



## Terms of Reference

### **Consultant to develop toolkit - how to make your complaint mechanism LGBTIQ affirming**

#### **About the Consultancy**

We are looking for a consultant to develop a toolkit- **how to make your complaint mechanism LGBTIQ+ affirming** (The tentative structure of the toolkit is available in **Annex A**)

- Work location: Remote
- Consultancy fee: RM 5,795.00
- 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



## **Overall 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 of toolkit(s) and finalization of the toolkit(s)
February - March 2024	Design and layout
March 2024	Translation
April 2024	Launch

## **Application Process**

Applicants should submit their application to [seedeu@seedfoundation.com.my](mailto:seedeu@seedfoundation.com.my) by **30th September 2023, Saturday 23:59 (MYT)** with the email subject title "Name + Toolkit 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><b>Outline</b></p> <ul style="list-style-type: none"> <li>● 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.</li> <li>● How to make complaint mechanism friendly - fields on gender, types of discrimination covered, etc</li> <li>● How to respond to complaints, principles to abide by and what can help you respond to the complaints</li> <li>● Recommendations of how to make mechanisms accessible</li> <li>● Data protection and sharing</li> </ul> <p><b>Research</b></p> <ol style="list-style-type: none"> <li>1. Review existing complaint mechanism - MCMC, Suhakam, medical bodies, etc and identify             <ol style="list-style-type: none"> <li>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.)</li> <li>b. How are they being promoted or publicized</li> <li>c. What is process after a complaint is submitted</li> </ol> </li> <li>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?</li> </ol>	<ul style="list-style-type: none"> <li>● Service providers</li> <li>● NHRI and oversight bodies</li> </ul>