

Do	Don't
Listen carefully.	Talk over them or make assumptions.
Reassure them that they are not alone and that help and support is available.	Make promises that you can't keep.
Stay calm.	Display shock or discomfort.
Ask them open questions: what, where, when, who.	Ask closed questions, questions that sound like judgment (e.g., why did you wear that?), or several questions all at once, which may confuse them.
Make short notes if possible.	Be distracted.
Respect their right to privacy and confidentiality and consent to what is shared and with whom.	Promise total confidentiality.
Provide adult survivors with information about their rights and support them to make informed decisions.	Make decisions without their consent or not in their best interests.
Signpost and even accompany them to referral services and trained professionals which may be available.	Force them do them anything that they may not be ready to do.
Offer them practical support such as transport or other form which may increase their safety.	Inform others of their whereabouts if this may jeopardise their place of safety.