

.../...P.T.O.../...PAGE 2 OF 10.../...INSTRUCTION AND INFORMATION.../...

INSTRUCTIONS AND INFORMATION

READ THESE INSTRUCTIONS AND INFORMATION VERY CAREFULLY BEFORE ANSWERING THE QUESTIONS.

1. This Question Paper consists of **11 pages** including the cover page.
2. There are **THREE (3) SECTIONS** and **SIX (6) QUESTIONS**.
 - 2.1 **SECTION A: COMPULSORY** – Answer **ALL** the Questions. **[20 Marks]**
 - 2.2 **SECTION B: COMPULSORY** – Answer **ALL** the Questions. **[40 Marks]**
 - 2.3 **SECTION C: CHOICE – 3 QUESTIONS** – Answer **ANY 2** Questions. **[40 Marks]**
3. Read **ALL** the Questions very carefully.
4. Number your responses **correctly** according to the numbering system used in this Question Paper.
5. Start each **SECTION** on a **NEW** page.
6. **DO NOT** write beyond the left hand- and the right hand-side margins.
7. Leave a **BLANK LINE** between your answers.
8. Write with a **BLUE** or **BLACK** pen.
9. Write **NEATLY** and **LEGIBLY**.
10. Please **RETURN** this Question Paper together with your **ANSWER BOOK** to the Invigilator.

SECTION A (COMPULSORY)

Answer ALL the questions in this section.

QUESTION 1

1.1. Various options are provided as possible answers to the following questions.

Choose the most correct answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK e.g. 1.1.6 B.

1.1.1. Which of the following is the sign of a healthy relationship?

- A. Parents who encourage their children to do well at school and sport.
- B. A partner who checks their significant other's phone.
- C. A girlfriend slapping her boyfriend because he cheated on her.
- D. A boss asking an employee for favours in exchange for a promotion.

1.1.2. A SMART goal should be timely so that:

- A. People know that this goal is a priority for you.
- B. Other people's goals can be more important than yours
- C. There is a deadline to create motivation and urgency.
- D. You have an unreasonable time limit to push yourself.

1.1.3. What should you NOT take into account when setting your goals?

- A. Your personal morals and values that you live by every day.
- B. Constitutional laws and values to uphold harmony in the country.
- C. What you can realistically achieve in the time you available.
- D. Pressure from your parents.

1.1.4. When writing an exam, it is good practice to:

- A. Give as much information as possible, even if it does not link to the topic.
- B. Give more than one answer for a multiple-choice question.
- C. Not worry about lines between the answers and numbering systems.
- D. Spend time reading the question carefully so that you understand properly.

1.1.5. The type of relationship a learner has with their teacher is classified as:

- A. Casual

- B. Functional
- C. Insidious
- D. Formal

1.2. Give one word/term for each of the following descriptions. Write only the word/term to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

1.2.1. The type of goal that can be accomplished in a week or a month. (1)

1.2.2. To organise things so that you deal with the most important things. (1)

1.2.3. The question word that asks for the exact meaning of the term or words without providing a discussion. (1)

1.2.4. A detailed strategy of when you will revise your work for the exams. (1)

1.2.5. The beliefs, practices and values of a distinct group of people that also influence relationships. (1)

1.3. Answer the following questions in full sentences.

1.3.1. List the TWO components of a healthy and balanced lifestyle (2x2) (4)

1.3.2. Differentiate between sexual abuse and sexual harassment and provide examples of each. (2x2) (4)

1.3.3. Define the term incest. (2)

TOTAL SECTION A: 20

SECTION B (COMPULSORY)

Answer ALL questions in this section. Write your answers in full sentences.

QUESTION 2

Read the extract bellow and answer that questions that follow:

Source: SABC.2021. "Cele concedes police to be trained to understand the seriousness of gender-based violence (GBV)"

Available from: <http://www.sabcnews.com>

GENDER-BASED VIOLENCE (GBV)

Police Minister Bheki Cele has accepted that some police officers need to be trained to fully understand the seriousness of gender-based violence (GBV). Cele intends to open a unit that will specifically deal with the crime and has set out a strong warning to police officers that subjected to survivors of GBV to secondary trauma that they will face serious consequences.

"We are developing the programme of having dedicated members of the South African Police Service (SAPS) who focus on GBV because it is difficult to find anybody that understands the seriousness of the matter. But if we train them and keep them dedicated to this unit to look after those people, we will that once they gain experience, they will also develop empathy and become sympathetic."

