

**Assessing service readiness**

Questions	Ready?	
	Yes	No
Checked items (✓) are minimum requirements.		
<b>Service delivery</b>		
✓ Are there written protocols/SOPs for provision of health care to women subjected to violence?	<input type="checkbox"/>	<input type="checkbox"/>
Is a minimum package of care being provided (that is, identification of survivors of intimate partner violence, first-line support, clinical care for sexual assault, basic psychosocial support)?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Health workforce</b>		
Are there health-care providers whose job descriptions assign them specific responsibilities to address violence against women?	<input type="checkbox"/>	<input type="checkbox"/>
✓ Have health-care providers received training on responding to violence against women?	<input type="checkbox"/>	<input type="checkbox"/>
Are there mechanisms to provide ongoing mentoring, supervision and support to health-care providers?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Infrastructure and medical products</b>		
✓ Is there a space (for example, a room or area) available for private and confidential consultation (that is, that ensures the survivor cannot be seen or heard from outside)?	<input type="checkbox"/>	<input type="checkbox"/>
Are medicines, equipment and other supplies available? (see list in Job aid 5.2, page 56)	<input type="checkbox"/>	<input type="checkbox"/>
<b>Leadership, governance and accountability</b>		
Do health-care providers and health managers support addressing violence against women (for example, willing to provide care, supportive of sending staff to training)?	<input type="checkbox"/>	<input type="checkbox"/>

<b>Questions</b>	<b>Ready?</b>	
	<b>Yes</b>	<b>No</b>
Checked items (✓) are minimum requirements.		
Are there confidential mechanisms to receive feedback from women about services, including any grievances or violations of rights in the health facility (for example, a helpline, ombudsperson, complaint box)?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a work-place policy addressing discrimination and violence, including sexual harassment faced by health-care providers themselves?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Budget &amp; financing</b>		
Is there a budget allocated for provision of care/ services (for example, for staff training, procuring specific commodities)?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Multisectoral coordination and community engagement</b>		
✓ Is there a referral system in place across different health services and between health and other sectors (for example, a referral directory, information offered to survivors about available services)?	<input type="checkbox"/>	<input type="checkbox"/>
Have other services (for example, police) and organizations (for example, local NGOs working on violence against women) been informed about available health services?	<input type="checkbox"/>	<input type="checkbox"/>
<b>Information, monitoring and evaluation</b>		
Are indicators and data to monitor the health response to violence against women being collected, compiled and used to improve services?	<input type="checkbox"/>	<input type="checkbox"/>
✓ Are there intake forms/registers and confidentiality mechanisms (for example, secure storage and removal of identifying information) for recording information about women's experience of violence and care received?	<input type="checkbox"/>	<input type="checkbox"/>