

Intervention gegen häusliche Gewalt

Beispiele guter Praxis

Diana Basinskaite
Margarete Berg
Antoine Gambin
Sylwia Kurszewska
Liudmila Mecajeva
Sandra Paulos
Ines Polzin
Petra Viegas
Sabine Wiemann



PACT

Promoting Awareness for Cooperation and Training in the Field of Domestic Violence



Projekt Koordinator:

BUPNET GmbH
Göttingen, Alemanha
www.bupnet.de



AMCV
Lisboa, Portugal
www.amcv.org.pt



Social Innovation Fund
Kaunas, Lituânia
www.lpf.lt



Orizzonte
Città della Pieve, Itália
www.orizzonte.info



Opportunities Aid Foundation
St. Julians, Malta
www.oafmalta.org



Centre for Continuing Education
Sopot, Polónia
www.cku.sopot.pl



die Berater
Vienna, Áustria
www.dieberater.com

Webseite

www.pact-eu.org

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Lifelong Learning Programme



Die Verantwortung für den Inhalt dieser Veröffentlichung trägt allein der Verfasser; die Kommission haftet nicht für die weitere Verwendung der darin enthaltenen Angaben.

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Vorwort

„Auf der ganzen Welt werden Frauen geschlagen, verschleppt, vergewaltigt und ermordet. Diese Menschenrechtsverletzungen fügen nicht nur der Frau großes Leid zu, sondern sie rütteln an den Pfeilern unserer ganzen Gesellschaft.“ [UN Handbuch zur Gesetzgebung bei Gewalt gegen Frauen, Hauptabteilung für Wirtschaftliche und Soziale Angelegenheiten für die Verbesserung der Situation von Frauen (Division for the Advancement of Women), 2010].

Gewalt gegen Frauen und Kinder findet in allen sozialen Milieus und gesellschaftlichen Gruppierungen unabhängig von der sozioökonomischen Situation, dem Lebensalter, der Ethnie, der Religion oder dem Land statt. Zahlreiche Studien belegen die Prävalenz von häuslicher Gewalt und ihre gravierenden Auswirkungen auf betroffene Frauen und Kinder. Die Gewalt ist das Hauptproblem, aus dem häufig noch viele andere Probleme resultieren, wie beispielsweise finanzielle Nöte, Arbeitslosigkeit, Obdachlosigkeit etc. Um eine angemessene Unterstützung zu erhalten, müssen die Frauen, die häuslicher Gewalt ausgesetzt sind, häufig verschiedene Einrichtungen um Hilfe und Unterstützung aufsuchen. Häusliche Gewalt ist in Deutschland ein strafrechtliches Vergehen und sollte auf jeden Fall der Polizei gemeldet werden, so dass gegen den Täter ein Strafverfolgungsverfahren eingeleitet werden kann. Ein Arzt sollte hinzugezogen werden, um die Frau medizinisch zu versorgen und ihre Verletzungen zu attestieren. Die Frau braucht psychologische Betreuung, um wieder neuen Mut zu fassen, sich und ihren Kindern ein Leben ohne Gewalt aufzubauen. Die Kinder müssen über die Gewalterfahrungen ebenso hinwegkommen. Der Täter muss sein gewalttätiges Verhalten in einem entsprechenden Training ändern. Sollte es zu Fehlern oder Versagen bei einer der intervenierenden Stellen kommen, so kann dies schwerwiegende Konsequenzen für die Frau haben und ggf. auch die Zusammenarbeit der verschiedenen Akteure erschweren oder unmöglich machen.

Das Project PACT, Awareness for Cooperation and Training in the Field of Domestic Violence (Sensibilisierung für Kooperation und Training im Bereich der häuslichen Gewalt), hat zum Ziel, einerseits die Kenntnisse zu Themen häuslicher Gewalt zu erweitern und andererseits eine enge Zusammenarbeit und Vernetzung aller intervenierenden Stellen auf europäischer Ebene durch einen vermehrten Erfahrungsaustausch zu Interventionsmodellen und guter Praxis zu fördern.

Das Projekt wurde durch die Europäische Kommission im Rahmen des Lifelong Learning Programms Grundtvig gefördert und wurde von Januar 2010 bis Dezember 2011 durchgeführt. Die vorliegende Broschüre ist mit Hilfe der Beiträge der sieben Projektpartner entstanden. In



Gesprächen der Partner mit lokalen Vertreter/innen verschiedener Berufsgruppen im Bereich der häuslichen Gewalt in den Partnerländern (Deutschland, Österreich, Italien, Litauen, Malta, Polen und Portugal) sind früher oder später immer zwei Aspekte benannt worden, die für eine erfolgreiche Prävention und Intervention essentiell sind: Sensibilisierung und Kooperation.

Diese Broschüre enthält eine Auswahl von neun Beispielen guter Praxis, die im Laufe des Projekts im Rahmen der Projektaktivitäten gesammelt wurden. Die Partner haben solche Beispiele ausgewählt, die sie für anschaulich und leicht übertragbar hielten. und die außerdem wirklich existieren.

Einführung

Ein zentrales Differenzierungskriterium von Netzwerken bildet der Inhalt der Beziehungen, der davon abhängt, welche Ressourcen vorrangig ausgetauscht werden. Insofern kann man z.B. unterscheiden zwischen:

- Austauschnetzwerken
- Unterstützungsnetzwerken
- Interessen-/Pressure-Netzwerken
- Ergebnisorientierten Netzwerken
- Prozessorientierten Netzwerken

Netzwerke nehmen verschiedene organisatorische Formen an, die ihrem Zweck entsprechend aufgebaut sind. So entstehen verschiedene Vernetzungsformen, die vom losen Zusammenschluss bis zum Verein oder zur Fusion reichen. (...)

Als Merkmale zur Klassifizierung dienen hier z.B. Indikatoren wie die Häufigkeit der Treffen, der Grad der Formalisierung, die Entscheidungsstrukturen (gemeinsame Sitzungen, Moderation etc.), die Pluralität und Heterogenität der beteiligten Mitglieder, Offenheit bzw. Exklusivität des Zugangs, die räumliche Reichweite (z.B. Arbeit auf kommunaler oder internationaler Ebene) etc, die sich je nach Netzwerk und Kontext unterschiedlich darstellen." (The Art of Networking, S.18)

Netzwerke sind nützlich:

- wenn die Handelnden ein gemeinsames Ziel haben, dass besser durch vernetzte Aktivitäten erreicht werden kann;
- um Hilfen zu bündeln;
- um Informationen und Erfahrungen auszutauschen;
- um Interessen gemeinsam zu vertreten;
- um ein Konzept für gesicherte Effektivität von Intervention zu haben;
- um handelnde Personen zu stärken;
- etc.

Andererseits sind Netzwerke nicht erfolgreich:

- wenn sie ein sehr weit gefächertes Themenspektrum haben;
- wenn sie zu bürokratisch verfasst sind;
- wenn sie durch einige zu Lasten von anderen "ausgebeutet" werden;
- wenn einzelne Netzwerkmitglieder zu dominant sind;

- wenn es interne Rivalitäten gibt;
- wenn die Handelnden nicht offen für neue Entwicklungen sind;
- wenn die Handelnden nicht an die Nützlichkeit des Projekts glauben;
- etc.

Im Umfeld der häuslichen Gewalt hat sich gezeigt, dass die Vernetzung von relevanten Institutionen ein geeignetes Mittel ist, um eine Intervention effizienter zu gestalten und die Situation von

Netzwerk verschiedener Akteure


Frauen und Kindern zu verbessern. Der größte Vorteil solcher Netzwerke besteht darin, dass ein regelmäßiger Austausch stattfinden kann und Informationen über die jeweiligen Zuständigkeitsbereiche vorhanden sind, d.h. jeder weiß, was genau der Inhalt der Arbeit der anderen Institutionen ist bzw. wo die Schnittstellen liegen.

Um es noch konkreter zu machen: Welche Akteure sollten einbezogen werden, wenn es darum geht, einer Frau – in unserem Beispiel Maria mit ihren zwei Kindern – zu helfen, für sich und ihre Kinder nach Jahren der Misshandlung ein sicheres Umfeld zu schaffen?