2.1. Define the term 'gender-based violence' and state THREE systemic factors which might make it difficult for police officers to deal with gender-based violence cases in an appropriate manner. (1+3) (4)

2.2. Provide TWO reasons why gender-based violence survivors might avoid reporting the situation to the police. (2x1) (2)

2.3. Discuss TWO ways that not being taken seriously by a police officer could be psychologically damaging to a gender-based violence survivor. (2x2) (4)

2.4. Describe TWO ways that families could encourage their loved ones to report gender-based violence to the police. (2x2) (4)

2.5. Develop THREE practical strategies that the South African Police Service could put into place their training programme so that the police officers are more sensitive when dealing with gender-based violence survivors. (3x2) (6)

[20]



QUESTION 3

The careers in the list below are those which there are vacancies in South Africa. Select one of these careers to help you answer the questions that follow.

- Accountant
- Artisan
- Engineer
- Information technologist
- Accounts manager
- Maths and science teacher
- Medical Doctor
- Nurse
- Pharmacist
- Social worker

3.1. Imagine that you are in an interview. Give a written answer to this question: "Why are you interested in your chosen career?" give THREE responses. (3x2) (6)

3.2. Give TWO hints on what you should avoid doing during a telephonic job interview. (2x1) (2)

3.3. Which career option can you follow if you have Mathematics Literacy and not Mathematics? Give a reason for your answer (1x1) (1)

3.4. For which of the following careers will it be most difficult to get entry into the University? Give a reason for your answer. (1+2) (3)

3.5. Identify TWO funding options for the career selected from the list. Explain why this would be the best financial option for you. (2x2) (4)

3.6. Define the following terms:

3.6.1. Ethics (2)

3.6.2. Ethical behaviour (2)

[20]

TOTAL SECTION B: 40

SECTION C

This section consist of THREE questions. CHOOSE ONLY TWO questions to answer.

QUESTION 4

Read the

SATAWU statement on road accidents and road safety.

The South African Transport & Allied Workers' Union (SATAWU) has noted with serious concern the road statistics and especially the number of fatal accidents that occurred during December period.

The preliminary say at least 1 232 people have been killed on South African roads since beginning of the festive season. Such a high number is unacceptable. We cannot have more years in this country where so many people have their lives ended, not by what they do, but what other people do, which has impact on them.

We have seen a spate of horror crashes across the country in the past few weeks. All this despite the most vigorous and stern warnings from our traffic authorities and Department of Transport of zero tolerance and the full might of the law, which seems to challenge the aggressiveness of our drivers.

4.1. Explain THREE ways how road accidents may have a negative effect on your lifestyle choices. (3x2) (6)

4.2. Give FOUR first aid hints about what to do when coming across a road accident victim. (4x1) (4)

4.3. Critically evaluate the impact of unsafe practices on yourself and others, with regard to aggressive road use. Give example to substantiate your statement. (6)

4.4. Suggest FOUR ways in which we can reduce the number of road deaths that occur every festive season. (4)

[20]

QUESTION 5

Read the extract and answer the questions that follow

The impact of social media

A UNICEF South African Communications Officer says it is important to understand just how the growth of social media is having an impact on learners. 'The main findings of the UNICEF Facebook survey are that young people are spending a lot of time on Facebook. They are talking mostly to friends and family, and most often about issues of love life and dating. And a lot of Facebook users are interacting with strangers,' she said. We believe that we should be educating young people more and more about how to behave in the online space, to make sure that they are always safe.' The study indicates South African teens would rather chat on Facebook than actually meet friends in person. It's something 18-year-old Facebook user Nicole Tiedemann considers a problem. 'People are not able to be social because of Facebook. And you find people sitting at home with their phones, rather than coming out to a movie.'

I think a lot of people don't get undivided attention. So your relationships take a strain because you are not focused on that person, you are focussing on ten people at once,' said Tiedemann.

The study found the most common topics on Facebook are love lives and dating – even for people in their 20s. 25-year-old Luyanda Mtuli says he mostly uses Facebook to stay in touch with his girlfriend – but it is good in other ways too. I have my girlfriend on Facebook so....'I have to talk about my love life. But on the other hand, some people do use it as a form of information as in like what's happening at school, whats happening at work, what you are up to lately, stuff like that,' he explains. 'Like it keeps you informed with what's happening in the world. So it's not only about your love life.'

