Project Officer.
- Work with an editor, illustrator and communication consultant to ensure the toolkit and its supporting materials are practical, accessible and user-friendly.

Desired Skills

It would be an advantage if you have:

- Experience working with LGBTQ populations in relation to access to services and access to justice.
- Experience in urgent response, gender-based violence response, and/or with migrant and refugee populations.
- Experience in writing advocacy toolkits/guidelines for marginalized populations, service providers and other stakeholders in the South East Asia or Asia region.
- Good understanding of intersectionality

Timeline

Period	Activity
October 2023 to January 2024	Development of Toolkit . Based on internal discussions, the consultant will develop a timeline for submission of the first draft, among others.
January 2024	Peer review, validation meeting and finalization of Toolkit .



February - March 2024	Design and layout for Toolkit .
March 2024	Translation of Toolkit .
April 2024	Launch of Toolkit .
February - April 2024	Development of Resource . Based on internal discussions, the consultant will develop a timeline for submission of the first draft, among others.
May - June 2024	Design and layout for Resource .
June 2024	Translation of Resource .
July 2024	Dissemination of Resource .

Application Process

Applicants should submit their application to seedeu@seedfoundation.com.my by **30th September 2023, Saturday 23:59 (MYT)** with the email subject title “Name + Toolkit & Research Consultant Application”

Applicants should include:

- CV (written in English);
- Letter of interest (maximum one page outlining relevant experience and expertise in relation to the toolkit requirements).
- Writing samples of similar past work (if available).

Please note that only complete applications containing the above mentioned documents (CV and a letter of interest) that are submitted within the deadline will be taken into consideration. Please note that only the selected applicants will receive notification.

-End-



Annex A

Toolkit	What would the toolkit include	Target
<p>How to make your complaint mechanism LGBTIQ+ affirming</p>	<p>Outline</p> <ul style="list-style-type: none"> ● Overview of access to justice. E.g. Based on a survey, 59% of 220 LGBTIQ+ respondents were uncomfortable to report cases of violence or discrimination. ● How to make complaint mechanism friendly - fields on gender, types of discrimination covered, etc ● How to respond to complaints, principles to abide by and what can help you respond to the complaints ● Recommendations of how to make mechanisms accessible ● Data protection and sharing <p>Research</p> <ol style="list-style-type: none"> 1. Review existing complaint mechanism - MCMC, Suhakam, medical bodies, etc and identify <ol style="list-style-type: none"> a. What are issues with the complaint mechanisms, do they explicitly protect SOGIESC as grounds of discrimination or unique or common forms discrimination faced by LGBTIQ persons (e.g. conversion practices, normalizing surgeries, denial of access to gendered spaces, denial of opportunities based on gender expression or gender identity, etc.) b. How are they being promoted or publicized c. What is process after a complaint is submitted 2. Look at good practices - how do other NHRI, oversight bodies gather SOGIESC related complaints? How are they promoted or made accessible? What are their processes? 	<ul style="list-style-type: none"> ● Service providers ● NHRI and oversight bodies