

Provider survey: volume and cost of services provided

The main tool for collecting information on the use and cost of available services in the community is a **provider questionnaire**. Such questionnaires need to be sector-specific and focused to include key domains of information that are required for cost calculations.

These key domains include the following: type of services provided; level of record-keeping and administration, utilization of services (by survivors, if not specialized); referrals; operating budgets; source(s) of funding; systematic information on operating costs (fixed costs and recurrent costs, such as personnel time, infrastructure and material resources).

Most of the costs to be estimated will be the same across the different services/sectors, but **service/sector-specific considerations and questions** will also be needed to establish costs. In addition, the challenges that arise in terms of obtaining reliable and robust data will vary by sector.

Provider questionnaire are important to establish the services offered to survivors of domestic violence, both specialized and general service provision (there may be no way of knowing the exact proportion of general services provided to survivors, but an estimate can be derived from domestic violence prevalence data, injury data and number of injuries treated, for example).