(Social Media Popular in South African Youth by Nadia Samie, 19 October 2011. Adapted by permission of VoaNews.com)

- 5.1. Do you think that the time that South African youth spend using media can affect their relationships? Give THREE reasons for your answer. (6)
- 5.2. Who are young people talking to mostly on Facebook? (1)
- 5.3. What are young people talking about? (1)
- 5.4. Why do many South African teens rather chat on Facebook than actual meeting friends in person? (2)
- 5.5. What are the effects of preferring to socialise to socialise on Facebook? (4)
- 5.6. Critically evaluate how the overuse of social media, like Facebook and cell phones, affect your values and beliefs about relationships. (6)

[20]



QUESTION 6

Read the case study and answer questions that follow.

Changing climate affects food security.

South Africa used to be a big exporter of deciduous fruits such as apple and pears. But climate change is changing that.

It's no longer possible for many areas to continue to produce these fruits. Fruit trees need a chilling period in winter they are to flower properly. But with temperatures in South Africa rising, this chilling period is not quite cool enough and the tree are no longer producing fruits.

Rising temperatures have also left Karoo sheep infected with diseases usually found only in warmer regions.

In South Africa, food security is enshrined in the constitution. But that doesn't mean it's secure.

An increase of people moving into urban areas has increased pressure on cities to provide food, while HIV and AIDS has affected the ability of an active population to produce food.

Also, the climate is changing. Over the next few decades temperatures will continue to rise in South Africa. Rainfall will drop.

South Africa is already a slight importer of maize. But will become a major importer of maize, which will become more expensive with time. Same applies to wheat.

(Changing climate impacts food security by Kristen van Schie, 1 December 2011. Adapted by permission of the Star News paper.)

6.1. Define climate change.

(2)

6.2. Explain the causes of climate change.

(2)

6.3. Discuss the threats to food security in South Africa.

(6)

6.4. Describe the ways in which climate change can affect the economy of South Africa.

(4)

6.5. Suggest THREE things that can be done to lessen the impact of climate change.

(6)

[20]

TOTAL SECTION C: 40

GRAND TOTAL: $20 + 40 + 40 = 100$.



SECTION A (COMPULSORY)

Answer ALL the questions in this section.

QUESTION 1

1.1.1. A

1.1.2. C

1.1.3. D

1.1.4. D

1.1.5. D (5X1) (5)

1.2 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

1.2.1 The type of goal that can be accomplished in a week or a month. (1)

1.2.1. Short term (goal)

1.2.2 To organise things so that you deal with the most important things first. (1)

1.2.2. Prioritise

1.2.3 The question word that asks for the exact meaning of the term or words without providing a discussion. (1)

1.2.3 Define

1.2.4 A detailed strategy of when you will revise your work for the exams. (1)

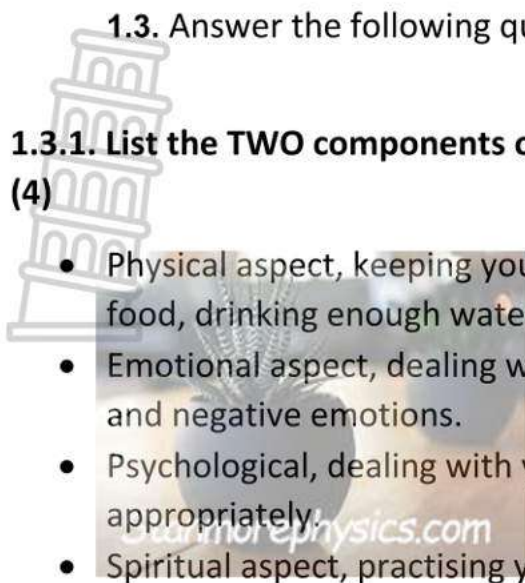
1.2.4. Study Plan

1.2.5 The beliefs, practices and values of a distinct group of people that also influence relationships. (1)

1.2.5 Cultur

1.3. Answer the following questions in full sentences.

1.3.1. List the TWO components of a healthy and balanced lifestyle (2x2)
(4)

- 
- Physical aspect, keeping your body healthy by exercising, eating healthy food, drinking enough water and getting enough sleep.
 - Emotional aspect, dealing with your problems, managing your positive and negative emotions.
 - Psychological, dealing with your stress levels, learning to solve problems appropriately.
 - Spiritual aspect, practising your spiritual belief.
 - Social aspect, be a good friend, help others without expecting them to help you back, build a strong relationship with your family.

