

ETHIOPIA PSEA NETWORK



PSEA Focal Points

How to respond to a survivor

Do

LISTEN
EMPATHISE
TAKE ACTION

- Allow the survivor to approach you
- Offer words of comfort and support, and reinforce that what happened was not their fault
- Ask the survivor's permission to report what happened
- Explain confidentiality
- Explain how the complaint process works
- Provide information about available services
- Manage expectations of your role
- Listen more than you speak

Don't

IGNORE
INVESTIGATE
OVERREACT

- Ignore someone who approaches you about SEA
- Pressure the survivor to share more information than they are comfortable sharing
- Offer your own advice or opinion on what they should do next
- Doubt or contradict what someone tells you – you should listen without judgement
- Make assumptions or discriminate
- Ask questions about what happened - instead, listen and ask what you can do to support
- Share details of the incident and personal identifiers with anyone
- Overreact – stay calm

What to say

- “How can I support you?”
- “I am sorry this happened to you, and it was not your fault.”
- “Please share with me whatever you want to share. You do not need to tell me about your experience in order for me to provide information about services available to you.”
- “Here are the details of services [including the location, times that the service is open, the cost if applicable, and transport options] and name of the person you can talk to.”
- “I will support you as much as I can. I can share information that I have on support that is available to you.”
- “Do not feel pressure to make any decisions now. You can think about things and always change your mind in the future.”
- “I cannot talk to anyone on your behalf to try and resolve the situation. But what I can do is support you during our conversation and listen to your concerns.”
- “It sounds as if you have a plan for how you would like to go from here. That's a positive step.”

To report concerns:

Agency

Contact name

Phone number

Email

URL