



15 Minute  
Parking  
Only

**We say: ENOUGH!**

# Ally Guide

Advice on how to support  
a Survivor of Sexual  
Violence

# Support Carer



- A Support Carer can be HOD's and all other faculty management, colleagues, students, friends and/or family members.
- The Office for Inclusivity and Change encourages you contact the Survivor Support Specialist as the first point of contact to assist with reporting processes, medical assistance, case management, psychosocial support among other case specific survivor support services

# Support Carer



- If you are aware of someone who is affiliated to UCT and has been raped, sexually assaulted and/or sexually harassed it may be challenging for you and the Survivor.
- If a Survivor has chosen to confide in, you about a sexual trauma which they have experienced you are considered to be a Support Carer.
- Holding the space for a Survivor can be overwhelming and may result in the Support Carer trying to support the Survivor but not really being sure of how to go about the necessary steps.
- When Supporting the Survivor it is important to maintain a Survivor-Centered Approach to allow the Survivor to gain their sense of control back.

# Who to Contact in the OIC



**Survivor  
Support  
Specialist &  
Case Officer**

- Yumna Seadat
- Time: 08h00 – 16h00
- Tell: 021 680 3530
- [Yumna.seadat@uct.ac.za](mailto:Yumna.seadat@uct.ac.za)

**24hr  
Standby  
Line**

- Emergency Assistance
- Standby Advisor
- Tell: 072 393 7824

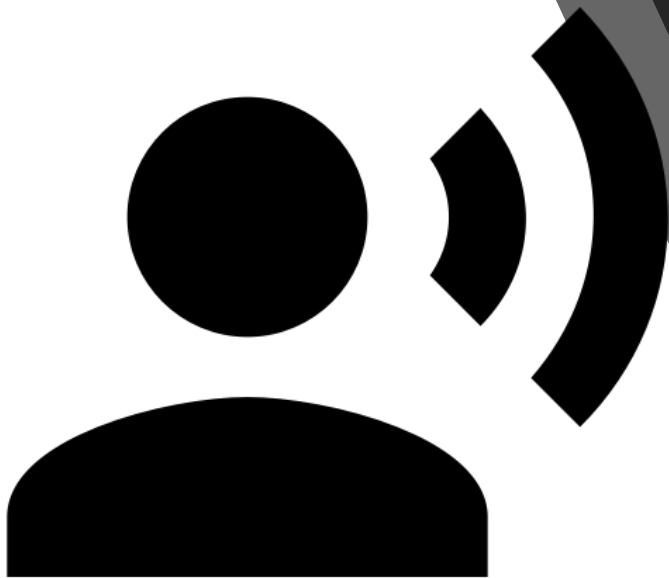


# How to Support a Survivor

## **Believe**

**“I believe that you experienced something very traumatic, it takes courage to open up about it.”**

Reassure the Survivor that you believe what happened to them, that you are willing to listen to what they feel comfortable sharing.



# How to support a Survivor

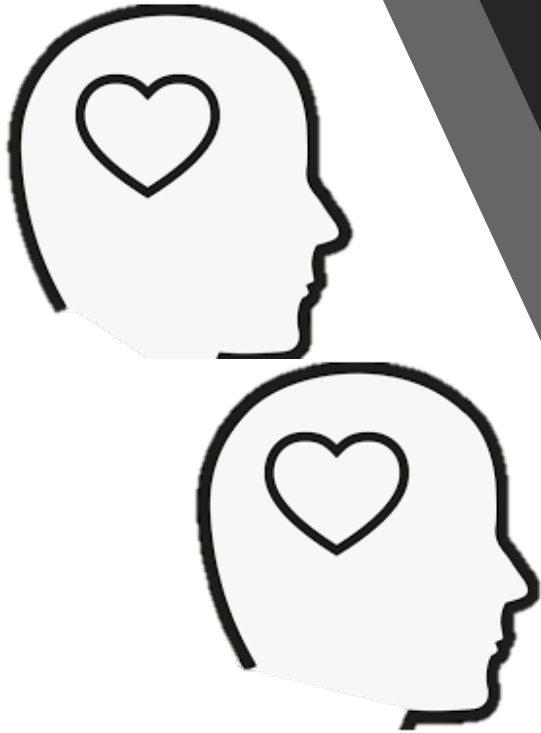


## Listen

**“I can hold this space for you to share what feels comfortable and safe to say.”**

This may be considered the most important part to building trust with the Survivor. Actively listen to what the Survivor feels comfortable to share with you. Allow for silences and tears. Try not to interject while the Survivor is sharing, instead of interjecting signal through non-verbal cues (e.g. nodding your head) auditory cues (e.g. “mm”). This communicates to the Survivor that you are concentrating and respecting them as they share what they experienced.