1.3.2. Differentiate between sexual abuse and sexual harassment and provide examples of each. (2x2)
(4)

- Sexual abuse is an abusive sexual behaviour by one person upon the other often using force by taking advantage the other person, whereas sexual harassment is an unwanted verbal, nonverbal or physical conduct of a sexual nature with a purpose of violating the next person.

1.3.3. Define the term incest. (2)

- Sexual relations between people classed as being too closely related to marry each other.

[20]



SECTION B

QUESTION 2

2.1. Define the term 'gender-based violence' and state THREE systemic factors which might make it difficult for police officers to deal with gender-based violence cases in an appropriate manner.

(1+3) (4)

- Forms of abuse which include physical abuse, emotional, verbal, psychological and economic abuse.
 - Victims do not report the incidents.
 - Victims will report and retract the case.
 - Sometimes the crime is revealed when it's too late, like when the victim is dead.
 - Police are not properly trained to deal with such crime.
 - The victims always go back to the perpetrators.

2.2. Provide TWO reasons why gender-based violence survivors might avoid reporting the situation to the police. **(2x1) (2)**

- The survivor may be threatened by the abuser.
- The survivor may be dependant to the abuser.
- The survivor may feel ashamed that this is happening to them.
- If the survivor is a male, may feel like he is not a real man because of the treatment he gets when reporting.

2.3. Discuss TWO ways that not being taken seriously by a police officer could be psychologically damaging to a gender-based violence survivor. **(2x2)**

(4)

- The survivor may turn to substance abuse in order to forget what is happening to them.
- The survivor may suicidal because they are not getting any help from the authorities.
- They may be depressed because they have no one to talk to, have no support system and no counselling.

- May have anger issues, have a very hot and short temper which may lead to ruining social relationships.

2.4. Describe TWO ways that families could encourage their loved ones to report gender-based violence to the police. (2x2) (4)

- Give them support, starting by believing them.
- Go with them to the police for moral support.
- When the case ends up in court, go with them for emotional support.
- Encourage them to go for counselling for their psychological well-being.

2.5. Develop THREE practical strategies that the South African Police Service could put into place their training programme so that the police officers are more sensitive when dealing with gender-based violence survivors. (3x2) (6)

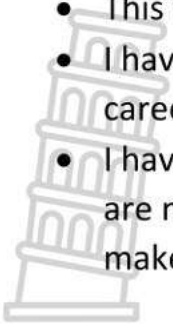
- During their training they must involve former victims to tell their experiences when reporting the cases of GBV.
- They can involve psychologist to explain the seriousness of the situation.
- They should also understand that not only women are being abused, men may be abused as well and their cases should be treated as equally
- They shouldn't be lenient when treating a case like this one, it should go to court like any other cases.

[20]

QUESTION 3

3.1. Imagine that you are in an interview. Give a written answer to this question: "Why are you interested in your chosen career?" give THREE responses. (3x2) (6)

- My strengths are in this field
- I already have some skills in this career field.
- I have experience as..... because I volunteered, or job shadowed, or did part-time work as a.....

- 
- This work is my passion.
 - I have a keen interest in this career and I have carefully planned my career path in this career field.
 - I have always admired people in this career field because I believe they are making a huge contribution to South Africa's economy. I also want to make a useful contribution to my country.

3.2. Give TWO hints on what you should avoid doing during a telephonic job interview. (2x1) (2)

- Keeping your radio or TV on, or being in a noisy place.
- Speaking too fast.
- Putting the phone down without saying thank you.

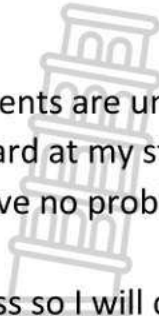
3.3. Which career option can you follow if you have Mathematics Literacy and not Mathematics? Give a reason for your answer (1x1) (1)

- Social worker.

3.4. For which of the following careers will it be most difficult to get entry into the University? Give a reason for your answer. (1+2) (3)

- Medical doctor. You need very high marks, or high APS scores, or there are limited places at the few universities that offer medicine.

3.5. Identify TWO funding options for the career selected from the list. Explain why this would be the best financial option for you. (2x2) (4)

- 
- A bursary: I am from a very poor family and my parents are unemployed. I pass all my subjects and have shown I can work hard at my studies.
 - A loan: I know I will get a good job in future and have no problem in repaying my loan.
 - A scholarship: I am getting the highest marks in class so I will qualify for a scholarship.

3.6. Define the following terms:

3.6.1. Ethics (2)

- Ethics refers to the morals, principles, values and rules for good, fair and correct behaviour. This means you need to have a good character or personality and develop the necessary personal qualities.