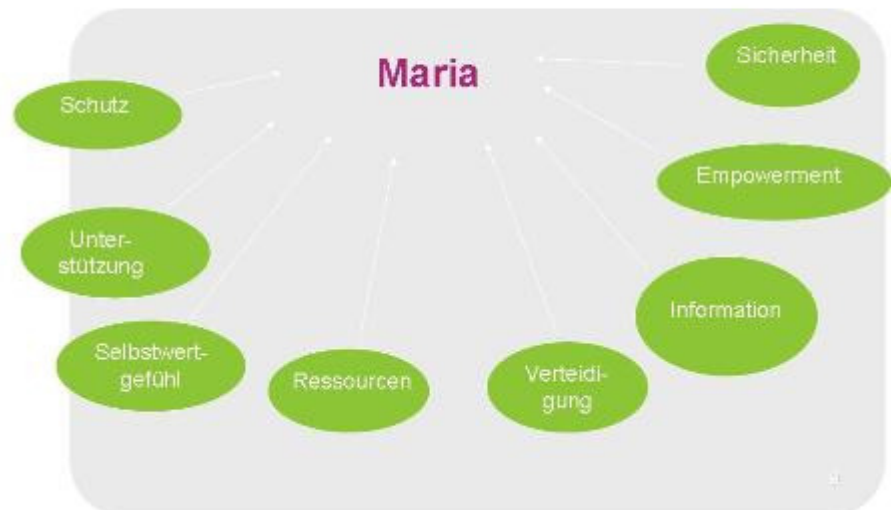
Die Gewalt das Hauptproblem, aus dem noch viele andere Probleme resultieren können, wie beispielsweise Versorgung der Kinder, finanzielle Nöte, Arbeitslosigkeit, Obdachlosigkeit etc. D.h. es bedarf der Unterstützung verschiedener Stellen und somit eine interdisziplinäre Herangehensweise, die die Zusammenarbeit der verschiedensten Einrichtungen und Institutionen nötig macht. Die effiziente Zusammenarbeit aller beteiligten Stellen ist unerlässlich, damit Maria und ihre Kinder ein Höchstmaß an Schutz und Sicherheit erhalten.

Um Maria auf ihrem Weg in ein Leben ohne Gewalt zu begleiten, bedarf es der Intervention verschiedenster Akteure, die dafür sorgen, dass die sehr unterschiedlichen Bedürfnisse von Maria und ihren Kindern erfüllt werden: Sollte Maria verletzt sein, so muss sie medizinisch versorgt wer-

den und sollte sich ihre Verletzungen attestieren lassen. Außerdem sollte sie dazu ermutigt werden, Anzeige zu erstatten bzw. einen Strafantrag zu stellen, so dass ein polizeiliches Ermittlungsverfahren bzw. eine Strafverfolgung eingeleitet werden kann.

Maria sollte mit ihren Kindern die Wohnung verlassen und Schutz und Unterkunft in einem Frauenhaus finden. Außerdem sollten Maria und ihre Kinder psychologisch betreut werden, so dass auch die seelischen Verletzungen heilen können. Längerfristig muss für adäquate Kinderbetreuung, Unterstützung bei der Wohnungs- und Jobsuche gesorgt werden und vieles mehr.

AUSWIRKUNG



Wenn es in einem dieser Bereiche zu Versäumnissen kommt, kann das negative Konsequenzen für Maria und ihr Kinder haben. Außerdem könnte das die Zusammenarbeit der intervenierenden Einrichtungen erschweren.

Verschiedene Länder handeln beim Thema häusliche Gewalt auf unterschiedlichen Ebenen. Modelle aus anderen europäischen Ländern geben Orientierung und helfen, die aktuelle Situation in den jeweiligen Ländern zu vergleichen. Für Länder, die noch nicht mit dem Thema befasst sind, können Beispiele für Interventionsmodelle als Richtschnur dienen.

Einige Beispiele z. B. im Internet zeigen die effektive Zusammenarbeit in einer Partnerschaft mit vielen Akteuren. Einige Beispiele werden ebenfalls hier im Rahmen des Kurses gegeben. Aber es gibt Regionen und Länder, in denen es solche Partnerschaften und Netzwerke noch nicht gibt.

Die sieben Projektpartner haben in dieser Broschüre Beispiele guter Praxis zusammengestellt, um verschiedene Formen der effizienten und effektiven Zusammenarbeit in der Intervention aufzuzeigen. Das Hauptkriterium bei der Auswahl war einerseits die Anschaulichkeit und Praktikabilität und

andererseits die Übertragbarkeit der Beispiele. Außerdem sollte es sich wirklich um real existierende Netzwerke handeln.

Die hier aufgeführten Praxisbeispiele sind nach den folgenden Aspekten strukturiert:

- Hintergrund
- Art der Zusammenarbeit
- beteiligte Akteure
- Hauptziele
- Aktivitäten
- Erfolg und Ergebnisse
- Strategien und Herangehensweise

Die Beispiele sollen die Bedeutung der Zusammenarbeit in einem Netzwerk sowie den Nutzen für die Opfer unterstreichen. Die Statistiken zeigen jedoch, dass es noch weiterer Anstrengungen im Bereich Prävention, Intervention und Unterstützung bedarf, um häuslicher Gewalt adäquat zu begegnen.

Das PACT Team hofft, dass die ausgewählten Beispiele Anregungen bieten, um neue Formen der Zusammenarbeit zu gestalten bzw. bestehende zu konsolidieren.

The Integrated Domestic Violence Programme in Malmö, Sweden

Das seit 1999 bestehende integrative Programm Häusliche Gewalt (IDVP) in Malmö stellt einen Ansatz dar, das Auftreten häuslicher Gewalt zu verhindern. IDVP ist ein groß angelegtes Kooperationsprojekt, das hauptsächlich von der Stadtverwaltung, den Polizeibehörden und der Gesundheitsverwaltung organisiert wird. Eines der wichtigsten Merkmale dieses Programms ist es, das Auftreten von Gewalt in Beziehungen sichtbar zu machen und einen Schutz für Frauen zu gewährleisten, damit diese sich sicher fühlen, von der Gewalt zu berichten.

Die Zusammenarbeit der Akteure beruht auf gemeinsamen Werten und Wissen. Die Arbeit jedes involvierten Partners ist eindeutig in einem gemeinsamen Handbuch beschrieben.

Netzwerkakteure

- Malmö City Council
- Malmö Police District
- Malmö University General Hospital
- Prison and Probation Service
- Prosecution Service
- Malmö Women's Shelter and
- other voluntary organisations.

Art des Netzwerkes

Formalised network with its own steering group comprised of management representatives from the social services, the police, the healthcare sector and the prison and probation service, and a co-ordinating group comprised of representatives from the agencies affected. In addition, a full-time co-ordinator has been assigned responsibility for further developing the work of the programme.

Hintergrundinformationen

The programme was established in 1999 and is a large-scale collaborative project run primarily by the local authority, the police authority and the healthcare sector. These three actors have played a central role in designing the programme and its content. The Integrated Domestic Violence Programme has been designed on the basis of a concrete picture of what a woman needs when she has been subjected to assault. Women who have been the victims of assault need treatment for their injuries (from the healthcare sector), they need to report the assault (to the police) and they need support in the form of counselling (provided by the local authority) to enable them to break off the abusive relationship.

Ziel / Aufgabe

- to make violence against women and children visible
- to prevent violence against women and children
- to work to promote equality between men and women

Aktivitäten

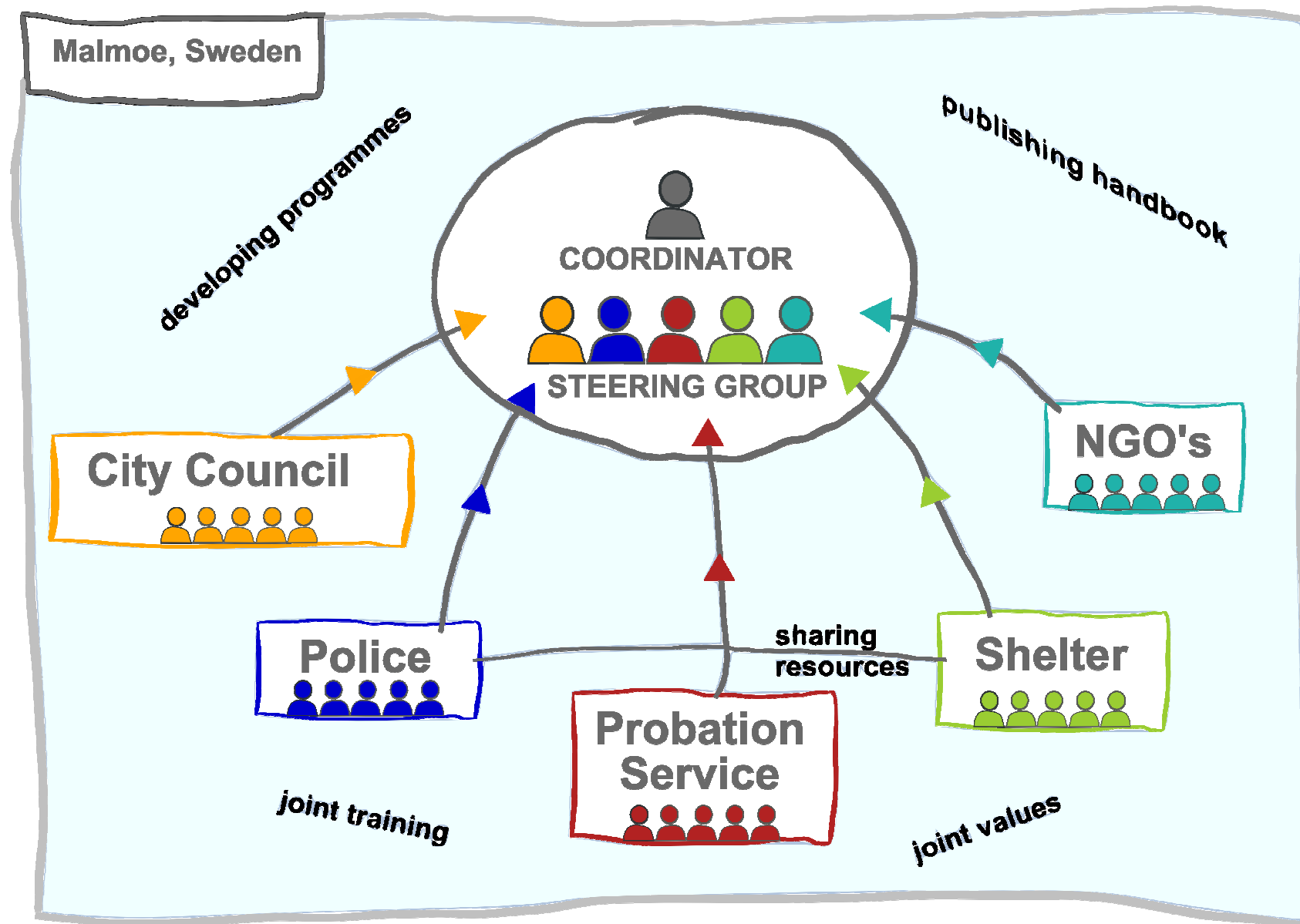
- developing a special programme for providing medical treatment in connection with sexual and physical assaults (University General Hospital);
- developing a programme designed to influence the behaviour of men convicted of domestic violence (prison);
- creating special domestic violence division (police) and introduction of special domestic violence prosecutors encouraging more women to report violence to the police and increase the likelihood of convicting the perpetrators;
- publishing a handbook by the agencies involved in the programme in which each agency describes its work with domestic violence;
- establishing an organisation which includes a steering group, a co-ordinating group and a full time co-ordinator.

