

GBV referral pathway template

DRAFT refugee settings

Note: GBV actors on the referral pathway have committed to uphold GBV guiding principles including the survivor-centred approach and have the capacity to receive additional referrals, in accordance with the GBV Minimum Standards. Non-GBV frontline workers are encouraged to refer survivors to GBV case management organizations as a first point of entry, detailed information on steps to safely handle a disclosure and refer survivors is available [enter link to local pocket guide or video e.g.

https://www.youtube.com/watch?v=n_YhXzMv1E4]

Note for GBV coordinators (delete once referral pathway is finalized): For each service provider add into bracket the following information: groups supported e.g. Women, girls (specify age categories if needed), boys (specify age categories if needed), men; specify if staff have the expertise to support survivors with disabilities and/or LGBTQI+ persons, specify if physical layout is accessible to persons with reduced mobility.

Location:

Last updated:

<p>DOs</p> <ul style="list-style-type: none"> ▪ DO believe the survivor. ▪ Reassure the survivor that this was not their fault ▪ DO provide practical care and support (e.g. offer water, somewhere to sit, etc.). ▪ DO listen to the person without asking questions. ▪ DO be aware of and set aside your own judgments. ▪ DO respect the right of the survivors to make their own decision. ▪ Provide reliable and comprehensive information on the available services and support to survivors of GBV ▪ Do inform survivors of rape about clinical management of rape and importance to access them within 72 hours ▪ Do ensure the best interest of the child is given priority when family/guardian make decisions on behalf of the child. Preferably, the accompanying adult should be selected by the child ▪ Obtain informed consent of the survivor before any referral ▪ DO refer the case confidentially to appropriate GBV focal point 	<p>DONTS</p> <ul style="list-style-type: none"> ▪ DO NOT pressure the survivor into providing information or further details. ▪ DO NOT doubt or contradict the survivor. ▪ DO NOT investigate the situation or provide advice ▪ DO NOT mediate between the survivor and the perpetrator or a third person (e.g. family). ▪ DO NOT write down or share details of the incident or personal details of the survivor ▪ DO NOT assume you know what a survivor wants or needs. Some actions may put the survivor at further risk of stigma, retaliation, or harm. ▪ Once a GBV referral has been made, DO NOT ask for extra information or contact the survivor directly. 	<p>ALWAYS PRACTICE THE SURVIVOR-CENTERED APPROACH</p> <ul style="list-style-type: none"> ▪ PRIORITYZ the needs, wishes, and decisions the survivor expresses ▪ ENSURE the survivor makes ALL decisions about accessing services and sharing information regarding their case ▪ NEVER blame the survivor ▪ Be patient, be a GOOD LISTENER, and be NON-JUDGEMENTAL ▪ DO NOT share ANY information with other actors without obtaining informed consent from the survivor
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IMMEDIATE RESPONSE

Case management and/or psychosocial support entry point	Medical entry point
<p>[add name of the lead case management agency, area covered, case manager's name, phone number]</p>	<p>[add name of the health centre for general medical assistance, address, focal point, phone number]</p> <p>[add name of health centres providing clinical management of rape and intimate partner violence services, address, CMR focal point, phone number]</p> <p>[add name of health centre providing emergency mental health support], MH focal point, phone number]</p>

IF THE SURVIVOR WANTS TO PURSUE POLICE/LEGAL ACTION

Police	Legal Information and Assistance
<p>[add name of the police station, address, focal point, phone number]</p>	<p>[add name of the lead legal service providers, area covered, focal point, phone number]</p>

FOLLOW-UP AND OTHER SERVICES

(Preferably referrals by GBV case managers)

Health care	Mental health and psychosocial services	Protection and safety actors (including GBV safe shelters)	Law enforcement, legal and justice actors	Cash assistance and non-food items
<p>[add name of the health centre, address, focal point, phone number]</p>	<p>[add name of MHPSS service provider, address, focal point, phone number]</p>	<p>[add name of the protection/safety actor, area covered, focal point, phone number]</p>	<p>[add name of the legal actor, area covered, focal point, phone number]</p>	<p>[add name of the cash/NFI actor, area covered, focal point, phone number]</p>

Confidential – sharing with humanitarian workers only authorized