



**CSVr**

The Centre for the Study of  
Violence and Reconciliation

**APPENDICES FOR THE FOLLOWING REPORT:**

**Developing an African Torture Rehabilitation Model: a contextually-informed, evidence-based psychosocial model for the rehabilitation of victims of torture**

**PART 1 – Setting the foundations of an African Torture Rehabilitation Model through research**

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This document includes all the appendixes for the report entitled: “Developing an African Torture Rehabilitation Model: a contextually-informed, evidence-based psychosocial model for the rehabilitation of victims of torture. PART 1 – Setting the foundations of an African Torture Rehabilitation Model through research”. In order to understand its contents it is necessary for the reader to first read the report as these appendixes alone are not self-explanatory. The above-mentioned report should be available on our website [www.csvr.org.za](http://www.csvr.org.za) . Alternatively, you can send an email to [info@csvr.org.za](mailto:info@csvr.org.za) to request the link or report.

## **APPENDIX 1 – Definitions of Impact Themes**

### **The Final 18 Impacts:**

#### **1. Accommodation difficulties:**

This refers to challenges clients experience in relation to accommodation. This includes being able to afford accommodation, challenges in relation to current accommodation (unsafe, unstable, inappropriate), being able to find appropriate accommodation, and homelessness.

#### **2. Bereavement:**

This refers to the clients' reaction to the loss of someone with whom they had a bond. This may include traumatic and non-traumatic losses.

#### **3. Coping difficulties and stress:**

This refers to difficulties in coping with current circumstances. This may include general coping difficulties, dependency issues, tiredness, feeling overwhelmed, and under pressure. This is a reaction to clients feeling unable to meet all the demands in their lives.

#### **4. Distress:**

This refers to a strong reaction to a current stressor and/or crisis. The client presents as being agitated, overwhelmed, and unable to cope.

#### **5. Economic difficulties:**

This refers to the experience of financial difficulties which could range from poverty to an inability to afford to pay for something specific.

#### **6. Family breakdown:**

This refers to a severe problem experienced in the family. This includes loss of contact with family members, the development of unhealthy relationship patterns, and trauma which directly impacted on the entire family.

#### **7. Family-related stressors:**

This refers to stressors clients experience in relation to their family. This includes: problems experienced by family members, especially children (such as: health problems, exposure to violence or threats, and experiences of discrimination); difficulties in meeting the needs of family members; concerns about the well-being of family members; negative behaviours displayed by family members; and difficulty in managing the expectations and/or demands from family members.

#### **8. Intrusions:**

This refers to involuntary thoughts, images or ideas that client's experience in relation to traumatic experiences. . This includes flashbacks and recurrent thoughts related to the trauma.

#### **9. Isolation:**

This refers to a lack of a support network.

#### **10. Mood disturbances:**

This includes and disturbances in mood such as depression, hopelessness, and emotional pain. Within depression, this includes: Major Depressive Disorder, Dysthymia, Current and/or Lifetime Depression, and Major Depressive Episode.

**11. Pain:**

This includes the experience of pain which may be related or unrelated to the torture experience. It includes pain in the back, chest, and limbs, as well as head-aches. It also could include chronic, residual, and/or general pain.

**12. Safety concerns:**

This refers to perceived or real concerns regarding the safety of themselves and/or their family.

**13. Traumatic responses:**

This includes the presence of trauma-related symptoms, Post Traumatic Stress Disorder, Acute Stress Disorder, and may refer to current and/or lifetime prevalence.

**14. Concern for employment opportunities:**

Added by panellists, so no definition developed.

**15. Loss of status, recognition, position in society:**

Added by panellists, so no definition developed.

**16. Anger:**

This includes anger towards others and due to the circumstances the client finds him/herself. With others, this could be anger at the perpetrators, authority figures, staff of aid organisations, community members, and clinicians. It also includes wishes for revenge.

**17. Difficulties with service providers:**

This refers to challenges clients experience with service providers they interact with. These service providers include, among others: hospital staff, aid organisations, and the Department of Home Affairs. Challenges experienced include: difficulties with accessing services; conflicts with specific people within those service providers; and dissatisfaction with the services and/or help received.

**18. Repeated victimisation:**

This refers to repeated exposure to other traumatic events.

**Other impacts:****19. Anxiety:**

This refers to psychological and physiological state of unease, concern, and apprehension. Anxiety may have emotional, cognitive, and behavioural components. It may include panic attacks, generalised anxiety, and/or specific anxiety reactions.

**20. Avoidance:**

This refers to avoidant behaviours client's display and could be related to traumatic and non-traumatic material. It may include a reluctance to discuss, accept, or do certain things.

**21. Blame and guilt:**

This includes blaming others for current circumstances and/or past experiences and feeling betrayed by others. In addition, this includes feeling guilty or in some way responsible for current and past realities. This guilt may also be accompanied by shame.

**22. Difficulties with the community:**

This refers to negative reactions from community members experienced by clients. Included here is discrimination, marginalisation, refusal to assist, envy/jealousy, and feelings of injustice.

**23. Education-related difficulties:**

This refers to challenges related to clients own, or to children's education. It may include being able to afford education (or educational material), difficulties in accessing education, challenges experienced at school, and concern over not being able to meet educational needs.

**24. Fear:**

This refers to the internal state of being afraid. This could be for the clients' own safety and/or the safety of others (especially family members). The fear may be linked to their past experiences as well as concern over what will happen in the future.

**25. Frustration:**

This refers to the emotional response clients feel to perceived resistance to obtaining their goals or having their needs met. This may be in relation to their current living conditions, health concerns, and/or the behaviours of other people.

**26. Health problems:**

This includes various health problems that clients may present with or report their children presenting with. These include health problems that do not emerge as often in the literature or data as the other ones listed below. They may also be related or unrelated to the torture experience. Although some more specific health problems are mentioned, examples of what is included here are: HIV/AIDS; stomach-related problems; flu and/or colds; sleep disturbances; sex-related difficulties; and pregnancy concerns.

**27. Helplessness:**

This includes feeling unable to help oneself or situation. This also includes feelings of powerlessness, limited options, and thoughts of returning to home country as the situation is so negative in South Africa.

**28. Hyperarousal:**

This refers to an increase in arousal and includes: hyper-vigilance; impaired concentration; impaired memory; and startled response.

**29. Injuries:**

This includes physical injuries experienced by the clients due to torture or other traumas. It includes wounds sustained from assaults, broken bones, lesions, bruising, scars, and burns.

**30. Lack of trust:**

This refers to clients' inability or difficulty with trusting others. This may be in relation to specific people or more generalised.

**31. Let down by others:**

This refers to the feeling of being let down, abandoned, or disappointed by others.

**32. Medication related concerns:**

This includes concerns related to the need for medication; side-effects of medications; compliance to medications; changes in medications; and challenges in accessing them.

**33. Other mental health difficulties:**

This includes various mental health problems that clients may present with. These include mental health problems that do not emerge as often in the literature or data as the other ones listed here. Within this category are: specific phobias; personality-related disorders; schizophrenia; obsessive-compulsive disorder; psychological tiredness; self-esteem difficulties; and lack of trust.

**34. Psychosis:**

This refers to a loss of contact with reality. This includes hallucinations, delusions, dissociation, and episodes of paranoia.

**35. Reduced physical health:**

This includes health concerns that have resulted in a reduction in physical well-being. Common concerns include: hearing-related problems, eye problems, muscular difficulties, disabilities, and physical tiredness.

**36. Reduced risk assessment capacity:**

This refers to a decrease in clients' ability to assess risk accurately. This could manifest itself through clients' assessing high risk situations as no or little risk, or low risk situations as high risk ones.

**37. Relationship difficulties:**

This refers to difficulties in relationships with specific people. These people include children, parents, partners, friends, siblings, roommates and/or service providers.

**38. Resettlement focus:**

This refers to the persistent focus on resettlement on the part of clients.

**39. Self-esteem issues:**

This refers to a negative change in clients' sense of self.

**40. Self-harm:**

This refers to behaviours clients engage in which cause harm to themselves. Included here are suicide attempts and/or thoughts as well as substance use.

