



Integrated Service Center Mechanism For Survivors of Gender-based Violence in Korea (Sunflower Center)



**UNDP Seoul Policy Centre & Seoul Sunflower
Center**



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A photograph of a sunflower field under a dark, overcast sky. The sunflowers are in various stages of bloom, with some fully open and others as buds. The lighting is dim, creating a somber and contemplative mood. The text is overlaid in the center of the image.

1. Key Challenges Korea Experienced in Supporting GBV Survivors

Challenges Experienced in Supporting GBV Survivors

- 1) Fragmented services and support work in silos even though survivors have multi-disciplinary needs; Fragmented system leads to inefficiency of services and challenges of accountability
- 2) Lack of specialized medical services for GBV victims, equipment, and training which led to non-treatment of victims and/or loss of forensic evidence
- 3) Lack of GBV sensitivity of the police and secondary victimization in the criminal justice process
- 4) Lack of specialized and long-term support for serious cases



2. Overview of Sunflower Centers in Korea

Integrated Service Model for GBV Survivors in Korea – Sunflower Centers

- Sunflower Centers are **integrated service centers** for **GBV survivors**, providing medical, counseling, investigative, and legal support in a single location
- **Fully-government funded** centers (central and local governments)
- Integrated services provided through a **formal partnership** among the Ministry of Gender Equality and Family (MoGEF), local governments, police, and hospitals
- First established in 2004; 39 Sunflower Centers across the country as of 2019



Counseling
support



Medical
support



Investigation
support



Legal
support



Accompaniment
support

Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE



1 Counseling support



WHO?

Professional counselor helps the recovery and empowerment of the victims and their family members.

HOW?

The counselor receives the case and decides what kind of supports the victim needs. In case needed, further psycho-therapy and continuous counseling are also provided.



Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

2 Medical support

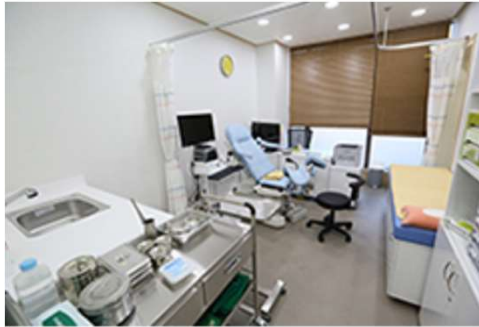


Photo Northern Seoul Sunflower Center

- Sunflower Centers are established within existing public hospitals. Hospitals are selected as the main implementing institution to house the Centers. Key benefits are:
 - 1) Public hospitals with government funding
 - 2) Availability of highly trained medical staff, including gynecologist, and medical facilities
 - 3) Availability of Emergency Rooms for 24/7 support
- Medical staff of Sunflower Centers provide various support for victims such as treatment of injuries, and provision of pregnancy test, emergency contraception, and diagnostic test for STD.



Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

2 Medical support

Medical costs covered by the Sunflower Center/Government

- Treatment at OB/GYN, psychiatrist, emergency medicine and family medicine clinics, etc.
- Medication
- Evidence collection
- Pregnancy test, emergency contraception, diagnostic test for STD.
- Hospital inpatient fee (abortion, psychiatrist, etc.)



Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

Forensic evidence collection kit for sexual assault (rape)

- Composed of 12 steps **to collect crucial forensic evidence**
- Kits are distributed by MoGEF to all Centers; allows a systematic and standardized collection of evidence
- Sent to the the National Forensic Service for analysis and the results are used for police investigation



Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

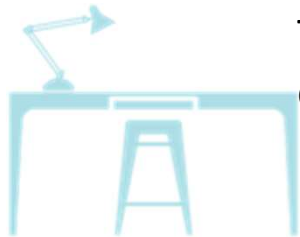
3 Investigation support

WHO?

A **female police officer** with specialized training on sexual violence and victim investigation method provides investigation support. Dedicated police officers are dispatched to the Sunflower to support the victims 24/7.

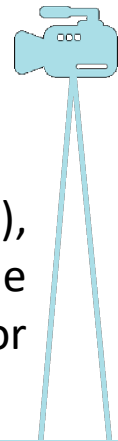
HOW?

The police officer conducts interview with the victim in an environment where the victims feel safe.



THEN?

The interview results (i.e. verified statement), together with **forensic evidence** collected by the medical team, is sent to the police station for further investigation.



Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

3 Systematic investigation team support



Investigation Room

- Female police officer dedicated for victim interview
- Public defense lawyer
- Statement assistant or trustee



Monitoring Room

- Police officer from case investigation team
- Statement analysis specialist
- Stenographer

THE INTERVIEW IS VIDEO-RECORDED AND THE POLICE OFFICERS FOLLOW STRICT INTERVIEW GUIDELINES FOR GBV VICTIMS.

Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

4 Legal support

WHO?

If victims request a legal support, a **public defender** selected by the Prosecutor's Office is provided.



HOW?

The Sunflower Center staff who are familiar with GBV cases assist the victim by working with the public defender.

