

Internal Policies

- Your internal policies acknowledge that womxn and girls with disabilities have the right to be accompanied by a support person or South African Sign Language Interpreter when seeking services, be it in courts, clinics, shelters etc.
- Your procedures allow womxn with disabilities to communicate directly and confidentially with your staff, especially in incidents where a caregiver, support person or close family member may be the perpetrator.

Funding

You have allocated funding to ensure disability inclusiveness of your services, based on information in disability inclusion plans received from all your departments.

Resources, Referrals and Outsourcing Intermediaries

Your staff is aware of where and how to source the below services where they are not internally available

- South African Sign Language Interpreting
- Easy Read Document Translation
- Braille Translation
- AAC Services
- Assistive Devices

Virtual Platforms

Your virtual platforms must also be accessible, this includes your website, online forms, information videos, and ensure that you have conducted an accessibility audit for all your online platforms.

Uncertain Scenarios

If your staff is not sure how to assist a person with a disability, they should ASK! Encourage GBV Service staff to directly ask the person with a disability how they would like to be addressed, whether they need assistance and if needed, what kind of assistance is appropriate? Consulting with organisations of and for persons with disabilities also comes in handy!

See the person first before their disability



#EndGBV

#enabledwomxnarise

**Believe women and girls
with disabilities**

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DISABILITY AND GENDER BASED VIOLENCE

Accessible GBV Services:
Checklist for GBV Service
Providers in South Africa



NCPD

National Council of & for
Persons with Disabilities

Accessible GBV Services: Checklist for GBV Service Providers

Womxn and girls with disabilities face unique forms of GBV. When they knock at your doors for refuge, justice or assistance as a GBV Service provider, you ought to ensure equitable access to services. This requires you to have certain mechanisms in place. This checklist can be used as a starting point to ensure disability inclusiveness of GBV Services in South Africa.

Provisions suggested in this checklist are in line with the United Nations Convention on the Rights of Persons with Disabilities, the South African White Paper on the Rights of Persons with Disabilities (2015), and other South African legal instruments, which promote human rights and equity.

GBV Service providers in South Africa include shelters for women and children, healthcare facilities, police stations, community-based organisations' (CBO) Day Care centers, Thuthuzela centers, Courts etc., service providers are required to comply with the above legislation.

Physical Access to your premises

- There is reserved parking for persons with disabilities with clear signage in line with South African Building regulations
- There are ramps at your premises
- Doorways allow free access for wheelchairs and other assistive devices
- Accessible bathrooms are in place
- Signage is clear and visible
- Disability friendly queuing and information systems which make use of both audio and visual cues to relay important information (you don't want a Deaf person staying in the queue for the whole day because they don't hear verbal prompts).
- Facility and maintenance staff are familiar with principles of Universal Design and relevant building regulations for facilities for persons with disabilities. Kindly contact the NCPD for Universal Access and Design training for your staff.

Data Collection

- Disability is included in your data collection, and you encourage your clients and staff to disclose their disability so that you are able to enhance your service provision accordingly.
- Disability is not gender; your data collection tools include the gender of the person with a disability for instance (male, female, non-binary).

Service Information and Communication

- Information about your service is accessible, meaning it is available in accessible formats.
- Assistive communication methods and intermediaries are available, for example:

For Deaf and deaf womxn and girls

- South African Sign Language
- Easy Read
- Captions/Subtitles
- Note taking amongst others

For womxn and girls with visual impairments

- Audio
- Large Print
- Braille

For womxn and girls with intellectual disabilities, autism, speech impairments etc.

- Alternative and Augmentative Communication methods (AAC)
- Easy Read
- Visuals
- Assistive technologies
- Ensure your material accommodates womxn and girls with disabilities; be sure to include organizations of and for persons with disabilities when distributing information pertaining to GBV Services.
- Your document writers and general staff are aware of acceptable terminology used when addressing persons with different impairments. You may contact the NCPD for assistance in this regard.

Justice denied to Womxn and girls with disabilities is justice denied to all womxn!



Staff attitude and behavior

Negative staff attitudes towards disability remains a major barrier that hinders womxn and girls with disabilities from accessing GBV services and justice on an equal basis as their non-disabled peers.

Reception and admin staff, social workers, caregivers, police officers, court preparation officers, victim assistance officers, health care workers, amongst others are important service staff in Gender Based Violence service delivery. They are in direct contact with womxn and girls with disabilities at different points of service delivery.

Typical beliefs and myths

- womxn with disabilities are asexual
- womxn with disabilities should not bear children
- womxn with disabilities cannot be credible witnesses
- A man would never sexually abuse a disabled womxn unless provoked.

These beliefs and myths form the basis for negative attitudes that maybe held by staff in GBV Service delivery in relation to disability.

Ensure your staff have received disability sensitization training. Please contact the NCPD for Disability Sensitisation and related trainings.