**41. Sleep disturbances:**

This refers to disturbances to sleep due to psychological processes. This also includes the presence of nightmares.

**42. Somatisation:**

This refers to a process whereby a mental event is expressed in a body disorder or physical symptom. Clients may present with various complaints that cannot be fully explained by any known general medical condition and are not intentionally produced.

**43. Spiritually-related difficulties:**

This refers to any challenges clients experience in relation to spirituality. Included here is a questioning of God, negative feelings towards God, and negative experiences in relation to the church.

**44. Worry:**

This refers to concern over a real or perceived issue. It may include worrying about current circumstances or potential incidents or outcomes. Excessive worrying could lead to anxiety.

## APPENDIX 2 – Prevalence and severity of impact of all impacts as per panellists

Impacts according to % of panellists that said it happens in more than 50% of clients and % of panellists that said it has a severe or extreme impact on clients. Only those impacts where more than 75% of panellists said it occurs in more than 50% of clients AND more than 75% of panellists said it has a severe or extreme impact on clients were considered to meet the consensus criteria.

The table below outlines which impacts met either of the criteria and which met both (impact highlighted in blue).

Negative Impacts	% of panellists that said it happens in more than 50% of clients	% of panellists that said it has a severe or extreme impact on clients
Anxiety	100%	63%
Family breakdown	100%	88%
Fear	100%	69%
Worry	100%	69%
Concern for employment opportunities	100%	94%
Coping difficulties and stress	94%	94%
Economic difficulties	94%	94%
Education-related difficulties	94%	50%
Family-related stressors	94%	81%
Health problems	94%	56%
Mood disturbances	94%	75%
Traumatic responses	94%	88%
Loss of status, recognition, position in society	94%	81%
Difficulties with service providers	88%	63%
Difficulties with the community	88%	63%
Distress	88%	94%
Frustration	88%	50%
Lack of trust	88%	44%
Safety concerns	88%	75%
Self-esteem issues	88%	69%
Sleep disturbances	88%	44%
Accommodation difficulties	81%	75%
Bereavement	81%	81%
Helplessness	81%	69%
Intrusions	81%	81%
Pain	81%	75%
Relationship difficulties	81%	50%
Somatisation	81%	50%
Disappointment with host country	81%	56%
Avoidance	75%	56%
Isolation	75%	81%
Repeated victimisation	73%	80%
Hyper-arousal	69%	63%

Reduced physical health	69%	56%
Flattened affect	69%	38%
Anger	63%	69%
Blame and guilt	63%	38%
Injuries	63%	56%
Let down by others	63%	44%
Numbing	60%	47%
Present focused	60%	33%
Resettlement focus	56%	44%
Loss of gender roles	56%	44%
Concern for remittances	53%	44%
Stressors as a result of confluence of factors on top of the torture-related impact (e.g. long held imprisonment results to combination of boredom, anxiety and helplessness)	53%	67%
Medication related concerns	50%	38%
Other mental health difficulties	50%	69%
Being too religious	50%	25%
Lessened or no sex libido	50%	56%
Sexual dysfunction	50%	63%
Reduced risk assessment /threat appraisal capacity	44%	31%
Ideology issues – questioning their known and established ideology	44%	25%
Loss of interest in seeking help	44%	47%
Substance abuse (including alcohol and drug abuse)	40%	87%
Paranoid	38%	81%
Spiritually-related difficulties	31%	25%
Exposure to emotional danger (especially activities)e.g. rape victims starting an organisation to support rape victims before her full recovery	25%	13%
Severe dissociation (especially in cases of long term abuse, imprisonment, ritual abuse or mind control)	25%	75%
Self-harm	19%	69%
Altruism	19%	13%
Psychosis	13%	75%
Role of ancestral spirits; derives from family deaths due to violence, and results in aggrieved spirits continuing to afflict the family as a whole.	7%	33%

## **APPENDIX 3 - Definition of Intervention Themes**

### **1. Boundary setting:**

This includes setting boundaries within the clinical space between the client and clinician; increasing boundaries between clients and external individuals and/or organisations; clarifying clients' expectations of clinician, aid organisations, and medical and legal processes; and in relation to agreements reached within therapy. Within the clinical space this includes: clearly outlining the boundaries of what the clinician and the organisation can and cannot offer the client and often emerges as a response to direct and indirect demands from the client. This is done through outlining the limitations of each service provider as well as explaining the differences between them.

### **2. Building trust:**

This is the process of developing a trusting relationship between the client and clinician. The main purpose of which is to allow clients to feel safe to express their feelings and experiences honestly. It includes a focus on the relationship between the client and clinician as well as creating a holding or containing environment. Building trust in the therapeutic space is also seen as a way to increase clients' capacity to trust others.

### **3. CBT:**

This is the process of exploring the link between emotions and thoughts. It includes using techniques specifically designed to assist the client in managing this link.

### **4. Confrontation:**

This is the process of confronting the client about behaviours, thoughts, or beliefs that may be hindering their recovery or functioning.

### **5. Crisis management:**

This involves managing a current crisis in the client's life and their reaction to it. This often includes containment, relaxation exercises, directive counselling, and problem solving.

### **6. Dream exploration:**

This is the process of exploring clients' dreams and what meaning they may have for client. It includes linking dreams or aspects of dreams to clients' current concerns or past experiences.

### **7. Exploring options:**

This is the process of exploring what options a client has available to them in relation to any given problem. This may also involve looking at the possible outcomes of different options. It also includes setting priorities with the client in terms of what needs to be addressed first.

### **8. Exploring non-traumatic past:**

This includes exploring past relationships, skills, resources, cultural beliefs held, and behaviours the client had.

### **9. Exploring reactions:**

This is the process of exploring reactions of client and/or others with which the client interacts. It includes the exploration of clients reactions to triggers, symptoms, others, and potentially traumatic future events. Assessment and reframing (offering an alternative explanation to reactions, events, behaviours, and or feelings) are included under exploring reactions.

**10. Exploring support and resources:**

This is the process of identifying internal and external sources of support that the client has accessed in the past and could access now. This may include exploring connections with others, coping skills or strategies, skills that could be used to generation income, and spirituality.

**11. Financial or food assistance:**

This includes the provision of either food or money to the client. Financial assistance is given to assist client with income-generation attempts, transport to appointments with other service providers, to cover accommodation costs, or to cover school fees.

**12. Focus on the positive:**

This is the process of either the client or the clinician focussing on positive aspects in the clients' life. This could include identifying internal and/or external positives in the clients' life. It also includes when clinicians validate or affirm clients' behaviours, internal and external resources.

**13. Grounding:**

This is the process of helping clients remain focused and in the present. It is used to prevent arousal from getting too high and is often linked to dissociation.

**14. Guidance:**

This involves a more direct approach from the clinician to the client, through making of suggestions that the client should follow. This could include guidance in relation to how to behave towards others, how to manage a particular problem, or managing their reactions and/or emotions.

**15. Information giving:**

This includes: psycho-education regarding symptoms and reactions for clients as well as family members; information regarding medical health problems (including: their treatment, health-related tests, side-effects from medication, the importance and role of medication, and the symptoms of different illnesses); and finally information regarding processes that clients would need to go through with other service providers (for e.g. resettlement applications, refugee status applications, legal processes, and applications for financial assistance). Included in this is information giving regarding: the consequences of client actions; the therapeutic process; and the organisational procedures.

**16. Link to past trauma:**

This is the process whereby the clinician links current symptoms, impacts and/or reactions to traumatic experiences the client has had in the past. These may go beyond just the torture experience to other traumatic incidents.

**17. Meaning making:**

This is the process whereby the client attempts to gain an understanding for why they have and/or are experiencing. Although in most instances this involves a religious aspect, it may include other meaning making such as a focus on the positive, and a more philosophical view of their experiences.

**18. Problem solving:**

This is the process of working with the client to find a solution to a specific problem that has been identified. This is a solution-driven process and is more directive than exploring options. Here, the clinician will often present the client with possible solutions.

