Profesjonaliści przeciwko przemocy domowej

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PACT

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

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SPIS TREŚCI

Wprowadzenie 4

The Integrated Domestic Violence Programme in Malmoe, Sweden.....7

BIG e. V. - Berliner Interventionszentrale bei häuslicher Gewalt, Berlin, Germany.....11

Rede de Apoio a Mulheres em Situação de Violência (RAMSV), Montijo, Portugal 14

Rede Municipal de Intervenção na Violência Doméstica (RMIVD), Loures, Portugal.....18

Kaunas District Women Crisis Centre, Kaunas, Lithuania 22

The Municipal Interdisciplinary Team for Solving Domestic Violence Problems, Sopot, Poland 25

“Amica Donna” – From a grass root to a national organisation, Montepulciano, Italy.....29

Austrian Anti-Violence Legislation – Network of legal and social institutions for women survivors of domestic violence, established by Austrian Legislation.....33

Dignity for Domestic Violence Survivors (ESF 3.43) European Social Fund project in Malta.....38

Wprowadzenie

Coraz powszechniej używane słowo „networking" czyli budowanie sieci to nic innego jak tylko zdobywanie nieformalnych kontaktów z ludźmi, którzy mogą być źródłem informacji lub potencjalnymi klientami.
Głównym kryterium odróżniającym jedną sieć od innej jest rodzaj związków, jakie zachodzą między uczestnikami sieci, co z kolei zależy od wymienianych zasobów, które uznane są w niej, jako priorytetowe.

Można wyróżnić następujące sieci:

- wymiany
- wsparcia
- orzecznictwa tj. reprezentowania interesów
- zadaniowe
- zorientowane na proces

Sieci przyjmują rozmaite formy organizacyjne, najbardziej funkcjonalne w danym kontekście.

Dla przykładu elementami klasyfikacji sieci mogą być następujące czynniki:

- częstotliwość spotkań
- stopień formalizacji
- struktury decyzyjne (wspólne sesje i posiedzenia, moderacja)
- jednorodność/różnorodność członków
- otwartość/ograniczony dostęp
- zasięg geograficzny (lokalna wspólnota/zasięg międzynarodowy).

(The Art of Networking, strona 15).

Doświadczenia w zakresie zapobiegania przemocy w rodzinie, wykazały, że tworzenie sieci kontaktów pomiędzy odpowiednimi organizacjami, które mają nieść pomoc i wsparcie dla ofiar przemocy, jest właściwym sposobem na uczynienie pracy bardziej wydajną. Wymiana wiedzy i doświadczeń, bycie dobrze poinformowanym na temat roli innych organizacji czy utrzymywanie bezpośrednich kontaktów z pracownikami tych organizacji to największe zalety współpracy w sieci.

Konkretniej, zastanówmy się jakie organizacje powinny być zaangażowane w niesienie wsparcia Marii, która doświadczyła przemocy ze strony swojego partnera, i która w związku z tym postanowiła odejść od niego wraz z dwójka ich dzieci?

Niesienie pomocy Marii wymaga interdyscyplinarnego podejścia opartego na współpracy pracowników z różnych organizacji. Efektywna współpraca wszystkich stron zaangażowanych w system wsparcia jest niezbędna do tego, aby Maria i jej dwoje dzieci mogli otrzymać maksymalną ochronę i bezpieczeństwo.

Maria potrzebuje opieki medycznej ze względu na odniesione obrażenia. Powinna zostać zachęcona do tego by zgłosić się na komisariat policji, tak by można było ustalić czy stosowanie przemocy może zostać w tym przypadku zostać udowodnione, a tym samym czy można doprowadzić do skazania sprawcy. Aby Maria mogła przejść przez to doświadczenie potrzebne jej będzie wsparcie psychologiczne. Także jej dzieci potrzebują pomocy, aby mogły zapomnieć o swoich przeżyciach. Do tego sprawca musi zmienić swoje zachowanie.

Jeśli zabraknie wsparcia w którymś z tych obszarów, zaistnieje oczywiste ryzyko negatywnych konsekwencji dla kobiety. Sytuacja staje się wówczas trudniejsza dla pracowników organizacji zaangażowanych w niesienie pomocy ofiarom przemocy.

Działania nastawione na zwalczanie przemocy domowej odbywają się na różnych poziomach w różnych krajach. Modele interwencji w przypadkach przemocy w rodzinie pozwalają zorientować się oraz porównać sytuację w wybranych krajach europejskich odnośnie kwestii zwalczania przemocy domowej. Dla krajów, które dopiero rozpoczynają programy interwencyjne tego rodzaju modele mogą stanowić rodzaj przewodnika. Dla krajów, które mają już wypracowane modele, nadal cenna jest wymiana informacji i dobrych praktyk.

