

"It means a lot that you feel you can share this with me"

"What can I do to support you?"

"Do you want help or just for me to listen?"

"There is no right or wrong way to feel"

SOMEONE HAS SHARED THEIR EXPERIENCE OF ABUSE OR HARRASSMENT WITH ME. WHAT DO I SAY?

"Thank you for trusting me with this"

"I appreciate you sharing your story with me"

"Do you want to speak to someone about this? Would you like me to help you do this?"

CWA

CARDIFF WOMEN'S AID
CYMORTH I FENYWOD
CAERDYDD

HOW DO I HELP?

Women told us they want to:

- "Just walk home safely"
- "Have my voice heard"
- "Be believed"
- "Be free from judgement"
- "Feel validated"

The abuse and harassment women and girls experience can include domestic abuse, coercion and control, stalking, sexual assault, sexual harassment, 'honour' based abuse, groping, and exploitation. It happens at home, at work and in public. It can be committed by intimate partners, friends and family, colleagues and employers, and by people we don't know.

WHAT SHOULD I SAY/ DO WHEN SOMEONE DISCLOSES TO ME?

- ✓ **Believe them.** Ask questions about how they're feeling rather than their experience. Do not suggest what they could have done differently.
- ✓ **Thank them for sharing their experience with you.** This not only takes a lot of bravery of their part, but demonstrates that they trust you. Thank them for having that trust in you and for being so brave
- ✓ **Offer them a safe, confidential space to breathe and think** about what they want to do next. Help them by talking through their options, but allow them to decide their next step. Let them take the lead, this might be the first choice they've made without being coerced.
- ✓ **Be aware of your expressions.** Show concern and allow them to express their emotions without fuelling them. Try to use the words they use even if you don't feel it's correct - they might still be processing their experience
- ✓ **Be honest about your limitations.** It's perfectly reasonable that you may not be in the position to support this person as much as they need. Try saying *"Thank you for sharing this with me, I appreciate how difficult it must have been. You deserve support and help, can I help you find someone who can support you?"* You can use helplines to ask for advice too.

SIGNPOST TO SUPPORT



Cardiff Women's Aid

Visit cardiffwomensaid.org.uk

Live Fear Free

24 Hour Helpline:

0808 8010 800

Text: 07860077333

Visit gov.wales/live-fear-free



RISE Cardiff

24 Hour Helpline:

029 2046 0566

admin@cardiffwomensaid.org.uk

RISE One Stop Shop, Cardiff

Royal Infirmary, Block 24,

Longcross Street, Cardiff, CF24

0JT