**19. Psychodynamic therapy:**

This is the process of drawing on psychoanalytic theory to help people understand the roots of emotional distress, often by exploring unconscious motives, needs, and defences.

**20. Reality testing:**

This is the process of testing whether clients' thoughts, expectations, perceptions, and/or fears are based in reality. This could include unrealistic expectations clients have from services they have been referred to (such as doctors or lawyers or even the clinician), opportunities they are accessing (e.g. a small grant), or of how others will behave (usually against previous evidence). This also includes an exploration of real or perceived fears. Perceptions regarding what will happen if they return to their home country and what they consider safe situations often need to be reality tested.

**21. Referral:**

This is the process of referring the client to another service provider that offers a service the clinician is unable to offer, but that the client is in need of. This may include government services or those offered by NGO's.

**22. Relationship building:**

This process focuses on assisting the client to build their relationship with specific individuals. Often these are close family members, but could also include friends in the client's life. The clinician will discuss specific ways in which the client may attempt to connect with that particular person and/or overcome any challenges they may be experiencing with the relationship.

**23. Resistance:**

This is the process by which patients either directly or indirectly oppose changing their behaviour or refuse to discuss, remember, or think about presumably clinically relevant experiences.

**24. Skills development:**

The process of assisting clients in developing skills they need to manage specific, most often current, need or challenge. The skills developed vary and may include: assertiveness, communication, listening to own instincts, parenting, managing conflicts, boundary setting, coping, anger management, and appointment/meeting preparation. Ways in which skills development happens includes: information-giving, homework setting, and role-playing.

**25. Supportive therapy:**

This is the process of ensuring that the client feels emotionally supported. It includes things such as: empathetic listening, emotional containment, creating a safe space, building trust, facilitating emotional expression, and validation of experiences and/or emotions.

**26. Symptom management:**

This is the process of assisting clients manage particular symptoms. These could include, among others: anger, anxiety, pain, dissociative episodes, and/or trauma responses. Different symptom management techniques may be employed depending on the symptom. Some include: breathing exercises, grounding techniques, referral, exploring existing coping skills, muscle relaxation techniques, psycho-education, guided imagery, and normalising.

**27. Termination:**

The process of ending counselling.

**28. Thought-stopping:**

This is the process of assisting the client to learn how to stop a thought process which is found to be unhelpful for the client.

**29. Trauma exposure:**

This is the process of allowing the client to recount the traumatic experience(s) they have been through. It involves allowing the client to describe the experiences to the clinician. There is variation in terms of how structured this process is as well as the detail sought by the clinician.

**30. Wits Trauma Model:**

This is a particular approach to trauma treatment usually involving the following four stages: telling the story, normalising the symptoms, addressing self-blame or survivors' guilt, and promoting mastery.

**APPENDIX 4 - Interventions from IPNs analysis for the impacts that made the final list**

<b>Impact</b>	<b>Interventions from IPN's</b>	<b>Jaccard's coefficient</b>
<b>Accommodation difficulties</b>	Referral	0.777778
	Exploring options	0.714286
	Link to past trauma	0.708333
	Information giving	0.666667
	Guidance	0.64
	Supportive therapy	0.633333
	Skills development	0.625
	Problem solving	0.62069
	Focus on positive	0.586207
	Symptom management	0.576923
	Boundary setting	0.538462
	Confrontation	0.52
	Relationship building	0.5
	Exploring reactions	0.481481
	Trauma exposure	0.48
	Financial assistance	0.47619
	Reality testing	0.461538
	Resistance	0.423077
	Building trust	0.416667
	Exploring past (not trauma)	0.409091
	Exploring support and resources	0.4
	Crisis management	0.363636
	Meaning making	0.333333
	Using specific therapeutic approaches\CBT	0.333333
	Termination	0.310345
	Using specific therapeutic approaches	0.304348
Using specific therapeutic approaches\CBT\Grounding	0.190476	
Using specific therapeutic approaches\CBT\Thought stopping	0.047619	
Using specific therapeutic approaches\Dream exploration	0.047619	
Using specific therapeutic approaches\WITS Trauma Model	0.043478	
<b>Bereavement</b>	Referral	0.642857
	Focus on positive	0.62963
	Link to past trauma	0.625
	Supportive therapy	0.62069
	Information giving	0.592593
	Trauma exposure	0.590909
	Guidance	0.56
	Problem solving	0.551724
	Relationship building	0.545455

	Skills development	0.541667
	Exploring options	0.533333
	Exploring reactions	0.52
	Symptom management	0.5
	Building trust	0.454545
	Financial assistance	0.45
	Reality testing	0.44
	Meaning making	0.428571
	Boundary setting	0.407407
	Resistance	0.4
	Using specific therapeutic approaches	0.4
	Confrontation	0.384615
	Exploring past (not trauma)	0.380952
	Exploring support and resources	0.375
	Using specific therapeutic approaches\CBT	0.368421
	Crisis management	0.333333
	Termination	0.333333
	Using specific therapeutic approaches\CBT\Grounding	0.210526
	Using specific therapeutic approaches\WITS Trauma Model	0.1
	Using specific therapeutic approaches\Dream exploration	0.052632
	Using specific therapeutic approaches\CBT\Thought stopping	0.052632
<b>Coping difficulties and stress</b>	Exploring options	0.827586
	Supportive therapy	0.8
	Problem solving	0.733333
	Referral	0.709677
	Focus on positive	0.7
	Exploring reactions	0.666667
	Information giving	0.666667
	Link to past trauma	0.642857
	Symptom management	0.642857
	Skills development	0.62963
	Symptom management	0.615385
	Supportive therapy	0.612903
	Guidance	0.586207
	Reality testing	0.535714
	Trauma exposure	0.5
	Trauma exposure	0.461538
	Resistance	0.448276
	Termination	0.433333
	Relationship building	0.413793
	Exploring past (not trauma)	0.384615
	Exploring support and resources	0.37931

	Crisis management	0.346154
	Termination	0.344828
	Financial assistance	0.333333
	Using specific therapeutic approaches	0.296296
	Using specific therapeutic approaches	0.291667
	Meaning making	0.275862
	Using specific therapeutic approaches\CBT\Grounding	0.153846
	Using specific therapeutic approaches\WITS Trauma Model	0.074074
	Using specific therapeutic approaches\CBT\Thought stopping	0.045455
	Using specific therapeutic approaches\WITS Trauma Model	0.041667
	Using specific therapeutic approaches\Dream exploration	0.038462
	Using specific therapeutic approaches\CBT\Thought stopping	0.038462
<b>Distress</b>	Problem solving	0.428571
	Link to past trauma	0.416667
	Exploring options	0.413793
	Referral	0.413793
	Skills development	0.391304
	Relationship building	0.380952
	Exploring reactions	0.375
	Guidance	0.36
	Symptom management	0.36
	Information giving	0.357143
	Supportive therapy	0.354839
	Focus on positive	0.344828
	Trauma exposure	0.304348
	Exploring support and resources	0.272727
	Exploring past (not trauma)	0.263158
	Financial assistance	0.263158
	Termination	0.24
	Using specific therapeutic approaches	0.210526
	Using specific therapeutic approaches\CBT\Grounding	0.2
	Resistance	0.2
	Reality testing	0.192308
	Meaning making	0.190476
	Using specific therapeutic approaches\CBT\Thought stopping	0.071429
	Using specific therapeutic approaches\WITS Trauma Model	0.0625
<b>Economic difficulties</b>	Exploring options	0.866667
	Referral	0.806452

