# **Case Management Policy: Survivor-Centered Support Framework**

**1. Policy Purpose**

This internal policy has been developed to standardise our survivor support processes in order to ensure the provision of comprehensive survivor-centered care that protects their dignity and facilitates holistic care.

**2. Guiding Principles**

* Trauma-informed approach: We recognise the impact that trauma has on the survivors we work with and deliver our services with the aim of avoiding re-traumatisation.
* Survivor autonomy: We respect the survivor’s ability to make their own choices and decisions about their lives and bodies.
* Confidentiality: We respect the survivor’s right to have any information about them treated with respect and shall only share their information where necessary and with prior consent.
* Individualized support: We acknowledge that survivors have different needs and shall endeavour to take their unique needs into consideration as we offer our services.
* Intersectional understanding: We recognise that different aspects of survivors’ identities and experiences can lead to multiple forms of discrimination, marginalisation and violence.

**3. Initial Assessment**

3.1 Intake Procedures

* Conduct a comprehensive initial screening
* Risk assessment
* Immediate safety evaluation
* Consent-based information gathering

3.2 Documentation

* Confidential case files
* Standardized assessment tools
* Minimal necessary information
* Secure record management

**4. Support Planning**

4.1 Individualized Support Plan

* Survivor-driven goals
* Multidisciplinary approach
* Adaptive intervention strategies
* Regular plan reviews

4.2 Support Areas

* Psychological counseling
* Legal assistance
* Medical support
* Economic empowerment
* Social reintegration

**5. Intervention Strategies**

5.1 Intervention Types

* Individual counseling
* Group support
* Family therapy
* Community reintegration

5.2 Specialized Support

* Trauma-specific interventions
* Cultural sensitivity
* Age-appropriate approaches
* Disability-inclusive services

**6. Monitoring and Evaluation**

6.1 Progress Tracking

Regular case reviews

* Outcome measurement
* Survivor feedback integration
* Continuous improvement

6.2 Impact Assessment

* Long-term follow-up
* Survivors' life transformation
* Program effectiveness analysis

**7. Confidentiality and Ethics**

7.1 Information Management

* Strict confidentiality
* Limited information sharing
* Survivor consent protocols
* Data protection compliance

7.2 Ethical Standards

* Non-discrimination
* Respect for autonomy
* Transparency
* Informed consent

**8. Referral and Networking**

8.1 Support Ecosystem

* Interagency collaboration
* Comprehensive referral network
* Seamless service transitions
* Resource optimization

8.2 External Partnerships

* Legal services
* Healthcare providers
* Economic support organizations
* Community resources

**9. Staff Training and Support**

* Ongoing professional development
* Trauma-informed care training
* Case management skills
* Emotional wellness support

**10. Policy Review and Evolution**

* Annual comprehensive review
* Stakeholder input
* Emerging best practices
* Adaptive policy framework

Effective Date:................................

Review Cycle: Annual, Every two years, other……………