



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':

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