Dostępnych jest kilka przykładów (między innymi w Internecie) ilustrujących skuteczną współpracę wielu podmiotów. Niektóre z nich przytoczone zostały w ramach szkolenia PACT. Nadal jest jednak wiele regionów/krajów, gdzie wielostronna współpraca różnych organizacji nie została jeszcze nawiązana.

Siedmiu partnerów projektu PACT zebrało i opisało przykłady dobrych praktyk mających na celu przybliżenie różnego rodzaju modeli budowania efektywnej współpracy w ramach interdyscyplinarnych sieci. Jednym z kryteriów wyboru niniejszych przykładów były, z jednej strony ich aspekty praktyczne, z drugiej zaś możliwość wykorzystania danych rozwiązań przez inne organizacje czy kraje.

W przedstawionych przykładach dobrych praktyk zwraca się uwagę na następujące aspekty:

- potrzebę współpracy w określonych realiach
- typ nawiązanej współpracy
- zaangażowane strony
- główne cele współpracy
- działalność
- efekty i sukcesy sieci
- strategie / podejście

Przykłady te pokazują znaczenie i wartość współpracy w ramach partnerstwa w celu osiągnięcia trwałych efektów wsparcia niesionego ofiarom przemocy. Częstotliwość występowania problemu przemocy w rodzinie wymaga podejmowania nieustannych wysiłków mających na celu skuteczne zapobiegania przemocy, podejmowanie interwencji i niesienia wsparcia. Partnerzy projektu PACT mają nadzieję, że wybrane przykłady mogą służyć za wytyczne do podejmowania nowych form współpracy oraz umacniania tych już istniejących.

The Integrated Domestic Violence Programme in Malmoe, Sweden

Zintegrowany program przeciwdziałania przemocy domowej (IDVP) w Malmö w Szwecji został opracowany w 1999 roku i prowadzony jest przez lokalne władze, organy policji oraz organizacje z sektora zdrowia. Program jest kierowany przez komitet sterujący i pracującego na pełen etat koordynatora. Program stanowi próby zapobiegania przemocy wobec kobiet i dzieci w kontekście intymnych relacji. Jednym z najważniejszych celów jest podnoszenie świadomości społeczeństwa i mówienie o przemocy występującej w związkach intymnych oraz zapewnienie ofiarom koniecznego wsparcia i poczucia bezpieczeństwa. Współpraca wszystkich zaangażowanych stron pracujących we wdrażaniu programu opiera się na wspólnych wartościach i wiedzy w odniesieniu do tematu. Rola każdego partnera jest jasno zdefiniowana i opisana.

Zaangażowane strony

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

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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.

Główne cele współpracy

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

Działalność

- 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.

