Ensure a survivor centered approach. Refer survivors of GBV to essential services, using key guiding principles of respect, safety, confidentiality and non-discrimination. This is not intended to replace existing protocols, but rather to guide first responders in TC Winston.

A survivor discloses an incident of gender-based violence (rape, sexual assault, domestic violence, exploitation, stalking, verbal abuse): Please take the following steps:

**DO’S**
1. Provide immediate emotional support. Comfort the survivor and tell her it is not her fault. Believe her.
2. Provide a safe environment for her. If a woman is with her partner it will not be safe for her. Do not talk to her partner.
3. Be attentive and listen carefully, give the person time to say what they want to say.
4. Remember confidentiality is crucial to her safety. Keep her personal information confidential. Do not share with friends, family, and acquaintance.
5. Respect the woman’s right to decide for herself what action she wishes to take.
6. The safety of the survivor is paramount at all times.
7. Refer the survivors trained professionals as per the GBV referral guidelines.

**DON'TS**
1. Don’t ignore the disclosure
2. Don’t blame the survivor
3. Don’t make choices for her
4. Don’t offer advice under any circumstance or attempt reconciliation
5. Don’t insist on joint meeting with her and her partner
6. Don’t recommend couple counselling
7. Don’t discriminate for any reason such as age, disability, religion, ethnicity, class and sexual orientation.
8. When children disclose, don’t ignore.
9. Don’t touch survivors.
10. Stay calm, don’t overreact.
11. Do not take photos of the survivor or call the media

If the woman is extremely vulnerable (woman with disability, pregnant, lesbian/transgender, and/or elderly) and needs support to take action, with her permission, accompany her to a designated service provider or appropriate leader.

**Benefits and Risks for Seeking Help: For survivor information/informed consent:**

**BENEFITS**
- Immediate help and support from a trained GBV Counsellor
- Medical care within 3 days for Post-Exposure Prophylaxis, and within 5 days for Emergency Contraception/STI prevention
- Immediate help with safety and security

**RISKS**
- Possibility that confidentiality will be compromised in the referral process. Referral to trained providers can help to lesson this risk.
- Possible safety risk so need to discuss with survivors themselves about their situation.
- Possible insensitive response by service providers who are not trained properly.

**IF THE SURVIVOR HAS GIVEN PERMISSION TO REFER:**
**FOLLOW GUIDELINES BELOW FOR PRIORITISING CARE REFERRALS**

**Sexual Violence**
Ensure immediate (within 72 hours) access to medical care

**Physical Violence**
It is advisable to seek health service

**If there is a safety risk and for legal reporting**

**Psychological & Emotional Violence**

**Prioritise Health Care/GBV Counselling/Advocacy**
Health Referral: Divisional Hospital or MSP
FWCC or Empower Pacific Referral should happen simultaneously

**Prioritise Safety & Security**
- POLICE
  - FWCC Referral should happen simultaneously

**Psychosocial Support**
FWCC or Empower Pacific

**After an immediate response, follow up actions and services may include:**
- Ongoing counselling and support
- Police
- Access to legal aid.
- Medical, counselling
- Legal aid
- Livelihood opportunities for rehabilitation