Gender and Protection Cluster

Gender and Protection Referral Card

If you meet a survivor of gender based violence…

1. **Do not try to solve the problem yourself**.
2. **Use words that comfort to the survivor** and show respect.
3. **Inform the person that you can refer** them to someone who may be able to advise or assist them.
4. **Maintain confidentiality** and **respect their wishes.**
5. Encourage the survivor to **access health services** immediately.
6. **Always seek consent** before referring to a support service, and if the survivor is highly vulnerable, offer to accompany them.
7. **Listen** but **never judge**, and **don't record their personal data.**

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Vanuatu Gender and Protection Cluster

To refer a

⇒ **GBV SURVIVOR**

⇒ **CHILD AT RISK**

⇒ **PERSON LIVING WITH DISABILITY IN NEED OF IMMEDIATE ASSISTANCE**

for help,

Call the helpline 24000

If there is an immediate risk, contact the Family Protection Unit in the local Police Post, or ask a local leader to help

Otherwise, refer them to the local Committee Against Violence Against Women (CAVAW), who can link them with legal and medical services, counselling and safe place to stay. The counsellor on duty at Vanuatu Women's Centre can be reached on 7754628, or the person can report to the hospital.

If you are a responder and need more advice, contact Louise Nasak on 5512157

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