Erfolg / Ergebnisse

The project has achieved one of its most important goals, i.e. that of “making the violence committed in intimate relationships more visible and providing women with the support they need to feel safe in reporting this violence”. The number of cases of women reporting having been assaulted by a male acquaintance has increased by 50 percent. The proportion of such reports that result in a prosecution has increased by almost 100 percent since the start of the project.

Strategie und Herangehensweise

- strong collaborative work: jointly producing data and developing proposals for where to direct activities and the measures to be introduced; all involved partners have participated in the implementation of the programme and participate in the ongoing work;
- common values: training programmes have been conducted jointly to develop a common base of values and knowledge both in relation to the subject itself and one another's tasks and working methods;
- sharing resources: jointly creating and using resources, e.g. the crisis centre for children and youth provides interview and examination rooms to police and forensic medical services on the premises of the local authority.
- common agreements: staff agree in consultation as to what the respective professional groups will do and when it will be done.



BIG e. V. - Berliner Interventionszentrale bei häuslicher Gewalt, Berlin, Germany

Die BIG e. V. - Berliner Interventionszentrale bei häuslicher Gewalt, ist eine Non-Profit Organisation, deren Mission die Verminderung/Verhinderung häuslicher Gewalt ist. Die BIG wurde 1985 von Frauen und Männern gegründet, die in Berlin in diesem Arbeitsfeld tätig waren. Bis 2001 wurde es als nationales Modellprojekt durch das Bundesministerium für Familie, Senioren, Frauen und Jugend und das Berliner Amt für Arbeit, Frauen und Soziales gefördert.

Als Ergebnis der Kooperation von mehr als 150 Experten hat das BIG neue und effektive Verfahren und Strategien zur Verhinderung häuslicher Gewalt entwickelt. Der erste und zweite Aktionsplan zum Kampf gegen Gewalt gegenüber Frauen – formuliert vom deutschen Bundesministerium - umfasst 133 Maßnahmen, um allen Formen von Gewalt gegenüber Frauen, häusliche Gewalt eingeschlossen, entgegen zu wirken, und basieren auf dem Wissen und den langjährigen Erfahrungen des BIG.

Netzwerkakteure

- police
- civil and criminal justice systems
- youth welfare
- aliens office
- representatives of the women's projects and children's protection organisations

Art des Netzwerkes

Formalised network with its own steering group comprised of management representatives from the social services, the police, the healthcare sector and the prison and probation service, and a co-ordinating group comprised of representatives from the agencies affected. In addition, a full-time co-ordinator has been assigned responsibility for further developing the work of the programme.

Hintergrundinformationen

Since 1995 BIG has brought together all different professions concerned with domestic violence as well as political decision-makers. As a result of the cooperation of more than 150 experts BIG has developed new and effective measures and strategies against domestic violence. This had a great impact on German federal policies: The First and the Second Action Plan to Combat Violence against Women – formulated by the German Federal Government – integrating 133 Federal Government measures to counteract all forms of violence against women including domestic violence, is based on the knowledge and experience gained by BIG.

Ziel / Aufgabe

- to establish cooperation and networking between all institutions and organisations whose work involves dealing with domestic violence;
- to improve the legal framework conditions;
- to provide more effective assistance plans for the women and children concerned;
- to ensure appropriate criminal prosecution and sanctioning of the perpetrators;
- to provide in-depth information/knowledge about the extent and consequences of domestic violence;
- to raise awareness by providing information for the public;
- to raise awareness among the victims and among the institutions involved;
- to create and implement prevention.

Aktivitäten

- making experts on domestic violence (women and men on the staff of women's projects as well as from the domains of policing, justice administration, migration, youth welfare, social affairs and health) conduct a dialogue, to improve their co-operation;
- planning and deciding on specific action against domestic violence, together with all the parties involved;
- offering support for the victims of domestic violence, e.g. via the BIG Hotline, and to see whether the assistance and support for victims is functioning as well as possible;
- recording gaps and deficiencies in practice and to see to it that they are eliminated;
- accepting complaints, to bring about improvements in the assistance given to women who are affected by domestic violence and their children - also in specific individual cases;
- offering mediation between the parties involved if complaints or conflicts take place;
- providing training for different groups of professionals and extensive prevention at elementary schools.

Erfolg / Ergebnisse

- Guiding principles for policing in DV-cases.
- Proposal for a new law for the protection from violence and for police laws
- Model applications for protection orders.
- Directive for the improvement of the legal situation of migrant women.
- In 2002 a new law was enacted, specifically designed for women being subordinated to domestic violence and/or stalking.
- BIG Hotline and Mobile Intervention: In 1999, the first German hotline against domestic violence was set up in Berlin. The BIG hotline still provides daily services to all persons

affected by and institutions dealing with domestic violence. If advice by telephone is not sufficient, a co-operator can also give advice on the spot.

Strategie und Herangehensweise

- Interdisciplinary approach: all involved partners discovered both the opportunities and limits of the other professions and exchanged know-how across different sectors and departments. Establishing and making use of these cooperation structures has led to effective working results.

Source and further information: www.big-interventionszentrale.de (available in DE and partially in EN).

Good practice example provided by BUPNET, Germany

Rede de Apoio a Mulheres em Situação de Violência (RAMSV), Montijo, Portugal

Das Unterstützungsnetzwerk für Frauen in Gewaltsituationen (RAMSV) in Montijo, Portugal wurde 2001 gegründet und 2005 im Rahmen eines Kooperationsabkommens formell etabliert. Das Hauptanliegen des Netzwerkes ist es, den Betroffenen/Opfern häuslicher Gewalt Werkzeuge in die Hand zu geben, die Ihnen helfen, einen Rückfall in die Spirale der Gewalt zu vermeiden. Um dies zu erreichen, gibt es regelmäßige Mitgliedertreffen. Darüber hinaus erfolgt der Austausch im Bedarfsfall und entsprechend den klar festgelegten Zuständigkeiten der Partner.

Die Handlungsstrategie des Netzwerkes besteht in der Risikoanalyse, der Begleitung der Opfer sowie der Entwicklung von Sicherheitsstrategien und Aktionen, um diese zu implementieren.

Netzwerkakteure

- Municipality of Montijo
- Women Information Space
- Housing Department
- Urban Rehabilitation
- Social Security Institute
- Employment Centre of Montijo
- ARS LVT/Sub-região de Saúde de Setúbal (Health Centre of Montijo)
- Hospital Centre Barreiro-Montijo
- Public Security Police
- National Guard
- Directorate General of Social reintegration
- Commission for the Protection of Children and Youth of Montijo (CPCJ Montijo)
- CERCIMA
- Community Centre Mais Cidadão (Esteval neighbourhood) - UMNSC
- Shelter - UMNSC

Art des Netzwerkes

The evaluation of Training Actions on Domestic Violence held in March 2001 directed to professionals of local entities, who deal direct or indirectly in this field, resulted in an integrated response by the participant entities, named – Support Network to Women in Violence Situation (RAMSV). The network was formalised through a collaboration protocol signed on March 8th, 2005.

