



## **WHO First Line Response: LIVES**

Listen - Inquire - Validate - Enhance Safety - Support

According to the WHO, there are five easy steps that can be followed when providing a first-line response to those experiencing violence. These can be easily remembered by the acronym 'LIVES':

LISTEN	Listen closely, with empathy, and without judging.
NQUIRE ABOUT NEEDS AND CONCERNS	Assess and respond to their various needs and concerns - emotional, physical, social and practical (e.g. Childcare ).
VALIDATE	Show them that you understand and believe them. Assure them that they are not to blame.
ENHANCE SAFETY	Discuss a plan to protect themselves from further harm if violence occurs again.
Support	Support them by helping them connect to information, services and social support.

Ref: World Health Organization. (2014). Health care for women subjected to intimate partner violence or sexual violence: a clinical handbook. World Health Organization; p 14. https://apps.who.int/iris/handle/10665/136101