	Supportive therapy	0.78125
	Problem solving	0.774194
	Information giving	0.766667
	Focus on positive	0.741935
	Guidance	0.689655
	Link to past trauma	0.689655
	Symptom management	0.689655
	Exploring reactions	0.6
	Reality testing	0.586207
	Skills development	0.566667
	Relationship building	0.517241
	Termination	0.483871
	Exploring support and resources	0.482759
	Resistance	0.451613
	Trauma exposure	0.451613
	Exploring past (not trauma)	0.344828
	Financial assistance	0.344828
	Meaning making	0.333333
	Using specific therapeutic approaches	0.225806
	Using specific therapeutic approaches\CBT\Grounding	0.137931
	Using specific therapeutic approaches\CBT\Thought stopping	0.034483
	Using specific therapeutic approaches\WITS Trauma Model	0.032258
<b>Family breakdown</b>	Problem solving	0.62963
	Referral	0.551724
	Supportive therapy	0.533333
	Focus on positive	0.482759
	Link to past trauma	0.461538
	Reality testing	0.458333
	Information giving	0.448276
	Skills development	0.44
	Guidance	0.407407
	Symptom management	0.407407
	Meaning making	0.380952
	Trauma exposure	0.36
	Financial assistance	0.333333
	Resistance	0.307692
	Relationship building	0.269231
	Termination	0.25
	Using specific therapeutic approaches	0.173913
	Using specific therapeutic approaches\WITS Trauma Model	0.105263
	Using specific therapeutic approaches\CBT\Grounding	0.1
	Using specific therapeutic approaches\CBT\Thought	0.055556

	stopping	
<b>Family-related stressors</b>	Supportive therapy	0.78125
	Information giving	0.766667
	Referral	0.75
	Focus on positive	0.741935
	Problem solving	0.71875
	Guidance	0.633333
	Link to past trauma	0.633333
	Symptom management	0.633333
	Reality testing	0.586207
	Relationship building	0.517241
	Skills development	0.516129
	Termination	0.483871
	Trauma exposure	0.451613
	Resistance	0.40625
	Financial assistance	0.3
	Meaning making	0.290323
	Using specific therapeutic approaches	0.225806
	Using specific therapeutic approaches\CBT\Grounding	0.137931
	Using specific therapeutic approaches\CBT\Thought stopping	0.034483
	Using specific therapeutic approaches\WITS Trauma Model	0.032258
<b>Intrusions</b>	Problem solving	0.357143
	Link to past trauma	0.333333
	Supportive therapy	0.333333
	Termination	0.318182
	Using specific therapeutic approaches	0.3125
	Referral	0.3
	Relationship building	0.285714
	Symptom management	0.28
	Meaning making	0.277778
	Resistance	0.272727
	Trauma exposure	0.272727
	Reality testing	0.26087
	Skills development	0.25
	Using specific therapeutic approaches\WITS Trauma Model	0.153846
<b>Isolation</b>	Termination	0.333333
	Relationship building	0.3
	Supportive therapy	0.3
	Meaning making	0.294118
	Link to past trauma	0.291667

	Problem solving	0.275862
	Referral	0.266667
	Symptom management	0.24
	Trauma exposure	0.227273
	Reality testing	0.217391
	Skills development	0.208333
	Resistance	0.173913
	Using specific therapeutic approaches	0.111111
<b>Mood disturbances</b>	Problem solving	0.892857
	Referral	0.8
	Supportive therapy	0.774194
	Skills development	0.666667
	Reality testing	0.571429
	Symptom management	0.566667
	Resistance	0.535714
	Trauma exposure	0.535714
	Relationship building	0.5
	Termination	0.466667
	Using specific therapeutic approaches	0.333333
	Using specific therapeutic approaches\WITS Trauma Model	0.111111
	Using specific therapeutic approaches\CBT\Thought stopping	0.037037
<b>Pain</b>	Referral	0.607143
	Supportive therapy	0.533333
	Problem solving	0.517241
	Trauma exposure	0.416667
	Reality testing	0.4
	Resistance	0.36
	Skills development	0.333333
	Symptom management	0.310345
	Relationship building	0.269231
	Termination	0.25
	Using specific therapeutic approaches	0.227273
	Using specific therapeutic approaches\WITS Trauma Model	0.166667
	Using specific therapeutic approaches\CBT\Thought stopping	0.055556
<b>Safety Concerns</b>	Symptom management	0.782609
	Supportive therapy	0.689655
	Skills development	0.56
	Trauma exposure	0.541667
	Termination	0.310345

	Using specific therapeutic approaches	0.304348
	Using specific therapeutic approaches\CBT\Thought stopping	0.047619
	Using specific therapeutic approaches\WITS Trauma Model	0.043478
<b>Traumatic responses</b>	Exploring past (not trauma)	0.428571
	Link to past trauma	0.363636
	Information giving	0.36
	Problem solving	0.357143
	Confrontation	0.35
	Link to past trauma	0.333333
	Supportive therapy	0.333333
	Termination	0.318182
	Relationship building	0.315789
	Using specific therapeutic approaches	0.3125
	Supportive therapy	0.310345
	Guidance	0.304348
	Referral	0.3
	Trauma exposure	0.3
	Focus on positive	0.296296
	Relationship building	0.294118
	Relationship building	0.285714
	Reality testing	0.285714
	Symptom management	0.28
	Meaning making	0.277778
	Building trust	0.277778
	Exploring options	0.275862
	Referral	0.275862
	Resistance	0.272727
	Trauma exposure	0.272727
	Exploring support and resources	0.263158
	Reality testing	0.26087
	Exploring reactions	0.26087
	Skills development	0.25
	Symptom management	0.25
	Problem solving	0.241379
	Information giving	0.24
	Resistance	0.238095
	Meaning making	0.235294
	Link to past trauma	0.227273
	Symptom management	0.227273
	Skills development	0.217391
	Using specific therapeutic approaches\CBT	0.214286
	Trauma exposure	0.210526
	Boundary setting	0.208333

	Reality testing	0.2
	Crisis management	0.1875
	Using specific therapeutic approaches	0.1875
	Problem solving	0.178571
	Financial assistance	0.176471
	Termination	0.173913
	Referral	0.172414
	Supportive therapy	0.166667
	Using specific therapeutic approaches\CBT\Grounding	0.166667
	Using specific therapeutic approaches\WITS Trauma Model	0.153846
	Using specific therapeutic approaches	0.142857
	Meaning making	0.125
	Using specific therapeutic approaches\WITS Trauma Model	0.111111
	Resistance	0.111111
	Termination	0.095238
	Skills development	0.090909
	Using specific therapeutic approaches\WITS Trauma Model	0.083333
<b>Anger</b>	Exploring options	0.862069
	Supportive therapy	0.774194
	Problem solving	0.766667
	Information giving	0.758621
	Symptom management	0.740741
	Focus on positive	0.733333
	Referral	0.6875
	Boundary setting	0.642857
	Link to past trauma	0.62069
	Confrontation	0.571429
	Reality testing	0.571429
	Guidance	0.566667
	Exploring reactions	0.533333
	Relationship building	0.5
	Skills development	0.5
	Trauma exposure	0.482759
	Termination	0.466667
	Building trust	0.428571
	Exploring support and resources	0.413793
	Exploring past (not trauma)	0.37037
	Meaning making	0.357143
	Financial assistance	0.321429
	Crisis management	0.285714
	CBT	0.259259
	Grounding	0.148148

	WITS Trauma Model	0.071429
	Dream exploration	0.037037
	Thought stopping	0.037037
<b>Difficulties with service providers</b>	Supportive therapy	0.827586
	Problem solving	0.821429
	Referral	0.793103
	Exploring options	0.733333
	Exploring reactions	0.692308
	Information giving	0.689655
	Focus on positive	0.666667
	Guidance	0.607143
	Link to past trauma	0.607143
	Skills development	0.592593
	Reality testing	0.555556
	Symptom management	0.551724
	Trauma exposure	0.518519
	Relationship building	0.428571
	Termination	0.4
	Meaning making	0.384615
	Exploring past (not trauma)	0.346154
	Financial assistance	0.346154
	Using specific therapeutic approaches	0.307692
	Exploring support and resources	0.3
	WITS Trauma Model	0.12
	Grounding	0.115385
Dream exploration	0.04	
Thought stopping	0.04	
<b>Repeated victimisation</b>	Supportive therapy	0.689655
	Symptom management	0.576923
	Trauma exposure	0.541667
	Skills development	0.5
	Termination	0.461538
	WITS Trauma Model	0.142857
	Thought stopping	0.047619