Hintergrundinformationen

Initially the Network was founded by the Municipality of Montijo by Women Information Space and Housing Department, the CPCJ Montijo, Employment Centre of Montijo, PISCA do Esteval (Intervention Project in a Social Neighbourhood), Social Reintegration Institute (Team of Montijo), ECAE and Adult Education (Montijo and Alcochete), the Health Centre and CERCIMA.

Months later, the Network was extended to the Public Security Police, National Guard of Afonsoeiro and Barreiro Hospital. In March 2002 it was once again extended to the Shelter for Women and Children Victims of Violence (equipment built by the Municipality) to the Montijo Hospital.

Ziel / Aufgabe

The main aim of the network is to provide an effective response to survivors of domestic violence and prevent the relapse of the perpetrator/violence.

Aktivitäten

- organising periodical meetings of the network for partnership maintenance, procedures evaluation, experience sharing and training actions;
- providing information and training actions directed to the local community on topics such as gender equality, domestic violence, multiple discrimination, among others;
- working along the principles commonly established in the protocol, i.e. that different entities have specific roles according to their competencies: different partners give support in their field of action and within the limits of their skills.
- The network allows an effective collaboration and communication among partners avoiding that the victim has to go to every service, enhancing thus the available answers.

Erfolg / Ergebnisse:

The constitution of the network allowed to raise institutional and technical awareness about the issue through the partnership interaction, sharing and training activities promoted in the context of the network activities. As a consequence, the skills level of the professionals involved has increased and the communication among the partners has improved. This has resulted in an effective forwarding of domestic violence cases.

The network has given effective support to women who have been looking for juridical, psychological, social support and, in the most extreme cases, for shelter. Till June 2011, 816 women have been accompanied by the Women Information Space of the Municipality of Montijo. From 2008 to 2010 there was an increase of 56% of requests from women asking for support services and accompaniment.

Strategie und Herangehensweise

Besides the communication among partners, as referred previously, the strategy of the network is based on risk assessment, accompaniment of the survivors, designing a safety strategy and implementing respective actions. The network intends to make available the required resources in order to provide survivors and victims of domestic violence with integrated support services in the social and juridical areas, all by promoting women's autonomy and empowerment. The network also provides the maximum protection of the victims and their children.

Good practice example provided by AMCV, Portugal.



Rede Municipal de Intervenção na Violência Doméstica (RMIVD), Loures, Portugal

Das kommunale Netzwerk zur Intervention bei häuslicher Gewalt (RMIVD) in Loures, Portugal, wurde erst vor kurzem, im Oktober 2011, formell etabliert, begann seine Arbeit jedoch bereits 2010.

Koordiniert wird das Netzwerk von der Gemeinde Loures, namentlich von “Espaço Vida – Centro de Atendimento a Vítimas de Violência Doméstica do Concelho de Loures” (Lebensraum).

Die Aktivitäten dieser spezialisierten, multidisziplinären Einrichtung umfassen die Vorbeugung häuslicher Gewalt, Beratungsangebote und Schutz für die Opfer, sowie die psychosoziale Betreuung der Täter und ein Angebot für Familienmedationen.

Das Netzwerk zielt darauf ab, die verfügbaren lokalen Ressourcen zu bündeln und ein integriertes Konzept zum Thema häusliche Gewalt anzubieten.

Die Zusammenarbeit aller Akteure basiert auf gemeinsamen Werten und Wissensgrundlagen, aber auch auf der gemeinsamen Überzeugung, dass eine effektive und zeitnahe Reaktion auf Situationen häuslicher Gewalt unerlässlich ist.

Netzwerkakteure

- Municipality of Loures
- Public Prosecutor
- Public Security Police
- National Guard
- Health Centres Group of Loures and Sacavém
- Commission for the Protection of Children and Youth of Loures

Art des Netzwerkes

Formalised network, where partners' organisations signed a collaboration protocol. The network has its own steering group composed by representatives of the social services, police and guard, healthcare sector, childcare protection commission and legal area. The direct communication among the entities is one of the characteristics of the network ensuring an effective response to the situation. Since it is quite a new partnership, the concrete work programme is still to be established by all members, and the coordinator will be responsible for its implementation. It is foreseen to have a meeting every three months in order to speak about specific cases to establish an action plan and to discuss the intervention process.

Hintergrundinformationen

The network was formally established in October 2011, but started the cooperation in May 2010 with the perspective of becoming a formalised structure. The organisations involved had previously

worked closely together with the Municipality. The setting up of the network is a result of the identified needs by the Municipality and Life Space that the response in this field not always worked smoothly and there was also a need for a closed intervention. The design of the network is based on the women's needs when facing a domestic violence situation, namely: counselling (municipality), healthcare (healthcare sector), report the situation and request for safety measures (police/guard), legal information, requests, juridical processes (prosecutor) child protection (CPCJs). All actors involved are aware of their role in the network.

Ziel / Aufgabe

This specialised and multidisciplinary network intends to prevent domestic violence, to provide counselling and protection to survivors, psychosocial accompaniment of perpetrators and familiar mediation.

Other objectives include:

- to define and implement prevention strategies of D.V. in the region of Loures;
- to enhance the partner organisations' intervention, promoting a concerted and specialised social intervention in the field of domestic violence;
- to contribute to reduce the number of victims of D.V. in the region of Loures;
- to collect, treat and disseminate information about D.V.;
- to assure the qualification, permanent training and supervision of professionals who participate in RMIVD;

Aktivitäten

- implementing prevention actions;
- creating, implementing and monitoring the municipal plan for Domestic Violence Prevention in a participatory and integrated manner;
- preventing relapse by reducing, changing or eliminating violent behaviours;
- providing counselling services;
- intervening at counselling level, either in the response planning or in the accompaniment, promoting communication among different partners in the specific response seeking, addressing the qualification of the counselling and decreasing secondary victimisation;
- offering training;
- preparing training and awareness plans directed to professionals that take part of RMIV according to their needs;
- carrying out evaluation;
- defining and applying evaluation methodologies and tools regarding the work accomplished in the RMIVD.

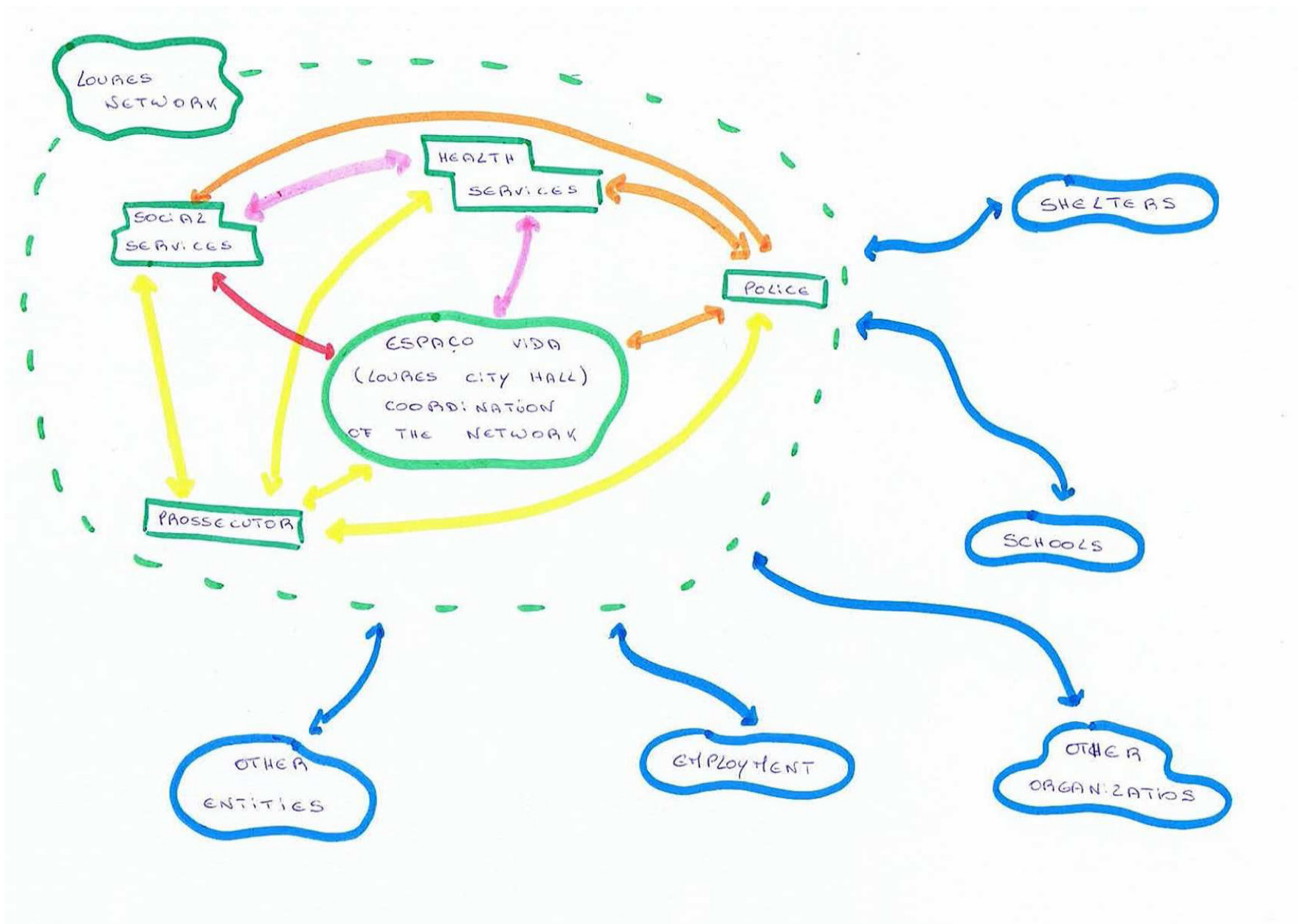
Erfolg / Ergebnisse

The project has accomplished one of the proposed goals, namely the formalisation of the partnership through the signature of a Cooperation Protocol. Since it is a new network, the success is based at this moment on the recognition of its importance and its usefulness. All partner organisations are willing to offer integrated and effective answers to cases of domestic violence. Since the beginning of the Life Space (May 2010), the network has already accompanied 206 cases of D.V. and receive on average 14 new cases per week. At external level: survivors report the fact of having someone to trust and not being isolated.

