



Interview checklist card

REACT interviewers should always have this card with them when carrying out REACT interviews. It serves as a reminder of the most important elements of the interview.

Before the interview

Look through the questionnaire to remind yourself of the questions and make a copy to take to the interview.	
Remind yourself of the principles for conducting human rights-based interviews.	
Make a copy of the consent form to take to the interview.	
Have paper and a pen for note taking, and a voice recorder ready.	
Find a safe space to conduct the interview.	
Make sure that the interviewee is available for at least 40 minutes.	

At the beginning of the interview

Introduce yourself and your organisation.	
Brief the interviewee on the objective of the interview and the format, including types of questions that will be asked and how information will be used.	
Thank them for their testimony.	
Go through the consent forms and get consent before proceeding.	
Ask for the interviewee's permission to record the interview and assure them that the recording will be deleted in due course.	

During the interview

Remember the questionnaire is to be filled by you after having had the interview and not during it.	
Have you obtained the interviewee's written consent and recorded their contact details?	
Have you recorded the main case in detail? Are you clear about What? (type of incident / human rights violation) Who? What? When? Where? Where? How? Why?	
Who are the perpetrators? What is the responsibility of the state and their representatives, such as police, public health doctors and nurses, and other civil servants, in the incident? Have they failed to respect, protect or promote the rights of the interviewee/or person whose case is reported?	
Have you found out and recorded more about the interviewee? Don't stop at the main case. Fill in the sections on possible human rights responses, and identify other cases and fill in the details for these.	
Have you identified how the incident(s) impact on the interviewee's ability to access HIV and health services?	
Have you recorded the responses provided, recommended and / or referred to?	
Have you arranged a follow up meeting / conversation?	

Concluding the interview

Ask questions to clarify any ambiguities or confusion.	
Make sure you have enough detail to complete the questionnaire.	
Thank the interviewee again.	
Recommend a response to be provided or referred.	
Agree on a follow-up plan, confirming dates and times.	

After the interview

Transfer your note and attachments into Wanda and complete the questionnaire template. Destroy hand written notes and other sources of information not on the system.	
Does the full case description answer all the case related questions?	
Connect to the Internet immediately so data in your information management system are saved to the server.	

Take steps to provide or refer the recommended responses.	
Follow up this response with the interviewee and record it in your information management system.	

Referrals card

For any response that your organisation cannot provide directly, identify and note here at least one organisation that you can refer interviewees to. Please make sure that REAct interviewers in your organisation always have this completed referral card with them when carrying out REAct interviews.

In relation to the case, has the client already requested any of the following services?	Legal support	
	Report to the police	
	Health services	
	Other	
	None	
If yes, were the provided services adequate?	Yes	No
If no, why not?		
Does this case require a response?	Yes/No (response needed)	

Responses Offered

Category	Response	Organisation	Contact details
Psychosocial support	Status disclosure and/or stigma support		
	Mental health support		
	Emotional/psychological counselling		
	Support in processing documents related to social issues		
	Rehabilitation and other similar services		
Legal support	Primary legal assistance/support (counselling, assistance in drafting simple legal documents such as statements, complaints, appeals, proposals, letters)		
	Secondary legal assistance/support (legal support of a lawyer; development of claims, petitions for appeal, appeals; representation of interests in courts, state and other bodies)		
Medical support			
Food and shelter			
Other			

For wider programming

Stigma reduction programmes	
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Stigma and discrimination reduction programmes	
Monitoring and reforming laws, regulations and policies	
Legal literacy ('Know your rights')	
Increase awareness of law enforcement officials, state authorities and local self-government	
Training for healthcare workers on human rights and medical ethics related to human rights	
Reducing discrimination against women	