



Research Article

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## Exploring the Dynamics of Communication in the Handling of Child Victims of Intrafamilial Child Sexual Abuse: A Case Study in the Women's and Children's Protection Technical Implementation Unit, Pekanbaru City Government in Indonesia

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### Abstract

*This study aims to examine the dynamics of communication in handling intrafamilial child sexual abuse, with a case study of RR, a child victim of sexual abuse by her stepfather and cousin, reported to the Technical Implementation Unit for the Protection of Women and Children (Unit Pelaksana Teknis Perlindungan Perempuan dan Anak/UPT PPA) of the Pekanbaru City Government. Data collection techniques include in-depth interviews, observations, and document studies. Using the constructivist paradigm and the social construction theory by Peter L. Berger and Thomas Luckmann, the collected data were analyzed qualitatively to explore how communication patterns and interactions among the involved parties, including the UPT PPA team, the victim, the victim's family, the Social Services, the Police, Legal Aid, orphanages, and other informal parties, build the social reality of child protection for the victim RR. Data sources were selected using purposive sampling based on criteria until saturation was reached. The findings indicate that despite communication barriers and non-cooperation from the family, effective communication and good coordination among all involved parties are crucial to ensuring the recovery and ongoing legal process for the child victim of sexual abuse. An empathetic, sensitive, and collaborative approach can help the victim feel supported and gradually recover from the traumatic experience. Collaboration between institutions plays an essential role in providing protection and social rehabilitation for RR. The dynamics of communication in handling intrafamilial child sexual abuse involve the dialectical processes of externalization, objectification, and internalization among the various parties involved.*

**Keywords:** Communication Dynamic, Intrafamilial Child Sexual Abuse, Child Protection, Social Construction, Constructivism Paradigm

## 1. Introduction

Sexual violence is a form of violence that has far-reaching negative impacts and consequences, especially when children become victims within their own families (Delfina et al., 2021). The impact of sexual violence on children is a very serious aspect that requires immediate attention and action. This condition affects not only the physical aspect but also the psychological, social, and emotional aspects of child victims (Kurniasari, 2019; Octaviani & Nurwati, 2021). To address cases of sexual violence against children within the family, a comprehensive approach requiring active collaboration among stakeholders is necessary (Russell et al., 2020). One of the local government organizations that plays a central role in this effort is the Technical Implementation Unit for the Protection of Women and Children (*Unit Pelaksana Teknis Perlindungan Perempuan dan Anak/UPT PPA*). As an organization focused on the protection of women and children, UPT PPA has a significant responsibility in caring for child victims of sexual violence (Rinah, 2023).

Children who experience domestic sexual violence often need significant help and support to recover (Dewi et al., 2023). In this regard, the role of UPT PPA as a local government service organization becomes very important. UPT PPA provides various services such as psychological counselling, social rehabilitation, and legal support to child victims (Umar & Hanafi, 2023; Lestari et al., 2024). However, handling such cases cannot be done individually. Close collaboration with other stakeholders, both formal and informal, is essential. This includes collaboration with the Social Services to provide the necessary social support for child victims, with the Police to coordinate appropriate legal actions, and with legal aid institutions that can provide legal advocacy (Waruwu et al., 2023; Rahmawati & Hertati, 2023).

However, in the context of this collaboration, it is important to understand that communication plays a key role. According to Alaggia et al. (2019), effective communication dynamics among all stakeholders are crucial in facilitating a shared understanding of a case, identifying potential barriers, and planning appropriate actions. In the research paradigm adopted, namely the constructivism paradigm, communication is viewed as a primary tool in building knowledge and a shared understanding of social reality (Butsi, 2019; McElvaney, 2019). Although previous research has provided insights into various aspects of handling child victims of sexual violence (Barua & Hossain, 2022; Aziz et al., 2023), there remains confusion in the literature regarding the understanding and exploration of communication dynamics in this context. This research aims to fill that gap by delving deeper into the role of communication in handling cases of child sexual abuse within the family. The focus of this case study explores the handling of a child sexual abuse case reported at UPT PPA, with a specific focus on the communication dynamics involved in this process. This study will also identify communication barriers that may arise in handling and facilitate effective communication in the recovery of child victims. Through this approach, this research provides valuable contributions to understanding the key role of communication in handling cases of sexual violence against children within the family and helps complement previous research that has not been able to explore the communication aspect in handling such cases.

