

Working with SGBV survivors

Regional SGBV CM / IM Workshop

9-11 October 2017

San José, Costa Rica

Learning objectives

- 1) Identify SGBV disclosure strategies
- 2) Describe SGBV guiding principles for working with survivors
- 3) Define SGBV case management and core multi-sectoral services

SGBV disclosure & safe access to services

Why do we want to facilitate disclosure of SGBV?



SGBV Disclosure & safe access to services

- **Disclosure** is when an individual approaches a case manager or service provider and tells them what happened with him/her. He or she may disclose his/her experience to a trusted family member or friend
- **Safe & ethical access to services is required** from the first contact with beneficiaries to build rapport and begin to establish the basis for a trusting relationship



SGBV Disclosure & safe access to services

Work in pairs

- What can we do to facilitate SGBV disclosure?”
- What can we do to facilitate safe access to SGBV services?



REGIONAL SAFE
**SPACES
NETWORK**



UNHCR
The UN Refugee Agency

Supporting Disclosure & Identification

Disclosure

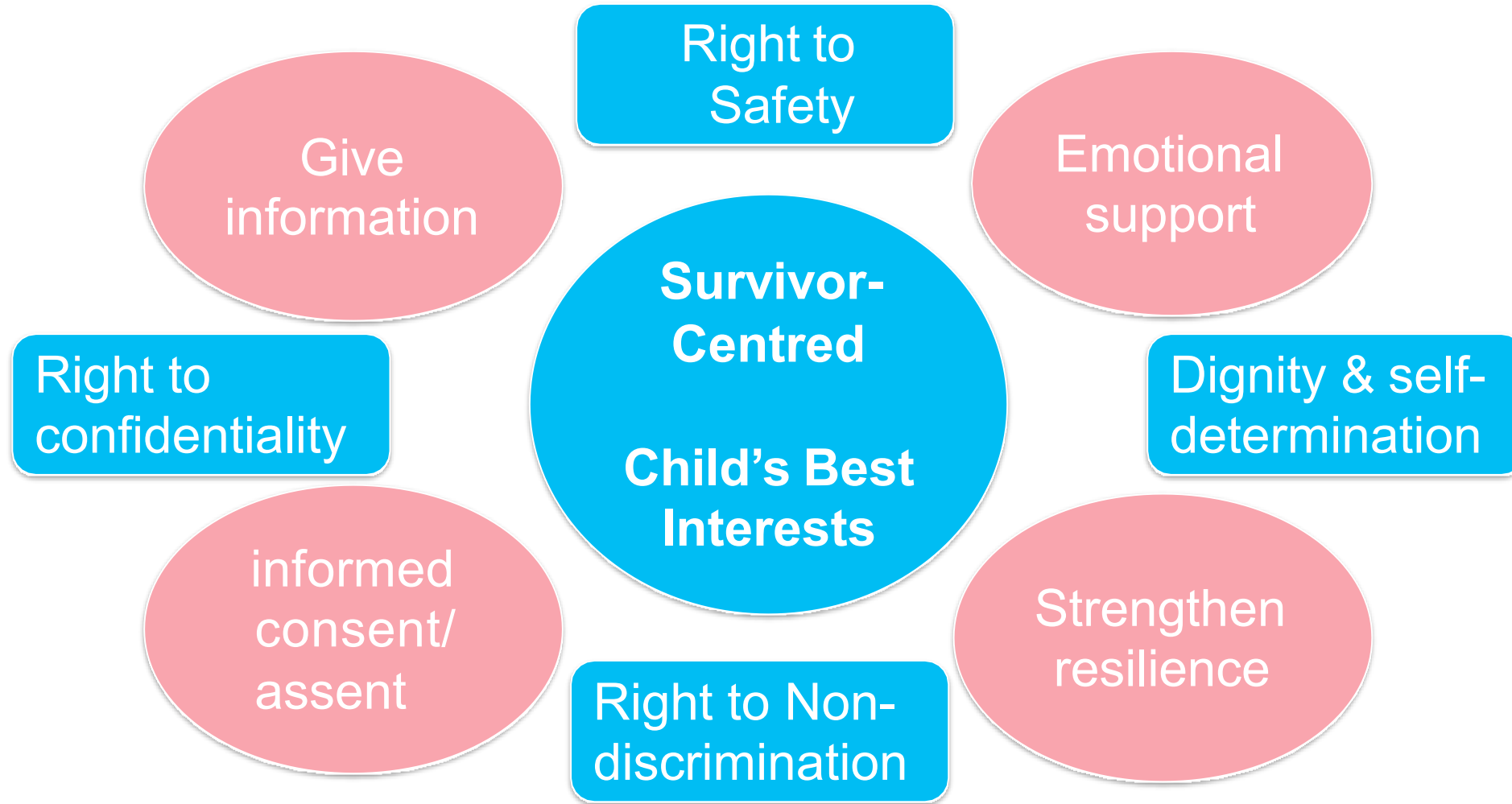
- Raising awareness on SGBV core principles and service
 - Respectful and gender sensitive communication
- Create a safe space where survivors & their families can share their story