Strategie und Herangehensweise

- Strong collaborative work: network members cooperate, in accordance with their specific area of expertise, to elaborate and implement the Action Plan of RMIVD; to elaborate dissemination products in the field of domestic violence and to promote awareness raising campaigns.
- Common values: a training programme was implemented to develop a common language, knowledge and understanding as well as to build a common basis of values regarding domestic violence and the area of competence of each member.
- Common agreements: participate in RMIVD meetings; ensure privileged communication channels for a quick and effective intervention in given situations.

Good practice example provided by AMCV, Portugal.



Kaunas District Women Crisis Centre, Kaunas, Lithuania

Das Frauen-Krisen Zentrum des Distriktes Kaunas wurde 1999 als Nichtregierungsorganisation von dort lebenden Frauen gegründet. Ihr Ziel war es, allgemein die Situation von Frauen zu verbessern, ihre Chancengleichheit zu fördern und der Gewalt in Familien und in der Gesellschaft etwas entgegen zu setzen.

Bereits im Gründungsjahr startete das Frauen-Krisen Zentrum eine Reihe von nationalen und internationalen Projekten und entwickelte sich so zu einem Netzwerks aus verschiedenen Institutionen, das im Bereich häuslicher Gewalt spezifische Aktionen zu Prävention und Unterstützung der Opfer durchgeföhrt.

Das Hauptziel des Netzwerkes ist es, betroffenen Frauen und Familienmitgliedern Unterstützung zu bieten, ihre Rechte zu schützen und die Gesellschaft für das Thema häusliche Gewalt zu sensibilisieren.

Netzwerkakteure

Cooperation among all bodies aims at attaining the goals specified above. In some cases the cooperation agreements are signed in order to implement a certain project.

Under cooperation agreements (in total 12 organisations):

- Children Rights Protection Services in Kaunas City and Kaunas District
- Kaunas County Police Headquarters
- Centres of Social Services in Kaunas City and Kaunas District
- Lodging House
- Centres for addictive disorders
- Other bodies

Under verbal agreements:

- Christian Charitable Foundation "Tevo namai" (Father's home)
- Kaunas Grace Homes
- Kaunas House of Generations
- other related NGOs

Ziel / Aufgabe

- to provide assistance to individuals in emergency situations, as well as to victims of violence of any kind,
- to carry out educational and preventive actions on violence against women, children and men;
- to organise discussions, conferences, training courses, workshops, lectures;
- to establish and maintain a network with other NGOs and to participate in their programmes;

- to cooperate with state authorities;
- to publish materials on, family communication, domestic violence against women, and other issues relevant within society.

Erfolg / Ergebnisse

- KDWCC became well known in certain sectors of society through the partners in the network.
- The number of clients asking for support from KDWCC increased significantly thanks to the well-spread information on the centre and its services via network.
- Common work helps to find better and more efficient solutions to arising problems.
- Networking with partners helps to implement the projects in a better quality thus achieving better results to prevent domestic violence.

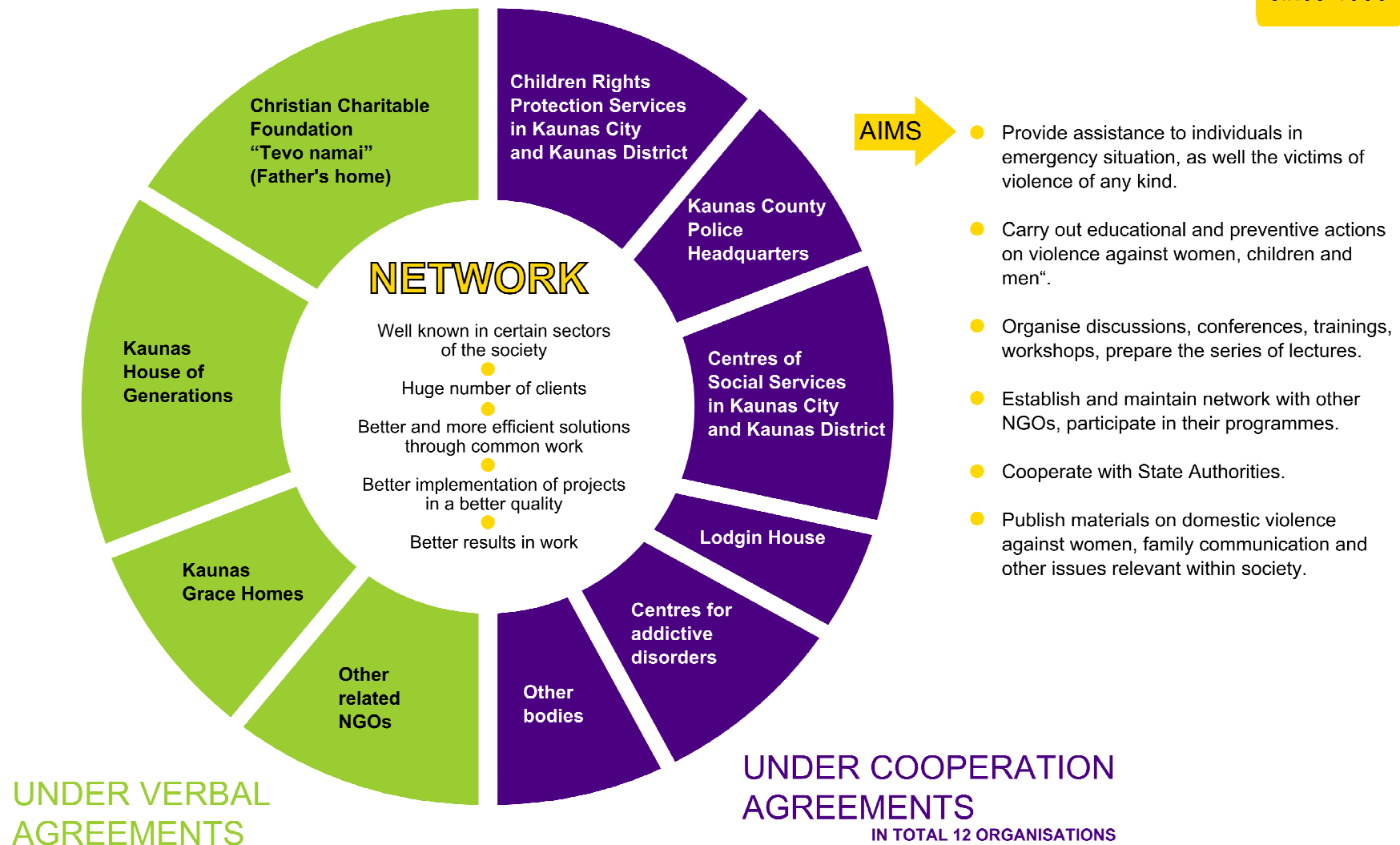
Strategie und Herangehensweise

- Clear roles and areas of intervention: the Centre makes sure that the victims of domestic violence are addressed directly to the entity which can provide the service which is mostly needed in a given situation, e.g. if a woman who experienced domestic violence contacts the KDWCC the specialists of the centre inform her on her rights and support her to report to the police. Moreover, the Centre urges her to go to the Children Rights Protection Service if the situation of violence faced by the woman can have negative influence on her children.
- Organisation of round table discussions: At least twice a year (or rather every three months), KDWCC organises round-table discussions with their partners to talk about problems and difficulties encountered in the common work in order to identify strong and weak points. These are analysed to detect areas of improvement to plan possible changes that would prove to be more effective and to establish future cooperation guidelines. According to the provision stated in the cooperation agreement, partners tend to invite each other to the seminars, workshops and/or other events.
- Extending the network: In 2006 KDWCC joined National Coalition against Domestic Violence “Ne – šeiminiam smurtui!” (NO to Domestic Violence!) together with other five Lithuanian NGOs working in the field of prevention of domestic violence. The Coalition members meet once a year to discuss their activities, the further cooperation with the Ministry of Social Security and Labour and other related bodies.