# How to Support a Survivor



## Empathise

**“It must be very difficult for you, I am here to support through this challenging time. Can you tell me how can I best support you?”**

Do not judge a Survivor's choices and behaviours after a traumatic incident. Work towards being open to supporting them through each stage of their healing. Allow your support to reflect unconditional positive regard. In this respect you are not in the role to fix what has happened, but rather allowing for a safe space for the Survivor to share whatever they are feeling.

# How to Support a Survivor

## Empower

**“Can I share some information which could be helpful, if it is not helpful that is okay as well.”**

Support the Survivor by sharing information on how the OIC, Survivor Support Specialist can assist the Survivor during this challenging time. Be mindful to not impose what you feel they should do as the healing and reporting process is personal and unique to each Survivor. Encourage the Survivor to make a decision which they are ready for and which does not cause more distress to them. Refer the Survivor to the Survivor Support Specialist and/or contact the Survivor Support Specialist.





# How to Support a Survivor

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## Medical Assistance

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**“Are you considering getting medical assistance, as your health is important”**

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It is valuable to remind Survivors that seeking medical treatment does not mean that any reporting processes will occur. Ask the Survivor if they are open to considering it. If they are, a Standby Advisor can provide more information on the appropriate medical treatments and assist with coordinating and supporting the Survivor through the process.



Support for  
the  
Supporter

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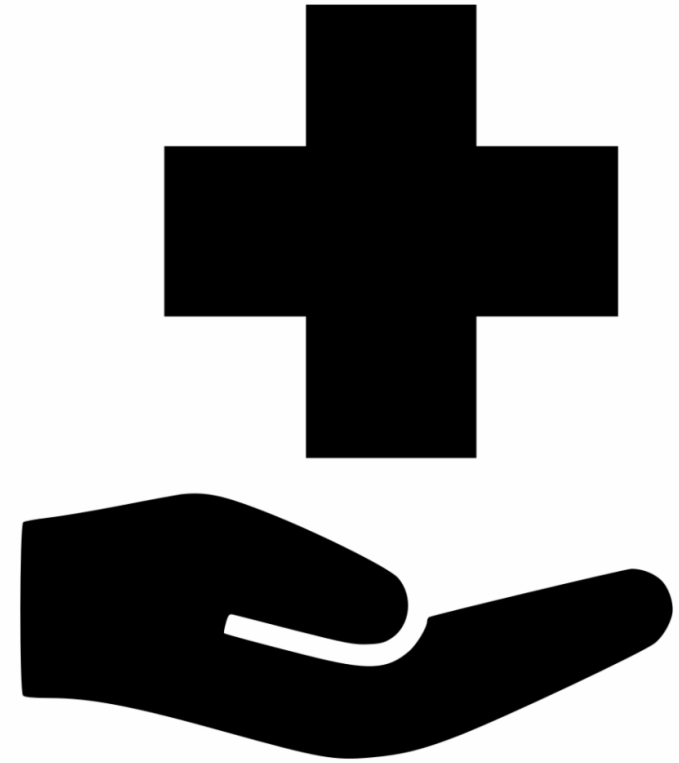


# How to Support a Survivor

## Self-care for the Carer

**“How am I feeling? Am I exhausted from this, am showing myself compassion and understanding?” “I have done my best and I deserve to be proud of the unconditional support I have offered”**

Be mindful of how the Supportive Role may be affecting you. Ensure that you do have the capacity to support the Survivor. It is okay to not be emotionally and/or physically available all the time, as the Survivor is Resilient and will have support from the OIC. Be mindful to not prioritise the Support Carer Role over your mental health and academic or work responsibilities. Reach out to SWS or ICAS for counselling support for yourself.



Survivor Confiding in Support Carer immediately or within three days of the incident

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SUPPORT FIRST. PAPERWORK AFTER.

