

Guidelines for Survivor-Centred Approaches to CTRH Consultation

Outcome Document

Consultative Training 7-8 February 2022

1. Planning:

- Risk assessment: use a risk assessment template (see annex).
- Is it safe for you and survivors?
- Location: ensure the environment is friendly. The place should be chosen by the community – they know where they will feel safe to talk. For instance, for women, they will know where they will feel comfortable.
- Gender balance of those consulting, also those being consulted
- Provide water, snacks, masks, sanitation (access to toilet, hand washing)
- Language: is there need for a translator
- Dress: use appropriate dress
- Be the first to arrive, do not make them wait.
- Have a referral plan in case somebody breaks down or needs support

2. Build Trust

- Ensure participants are comfortable: provide directions to sanitation facilities, provide water as necessary.
- If they are sitting on the floor, then you can also sit on the floor, this will build trust – take your queue from them
- Introductions: explain who you are, where you are from, that information you are seeking, what you will use it for.
- Start with an energizer for interaction: “Say what you like most?” Start with yourself
- Explain confidential or personal information will not be shared
- Ensure participants wish to participate, make sure they know they do not need to answer any questions if they are not comfortable
- Obtain consent for any audio recordings, photos or video

3. Trauma Sensitivity

- Counsellor and translator should be present
- Have a referral plan in case somebody breaks down or needs support
- Be friendly with survivors: check individual or group mood
- If survivors want to tell their story, listen well: nod your head, make eye contact, don't be distracted (phones, thinking about other things, etc.).
- Be patient, give yourself enough time to not rush meetings
- Try to read body language. Crossed arms, hunched over can be signs of emotional discomfort.
- Don't cry in front of the victim. It is their story.

4. Gather data effectively

- Ensure wide participation and inclusivity
- Follow the consultation framework
- Use open ended questions to get reliable information (not questions that can be answered by yes or no)
- Ask follow-up questions to get full and detailed responses

5. Ending & follow-up

- Appreciate peoples' time and what they shared
- Acknowledge the challenges
- Follow-up referral pathways as appropriate
- Identify a focal point person that will be able to provide information afterwards: to deal with expectations
- Explain how you will use the information
- Keep any confidential stories private
- Do not make promises you cannot keep.



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