Good practice example provided by SIF, Lithuania

Kaunas District Women Crisis Center (KDWCC)

since 1999



The Municipal Interdisciplinary Team for Solving Domestic Violence Problems, Sopot, Poland

Das nationale Programm zur Bekämpfung von Gewalt in der Familie in Polen hat den Auftrag, die Anstrengungen im Kampf gegen häusliche Gewalt zu koordinieren und einen interdisziplinären Ansatz bereit zu stellen, um dem Problem zu begegnen.

Das Programm wird auf verschiedenen Ebenen von den lokalen Verwaltungen implementiert. Das polnische Recht verpflichtet seit dem 10. Juni 2010 jede der ca. 2500 Kommunen dazu, ein „kommunales interdisziplinäres Team zur Lösung von Problemen im Bezug auf häusliche Gewalt“ zu bilden. Der Auftrag dieser Teams ist es, eine Diagnose hinsichtlich häuslicher Gewalt im lokalen Umfeld vorzunehmen, um dann entweder präventive Maßnahmen in der Gemeinde zu implementieren oder direkt in betroffenen Familien zu intervenieren. Diese Teams entwickeln individuelle Hilfspläne und setzen diese auch um. Darüber hinaus werden sie gegenüber den Tätern und auch als Beobachter in den betroffenen Familien aktiv. Die Mitglieder dieser Teams sind verpflichtet ihre Aktivitäten und deren Ergebnisse zu dokumentieren. Üblicherweise werden innerhalb der Teams Arbeitsgruppen gebildet, deren Aufgabe die direkte Intervention bei häuslicher Gewalt in der Gemeinde ist.

Die Kooperation aller Akteure basiert auf geteilten Werten, aber unterschiedlichen Erfahrungshintergründen. Mitglieder der Teams repräsentieren verschiedene Institutionen, die am Kampf gegen Gewalt in der Familie beteiligt sind, z.B. Lokalverwaltungen, Sozialhilfeszentren, Polizei, Gerichte sowie weitere Organisationen. Heutzutage kümmern sich diese interdisziplinären Teams um ca. 70% der Fälle von häuslicher Gewalt in Polen.

Netzwerkakteure

The composition of interdisciplinary teams has been specified in Polish legal regulations. Each team is a network of professionals representing:

- social welfare centres,
- the municipal committee of solving alcohol problems,
- the Police,
- education organisations,
- health organisations,
- NGOs,
- as well as superintendents and probation officers.

Art des Netzwerkes

Interdisciplinary teams are appointed by the district or city mayor. This multifaceted approach is based on the close interdisciplinary cooperation of local institutions, entities involved in combating domestic violence and services working in the field.

Hintergrundinformationen

Creation of interdisciplinary teams is part of the national system of counteracting the domestic violence which consists also in:

- developing and implementing the municipal programme to prevent domestic violence and protecting victims of domestic violence;
- providing counselling and intervention for the prevention of domestic violence, in particular through educational activities designed to strengthen care and educational competences of parents in families being at risk of domestic violence;
- ensuring that people affected by domestic violence get necessary support in the centres providing the support for victims.

Ziel / Aufgabe

“To intervene, to prevent violence against women and children, to help efficiently, quickly and professionally in case of child and family abuse situation.”

Aktivitäten

- implementing activities identified in the municipal programme against domestic violence and protection of victims of domestic violence;
- integrating and coordinating the activities of entities included in the team, in particular:
 - making a diagnosis of the problem of domestic violence;
 - taking actions in the field to combat phenomenon of the violence;
 - taking intervention in the environment affected by domestic violence;
 - disseminating information on institutions, people and opportunities for getting support in the local environment;
 - initiating action against those using violence in the family.

Erfolg / Ergebnisse

The strength of the interdisciplinary team is its scope of action. It covers the entire environment of the victim: home, school or institutions already giving support. Interdisciplinary team is not a random group of people. Normally, members of the working group are professionals being the closest to the family in the system, i.e. social worker, representative of health care and police officer from

the particular family's district as well as the representative of the school which the children attend. In this way the support is real and brings tangible benefits. Working with members of the families in which violence occurs has the greatest chance of success when it is carried out by an interdisciplinary team and when the cooperation relies primarily on the exchange of information adequate to a given situation, without artificially dividing responsibilities of team members. Thus it can be avoided that the victim suffers from conflicting or duplicative activities of the different specialists. Work of interdisciplinary teams benefits both team members and families assisted. The possibility of bringing a common diagnosis of the problem in the family and developing joint support strategies as well as the possibility of taking planned, coordinated, not overlapping and not mutually exclusive actions are only few of the positive outcomes of common work of different professionals in interdisciplinary teams. As a consequence they give faster, fuller and more adequate support to victims. Such system of prevention and solving of violence problems is considered to be efficient. However, being relatively new approach, there is still potential for development and improvement to make it even more effective. This is why it remains open to the implementation of efficient and verified methods aimed at reducing negative consequences of violence.

Strategie und Herangehensweise

- Common goals and values, strong collaborative work between individual services and institutions operating in local community; all involved entities agree to participate in the ongoing work; all agree in consultation as to what the respective professional will do and when it will be done
- Regular meetings at strategic level (interdisciplinary board) and at the operational level (working groups): The interdisciplinary team meets with the heads of various departments and institutions. These meetings are carried out at least once every three months and are currently evaluating the effectiveness of actions taken, and planning of change and adaptation to the evolving needs and legislation. Working groups meet more often to determine the methods and tools for their work and the methods of evaluation from their every day work as well as to discuss processes of solving problem in particular families.
- Sharing of responsibility (which under no circumstances can mean avoid liability) for actions which for a single family increases the efficiency of each worker, or all the links in the interdisciplinary team.

Good practice example provided by CKU, Poland

“Amica Donna” – From a grass root to a national organisation, Montepulciano, Italy

Die Frauenorganisation „Amica Donna“ (Freundin der Frau) wurde 2003 in Montepulciano (Italien) als Graswurzelprojekt gegründet, um Opfer häuslicher Gewalt zu unterstützen. Im Juni 2009 hat Amica Donna ein Netzwerk mit dem Namen „Aurore“ (Morgenröte, Anfang) mit zwei anderen Selbsthilfegruppen ins Leben gerufen. Im April 2010 hat sich Amica Donna dann dem Netzwerk „TOSCA“, einem Zusammenschluss aller Opferhilfeeinrichtungen in der Toskana, angeschlossen. Seit 2011 arbeitet die Organisation aktiv im PACT Team mit und hat in der Pilotphase eine aktive Rolle in der Erprobung der Trainingsmodule gespielt.

Amica Donna hat sich nach und nach zu einem erfolgreichen Netzwerk entwickelt, das über starke Verbindungen zwischen allen Mitgliedern und mit externen Institutionen im Bereich der häuslichen Gewalt verfügt. Dieser Erfolg ist der Tatsache zuzuschreiben, dass Amica Donna von Anfang an eine sehr klare Vision und Mission verfolgt und diese auch transparent gemacht hat. Alle Mitgliedsorganisationen verpflichten sich darüber hinaus, sich ständig weiterzubilden.

Netzwerkakteure

- Amica Donna, Montepulciano
- Montepulciano City Council
- Ministry of Equality, Provincia di Siena
- Regional social services and ambulance
- Regional consultant services
- Regional services for health education
- Carabinieri, police and lawyers
- National network of women's shelters “Dire”
- Regional network TOSCA of help centres in Tuscany

Art des Netzwerkes

Amica Donna is a formalised network: working in a formalised network helps to facilitate and to optimise the proceedings for support and protection of women victims of domestic violence and women at risk; helping individual women to get out of violent relationships means also to interact in society and to combat every type of violence against women.

Hintergrundinformationen

All services are run by volunteers, who get continuously trained, such as in training courses financed by the Provincial government of Siena or self-financed. Further training is run by supervi-

sion sessions with a psychologist and self-training through group discussion. Only the lawyer and the psychologists get a professional fee.

Working as volunteers is one of the principles of Amica Donna, because all staff members define themselves as women on their own way to autonomy, liberation from any kind of ideology and traditional conditionings.

All members of Amica Donna are aware of taking responsibility for their own lives as a self-conducted process. Working as a volunteer means to practice and to develop three talents: Competence, Voluntariness, Responsibility.

Ziel / Aufgabe

- to support and protect women from violence;
- to promote the change of cultural norms that consider violence as an anti-social and unacceptable behaviour;
- to counsel and receive women who experienced any form of domestic violence or maltreatment (physical, psychological, sexual, economical, stalking and assisted violence);
- The network works along the following three principles called the “Rule with the three A”:
 - *Ascoltare* – to listen to the others without judging;
 - *Accogliere* – to receive a woman in difficulties with empathy;
 - *Accompagnare* – to accompany a woman during the whole process of leaving a violent relationship

Aktivitäten

- Helpline 24 hours (landline during the office time, a mobile phone during the rest of the day rotating among the staff member of Amica Donna).
- Reception and accompaniment of women who want to leave their violent relationships. Assistance by a psychologist
- Legal counselling.
- Prevention and awareness rising.
- Project planning.
- Participation in national conferences and coordination meetings of the head-organisations “TOSCA” and “DIRE”.
- Research and development of training material.
- Training: Amica Donna offers training sessions to other organisations such as women’s organisations, medical staff and police.

