

3Mapping of Services to Address Sexual and Gender-Based Violence (SGBV) in Sri Lanka

Centre for Equality and Justice and VILUTHU

2024

Case Study Guiding Questions for Women

INFORMATION NOTE

Instructions for the facilitator:

- Start by introducing yourself and the interpreter (if present).
- Give the case study participants a copy of the consent form. Ask them “Do we have your voluntary consent to participate in this conversation?” before proceeding with the discussion.
- Only collect information if the participants are willing to share. (Remember to collect the signed copy of the consent form before the end of the discussion).
- We do not provide incentives to respondents participating in this study. But the information you share will be crucial towards efforts aiming to strengthen and improve the implementation of SGBV service provision and SGBV prevention for women victims in your community.

Oral permission to proceed given: 1. Yes 2. No → Terminate Interview

Name of Interviewer:	
Respondent pseudonym:	<i>Ask them to provide a name to which they want to be referred in the study, if they are quoted. Tell them they can choose any name they want.</i>
Age Marital Status Disability (none, auditory, visual, intellectual, physical) Occupation	
Respondent Province/ <u>District</u> Community of residence (urban/rural)	
Interview date/time:	
Interview format: In-person/Telephone/ email	
Gender of respondent:	

Category of respondent:	Women
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Hello, my name is _____. I am a researcher for CEJ/ Viluthu. We are having this conversation today because you expressed your willingness to participate in an in-depth interview for our nationwide study on SGBV in Sri Lanka. First, I would like to thank you for your valuable time and willingness to share your experience with us. We realise that discussing the topic of violence can sometimes be challenging. Please know that your safety and comfort are our top priorities. We will not be asking for or recording your real name. Throughout the interview, if there is any question you do not feel like answering, just say so and we can move on to the next one. Also, your participation is voluntary, and you can stop the interview at any time without giving me a reason. We appreciate your courage in sharing your story, as it helps us better understand the experiences of survivors and work towards improving SGBV services and hopefully preventing it in the future.

1. Can you tell me a little about yourself? (childhood, age, what you do/work experience if any, do you live in an urban or rural context, educational background)
2. You had previously mentioned that you had experienced violence at some point in your life. SGBV can be physical, sexual, psychological/emotional, economic, or socio-cultural. Would you like to tell me what type(s) of violence it was?
3. Perpetrators of SGBV can be people we know (family, spouses, employers or colleagues, carers, service providers, security forces, a landlord, etc.) or complete strangers. Would you like to tell me who was the perpetrator?
4. *IF AND ONLY IF THE RESPONDENT SEEMS COMFORTABLE:* Was the incident recurring or one-time?
5. After this happened, did you tell anyone? If yes, who? (I.e. was it a family member, friend, a service provider, etc.) If no, why did you prefer not to mention it?
6. After the incident, did you try to seek out any services (medical, forensic, security, legal, psychosocial/mental health, other)?
7. If you sought services, did you provide details of the incident to the service provider, or did you just seek the service generally?
8. Why did you choose these services?
9. How did you know which services to approach?
10. For each service you sought out, can you tell me a little about your experience with the service provider? **(document her answer. if the answer does not refer to the following then prompt for the below)**

Service:	(mention service here) Copy/paste this table to ask questions for each service the respondent wishes to talk about.
Did you feel safe?	
Did you feel comfortable?	
Did you feel respected?	
How would you describe waiting times to receive services? (E.g. were they too long, mixed, depended on the provider, etc?)	
Were you assigned one case manager or did you have to deal with and retell your story to multiple different people per agency?	
How did you feel about the personnel's qualifications (did they listen, did they offer options and allow you to make your own decisions or did they just advise on strategies/next steps as a given without asking for your opinion)	

11. Were there any types of assistance/services that you felt you needed but which were not available, or which did not meet expectations? If so, what were they? Can you explain the issues?
12. Can you tell me about any barriers or issues you faced when trying to access services?
(Prompt if needed: finances, distance, language barriers, childcare, fear of judgement, disability accommodations, etc.)
13. If you were to give any recommendations for improvement to service providers, what would those be?
14. What changes or improvements should be done to make women feel safer in your community?
15. Is there anything else you would like to share with me?

Thank you for sharing your experiences. We appreciate your support.