Ethical & Safe Access to services

- Signs of Abuse
 - Safe referral pathways in place
- Staff, partners and other actors trained

What should we do after an SGBV disclosure?

Working with SGBV survivors: Guiding Principles



Working with SGBV survivors: Guiding Principles



Group Work:

- How would you translate into actions the SGBV guiding principles?

Survivor-centred approach

- ❖ Aims to create a **supportive environment** in which each survivor's rights are respected and in which the person is treated with dignity and respect.
- ❖ **Recognizes that every survivor:**
 - Has equal rights but can react differently to the experience of SGBV
 - Has different strengths, capacities, resources and needs
 - Has the right to decide who should know about what has happened to her/him and what should happen next (age appropriate).
 - Should be believed and be treated with respect, kindness and empathy. different and unique

Implementing a survivor-centred approach

- ❖ Validate the person's experience
- ❖ Seek to Empower the person
- ❖ Emphasize the person's strengths
- ❖ Value the helping relationship

Case management & multi-sectoral services



Case management

- ❖ Case management is a process that **involves many people and organizations to:**
 - Figure out what a **person needs**;
 - Handle cases in an **appropriate, systematic, and timely way**;
 - Give them **options**,
 - Support them in getting their **needs met**, using their own **strengths and assets**;
 - Talking with the person, **coordinating** with other organizations, **advocating** on behalf of clients and **organizing** things until the person's needs are met as much as possible.

SGBV Case management (CM)

“SGBV case management is **collaborative and structured** method for providing help to a survivor. It involves **an organization taking responsibility** to ensure that survivors are informed of all options to them and that issues and problems facing a survivor are identified and **followed up in a coordinated way.**”

SGBV case management helps survivors to **access necessary services**, heal from experiences and **feel empowered to recognize their strengths** and resilience”

Survivor-centred CM & service provision

Case management

- Structured and systematic process with steps
- Empower the survivor and assisting them to make informed decisions
- Providing options to address all needs
- Coordinating with service providers and others
- Ensuring respect for SGBV guiding principles

Multi-sectorial services

- Responding to specific medical needs
- Providing legal support within the a particular framework
- Giving tailored psychological support
- Preserving physical safety

Key messages



- ❖ Respectful communication, safe spaces and referral pathways facilitate **SGBV disclosure**
- ❖ **Survivor-centred approach and child's best interests principle** must be applied when working with SGBV survivors.
- ❖ **Safety, confidentiality, non-discrimination, dignity and self-determination** are fundamental rights of SGBV survivors
- ❖ **Case management** is a structured and systematic process to **empower survivors in coordination** with multiple actors and service providers
- ❖ Psychological support, legal aid, health care and safety/security are **multi-sectoral services** to be offered to survivors of SGBV.

Resources

- IASC GBV case management guidelines 2017
- Inter-Agency CPSGBV SOP Jordan 2015
- International Protocol on the Documentation and Investigation of Sexual Violence 2014
- UNHCR-IOM LGBTI training package 2017

Thank you !