Strategie und Herangehensweise

The method of assisting women to get out of violent relationships is based on strong and empathic relationships between women and on the valorisation of the female gender. The strength lies in recognising women's specific needs and interests with the aim to enhance their auto-determination and autonomy thanks to empowerment. The underlying principle is the recognition of a woman as a subject and not as an object. This includes also the relationship between the woman who looks for help and the one who assists her.

The woman who receives a woman victim or survivor of violence listens to her with empathy and without judging. She compiles all facts of violence and maltreatment, assesses the risk and elaborates a safety plan for the woman and, if necessary, also for the involved children, and gives first information about the possibilities where and how to find help. In case children are involved Amica Donna helps to get into contact with the appropriate help organisations, such as social services which are specialised in child care.

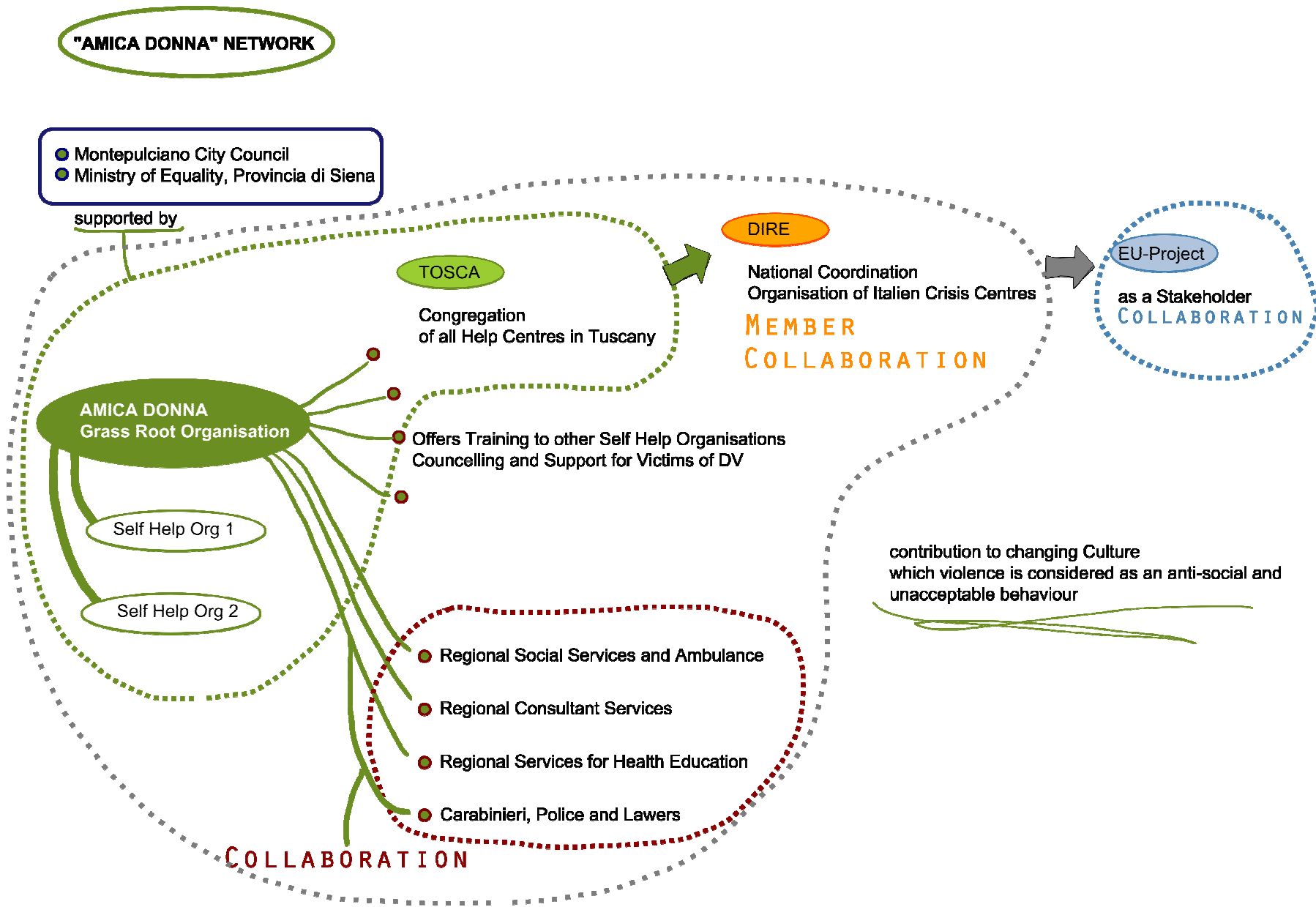
Values and strategies on which Amica Donna takes action:

1. The woman stands in the centre of all activities.
2. To listen and to recognize others and their opinions.
3. Empowerment of women – be it within or beyond the network of Amica Donna.
4. Promoting cultural change of society to achieve equality between women and men.
5. Promoting self-determination of women.
6. Giving a platform to gender questions.
7. Self-esteem as the first step of all activities.
8. Working as a group and not only as individuals.
9. Sharing decision making processes with all members.
10. Willingness to change personally and to improve all abilities continuously.

Contact: Associazione Amica Donna

Piazza del Capitano, 7
53045 Montepulciano (SI), ITALY
TEL: 0039 0578 712418 mobile 0039 327 9999228
www.associazioneamicadonna.it

Good practice example provided by Orizzonte, Italy



Austrian Anti-Violence Legislation – Network of legal and social institutions for women survivors of domestic violence, established by Austrian Legislation

Mit dem österreichischen Gewaltschutzgesetz, das am 1. Mai 1997 in Kraft trat, hat Österreich die gesetzliche Grundlage für einen umfassenden Maßnahmenkatalog zum Schutz vor häuslicher Gewalt geschaffen. Dieses Gesetz wird als “Best Practice”-Modell in ganz Europa betrachtet. Dieser Erfolg basiert auf der Kombination von gesetzlichen und sozialen Maßnahmen in enger Kooperation von legalen und sozialen Einrichtungen, inklusive Polizei, Familiengericht und österreichischen Interventionsstellen, die Opfern häuslicher Gewalt direkte Hilfe und Unterstützung anbieten.

Netzwerkakteure

- Police
- Family Court
- Intervention offices (one in each Austrian province), which cooperate with other supporting organisation/institutions (women shelters, etc.)

Art des Netzwerkes

Formalised Network which is established by Austrian legislation.

Hintergrundinformationen

In 1997 the Federal Act on Protection Against Domestic Violence came into force in Austria. This Act is based on the principle that victims of violence may stay in their homes and perpetrators have to leave the environment of the persons towards whom they have been violent.

This law was eventually a product of the continuous cooperation of Austria’s women’s shelters movement with the police and individual court representatives on the one hand and the former Minister of women, who had defined violence against women as one of the focuses of her work, on the other.

Women’s organisations, and especially the Association of Women’s Shelters in Vienna, were involved in the preparation of the Act from the very start.

The Act consists of three elements that are linked to each other:

1. eviction order by the police: the perpetrator has to leave the flat for 10 days;
2. interim injunction under civil law, which provides protection for a longer period;
3. support of victims by domestic abuse in intervention centres.

The latter measure is most essential, because victims need active assistance to enforce their rights vis-à-vis the perpetrator.

There are intervention centres in all nine provinces of Austria, which pursue a proactive approach: the police communicate the reports on interventions in cases of domestic violence to the intervention centre in charge, and the centre actively contacts the victim and offers assistance.

Ziel / Aufgabe:

- The Act focuses on the state's obligation to protect women and children in their own homes.
- The main aspect of this Act has been to provide effective instruments to deal with and prevent domestic violence, such as the possibility to issue eviction orders and the corresponding barring orders.
- Protection of people experiencing violence
- Efficient cooperation between the police and competent victims' protection services, which will actively contact at-risk persons and offer support and counselling
- Prevention of violence against women and children to the greatest possible extent.

Aktivitäten:

- Fostering the cooperation between police and court: Exclusion and prohibition of entry of the offender, which must be imposed and implemented by the police if, on the basis of certain facts, it can be assumed that a dangerous attack on life, health or freedom is imminent. During this period or after a maximum of 10 days, the vulnerable person herself may demand an interlocutory injunction at the framework's second pillar, at the family court.
- Providing victims with immediate comprehensive support services. This is realised through the development of intervention offices - independent victim protection centres set up (one in each county) to implement the aims of the abovementioned Law. They have NGO status and are subsidised by the Ministry of Internal Affairs and the Ministry responsible for women (currently the Ministry for Social Security and Generations). Their advice is free and available for women, children, men, regardless of their citizenship. These intervention offices are responsible for networking and cooperation between all institutions involved, including also men's support offices and women's shelters. The latter are autonomous NGOs, which offer housing and protection to abused or vulnerable women and children.
- The theme of responding to violence against women and children is an integral part of police training in Austria.
- A model project for working with perpetrators has been established.
- An advisory council for the prevention of violence has been established.

