

Principles of Support in Working With Abused Women

A. Confidentiality and Safety

1. Give priority to ensuring her immediate safety.
2. Explore ways of maximising her safety, whether she leaves or not.
3. Check if it is alright to send her letters or to phone her at home
-CONFIDENTIALITY IS CRUCIAL.
4. Respect her wishes if she does not want you to make contact at all.

B. Purpose of Initial Contact

1. Recognise her need for a positive response and your support
2. Be sensitive to and discuss her fears.
3. Take her seriously, believe her.
4. Reassure her that the abuse/ violence is not her fault.
5. Find out what she wants and help her achieve it.

C. Giving information about relevant agencies

1. Let her know that she is not alone in being abused.
2. Consult with specialist agencies and individuals.
3. Let her know that she does not have to leave home to talk to the women at the local refuge.
4. Find out what other agencies have to offer and let her know.

D. Relevant Issues

1. Remember that her problems may be compounded by racist reactions, language and cultural barriers or other reactions to her age, sexuality or disability.
2. Remember that her options may be limited by lack of or access to resources.