3.6.2. Ethical behaviour (2)

- This means you act in a good way. You know the difference between right and wrong and choose to do the right thing.

[20]

TOTAL SECTION B: 40



SECTION C

QUESTION 4

4.1. Explain THREE ways how road accidents may have a negative effect on your lifestyle choices. (3x2) (6)

- You may have less choice about your lifestyle after a road accident because you may be seriously injured. Your choices for healthy living may then be severely limited. You may have no choice at all because you could be killed.
- Some results of road accidents include becoming paralysed, losing the functions of some organs, being brain damaged, or being on life support in hospital for the rest of your life.
- You may not have many choices physically, because you may not be able to get exercise and psychologically you may be traumatised and suffer from post-traumatic stress disorder; socially you may become isolated because you are too injured to go out with your friends; and emotionally you may be angry and depressed; also spiritually, you may lose your faith.

4.2. Give FOUR first aid hints about what to do when coming across a road accident victim. (4x1) (4)

- Call for health
- Try to get an injured person to breath by clearing airway passages.
- Try to stop bleeding.
- Do not move the person because you can add to spinal injury.
- Do not give the person anything to eat or drink because the victim may have to have an operation or may choke.
- Encourage the person to stay calm.

4.3. Critically evaluate the impact of unsafe practices on yourself and others, with regard to aggressive road use. Give example to substantiate your statement. (6)

- You can harm yourself and others if you are aggressive on the road. You could cause accidents in which you and others may be killed or seriously injured, or permanently disfigured. For example, you could try to overtake another car without carefully considering oncoming traffic. In

this case you could cause a head-on collision; the other car may burst into flames and all passengers and the driver may be killed. You could become seriously injured; lose your eyesight and your legs, and for the rest of your life be dependant and live in pain. Your own family may despair because now they have to look after you.

- You may be charged with causing an accident and go to jail. You may lose everything that you enjoy and value, and cause other people's lives never to be the same again.

4.4. Suggest FOUR ways in which we can reduce the number of road deaths that occur every festive season. (4)

- Reduce the speed limit to 80 kilometres per hour in build-up areas.
- For the first offence in drinking and driving, drivers should be banned from driving for 10 years and given a fine of R20 000.
- Drunk drivers who cause accidents should be jailed for mandatory of 10 years sentence with hard labour, and their driver's licence taken away for life.
- Ban vehicles which are not roadworthy.
- Make more rest stops along the way and force drivers to rest after every two hours of driving.
- Have different dates for school holidays for each province so the roads are not so busy.
- Add another day to public holidays so that people can get back without having to rush home.

[20]



QUESTION 5

5.1. Do you think that the time that South African youth spend using media can affect their relationships? Give THREE reasons for your answer. (6)

- Yes, because sometimes they do not take the time to go out and meet people face to face, and then don't develop the skills to relate to people when you are in their company.
- You can also invent things about yourself if you talk only on social media; it may not be true and there is no way other people know. In some ways, if you spend a lot of time on media, you may be missing out on real relationship.

5.2. Who are young people talking to mostly on Facebook? (1)

- They are talking mostly to friends and family

5.3. What are young people talking about? (1)

- They are talking mostly about love lives, dating and relationships.

5.4. Why do many South African teens rather chat on Facebook than actual meeting friends in person? (2)

- It is easier if you are shy and they can easily do this.

5.5. What are the effects of preferring to socialise to socialise on Facebook? (4)

- You miss out on real relationships, go out less, don't do fun stuff with your friends and don't pay enough attention to one person because you may be talking to few people at a same time, or may be using Facebook while you are with a friend, to talk to your other friends. You may become antisocial and lonely, because you don't go out any more and communicate only on Facebook.

5.6. Critically evaluate how the overuse of social media, like Facebook and cell phones, affect your values and beliefs about relationships. (6)

- You might not have a realistic view of social relationships, and be unable to deal with people in real life. You might see Facebook as the real



world and not realise when people have bad intentions of being on Facebook.

[20]

QUESTION 6

6.1. Define climate change. (2)

- Long-term shifts in temperature and weather patterns.

6.2. Explain the causes of climate change. (2)

- Changing in the sun emissions. Fossil fuels, coal, oil and gas, which contaminate the air and wear out the ozone layer which protects us from the heat of the sun.