This research explores the handling of intrafamilial child sexual abuse called subject X, from a child with the initial RR in Pekanbaru City who is 12 years old and is a victim of sexual violence in the family perpetrated by his stepfather and cousin. The Technical Implementation Unit for the Protection of Women and Children (UPT PPA) in the Pekanbaru City Government has a key role in efforts to recover children who are victims of sexual violence. As a regional government service institution, UPT PPA provides various services including psychological counseling, social rehabilitation, and legal assistance for child victims (Putri & Tukiman, 2023). However, handling cases like this cannot run smoothly without close collaboration with various other stakeholders, both formal and informal. This collaboration includes collaboration with the Social Service to provide the social support needed by child victims, with the Police to coordinate appropriate legal action, and with legal aid institutions which can provide legal advocacy.

Although previous research has provided insights into various aspects of handling child victims

of sexual violence, there remains confusion in the literature regarding the understanding and exploration of communication dynamics in this context. This research aims to fill that gap by delving deeper into the role of communication in handling cases of child sexual abuse within the family. The focus of this case study explores the handling of a child sexual abuse case reported at UPT PPA, with a specific focus on the communication dynamics involved in this process. This study will also identify communication barriers that may arise in handling and facilitate effective communication in the recovery of child victims. Through this approach, this research provides valuable contributions to understanding the key role of communication in handling cases of sexual violence against children within the family and helps complement previous research that has not been able to explore the communication aspect in handling such cases.

## 2. Literature Review

Various studies discuss that little attention is given to intrafamilial child sexual abuse, with more focus on extrafamilial child sexual abuse (Musiwa, 2020; Wismayanti et al., 2019). However, child sexual abuse within the family environment has an extraordinary impact on children and families, creating significant challenges for practitioners (Tener et al., 2021; Arief, 2017). A multisectoral response to child sexual abuse involves the efforts of various institutions and professionals, characterized by close coordination and information exchange aimed at promoting the overall well-being of the abused child within their family environment (Musiwa, 2020). Professionals' understanding of the factors related to intrafamilial child sexual abuse is a crucial issue in how this phenomenon can be better addressed (Garstang et al., 2023).

Family sexual violence is a deep and damaging social problem, especially when children are victims within their own households (Barker et al., 2019; Borumandnia et al., 2020). Nurfazryana & Mirawati (2022) stated that children who are victims of sexual violence often experience deep psychological and emotional impacts. Therefore, handling cases like this requires a holistic approach that pays attention to the mental and emotional health aspects of the child victim. In this situation, the impact of sexual violence on children is a very serious problem that requires immediate attention and appropriate action (Hidayat & Taufiqurrahman, 2021). One element that is crucial in handling cases like this is understanding the communication dynamics involved in efforts to recover victimized children (McGlynn & Westmarland, 2019; Ahyun et al., 2022).

However, in this collaborative context, it is important to understand that communication plays a key role (Gorissen et al., 2023). Effective communication dynamics between child victims, families, government agencies, and other parties is an important element in facilitating a shared understanding of a case, identifying obstacles that may arise, and planning appropriate actions (Perez-Trujillo et al., 2019). In the research paradigm adopted in this research, namely the constructivism paradigm, communication is seen as the main tool in building knowledge and shared understanding of social reality (Lorenz & Jacobsen, 2024). The social construction of reality theory by Berger & Luckmann (2023) states that social reality is constructed through the processes of externalization, objectification, and internalization. In the context of handling intrafamilial child sexual abuse cases, this process occurs through the communication and interaction between various parties involved in helping and maintaining the social reality of child protection (Littlejohn & Foss, 2009).