**APPENDIX 5 - Interventions mentioned by panellists for each impact that made the final list**

<b>Impact</b>	<b>Interventions from panellists</b>	<b>Number of panellists to mention it</b>
<b>Accommodation difficulties</b>	Referral	12
	Problem solving	6
	Network	5
	Skills development	4
	Supportive counselling	4
	Case manager to handle	3
	Assessment	2
	Find or provide secure accommodation	2
	Holistic treatment	2
	Access social security funds	1
	Advocate for policies to address this	1
	Assess at initial intake	1
	Be aware of the impact of this issue on clinicians	1
	Clarify what is offered regarding accommodation at start	1
	Crisis management	1
	Empowerment	1
	Encourage self-sufficiency	1
	Guard against this becoming the focus of therapy	1
	Identify existing coping mechanisms	1
	Information giving	1
	Meaning making	1
	Provide monitoring and training services to shelters	1
Provide safety	1	
Support groups	1	
Using social support	1	
<b>Bereavement</b>	Supportive counselling	6
	Address guilt	3
	Address unfinished business	3
	Assist to create a ritual for closure	3
	Emotional expression	3
	Integrate cultural and religious practices for healing	3
	Meaning making	3
	Psycho-education	3
	Support groups	3
	Address shame	2
	Anger management	2
	Assessment	2
	Empathy	2
	Focus on current relationships	2
	Grief counselling with focus on remembrance and mourning	2
Individual therapy	2	

	Referral	2
	Address intrusive symptoms	1
	Assess at initial intake	1
	Assist client to separate loss of person from manner of death	1
	Basic counselling skills	1
	Bereavement therapy	1
	Build trust and safety	1
	CBT	1
	Containment	1
	Crisis management	1
	Empowerment	1
	Encourage acknowledgement of event	1
	Encourage client to ask for support	1
	Encourage client to continue doing routine activities	1
	Guidance	1
	Help them develop a stable internal representation of the lost object so that they can let go	1
	Making connections	1
	Manage intrusions, arousal, avoidance and anxiety	1
	Narrative therapy	1
	Problem solving	1
	Provide safety	1
	Reality testing	1
	Relaxation exercises	1
	Re-telling	1
<b>Coping difficulties and stress</b>	Skills development	7
	CBT	5
	Relaxation exercises	5
	Supportive counselling	5
	Assessment	4
	Encourage self-sufficiency	4
	Identify existing coping mechanisms	4
	Link to past trauma	4
	Guidance	3
	Problem solving	3
	Psycho-education	3
	Using social support	3
	Referral	2
	Support groups	2
	Addressing trauma	1
	Basic counselling skills	1
	Boundary setting	1
	Community-based approach	1
	Containment	1
	Crisis management	1

	Emotional expression	1
	Encourage client to accept limitations	1
	Encourage client to exercise	1
	Family systems therapy	1
	Holistic treatment	1
	Information giving	1
	Network	1
	Priority setting	1
	Reality testing	1
	Reframing	1
	Strength-based approach	1
	Stress management	1
<b>Distress</b>	Assessment	5
	Crisis management	5
	Identify existing coping mechanisms	5
	Relaxation exercises	4
	Supportive counselling	4
	Individual therapy	3
	Problem solving	3
	Skills development	3
	CBT	2
	Containment	2
	Develop plan	2
	Empathy	2
	Encourage self-sufficiency	2
	Link to past trauma	2
	Psycho-education	2
	Using social support	2
	Case manager to handle	1
	CISD	1
	Consult with supervisor	1
	Emotional expression	1
	Empowerment	1
	Grounding	1
	Guidance	1
	Mobilise resources	1
	Reality testing	1
	Referral	1
	Reframing	1
	Support groups	1
<b>Economic difficulties</b>	Referral	10
	Problem solving	5
	Skills development	4

	Financial assistance	3
	Explore opportunities	2
	Identifying opportunities	2
	Provide economic opportunities	2
	Supportive counselling	2
	Using social support	2
	Advocate for policies to address this	1
	Assessment	1
	Case manager to handle	1
	Clarify what is offered regarding accommodation at start	1
	Crisis management	1
	Empowerment	1
	Encourage self-sufficiency	1
	Guard against this becoming the focus of therapy	1
	Identify existing coping mechanisms	1
	Information giving	1
	Network	1
	Provide donations	1
	Provide food	1
	Support groups	1
<b>Family breakdown</b>	Family systems therapy	13
	Individual therapy	6
	Addressing trauma	5
	Link to past trauma	5
	Assessment	4
	Psycho-education	4
	Build trust and safety	3
	Referral	3
	CBT	2
	Couples therapy	2
	Family tracing	2
	Relationship building	2
	Skills development	2
	Address anxiety	1
	Address blame	1
	Address shame	1
	Community-based approach	1
	Containment	1
	Develop plan	1
	Empathy	1
	Family activities	1
	Identify existing coping mechanisms	1
	Integrate cultural and religious practices for healing	1
	Problem solving	1

	Re-contracting roles	1
	Relaxation exercises	1
	Supportive counselling	1
	Using social support	1
<b>Family-related stressors</b>	Family systems therapy	8
	Problem solving	5
	Psycho-education	5
	Assessment	2
	Crisis management	2
	Link to past trauma	2
	Network	2
	Referral	2
	Skills development	2
	Supportive counselling	2
	Advocacy	1
	Containment	1
	Empathy	1
	Empowerment	1
	Financial assistance	1
	Identify existing coping mechanisms	1
	Individual therapy	1
	Information giving	1
	Relationship building	1
	Strength-based approach	1
Stress management	1	
Support groups	1	
<b>Intrusions</b>	Trauma exposure	9
	Psycho-education	7
	Relaxation exercises	4
	Symptom management	4
	Build trust and safety	3
	CBT	3
	Containment	3
	Grounding	3
	Narrative therapy	3
	Skills development	3
	Art therapy	2
	EMDR	2
	Habituation	2
	Medication	2
	Mindfulness	2
	Reframing	2
	Stress management	2

	Support groups	2
	Address anxiety	1
	Addressing trauma	1
	Assessment	1
	Cognitive restructuring	1
	Emotional expression	1
	Emotional Freedom Technique	1
	Externalising	1
	Identify existing coping mechanisms	1
	Integrate cultural and religious practices for healing	1
	Somatic therapy	1
	Supportive counselling	1
	Unwinding	1
	Using social support	1
<b>Isolation</b>	Encourage client to participate in external activities	9
	Support groups	6
	Skills development	5
	Network	4
	Link to past trauma	3
	Assessment	2
	Build trust and safety	2
	Individual therapy	2
	Supportive counselling	2
	Case manager to handle	1
	Community-based approach	1
	Emotional expression	1
	Empathy	1
	Empowerment	1
	Encourage acceptance	1
	Explore opportunities	1
	Family systems therapy	1
	Identify existing coping mechanisms	1
	Reality testing	1
	Social counselling	1
	Strength-based approach	1
	Unwinding	1
	Using social support	1
<b>Mood disturbances</b>	Medication	12
	Psychiatric assessment	9
	CBT	6
	Assessment	5
	Psycho-education	5
	Relaxation exercises	4

	Encourage client to exercise	3
	Encourage client to participate in external activities	3
	Assess suicidality	2
	Support groups	2
	Address blame	1
	Address guilt	1
	Address shame	1
	Addressing trauma	1
	Admit to hospital	1
	Challenge though processes	1
	Containment	1
	Develop plan	1
	Emotional expression	1
	Empathy	1
	Encourage self-care	1
	Individual therapy	1
	Link to past trauma	1
	Meaning making	1
	Problem solving	1
	Stress management	1
	Supportive counselling	1
	Symptom management	1
<b>Pain</b>	Referral	10
	Assessment	8
	Relaxation exercises	8
	Medication	6
	Psycho-education	5
	Symptom management	4
	CBT	3
	Skills development	3
	Supportive counselling	3
	Encourage client to exercise	2
	Massage	2
	Address anxiety	1
	Address fear	1
	Anger management	1
	Body and mind exercises	1
	Build trust and safety	1
	Emotional expression	1
	Emotional Freedom Technique	1
	Empathy	1
	Ensure compliance	1
	Holistic treatment	1