The public defender provides basic information on legal proceeding as well as specific support on the victim's cases at the court.



Various types of supports

VARIOUS TYPES OF SUPPORTS SFC PROVIDE

5 Accompaniment support

Accompaniment support are provided during investigation, treatment or court procedures for victims under the age of 13 or victims with intellectual disabilities, as well as underage victims without a guardian or whose guardian cannot accompany them due to economic or social reasons:

Accompaniment support services are provided

- **to improve the accessibility**
- **to provide comfort and psychological support**



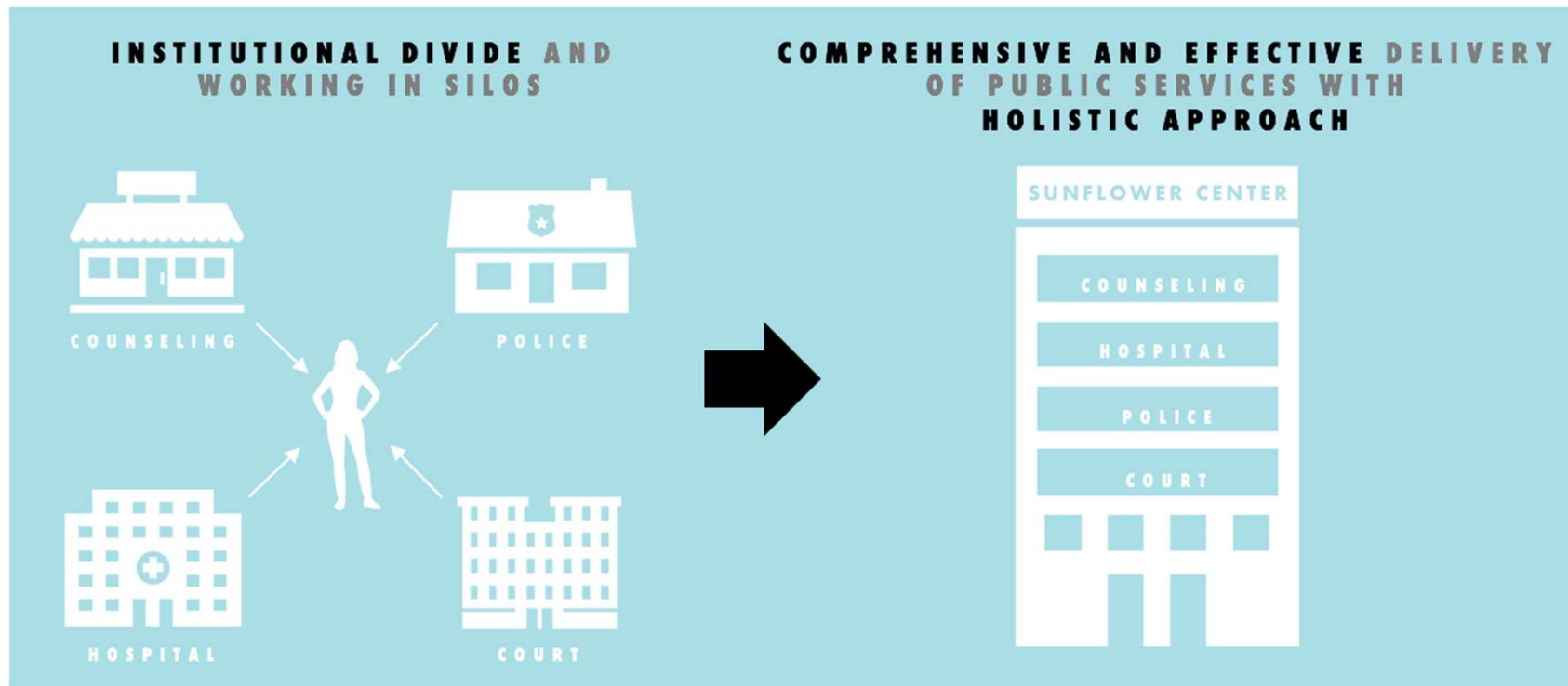
A photograph of a hand with light-colored nail polish gently touching the petals of a large, vibrant yellow sunflower. The sunflower has a dark brown center and is set against a background of other sunflowers and green leaves, all slightly out of focus. The lighting is soft, suggesting a late afternoon or early morning setting. The overall mood is peaceful and nurturing.

**3. Key Strengths and Benefits of
Integrated Service Model**

Key Strength and Benefits

KEY STRENGTH AND BENEFITS OF SFC

- 1 Comprehensive and effective delivery of public services, overcoming institutional fragmentation



Key Strength and Benefits

KEY STRENGTH AND BENEFITS OF SFC

2 Integrated and professionalized services, leading to minimization of secondary victimization

- Integrative services for GBV victims are provided at a single location. Victims do not need to visit multiple institutions and repeatedly account the incidents to different institutions.
- At Sunflower Centers, gender-sensitive professionals (incl. the police and medical staff) provide services following protocols designed to provide multi-disciplinary services in an effective way.
- Centers are equipped with necessary facilities (medical, counseling, etc.) and provide an environment that victims feel safe and comfortable.