## 3. Method

This research focuses on a case study of a child who was a victim of sexual violence by his stepfather and older male cousin. In this research, direct observations were made at the Unit for the Protection of Women and Children (UPT PPA) and interviews with the parties involved, including UPT PPA officers, families and external institutions involved in the handling. The data obtained was then analyzed qualitatively to understand the dynamics of communication in handling cases of child victims of sexual violence in the family. Data sources were taken using purposive techniques based on

criteria until saturation was reached. The resource persons consisted of the head of the UPT PPA Pekanbaru City, psychological counsellors, legal counsellors, clinical psychologists, victim children and victim mothers as service recipients, social workers from social services, advocates from Pekanbaru legal aid institutions, heads of neighbourhood units where the victim's family lived, the mother of the orphanage where the victim received alternative care, the teacher as the homeroom teacher of the victim who received education at a junior high school, the head of the Pekanbaru Police women and child protection unit, the Pekanbaru Police women and child protection unit investigator.

The research was conducted in Pekanbaru City in 2022-2023. Data collection techniques were carried out through in-depth interviews, observation and document study. Observations and document studies are based on the results of case records which contain intervention actions for victims carried out by those in charge of the case consisting of psychological counselors, legal counselors and clinical psychologists. Service of referral documents to external institutions for handling victim cases. The examination aims to measure the psychological impact on changes in the child's personality and intelligence. In this way, a comprehensive picture of what is happening to the child is obtained.

Research participants included various parties involved in handling the case of subject X. They include the Head of the Technical Implementation UPT PPA who leads the coordination of handling efforts, the UPT PPA assessment officer who prepares a recovery plan, the UPT PPA psychological counsellor and clinical psychologist who provides psychological support and evaluates the psychological condition of subject which provides legal support to child victims and their families. Victim X's child and his mother were also important participants, providing a direct perspective of their experiences in handling the case. Apart from that, social workers from the Social Service, heads of community health centres, orphanage caregivers, legal aid agency advocates, class teachers, and neighbourhood association heads also contributed with their respective insights regarding social, health, educational and security aspects that are relevant in handling this case. Ethical approval was obtained from the research ethics committee of Universitas Padjadjaran Bandung, Indonesia, in an effort to protect the human rights and welfare of the research subjects and to ensure that the research is conducted with attention to ethical, legal, social, and other non-clinical implications.

## 4. Result and Discussion

### 4.1 Brief Overview of the Case

In 2018, RR became the first person to experience sexual harassment from his stepfather. According to RR's confession, his stepfather told the child not to report his actions to his mother and family, but the child still reported it to his mother. When he found out about the perpetrator's treatment of the child, the perpetrator reported it to the head of the Neighborhood Association (*Rukun Tetangga*/RT) and at that time the perpetrator admitted that he had abused the child, but the perpetrator said that he had made a mistake, namely that it ended with family peace. After this incident, the child was again abused by his cousin. After this incident, the child complained to his grandmother and his family reported the case to the Integrated Service Center for the Empowerment of Women and Children (*Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak*/P2TP2A) and reported it to the police, but the status of the report did not provide further information, while his cousin abused the child resulting in a case of violence. The mother reported the sexual violence to the Pekanbaru City Women and Child Protection Technical Implementation Unit (UPT PPA) in 2022.

Handling cases like this requires a deep understanding of the communication dynamics involved between the child victim, family, and service providers (Lorenz & Jacobsen, 2024). Handling cases of sexual abuse in the family that occurred at RR is very complex and requires a special communication approach by the professional staff of UPT PPA as the person responsible for the case consisting of psychological counsellors, legal counsellors and clinical psychologists appointed by the

head of UPT PPA Pekanbaru City Government for RR and his family as well as involving various exchanges of information, communication and coordination between UPT PPA and external institutions as formal and informal stakeholders. In handling RR cases, UPT PPA works with the principle of the best interests of the child.