# Support for Emergency Incidents: Rape or Sexual Assault

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# Support for Emergency Incidents

## STEP 1

- Accompany the Survivor to a safe place and/or a place where a confidential call can take place

## STEP 2

- Call the Standby Advisor. The Standby Advisor will inquire about
  - Safety:
    - Is the Respondent still in close proximity to the Survivor
    - Does the Respondent stay in the same residence or off-campus accommodation as the Survivor
  - Medical Treatment:
    - Did the Survivor experience physical injury and/or Raped
    - Does the Survivor want to receive medical treatment
  - *Receiving Medical Treatment does not enter the Survivor into a Reporting Process*
  - Reporting Processes:
    - Does the Survivor want to follow UCT Reporting Processes and/or External Reporting Processes

## STEP 3

- Standby Advisor will provide transport to appropriate medical facility or police station and/or make appropriate transport arrangements

## STEP 4

- Standby Advisor will engage with appropriate UCT staff members for additional support such as the Survivor Support Specialist, Residence Warden, Student Wellness

Survivor Confiding in Support Carer immediately or within three days of the incident

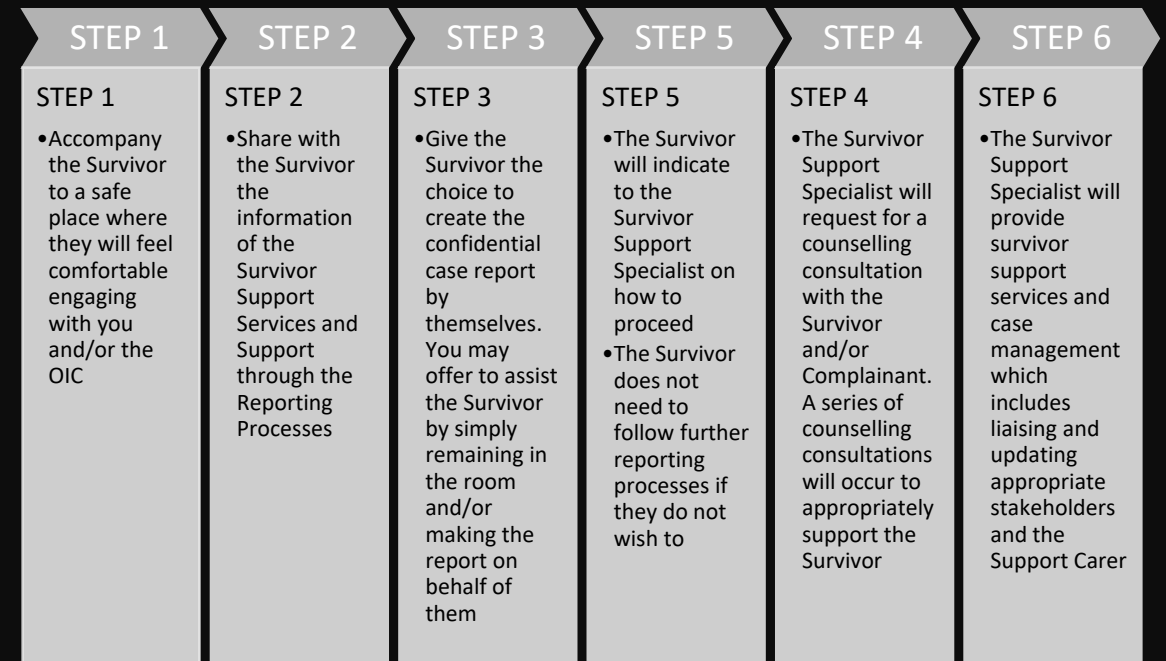
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SUPPORT FIRST. PAPERWORK AFTER.

Support for Non-Emergency Incidents: occurring after three days, ongoing offences and/or historic incidents

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# Support for Emergency Incidents



# Important Information on the confidential case report

Creating a confidential case report does not automatically enter the case into a reporting process, it simply remains as a confidential complaint

A Survivor is the individual who has/is experiencing the offence

A Complainant is the individual who is reporting on behalf of the Survivor 'the Support Carer'

Anonymised Reports remain as confidential complaints with no further reporting processes. The OIC would not have any contact information to engage with the Survivor unless it is provided. The Survivor may anonymously communicate with the OIC through the case reporting tool by logging into their case reporting process using their unique reference number