Strength and Benefits

STRENGTH AND BENEFITS OF SFC

- 3 Systemic and institutional structure with state resources, leading to continuous case management and customized support
 - Professionals at Sunflower Centers can provide continuous and customized support (e.g. continuous counseling) to victims. In serious and complex cases such as interfamilial sexual violence or cases involving child victims and persons with disabilities, continuous support is important as much as the initial emergency intervention.
 - Throughout different stages of treatment, investigation, court proceedings, Sunflower Centers act as a focal point of relevant services for GBV victims (e.g. public defender system).





**4. Lessons Learned from Korea's
Integrated Service Centers**

Lessons Learned from Sunflower Centers


1 Formalizing a multi-stakeholder partnership for the establishment of integrated service centers for GBV survivors

- The Sunflower Center in Korea is a cooperation mechanism among four main stakeholders: MoGEF, local government, hospital, and the police
- To establish MoGEF, local government, hospital, and the police conducted a series of consultations to discuss the implementation plans and delineate the functions and roles of each stakeholders.
- The conclusion of these consultations was formalized through the MOUs.




Lessons Learned from Sunflower Centers

2 Development of an effective funding mechanism at the outset for a sustainable and high-quality service delivery

- In Korea, at the beginning, the central government provided a full funding to establish the mechanism at the full speed.
 - The Ministry conducted an active advocacy and communication work on the benefits of the Sunflower Centers.
 - Sunflower Centers are now operated through a matching fund system between the central and local governments (central gov't funding level is between 50% and 70%).
 - Solid legal foundation facilitated a sustainable funding and operation of support centers in Korea.
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Lessons Learned from Sunflower Centers

3 Selecting and providing incentives to high quality hospitals to participate is crucial for high-quality medical service provision for GBV survivors

- If the centers are not housed in hospitals like Sunflower Centers, it would be important to build partnerships with qualified hospitals to make referrals.
 - **Provision of incentives for the ownership by hospitals**
 - 1) Additional remuneration to doctors
 - 2) Rental fee for the space allocated to the pilot center
 - 3) Advantage in the performance review of the hospital
 - **Advocacy on the positive aspects of housing integrated service centers**
 - 1) positive impact on the reputation of the hospital
 - 2) capacity building of the hospitals through training of the staff
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Lessons Learned from Sunflower Centers

4 Specialized and tailored services for children and persons with disabilities

- Specialized and tailored services for children and persons with disabilities require regular staff training, service standards and protocols, as well as close collaboration and referrals among relevant stakeholders.
- In Korea, for instance, the police developed special protocol and guidelines for conducting interviews with children or persons with disabilities. Police officers dispatched to the Centers are trained on the protocol and guidelines. For cases involving children or persons with disabilities, the police collaborate closely with other stakeholders, such as child protection and social workers.

Lessons Learned from Sunflower Centers

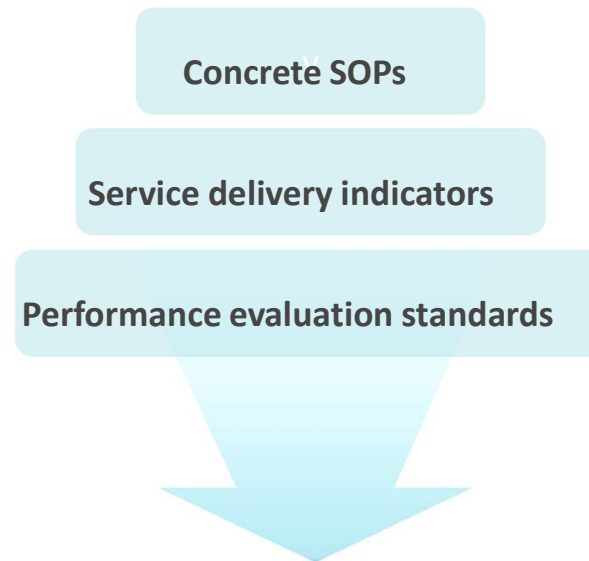
5 Developing management structure of the integrated service center

- Putting multidisciplinary practitioners together in a single location does not automatically lead to the actual delivery of the one-stop services.
- The integrated service center brings together professionals from various sectors, often under the guidance of different institutions.
- It is important to design the management and effective reporting set-up that compels the professionals to work truly as a team.



Lessons Learned from Sunflower Centers

6 Establishment of service standards and concrete SOPs for consistent service provision



**Delivery of consistent and reliable high-quality services
in all integrated centers**

Lessons Learned from Sunflower Centers

7 Synergizing with other victim support entities

- Reducing overlap of functions with existing victim support entities (e.g. UPTD PPA, CSOs)
- Preventing competition among the service providers
- Complementing functions of victim support entities and the integrated service centers





THANK YOU