	Network	1
	Reframing	1
	Somatic therapy	1
<b>Safety Concerns</b>	Reality testing	10
	Referral	6
	Develop plan	4
	Supportive counselling	4
	Assessment	3
	Practical support	3
	Problem solving	3
	Psycho-education	3
	Skills development	3
	Build trust and safety	2
	Emotional expression	2
	Relaxation exercises	2
	Community-based approach	1
	Consult with supervisor	1
	Crisis management	1
	Empathy	1
	Information giving	1
	Meaning making	1
	Provide safety	1
	Support groups	1
	Symptom management	1
<b>Traumatic responses</b>	Trauma exposure	7
	Psycho-education	6
	Symptom management	5
	CBT	4
	Emotional expression	4
	Assessment	3
	Individual therapy	3
	Medication	3
	Narrative therapy	3
	Skills development	3
	Assess trauma history	2
	Build trust and safety	2
	EMDR	2
	Encourage client to participate in external activities	2
	Meaning making	2
	Psychiatric assessment	2
	Referral	2
	Reframing	2
	Relaxation exercises	2
	Supportive counselling	2

	Address anxiety	1
	Art therapy	1
	Cognitive emotional therapy	1
	Cognitive processing therapy	1
	Cognitive restructuring	1
	Community-based approach	1
	Containment	1
	Crisis management	1
	Empowerment	1
	Holistic treatment	1
	Identify existing coping mechanisms	1
	Integration	1
	Mindfulness	1
	Psychological debriefing	1
	Reintegration	1
	Unwinding	1
	Using social support	1
<b>Concern for employment opportunities</b>	Referral	7
	Identifying opportunities	6
	Network	6
	Supportive counselling	6
	Skills development	5
	Address legal obstacles to ability to work	3
	Assessment	3
	Encourage client to participate in external activities	3
	Prepare client	3
	Provide economic opportunities	3
	Strength-based approach	3
	Work on self-esteem	3
	Develop plan	2
	Focus on past achievements	2
	Information giving	2
	Problem solving	2
	Advocate for policies to address this	1
	Case manager to handle	1
	CBT	1
	Challenge though processes	1
	Clarify what is offered regarding accommodation at start	1
	Community-based approach	1
	Empathy	1
	Empowerment	1
	Encourage creativity	1
	Externalising	1
Provide resources	1	
Psycho-education	1	

	Relaxation exercises	1
	Seen as part of therapy	1
	Support groups	1
<b>Loss of status, recognition, or position in society</b>	Empowerment	8
	Work on self-esteem	6
	Explore opportunities	5
	Emotional expression	4
	Empathy	4
	Address blame	3
	CBT	3
	Encourage client to participate in external activities	3
	Identifying opportunities	3
	Assessment	2
	Meaning making	2
	Psycho-education	2
	Reframing	2
	Strength-based approach	2
	Address guilt	1
	Advocacy	1
	Bereavement therapy	1
	Community-based approach	1
	Develop plan	1
	Encourage acknowledgement of event	1
	Explore perceived and actual loss	1
	Focus on past achievements	1
	Link to past trauma	1
	Narrative therapy	1
	Network	1
	Provide economic opportunities	1
	Skills development	1
Support groups	1	
Testimonial Therapy Ceremony	1	
<b>Anger</b>	Assessment	6
	Emotional expression	5
	Empathy	4
	Explore underlying emotions	4
	Relaxation exercises	4
	Skills development	4
	CBT	3
	Explore alternative behaviours	3
	Explore consequences	3
	Psycho-education	3
	Boundary setting	2

	Explore legitimacy of reactions	2
	Symptom management	2
	Advocacy	1
	Anger management	1
	Assess substance use	1
	Assist to create a ritual for closure	1
	Develop safety plan for clinician	1
	Encourage client to exercise	1
	Encourage client to participate in advocacy activities	1
	Focus on past achievements	1
	Gestalt technique	1
	Integrate cultural and religious practices for healing	1
	Intervene to stop violence	1
	Link to past trauma	1
	Manage behavioural expression	1
	Problem solving	1
	Role-playing	1
	Stress management	1
	Supportive counselling	1
<b>Difficulties with service providers</b>	Information giving	3
	Network	3
	Provide training to service providers	3
	Advocacy	2
	Empowerment	2
	Accompany client to service providers	1
	Assessment	1
	Empathy	1
	Encourage client to participate in advocacy activities	1
	Explore alternative behaviours	1
	Explore consequences	1
	Explore legitimacy of reactions	1
	Explore opportunities	1
	Explore successful strategies used by others	1
	Prepare client	1
	Provide the services that are problematic to access	1
	Role-playing	1
<b>Repeated victimisation</b>	Develop plan	4
	Assessment	2
	Trauma therapy	2
	Address issues of safety	1
	Advocacy	1
	Community-based approach	1
	Encourage client to ask for support	1
	Encourage client to report	1

	Explore continuous traumatic stress	1
	Explore protective factors	1
	Guidance	1
	Individual therapy	1
	Link to past trauma	1
	Meaning making	1
	Mobilise resources	1
	Problem solving	1
	Provide legal assistance	1
	Psycho-education	1
	Secure clients safety	1
	Support groups	1
	Trauma exposure	1
	Work on self-esteem	1

**APPENDIX 6 – Average rating of appropriateness given by the panellists for each intervention per impact**

Average appropriateness ratings given by panellists for each intervention suggested per impact (1 – Highly inappropriate; 2 – Inappropriate; 3 – Neither appropriate nor inappropriate; 4 – Appropriate; 5 – Highly appropriate)

Impacts where consensus was obtained:		Panellists' suggestions for interventions (where at least 2 panellists mentioned it).	Average appropriateness rating from panellists	
1	Accommodation difficulties	1. Refer client to other organisations that deal with addressing accommodation difficulties	4.86	
		2. Problem solve with client in relation to this	4.50	
		3. Network with relevant organisations so as to establish close working relationships	4.36	
		4. Conduct skills development of clients so that they are able to address this impact	4.29	
		5. Provide supportive counselling	4.00	
		6. A case manager should handle this	3.92	
		7. Assess accommodation situation in detail	3.57	
		8. Find or provide secure accommodation for client	3.14	
		9. Link accommodation difficulties to past trauma(s) the client may have experienced	2.71	
		<u>Form of intervention:</u>		
		1. Couples	4.31	
		2. Group	4.15	
		3. Individual	3.93	
		4. Family	3.77	
2	Bereavement	1. Demonstrate empathy	4.79	
		2. Encourage and allow emotional expression	4.71	
		3. Provide supportive counselling	4.64	
		4. Address feelings of guilt	4.64	
		5. Address any unresolved issues related to the loss	4.64	
		6. Facilitate meaning making in relation to the loss	4.64	
		7. Provide psycho-education in relation to bereavement	4.64	
		8. Assist client to create a ritual for closure	4.57	
		9. Provide grief/bereavement counselling	4.57	
		10. Assist with anger management	4.50	
		11. Integrate cultural and religious practices for healing	4.43	
		12. Assess client in relation to bereavement	4.43	
		13. Provide individual therapy	4.36	
		14. Address feelings of shame	4.29	
		15. Encourage client to focus on current relationships	3.71	
		16. Refer to organisations or institutions that deal more specifically with bereavement (including Churches)	3.50	
		<u>Form of intervention:</u>		
		1. Individual	4.79	
		2. Family	4.43	
3. Couples	4.07			