6.3. Discuss the threats to food security in South Africa. (6)

- Maize, fruits and cereal products will be badly affected due to rising temperatures, some fruit tree are not bearing enough fruits. Some sheep are becoming ill due to the heat. While temperatures are rising, rainfall is dropping. This means produce will be affected and we won't be producing the food we need. So we will not be food secure.

6.4. Describe the ways in which climate change can affect the economy of South Africa. (4)

- Farmers may go out of business, so many people may lose their jobs and there will be less food. If you have to import food, it will be very expensive.
- People in the fishing industry and forestry will lose their jobs because there will be less timber and fish.

6.5. Suggest THREE things that can be done to lessen the impact of climate change. (6)

- Use motor cars less; walk or use public transport.
- Avoid building houses in places where there are likely to be floods.
- Plant indigenous trees.
- Recycle paper to save trees and the energy needed to make more paper.

- Save water; fix leaking taps.
- Collect rain water to use in garden.

TOTAL 20

GRAND TOTAL 100



SECTION B (COMPULSORY)

QUESTION 2

- 2.1 Define the term 'gender-based violence' and state **THREE** systemic factors which might make it difficult for police officers to deal with gender-based violence cases in an appropriate manner. (1+3) (4)

Gender-based violence: To cause someone physical, emotional or verbal harm because of their gender.

Any **THREE** of the below or any relevant answers for **ONE** mark each.

Police may find it difficult to deal with GBV appropriately because: Police officers are often so overwhelmed by admin/ a heavy workload, that they have no time to be empathetic.

Often, police officers have seen so much, that they have become desensitised to trauma.

Police officers are often overworked which could lead to burnout. Because of the low pay and risky nature of their jobs, police officers may be so focused on dealing their own problems that they have no energy left for others.

- 2.2 Provide **TWO** reasons why gender-based violence survivors might avoid reporting their situation to the police. (2X1) (2)

Any **TWO** of the below or any relevant answers for **ONE** mark each.

They are worried about the stigma.

They may be reliant on their abuser financially.

The abuser may be a family member and they don't want to break up the family/ bring shame to the family.

Family or close friends may have advised them to keep quiet.

Their abuser may have threatened them or their loved ones if they report the crime.

They may believe that they deserve it.

- 2.3 Discuss **TWO** ways that not being taken seriously by a police officer could be psychologically damaging to a gender-based violence survivor. (2X2) (4)

Any **TWO** of the below or any relevant answers for **TWO** marks each.

They may relive the trauma of the violence which could activate/ exacerbate a PTSD response.

They could be filled with self-doubt about their situation before arriving at the police station and not being taken seriously could reinforce those feelings.

They could feel belittled and disempowered which could cause them to lose hope/ fall into a depression.

They could feel isolated or betrayed as the person that they were relying on for help, made them feel worse about their situation.

2.4 Describe TWO ways that families could encourage their loved ones to report gender-based violence to the police. (2X2) (4)

Any TWO of the below or any relevant answers for TWO marks each.

They could provide them with accurate information about the process of reporting the crime, so that it doesn't feel as scary because they know what to expect.

They could offer to go with them if they choose to report the crime, which could make them feel less alone in the process.

They could remind them that it could get worse/ spread to other loved ones and by reporting the incident they would be keeping themselves and loved ones safe.

If they are reliant on their abuser or scared of physically violent retribution, families could offer to support and protect them until the perpetrator is behind bars.

Families can offer them a place to stay, which is away from the abuser, so that they can make a decision to report the crime away from the emotional triggers and pressure from their abuser.

2.5 Develop THREE practical strategies that the South African Police Services could put into place in their training programme so that police officers are more sensitive when dealing with gender-based violence survivors. (3X2) (6)

Any THREE of the below or any relevant answers for TWO marks each.

They could educate the police on the trauma that could be caused by GBV and help them to see why insensitive behaviour is harmful. They could get trained therapists involved in the training programme to pass on basic counselling strategies that police officers could use in these cases.

They could ask survivors to address the police officers so that they can gain empathy and understanding from hearing a first-hand account/ the survivor's feelings about what happened.

They could teach the police officers calming and stress management strategies, so that they are able to have enough emotional energy left to be sensitive to survivors.

They could provide SAPS with a list of set questions so that the police officers who are struggling with empathy can have an example of how to be supportive and compassionate.

They can address any cultural or societal norms that may be affecting the police officer's perspectives on GBV, and allow them to let go of any misconceptions.

They could create opportunities for the police officers to run through practice scenarios with each other, so that they feel more comfortable when they are dealing with a GBV survivor.

[20]