Based on the results of the report submitted by her mother on behalf of RD, at the time of reporting, RR's mother asked for legal assistance to report the child's case on behalf of RR at the Pekanbaru Police. Apart from that, the reporter also asked for help in securing the child and asked for help in finding a school for the child in a safe place for the child. By looking at the needs of children and what was conveyed by the reporter, UPT PPA Pekanbaru City has provided services for children as closely as possible, such as collaborating with social services so that children can receive alternative care in orphanages which are also in the same foundation as educational institutions so that children can continue their education with recommendations from social services in collaboration with the Indonesian Zakat Initiative to obtain education funds.

Considering that RR's case is serious because it requires special legal assistance, UPT PPA referred legal assistance for RR's case to the Pekanbaru Legal Aid Institute. It is very unfortunate that amidst the services provided by UPT PPA for RR's legal protection, her mother did not want to continue her report to the police, so she withdrew her report to the police and revoked the power of attorney at legal aid delegated by UPT PPA for her legal assistance. Communication problems occurred between UPT PPA and the Pekanbaru Legal Aid Institute where legal aid did not notify or provide information before the mother's action in wanting to withdraw the report until after revoking legal aid's authority to UPT PPA which resulted in disruption of the legal service system provided by UPT PPA to RR. Based on the results that have been achieved, the case is stopped by the reporting party and the reporting party states that he will take full responsibility if the child is in his environment and family environment and under any circumstances the reporting party is willing to be responsible for the safety and comfort of the child in order to obtain his rights.

#### 4.2 Social Construction of Handling Intrafamilial Child Sexual Abuse

The findings of this study indicate that in the handling of the RR case, the dynamics of communication are influenced by social and institutional factors. Every decision, coordination, and communication among the parties involved in the handling of the RR case contributes to how the reality of the case is understood and managed. The social construction of reality theory helps in understanding how the narrative and reality of child protection and justice for the child victim RR involve complex processes of externalization, objectification, and internalization.

##### a. Externalization Stage

At the externalization stage, a series of interactions and communications occurring in the handling of the RR case depict the efforts of various parties to understand and address the case. The issue of sexual violence within the family environment experienced by RR is revealed and articulated through various communication actions and reporting. This process begins with the initial report received by the assessment officer of UPT PPA, who records the chronology and needs of the victim and observes the expressions of the victim and the victim's mother during the reporting. A psychological counselor then conducts a further assessment, identifying that the victim has difficulty communicating both verbally and non-verbally, and notes the needs of the victim and the victim's mother for both perpetrators (the stepfather and the victim's cousin) to be arrested. Additionally, it was found that the victim wants to continue her education and does not feel safe living in her family environment. While this case had been reported to the police in 2018, it did not progress and reoccurred, being reported again to UPT PPA in 2022.

The interview results with psychologist counsellor YL depict RR as a child who shows little emotional expression and does not exhibit clear signs of trauma. However, RR still communicates with the perpetrator through the mobile phone they had when they were secured at the home of a Ministry of Law and Human Rights employee, where their mother works. YL counsellor also

explained that RR tends to be more comfortable expressing their feelings through writing rather than verbal communication. These initial observation findings indicate that communication between the victim and PPA officers plays a very important role in understanding and addressing the psychological impacts of sexual violence. Victims often face difficulties in talking about their experiences. However, an approach based on the constructivism paradigm allows Protection of Women and Children (PPA) officers to create a supportive and safe environment where victims feel comfortable sharing their experiences. As a result, open and empathetic communication allows victims to feel heard and understood. The results of the further assessment were communicated by the psychological counselor to the head of UPT PPA as the management of the institution. The head of UPT PPA formed a team responsible for the RR case based on the further assessment results, consisting of a psychological counselor, a legal counselor, and a clinical psychologist.