		4. Group	3.85
3	Coping difficulties and stress	<ol style="list-style-type: none"> <li>1. Identify existing and/or previously used coping mechanisms</li> <li>2. Assess client in relation to coping and stress</li> <li>3. Cognitive Behavioural Therapy</li> <li>4. Skills development</li> <li>5. Encourage client to make use of or connect to social support</li> <li>6. Conduct relaxation exercises with client</li> <li>7. Provide psycho-education in relation to coping and stress</li> <li>8. Provide supportive counselling</li> <li>9. Problem solve with the client</li> <li>10. Provide more direct guidance on how client could reduce stress or coping difficulties</li> <li>11. Encourage self-sufficiency</li> <li>12. Provide information for client regarding what they could do or where they could go to address their stress or coping difficulties</li> <li>13. Link current stress and coping difficulties to past trauma(s)</li> <li>14. Focus on/highlight positive aspects in the clients life</li> <li>15. Refer clients to organisations and/or institutions that could assist client to reduce stress or coping difficulties</li> </ol> <p><u>Form of intervention:</u></p> <ol style="list-style-type: none"> <li>1. Individual</li> <li>2. Group</li> <li>3. Couples</li> <li>4. Family</li> </ol>	<p>4.79</p> <p>4.77</p> <p>4.64</p> <p>4.57</p> <p>4.57</p> <p>4.50</p> <p>4.50</p> <p>4.36</p> <p>4.29</p> <p>4.07</p> <p>3.86</p> <p>3.86</p> <p>3.71</p> <p>3.57</p> <p>3.50</p> <p>4.57</p> <p>4.46</p> <p>3.64</p> <p>3.36</p>
4	Distress	<ol style="list-style-type: none"> <li>1. Identify existing and previously used coping mechanisms</li> <li>2. Conduct crisis management with client</li> <li>3. Demonstrate empathy</li> <li>4. Conduct a detailed assessment in relation to the distress</li> <li>5. Provide containment</li> <li>6. Cognitive Behavioural Therapy</li> <li>7. Develop a plan of action with the client</li> <li>8. Conduct relaxation exercises with client</li> <li>9. Provide supportive counselling</li> <li>10. Encourage client to make use of or connect to social support</li> <li>11. Problem solve with the client</li> <li>12. Provide psycho-education in relation to distress</li> <li>13. Link current distress to past trauma(s)</li> <li>14. Encourage self-sufficiency</li> <li>15. Skills development</li> </ol> <p><u>Form of intervention:</u></p> <ol style="list-style-type: none"> <li>1. Individual</li> <li>2. Couples</li> <li>3. Group</li> <li>4. Family</li> </ol>	<p>4.79</p> <p>4.71</p> <p>4.71</p> <p>4.64</p> <p>4.57</p> <p>4.43</p> <p>4.36</p> <p>4.29</p> <p>4.29</p> <p>4.29</p> <p>4.29</p> <p>4.21</p> <p>3.79</p> <p>3.71</p> <p>3.64</p> <p>4.71</p> <p>3.85</p> <p>3.50</p> <p>3.38</p>
5	Economic	<ol style="list-style-type: none"> <li>1. Provide information for client regarding what they could</li> </ol>	4.50

	difficulties	<p>do or where they could go to address their economic difficulties</p> <ol style="list-style-type: none"> <li>2. Problem solve with the client 4.50</li> <li>3. Assist client to identify and explore opportunities for income generation 4.50</li> <li>4. Encourage client to make use of or connect to social support 4.43</li> <li>5. Provide skills development 4.14</li> <li>6. Refer clients to organisations and/or institutions that could assist client to reduce s economic difficulties 4.07</li> <li>7. Provide supportive counselling 4.07</li> <li>8. Focus on/highlight positive aspects in the clients life 3.36</li> <li>9. Provide income generating opportunities 3.14</li> <li>10. Provide direct financial assistance 2.50</li> </ol> <p><u>Form of intervention:</u></p> <ol style="list-style-type: none"> <li>1. Individual 4.64</li> <li>2. Group 4.08</li> <li>3. Couples 3.85</li> <li>4. Family 3.43</li> </ol>	
6	Family breakdown	<ol style="list-style-type: none"> <li>1. Use a family systems approach 4.71</li> <li>2. Build trust and safety within the therapeutic space 4.71</li> <li>3. Conduct a detailed assessment in relation to the family breakdown 4.57</li> <li>4. Assist client with relationship building 4.46</li> <li>5. Address trauma(s) 4.43</li> <li>6. Provide psycho-education in relation to family breakdown 4.36</li> <li>7. Assist client with family tracing if client does not know where family members are 4.14</li> <li>8. Link current family breakdown to past trauma(s) 4.08</li> <li>9. Cognitive Behavioural Therapy 4.00</li> <li>10. Provide skills development 3.93</li> <li>11. Refer clients to organisations and/or institutions that could assist client with this issue 3.43</li> </ol> <p><u>Form of intervention:</u></p> <ol style="list-style-type: none"> <li>1. Family 4.79</li> <li>2. Couples 4.54</li> <li>3. Individual 3.93</li> <li>4. Group 3.38</li> </ol>	
7	Family-related stressors	<ol style="list-style-type: none"> <li>1. Problem solve with the client 4.69</li> <li>2. Use a family systems approach 4.64</li> <li>3. Conduct a detailed assessment in relation to the family stressors 4.57</li> <li>4. Refer clients to organisations and/or institutions that could assist client with this issue 4.43</li> <li>5. Provide information for client regarding what they could do or where they could go to address their family-related stressors 4.36</li> <li>6. Provide psycho-education in relation to family-related stressors 4.29</li> <li>7. Network with relevant organisations so as to establish 4.29</li> </ol>	

		<p>close working relationships</p> <p>8. Conduct crisis management with client</p> <p>9. Conduct skills development of clients so that they are able to address this issue</p> <p>10. Link current family stressors to past trauma(s)</p> <p>11. Focus on/highlight positive aspects in the clients life</p> <p><u>Form of intervention:</u></p> <p>1. Family</p> <p>2. Couples</p> <p>3. Individual</p> <p>4. Group</p>	<p>4.21</p> <p>4.14</p> <p>3.93</p> <p>3.64</p> <p>4.79</p> <p>4.69</p> <p>4.29</p> <p>3.77</p>
8	Intrusions	<p>1. Build trust and safety within the therapeutic space</p> <p>2. Provide psycho-education in relation to intrusions</p> <p>3. Assist the client with symptom management</p> <p>4. Ensure that the client feels contained</p> <p>5. Cognitive Behavioural Therapy</p> <p>6. Apply grounding techniques</p> <p>7. Engage in trauma exposure with client</p> <p>8. Conduct relaxation exercises with client</p> <p>9. Assist client to manage intrusions through habituation</p> <p>10. EMDR</p> <p>11. Engage with stress management</p> <p>12. Engage in art therapy</p> <p>13. Conduct skills development of clients so that they are able to address this issue</p> <p>14. Engage in narrative therapy</p> <p>15. Reframe the experience of the intrusions for the client</p> <p>16. Engage in mindfulness</p> <p>17. Assist client to access medication</p> <p><u>Form of intervention:</u></p> <p>1. Individual</p> <p>2. Group</p> <p>3. Couples</p> <p>4. Family</p>	<p>4.86</p> <p>4.71</p> <p>4.71</p> <p>4.50</p> <p>4.43</p> <p>4.43</p> <p>4.29</p> <p>4.21</p> <p>4.08</p> <p>4.07</p> <p>4.07</p> <p>3.93</p> <p>3.93</p> <p>3.86</p> <p>3.86</p> <p>3.64</p> <p>3.57</p> <p>4.57</p> <p>3.08</p> <p>2.92</p> <p>2.54</p>
9	Isolation	<p>1. Encourage client to participate in external/social activities</p> <p>2. Build trust and safety within the therapeutic space</p> <p>3. Conduct skills development of clients so that they are able to address this issue</p> <p>4. Conduct a detailed assessment in relation to the isolation</p> <p>5. Provide supportive counselling</p> <p>6. Link isolation to past trauma(s) the client may have experienced</p> <p>7. Network with relevant organisations so as to establish close working relationships</p> <p><u>Form of intervention:</u></p> <p>1. Group</p> <p>2. Family</p> <p>3. Individual</p> <p>4. Couples</p>	<p>4.71</p> <p>4.71</p> <p>4.50</p> <p>4.50</p> <p>4.50</p> <p>4.21</p> <p>3.93</p> <p>4.38</p> <p>4.23</p> <p>4.14</p> <p>4.00</p>

