

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

Centre for Equality and Justice and VILUTHU

2024

Initial Consultations Guide

INFORMATION NOTE

Instructions for the Interviewer:

First, furnish the interviewee with a copy of the consent form and invite them to read the contents (Or read it out to them if necessary). Remember to collect the signed copy of the consent form before the end of the interview.

Seek permission to audio record the interview. If permission is granted, begin the audio recording by stating the date, the time, the names of the interviewer(s) and ask the interviewee to share their name or position, and that they wish to provide identifying information over a recording.

If consent is not granted for audio recording, proceed without recording. However, ask the interviewee to share their name or position for the written record.

Thereafter, in either case (whether audio recording is consented to or not), begin the interview by asking the interviewee “Do you voluntarily consent to participate in this interview?” before proceeding to ask basic information about the interviewee. Only collect information the interviewee is willing to share. Accommodate requests to anonymize any information shared. In the case of audio recording, this involves pausing recording when information requiring anonymity is shared.

Note: Give prompts only if the respondent finds it difficult to answer a question. Prompts should not be given in the first instance of asking the question.

Background information:

I am an interviewer for CEJ/ Viluthu.

Thank you for taking the time to participate in this study, which I would like to give you some information about before we commence the interview.

The purpose of the overall study is to identify lessons learnt, best practices and effective service provision for victim-survivors of Sexual and gender-based violence (SGBV) with the aim of advocating for their expansion, adaptation, or adoption to improve SGBV service provision. The purpose of this interview today is to learn some preliminary information from your experiences

about the services available to survivors of SGBV in order to formulate data collection tools for the overall study.

Your responses are valuable for our research purposes. The interview will benefit most from your honest responses. You are encouraged to speak as honestly as you can; there are no right and wrong answers. The interview is expected to take approximately 60 minutes. I will be taking notes during this discussion. With your permission, I would also like to record the entire discussion. This recording is solely to ensure we note your responses accurately, and we will avoid saying names during the recording.

Risks and benefits of participation:

We do not foresee any risks to you participating in this Study. Your responses will not be shared beyond the research teams from the two organizations. Any information you provide will be combined with other information and not attributed to you in any way in the final report. We are taking steps to ensure your confidentiality.

We do not provide incentives to stakeholders participating in this study, but I hope you will gain satisfaction from the knowledge that the information you share will be crucial towards efforts aiming to strengthen and improve the implementation of SGBV service provision and prevention for victim-survivors of violence in your community.

Profile and Background Questions (Will be common to all participants)

Name of Interviewer:	
Respondent name:	(Reassure them again that we will not be using their name, and this is exclusively collected in case the research team needs to revert to them with any questions/clarifications at a later stage)
Respondent's organization/ institution:	
Respondent official title (if applicable):	
Years of sectoral experience or in current role	
Interview date/time:	
Interview format: In-person/Telephone/ email	
Gender of respondent:	

Category of respondent:	State/non-state
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Definitional aspects of SGBV for purposes of the current research

This study adopts a composite definition of Sexual and Gender-based Violence (SGBV) drawing from definitions used by several international organizations such as the United Nations High Commissioner for Refugees (UNHCR), United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA), and UNWOMEN. Accordingly, SGBV is an umbrella term for any act that is perpetrated against a person's will and is based on gender norms and unequal power relationships.

It includes acts that inflict physical, mental, or sexual harm or suffering, the threat of such acts, coercion, and other deprivations of liberty, that occur both in public and in private. Some core SGBV types include, rape, sexual assault, physical assault, forced marriage, forced abortions, femicide, Female Genital Mutilation (FGM), online or digital violence, trafficking for forced labour or sexual exploitation, denial of resources/opportunities or services such as access to education or remunerated employment, and psychological and emotional abuse.

SGBV is a violation of human rights that denies the human dignity of the individual and adversely affects human development.

To note is that while women and girls are disproportionately affected by SGBV globally, it can also be perpetrated against any person, including men, boys, and LGBTQI+ persons.

Questions for state and non-state service providers

1. To what extent is SGBV prevalent in the community you serve? (very much/somewhat/not much/not at all)
 - a. If very much->not much, what types of SGBV cases have you seen in your community? (offer some examples)
 - b. Are there any new trends with regards to types of SGBV? (**Prompt:** technology related violence, socio-economic violence etc.)
 - c. What are the profiles of victim-survivors you receive information about/or approach you for assistance? (**Prompt:** age, gender, ethnicity, level of education, socio-economic background)
 - d. Have you observed any new trends in relation to the categories of victim-survivors? If yes, what are those?
 - e. What do you think are the causes of violence (**Examples:** Inequality, Economic dependence, Poverty, patriarchal and sexist views, General acceptance of violence, under-representation of women in power and politics to affect progressive policy changes)?

2. Do you believe that SGBV victim-survivors report violence when they experience it? What types of violence are most commonly reported? What types are not reported? Why?
3. What are the commonly used channels for reporting SGBV cases? (**Prompt:** police, help lines, Mithuru piyasa, GN, WDO, midwife, CSOs...)
4. What services do you provide for victim-survivors of SGBV? (Healthcare, legal aid, shelter services, psychosocial support, economic empowerment, reintegration support etc.)
 - a. Based on your observations, what would you say are the most effective types of SGBV response services you provide?
 - b. When you receive a complaint, can you tell us the step-by-step process you follow in dealing with it? [**Prompts:** What information do you officially record? How do you maintain records? (Hard copies, computer aids etc.)]
 - c. Do you refer cases to state authorities such as the police?
 - i. If yes, is it done with the consent of the victim-survivor?
 - ii. If you make referrals without the consent of the victim-survivor, what are the reasons for doing so/ in which circumstances do you refer the case?
 - d. How long does it usually take victim-survivors to receive a response/ services?
5. Do you refer victim-survivors to other services that your organization does not offer?
 - a. If yes, what are these services?
 - b. If not, why not?
 - c. How do you provide the referral (**Prompt:** Formally (existence of a formal referral pathway)/ informally (ad-hoc referral pathway) - what is the procedure?)?
 - d. Do you follow-up to ensure the service has been provided?
6. How do people access your services? (**Prompt:** in-person, telephone, e-mail, directly, through referrals etc.)
 - a. How do you make the community aware of the services you provide?
 - b. Do they access you directly or through referrals?
 - c. Approximately how many cases do you receive per month directly and how many through referrals?
 - d. What costs, if any, do they have to incur to access your services?
7. Do you collaborate/network in implementing your work/in-service provision to victim-survivors of SGBV?

- a. If Yes, with whom (**Prompt:** with other service providers NGOs, government departments, health facilities, legal, law enforcement, psychosocial)?
 - b. How do you collaborate/work/network on issues of SGBV with these entities? (**Prompt:** by way of referrals, joint programmes for service provision or training, advocacy coalitions)
8. What types of resources do you have to handle SGBV cases? (physical, financial and human resource ex: trained personnel)
9. What are the challenges you face in the course of your work? (**Prompt:** financial/resource constraints, cooperation of other service providers, safety, language barriers etc.) (If the respondent does not mention financial challenges, please inquire specifically about financial challenges).
- a. What challenges do you think victim-survivors face when accessing your services or reporting experiences of SGBV? (Probe: financial constraints, safety, cultural barriers, language barriers etc.)
 - b. Do you have any plans or programmes to respond to these challenges?
10. Do you have anything more to share about SGBV and/or SGBV service provision in your community?

Thank you for providing information. We appreciate your support.