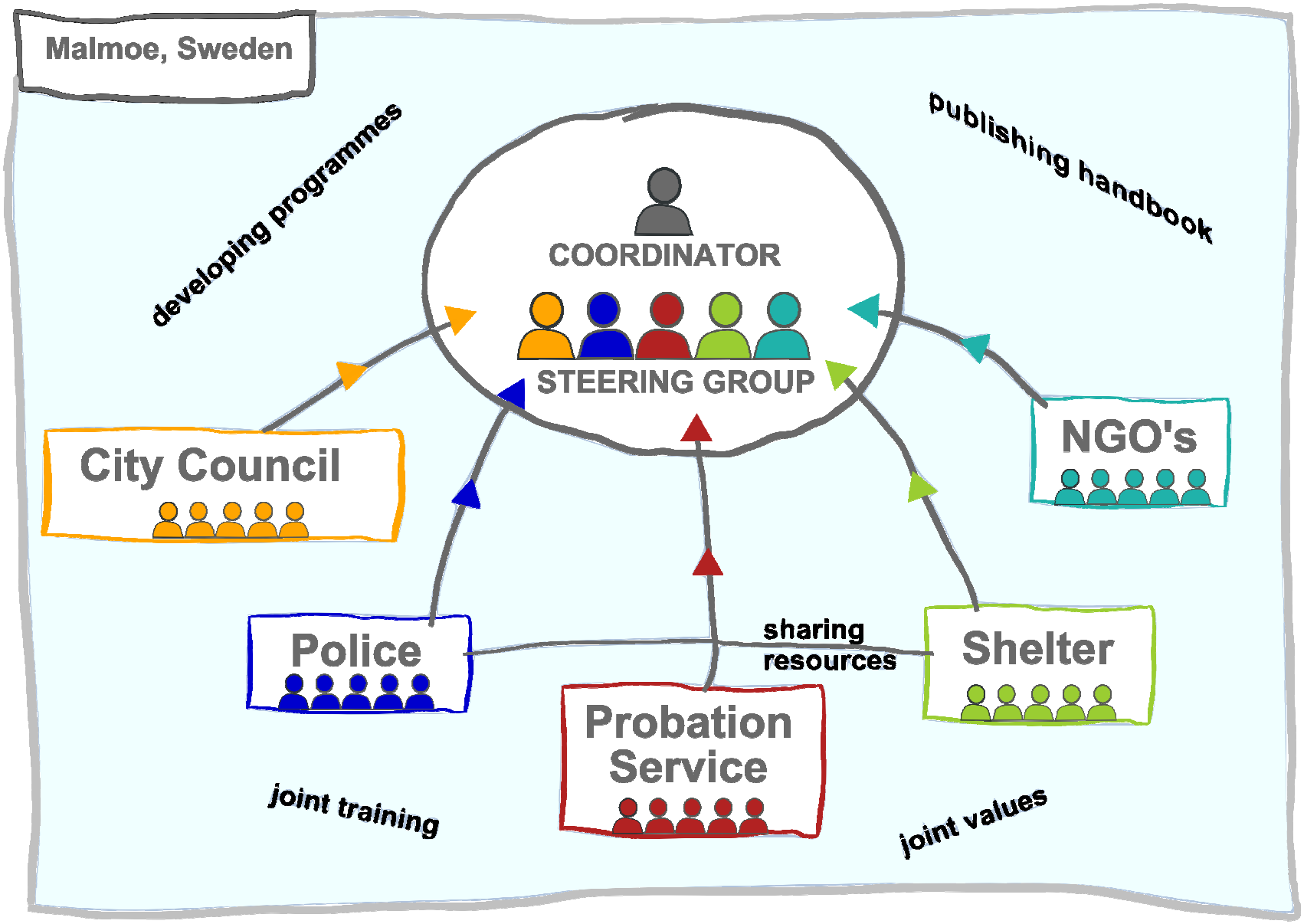
Efekty i sukcesy sieci

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 / podejście

- 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.


Malmoe, Sweden
developing programmes
publishing handbook
COORDINATOR
STEERING GROUP
City Council
NGO's
Police
sharing
resources
Shelter
Probation
Service
joint training
joint values

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

BIG e. V. - Centrum Interwencji Kryzysowej w Berlinie w Niemczech to organizacja nie nastawiona na zysk, a jej misją jest zmniejszenie skali zjawiska przemocy w rodzinie. Centrum powstało w 1995 roku. Założone zostało przez grupę kobiet i mężczyzn realizujących różnego rodzaju projekty mające na celu przeciwdziałanie przemocy w rodzinie w Berlinie. Centrum realizowało modelowy projekt narodowy do 2001 roku i przez cały okres jego realizacji był wspierany przez Federalne Ministerstwo ds. Rodziny, Osób Starszych, Kobiet i Młodzieży, jak również przez Berliński Departament Pracy, Kobiet i Spraw Socjalnych.
W wyniku współpracy z ponad 150 ekspertami centrum BIG opracowało nowe, skuteczne środki i strategie przeciwdziałania przemocy domowej. Odniosło to istotny wpływ na niemiecką politykę federalną. Pierwszy i drugi plan zwalczania przemocy wobec kobiet sformułowane przez niemiecki rząd, integrujący 133 środki rządu federalnego mające na celu przeciwdziałanie wszelkim formom przemocy wobec kobiet w tym przemocy domowej, jest oparty na wiedzy i doświadczeniu zdobytym przez BIG.

Zaangażowane strony

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

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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 Gov-

ernment measures to counteract all forms of violence against women including domestic violence, is based on the knowledge and experience gained by BIG.

Główne cele współpracy

- 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.

Działalność

- 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.

Efekty i sukcesy sieci

- 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 / podejście

- 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

Sieć wsparcia dla kobiet w sytuacji przemocy (RAMSV) w Montijo w Portugalii rozpoczęła działania w 2001 r., ale formalnie założona została w drodze protokołu współpracy w 2005 roku. Celem tej sieci jest skuteczne reagowanie na przemoc domową i zapobieganie nawracającym aktom przemocy ze strony sprawcy. Aby osiągnąć ten cel, członkowie sieci spotykają się regularnie, ale również pracują wspólnie, gdy jest to konieczne, ponieważ z góry bardzo jasno określona została rola każdego z partnerów w sieci. Strategia sieci opiera się na ocenie ryzyka, towarzyszeniu ofierze przemocy w sytuacjach, których tego oczekuje, opracowywania strategii bezpieczeństwa i planu działania w konkretnym przypadku.

Zaangażowane strony

- 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-Monitjo
- 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

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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.

Główne cele współpracy

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.

Działalność

- 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.

Efekty i sukcesy sieci:

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.