10	Mood disturbances	1. Assess for suicide	4.93	
		2. Conduct a detailed assessment in relation to the mood disturbances	4.71	
		3. Cognitive Behavioural Therapy	4.57	
		4. Provide psycho-education in relation to mood disturbances	4.50	
		5. Provide supportive counselling	4.43	
		6. Refer client for psychiatric assessment	4.21	
		7. Encourage client to exercise	4.21	
		8. Encourage client to participate in external/social activities	4.21	
		9. Assist client to access medication	4.00	
		10. Conduct relaxation exercises with client	4.00	
		11. Focus on/highlight positive aspects in the clients life	4.00	
		12. Problem solve with the client	3.86	
		13. Provide information for client regarding what they could do or where they could go to address their mood disturbances	3.64	
		<u>Form of intervention:</u>		
1. Individual	4.79			
2. Group	4.14			
3. Couples	3.62			
4. Family	3.46			
11	Pain	1. Refer clients to organisations and/or institutions that could assist client with this issue	4.62	
		2. Provide psycho-education in relation to pain	4.50	
		3. Conduct a detailed assessment in relation to pain	4.36	
		4. Engage with symptom management	4.36	
		5. Cognitive Behavioural Therapy	4.29	
		6. Assist client to access medication	4.14	
		7. Conduct relaxation exercises with client	4.07	
		8. Provide supportive counselling	4.07	
		9. Conduct skills development of clients so that they are able to address this issue	4.00	
		10. Provide massage for client	3.71	
		11. Encourage client to exercise	3.57	
		<u>Form of intervention:</u>		
		1. Individual	4.64	
		2. Group	4.07	
3. Couples	3.42			
4. Family	3.00			
12	Safety concerns	1. Reality test clients safety concerns	4.69	
		2. Develop a plan of action with the client	4.62	
		3. Build trust and safety within the therapeutic space	4.62	
		4. Problem solve with the client	4.46	
		5. Conduct a detailed assessment in relation to safety concerns	4.38	
		6. Provide information for client regarding what they could do or where they could go to address their safety concerns	4.38	
		7. Provide more direct guidance on how client could reduce	4.38	

		<p>their safety concerns or increase safety</p> <p>8. Provide psycho-education in relation to safety concerns 4.31</p> <p>9. Encourage and allow emotional expression 4.31</p> <p>10. Provide supportive counselling 4.15</p> <p>11. Provide practical support to address safety concerns 4.08</p> <p>12. Refer clients to organisations and/or institutions that could assist client with this issue 4.00</p> <p>13. Conduct skills development of clients so that they are able to address this issue 3.85</p> <p>14. Conduct relaxation exercises with client 3.85</p> <p>15. Engage with symptom management 3.62</p> <p><u>Form of intervention:</u></p> <p>1. Individual 4.77</p> <p>2. Couples 4.17</p> <p>3. Family 3.67</p> <p>4. Group 3.42</p>	
13	Traumatic responses	<p>1. Build trust and safety within the therapeutic space 4.93</p> <p>2. Provide psycho-education in relation to traumatic responses 4.79</p> <p>3. Conduct a detailed assessment in relation to traumatic responses 4.79</p> <p>4. Engage with symptom management 4.71</p> <p>5. Assess trauma history 4.71</p> <p>6. Facilitate meaning making in relation to the loss 4.57</p> <p>7. Encourage and allow emotional expression 4.54</p> <p>8. Cognitive Behavioural Therapy 4.43</p> <p>9. Engage in trauma exposure with client 4.38</p> <p>10. Conduct relaxation exercises with client 4.21</p> <p>11. Engage in narrative therapy 4.14</p> <p>12. EMDR 4.07</p> <p>13. Encourage client to participate in external/social activities 4.07</p> <p>14. Provide supportive counselling 4.07</p> <p>15. Assist client to access medication 4.00</p> <p>16. Refer client for psychiatric assessment 3.93</p> <p>17. Conduct skills development of clients so that they are able to address this issue 3.86</p> <p>18. Reframe the traumatic reactions for the client 3.85</p> <p>19. Refer clients to organisations and/or institutions that could assist client with this issue 3.21</p> <p><u>Form of intervention:</u></p> <p>1. Individual 4.71</p> <p>2. Group 4.38</p> <p>3. Couples 3.69</p> <p>4. Family 3.62</p>	
14	Concern for employment opportunities	<p>1. Network with relevant organisations so as to establish close working relationships 4.65</p> <p>2. Problem solve with client in relation to this 4.60</p> <p>3. Assist client to identify and explore opportunities that may resolve the issue 4.59</p> <p>4. Develop a plan of action with the client 4.53</p>	

		<p>5. Provide information for client regarding what they could do or where they could go to address their concern for employment opportunities 4.35</p> <p>6. Refer client to other organisations that deal with addressing concerns for employment opportunities 4.29 4.24</p> <p>7. Encourage client to participate in external activities that may assist with this issue 4.18</p> <p>8. Provide supportive counselling 4.12</p> <p>9. Address issues related to self-esteem 4.06</p> <p>10. Take a strength-based approach with client, focussing on his/her abilities and skills 3.88</p> <p>11. Conduct a detailed assessment in relation to economic situation and clients concerns in relation to this 3.81</p> <p>12. Find ways to address any legal obstacles to clients ability to work 3.65</p> <p>13. Focus and highlight past achievements 3.53</p> <p>14. Provide practical assistance to client in relation to finding employment (e.g. CV writing, job applications, interviews preparation)</p> <p>15. Conduct skills development of clients so that they are able to address this issue 3.47</p> <p>16. Provide income generating or employment opportunities 2.65</p> <p><u>Form of intervention:</u></p> <p>1. Group 4.71</p> <p>2. Individual 4.56</p> <p>3. Couples 3.50</p> <p>4. Family 3.13</p>	
15	Loss of status, recognition, position in society	<p>1. Address issues related to self-esteem 4.65</p> <p>2. Demonstrate empathy 4.65</p> <p>3. Explore and address self-blame 4.59</p> <p>4. CBT 4.47</p> <p>5. Use an empowerment-based approach 4.41</p> <p>6. Encourage and allow emotional expression 4.35</p> <p>7. Take a strength-based approach with client, focussing on his/her abilities and skills 4.35</p> <p>8. Assist client to identify and explore opportunities that may resolve the issue 4.29</p> <p>9. Encourage client to participate in external activities that may assist with this issue 4.29</p> <p>10. Facilitate meaning making in relation to this loss 4.29</p> <p>11. Conduct a detailed assessment of the issue 4.24</p> <p>12. Provide psycho-education in relation to loss of status, recognition, position in society 4.06</p> <p>13. Reframe the experience of the loss for the client 3.59</p> <p><u>Form of intervention:</u></p> <p>1. Individual 4.65</p> <p>2. Group 4.24</p> <p>3. Couples 3.66</p> <p>4. Family 3.53</p>	

The three impacts below did not get sent back to panellists, therefore no rating on appropriateness of intervention or form of intervention is available			
16	Anger	<ol style="list-style-type: none"> <li>1. Assessment</li> <li>2. Emotional expression</li> <li>3. Empathy</li> <li>4. Explore underlying emotions</li> <li>5. Relaxation exercises</li> <li>6. Skills development</li> <li>7. CBT</li> <li>8. Explore alternative behaviours</li> <li>9. Explore consequences</li> <li>10. Psycho-education</li> <li>11. Boundary setting</li> <li>12. Explore legitimacy of reactions</li> <li>13. Symptom management</li> </ol>	
17	Difficulties with service providers	<ol style="list-style-type: none"> <li>1. Information giving on rights, recourse, and what to expect from service providers</li> <li>2. Networking with service providers</li> <li>3. Provide training to service providers</li> <li>4. Advocate for the needs of clients and on their experience</li> <li>5. Empower clients to address the issue themselves</li> </ol>	
18	Repeated victimisation	<ol style="list-style-type: none"> <li>1. Develop a safety plan</li> <li>2. Assess safety</li> <li>3. Trauma therapy</li> </ol>	