"RR's expression remains flat, indicating a lack of visible trauma. Despite this, she continues to communicate with her perpetrator while staying at a relative's house, where she has access to a phone. She prefers writing to express herself, as her verbal communication is limited and she often appears afraid. At UPT PPA, I taught her prayers and short Quranic verses, and encouraged her to draw to help distract her. However, her overall emotional expression is still subdued, making it difficult to gauge her feelings compared to others who might show a wider range of emotions" (Interview with the Counselor).

#### **b. Objectification Stage**

At the objectification stage, a series of actions and interactions carried out during the externalization process begin to become more stable and structured patterns within the social system (Littlejohn & Foss, 2009). In handling the RR case, objectification is evident through the systematic steps taken by the parties involved in internalizing the concept of child protection and making it part of their operational procedures. The interactions and communications that occurred during the externalization stage form more established procedures and policies in handling the RR case. This process demonstrates how the experience of sexual violence endured by the victim and the fulfillment of the child victim's rights become an objective reality recognized and addressed by various individuals and related institutions. Objectification occurs through the formation of a case responsibility team, coordination with the Social Services, Legal Aid, and other institutions. This case responsibility team collaborates in handling the RR case, both from the aspect of protection and psychological recovery of the victim, as well as in the legal assistance aspect of RR.

"Initially, RR's mother reported her child's issues due to repeated sexual violence by her cousin. RR had previously suffered sexual violence from her stepfather. The mother requested legal assistance and wanted RR to continue her education at junior high school. The mother's cognitive abilities seem limited, making her easily influenced. UPT PPA educated her, but there were issues when the orphanage informed us that the children would be returned to their families during the Eid holidays. We were concerned about RR's safety since she had no safe place. We explained to her mother that she needed to choose between her child or her husband. Despite our education, the mother refused to continue the legal process due to pressure from her family." (Interview with Head of UPT PPA)

"The case manager for RR involves a psychologist, a counselor, and a legal counselor, as determined by the Head of UPT. My role is primarily to provide support; I follow up on legal aspects, while the psychologist focuses on mental health interventions. I often manage day-to-day tasks, including education while RR is safe at home." (Interview with Clinical psychologists)

Clinical psychologists emphasize the importance of accepting clients as they are and not immediately delving into sensitive cases of sexual abuse (Cartwright et al., 2021). Through therapy, RR begins to understand what happened to them and shows willingness to follow instructions and learn from within themselves. However, RR still needs guidance in controlling their impulses. The sexual violence they experienced did not cause severe trauma, but rather a sense of shame if others were to find out. Legal advisors use a specific approach by embracing and speaking privately with RR to delve into the case chronology. The empathetic and sensitive approach makes RR feel comfortable enough to openly discuss their experience. As a result, RR expresses hope that the perpetrator can be

reported again and that they can continue school safely. This approach has a positive impact on RR's self-confidence that they are being assisted in the case handling process. The empathetic and sensitive communication approach undertaken by professionals at the PPA Centre helps RR feel supported, understand their situation, and gradually recover from their traumatic experience. This approach involves acceptance, understanding, and continuous provision of trust and support to RR, ultimately enhancing their self-confidence and mental well-being. In the treatment of intrafamilial abuse, it is important to safeguard the physical and emotional safety of the victim (Tener & Silberstein, 2019).

In the case of client RR, support and communication with the victim's mother are crucial aspects. Although there are efforts to provide support and address communication challenges, interactions with the victim's mother are one of the challenging aspects in handling this case. Initially, the victim's mother sought assistance from the PPA Centre for the legal process, her child's safety, and efforts to ensure her child can continue education after the traumatic incident. The PPA Centre is fully committed to meeting the needs of the victim's mother as the reporter, providing necessary support. However, when the victim's changing needs are identified through assessments and counselling with the victim's mother, it is revealed that the client's primary needs are placement in a shelter for a safe living environment and seeking funds to continue education. The PPA Centre is committed to meeting these new needs and continues to provide the necessary support.