Erfolg / Ergebnisse:

- Since the Act has come into force the number of eviction orders issued by the police has risen steadily: from 2,673 in 1998 to 6,347 in 2007. This is most probably not the result of an increase in violence but indicates a change in attitude among the authorities concerned, in particular the police: violence against women and children is no longer regarded as a private matter, but the state intervenes and those affected have access to concrete protection measures.
- Evaluation studies show that intervention centres are of great significance for the empowerment of women suffering from violence.
- The budgets of the intervention centres have been increased. Since then it has again been possible to support all victims of domestic violence after eviction orders have been issued. The Women's Minister also achieved a budget increase by more than 30% for women's agencies active in the field of violence.
- A number of other measures were also taken in Austria, such as the passing of the Anti-Stalking Act, which came into force in July 2006, and the right to Court Assistance Services: as of January 2006, all victims of domestic violence have been granted the right to cost-free psychosocial and legal court assistance during criminal proceedings, and in addition, the victims' rights to information, considerate treatment and participation in proceedings have been enhanced.
- The Act has set the course for the cooperation of the institutions in charge of domestic violence, in particular cooperation between the police, intervention centres, youth welfare departments and family courts.

Strategie und Herangehensweise:

The Austrian Federal Act on Protection Against Domestic Violence follows seven principles:

1. Violence in the domestic environment is a public matter and has to be prevented in the sense of public interest.
2. Principle of priority for the safety of those at risk of domestic violence
3. Principle to focus on the relationship of violence – since domestic violence is a result of an imbalance of power within the family.
4. Principle of a 2-phase model: in the initial stage, intervention doesn't depend on the will of the victim, but is a statutory procedure. The second phase, however, relies more on the autonomy of the victim, and their will to change the situation.
5. Violence has to be banned – even if it is carried out in the private environment. Domestic violence has to be treated as a crime

6. Emphasis on the perpetrators' responsibility
7. Necessity to follow an holistic and multi-institutional approach

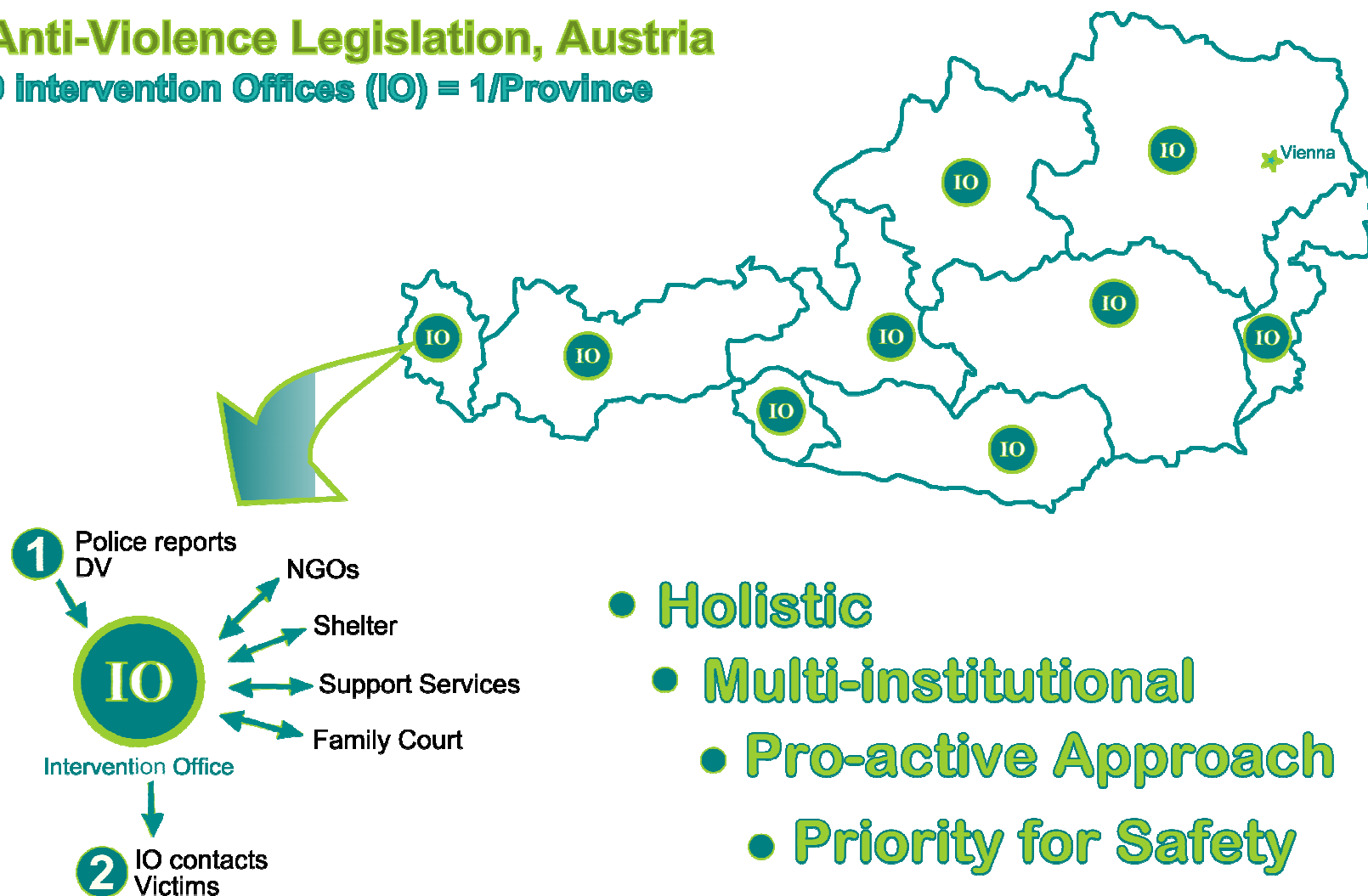
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Anti-Violence Legislation, Austria

9 Intervention Offices (IO) = 1/Province



Dignity for Domestic Violence Survivors (ESF 3.43) European Social Fund project in Malta

Dieses EU-geförderte Projekt trägt zur Kompetenzentwicklung von Bildungspersonal bei, das mit gefährdeten Zielgruppen arbeitet, um den sozialen Zusammenhalt zu stärken: Dies beinhaltet Empowerment der Opfer und ihre Befähigung zu wirkungsvoller Teilhabe an der Gesellschaft, Inklusion und seelischer sowie körperlicher Gesundheit. Die Integration in den Arbeitsmarkt stellt sicher, dass Opfer, die mit häuslicher Gewalt leben bzw. ihr entkommen wollen, einen besseren Beitrag zum allgemeinen Wohlstand der Gesellschaft leisten können und gleichzeitig ihre Würde stärken und finanzielle Unabhängigkeit erlangen. Dieses Projekt zielt auch darauf ab, NGOs und andere Akteure zu vernetzen, sowie Erfahrungen und Best Practice auszutauschen.

Netzwerkakteure

- National Commission on Domestic Violence
- Stakeholders including police, education authorities, support organisations

Art des Netzwerkes

National Commission is the beneficiary of the project funding and organised all activities with the other stakeholders in DV as beneficiaries of training, participants in networking activities and exchange.

Hintergrundinformationen

The Commission on Domestic Violence was set up under Article 3 of the Domestic Violence Act (Chapter 481) on March 1, 2006. The main role of the Commission is that of advising the Minister responsible for social policy on all aspects of Domestic Violence.

These aspects include:

- the fight against domestic violence, especially in raising awareness of the problem;
- suggesting areas for research, identifying training for professional groups.

The Commission has set up a Subcommittee on Service Development, which brings together representatives from the Commission, Agenzija Appogg (Designated Agency), the various Shelters in Malta, a practitioner in the field from Gozo and a former service user. The main aim of this Subcommittee is to help the Commission in its task of monitoring and safeguarding standards of practice and to further facilitate networking between practitioners in the field and others in related spheres.

DIGNITY was proposed by the Commission as a European Social Fund project and it was approved in 2010. Implementation was between 2010 and 2012.

Ziel / Aufgabe:

- capacity building of personnel working with vulnerable groups
- increase social cohesion
- empowerment of the victims, enabling them towards effective participation, inclusion and well-being
- inclusion into the labour market
- building networks among NGOs and other agencies
- share best practices and experiences.

Aktivitäten

The project is made up of a number of components, and some components have already been concluded. These include:

- the organisation of an international visit by professionals to a domestic violence shelter in the Czech Republic;
- the carrying out of a nationwide research study on 'the prevalence of domestic violence against women in Malta and its impact on employment prospects'; and
- the organisation of specialised training for various professionals who come in contact with domestic violence victims/survivors.

Erfolg / Ergebnisse

Training activities have been well attended and participation was active. It was representative of the stakeholders that was expected and desired, i.e. included actors that occupy key positions in the support chain of survivors of domestic violence.