**SAMPLE REFERRAL PROTOCOL69**

|  |
| --- |
| **Purpose** |
| The purpose of this referral protocol is to establish a clear reporting and referral system so that GBV survivors and others know to whom they should report and what sort of assistance survivors can expect to receive from the health, social welfare, law enforcement, legal and justice sectors. |
| **Principles** |
| A GBV survivor has the freedom and the right to disclose an incident to anyone. The person may disclose their experience to a trusted family member or friend, or seek help from a trusted individual ororganization in the community. A GBV survivor might choose to seek some form of legal protection and/or redress by making an official “report” to a government agency, such as police or other local authorities.Anyone the survivor tells about their experience has a responsibility to give honest and complete information about services available and to make sure the survivor has support throughout the process.Always observe the basic guiding principles:* Safety
* Confidentiality
* Dignity and self-determination
* Non-discrimination

Keep the number of people informed of the case to an absolute minimum to ensure client confidentiality. The fewer people involved, the easier it is to ensure client confidentiality.At all times in the referral process, prioritize survivor and staff safety and security.**NO ACTION SHOULD BE TAKEN WITHOUT THE EXPRESS PERMISSION OF THE SURVIVOR, within the****bounds of the law.** |

1. UNICEF. (2014). *Communities Care Programme: Transforming Lives and Preventing Violence.* UNICEF, New York.

|  |
| --- |
| **Mandatory Reporting Procedures** |
| You need to review and take into account any mandatory reporting laws and/or policies that require certain individuals or professionals to report certain types GBV.Mandatory reporting requirements can create a dilemma because of the potential for conflict with the guiding principles of respect for confidentiality, dignity and rights of survivors. You will need tounderstand any mandatory reporting requirements, including reporting mechanisms and investigation procedures.Document procedures for addressing mandatory reporting here. This includes making sure all service providers are trained to inform survivors about the duty to report certain incidents in accordance with laws or policies, to explain the reporting mechanism to the survivor and what they can expect after the report is made. |
| **Procedures for Children** |
| If relevant, document specific procedures for responding to child survivors based on national laws and policies related to child protection. Include procedures for:* ­Obtaining consent
* Action to be taken if there are suspicions that the perpetrator is a family or household member
* Any mandatory reporting laws relevant to acts of sexual violence against children, and procedures that will be taken with regard to those laws
* Referrals to specific organizations skilled in working with child survivors
 |

|  |
| --- |
| **PATHWAY FOR DISCLOSURE AND REPORTING** |

Use the following template to fill in details of the referral pathway.

Location: Date:

|  |
| --- |
| **TELLING SOMEONE AND SEEKING HELP (REPORTING)** |
| Survivor tells family, friend, community member. That person accompanies survivor to a health and/or psychosocial care provider or other organization. | Survivor self-reports to any service provider. |
| **IMMEDIATE RESPONSE**The service provider provides a safe, caring environment and respects the confidentiality and wishes of the survivor, learns the immediate needs and gives honest and clear information about services available. If agreed and requested by survivor, the provider obtains informed consent and makes referrals. Accompany the survivor to assist them in accessing services as necessary. If, as a service provider, you receive a disclosure and are not a medical/health-care agency or the lead case management agency, you should refer the survivor to the lead case management agency. |
| **Medical/health care entry point** | **Case management and/or psychosocial support entry point** |
| Enter name of the health centre(s) in this role. | Enter name of the lead case management agency. |
| **IF THE SURVIVOR WANTS TO PURSUE POLICE/LEGAL ACTION - OR - IF THERE ARE IMMEDIATE SAFETY AND SECURITY RISKS TO OTHERS:**Refer and accompany survivor to police/security - or - to legal assistance/protection officers for information and assistance with referral to police. |
| **Police/Security** | **Legal Information and Assistance** |
| Enter specific information about the security actor(s) to contact, including where to go and/or how to contact them. | Enter names of services. |
| **AFTER IMMEDIATE RESPONSE, FOLLOW-UP AND OTHER SERVICES**Over time and based on survivor’s choices, any of the following may be appropriate: |
| **Health care** | **Social welfare and psychosocial services** | **Protection and safety actors** | **Law enforcement, legal and justice actors** |
| Insert names of services. | Insert names of services. | Insert names of services. | Insert names of services. |