Handling cases of sexual violence often requires the results of psychological examination from psychologists (Marques et al., 2020). However, counsellors also play a crucial role in providing emotional reinforcement. Coordination between legal counsellors and psychologists is essential to determine appropriate intervention steps. Client needs are identified jointly by the team, as clients often struggle to identify their own needs. Legal counsellors explain legal aspects and consequences of inappropriate interventions, while psychologists provide guidance on parenting patterns and children's psychological needs (Sewall & Olver, 2019). This collaboration is important to ensure that parents gain a holistic and comprehensive understanding of the situation and their child's needs. Legal counsellors coordinate with psychologists to determine whether clients require emotional reinforcement or deeper intervention from psychologists. This approach ensures that interventions provided are appropriate and tailored to the client's condition and needs. Effective collaboration and communication among team members responsible for the PPA Centre case are crucial to providing comprehensive and coordinated support to client RR. Clear task allocation, smooth information exchange, multidisciplinary approaches, and cooperation in educating parents and identifying client needs are key factors in handling this case.

After the initial assessment, it was found that RR needed shelter because their home environment was unsafe. The PPA Centre collaborated with the Social Services Department to find a safe shelter for RR. Additionally, collaboration was conducted with an orphanage that had a school to ensure RR could continue their education. The Social Services Department has the authority to facilitate and recommend, but rehabilitation and fulfilment of rights are the responsibility of the PPA Centre. The Social Services Department provided temporary shelter for RR and assigned social workers to review RR's family social environment. Due to the severity of the sexual violence case, the PPA Centre referred RR to the Legal Aid Institute for legal assistance. However, issues arose when RR's mother withdrew the report without informing the PPA Centre, halting the ongoing legal process. RR's mother experienced pressure from her husband and other family members, leading to the withdrawal of the legal report. This hindered the legal process and optimal protection. Consequently, the police cannot continue the investigation without cooperation from the reporter, and if the reporter withdraws the report, the legal process cannot proceed.

"RR wants her cousin detained but not her husband, complicating the case. She expressed that if her husband were imprisoned, she wouldn't want to proceed with the report. We initiated an investigation, but we still need her signature and cooperation. Unfortunately, many cases are similar, where once a suspect is detained, the victim loses contact or blocks us." (Interview with Police Investigator's Perspective)

Perceptions differences and miscommunication among the PPA Centre, legal aid, and the police are the main obstacles in handling RR's case. Each institution has different views and responsibilities, which affect coordination and the ultimate outcome in providing protection and justice for the victim. Furthermore, the non-cooperation from the victim's family exacerbates the situation, posing additional challenges in ensuring that this case is handled correctly.

### c. Internalization Stage

The internalization process in handling the RR case occurs when norms and values related to case management are accepted by individuals and institutions. This ensures that child protection and recovery actions are carried out consistently and sustainably and are recognized as part of the professional and moral responsibility by all related parties. The decision to keep the child in alternative foster care until the age of 18 demonstrates that UPT PPA has internalized the importance of sustainable child protection and education. The child, who initially had communication difficulties, showed significant progress while in the orphanage, becoming more independent and disciplined. These decisions are based not only on legal procedures but also on the best interests of RR. The victim's mother has internalized the responsibility and consequences of her decision not to pursue legal action against the perpetrators, influenced by family pressure and the desire to maintain family relationships, even though this contradicts the principles of justice advocated by UPT PPA and Legal Aid. Meanwhile, the child victim has internalized the sense of safety and protection felt in the orphanage. This decision reflects the adoption of new values and an environment considered safer than living with her family.

