

FIJI National GBV Sub Cluster Guidance on GBV Case Referral

Guide for Referrals of GBV Survivors – TC Winston

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.

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

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

Handling Child Cases (18 years and younger):

Call Child Help Line (1325)

1. Ensure the child is referred to a mandated professional (Social Welfare Officer, Medical practitioners, Police, School teachers) s4 Child Welfare Decree
2. Follow the referral process below

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



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