Moreover, interview results also indicate that informal stakeholders such as orphanages, neighbourhood leaders, and teachers play a significant role in providing support and protection for RR. Orphanages focus on ensuring RR's education and daily welfare, neighbourhood leaders strive to accompany and report cases to the authorities, while teachers provide moral support and advice. However, there is dissatisfaction regarding the lack of coordination and communication between the PPA Centre and other informal stakeholders, as well as challenges in ensuring effective legal actions. The unsupportive family conditions also complicate the handling of this case, highlighting the importance of holistic and collaborative approaches in addressing cases of sexual violence against children.

In the constructivist paradigm, social reality is constructed through interactions and communications among individuals (Littlejohn & Foss, 2009). The process of handling the RR case demonstrates how various parties interact and collaborate to construct the reality of protection and recovery for the victim of violence. Each stage from externalization, objectification to internalization shows how norms, procedures, and policies are developed and adopted through communication. The social reality in handling the RR case is shaped not only by formal interactions between institutions but also by informal and personal interactions among the parties involved. On one hand, the decision of the victim's mother to withdraw the report highlights the complexity of family relationships and how this affects the legal process. On the other hand, the commitment of UPT PPA and related institutions demonstrates how interactions based on principles of child protection can shape consistent policies and actions in the best interests of the child.

As the suggestions, to enhance communication and collaboration among institutions involved in child protection, it is crucial to establish clear protocols and regular coordination meetings. These meetings should involve all relevant parties, including representatives from the Protection of Women and Children (PPA) Centre, legal aid organizations, social services, and psychological counselors. By creating a structured framework for communication, each institution can share updates, challenges, and insights, ensuring that all parties are on the same page regarding the case's progress. This collaborative approach will help in addressing any misunderstandings and streamline the decision-making process, ultimately leading to more effective interventions for the child victim. Additionally, training sessions focused on the principles of empathetic communication and trauma-informed care should be implemented for all personnel involved in child protection cases. Such training can equip professionals with the skills needed to engage sensitively with victims and their families, facilitating a



supportive environment where victims feel safe to express their needs. Furthermore, developing a shared resource hub—accessible to all institutions—can provide important information and best practices for handling cases like RR's, fostering a collective understanding of child protection dynamics. By reinforcing these strategies, institutions can work together more effectively, ensuring comprehensive support and protection for vulnerable children.

## 5. Conclusion

This research highlights the importance of effective communication and collaborative support in handling cases of child victims of sexual violence within families. Sensitive and supportive communication plays a key role in the victim's recovery process. The empathetic and sensitive approach by professionals makes RR feel comfortable talking about their experience, increasing their self-confidence and mental well-being. The collaborative case management approach at the PPA Centre involving psychologists, legal counsellors, and clinical psychologists allows for better understanding of the victim's needs and determination of appropriate interventions. However, communication faces challenges when there is a withdrawal of the report without notification, hindering the legal process. Greater education and support to the family can help improve communication and encourage more positive involvement in the case handling process. Collaboration with external agencies such as the Social Services Department and orphanages helps ensure RR gets a safe place to live and can continue their education, although communication barriers between the PPA Centre and legal institutions like legal aid impede progress in the legal process.

Therefore, informal stakeholders such as orphanages, neighbourhood leaders, and teachers play a crucial role in providing support and protection for victims of sexual violence, although the lack of coordination and communication with the PPA Centre poses challenges. Thus, this research concludes that effective communication and good coordination among all involved parties are essential to ensure the recovery and sustainability of a proper legal process for child victims of sexual violence. An empathetic, sensitive, and collaborative approach can help victims feel supported, understand their situation, and gradually recover from their traumatic experiences. Furthermore, improvements in communication among all parties involved are essential to ensure the recovery and sustainability of a proper legal process. The dynamics of this communication play a crucial role in influencing the overall outcomes of handling this case and should be considered in the practices of protecting the most vulnerable children in society.

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