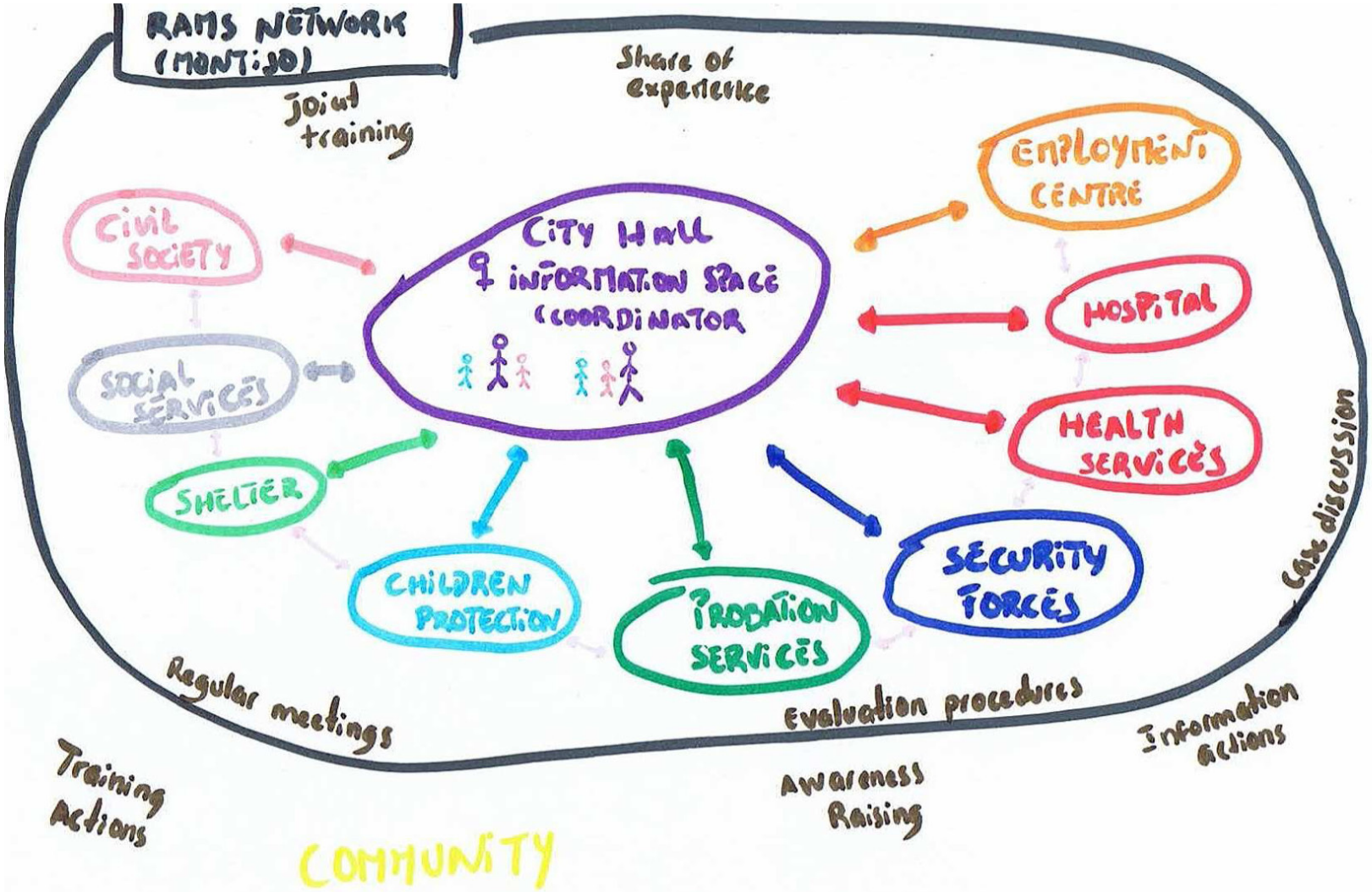
The network has given effective support to women who have been looking for juridical, psychological, social support and, in the most extreme cases, for shelter. Till June 2011, 816 women have been accompanied by the Women Information Space of the Municipality of Montijo. From 2008 to

2010 there was an increase of 56% of requests from of women asking for support services and accompaniment.

Strategie / podejście

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.


RAMS NETWORK
(MONTIJO)
Joint training
Share of experience
CITY HALL
& INFORMATION SPACE
COORDINATOR
CIVIL SOCIETY
SOCIAL SERVICES
SHELTER
CHILDREN PROTECTION
PROBATION SERVICES
SECURITY FORCES
HEALTH SERVICES
HOSPITAL
EMPLOYMENT CENTRE
Case discussion
Regular meetings
Evaluation procedures
Information actions
Training Actions
Awareness Raising
COMMUNITY

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

Gminna Sieć Krajowej Interwencji przemocy (RMIVD) w Loures w Portugalii, formalnie powstała bardzo niedawno bo w październiku 2011 roku, jednak działa nieformalnie od 2010 roku. Sieć koordynowana jest przez centrum "Espaço Vida - Centro de Atendimento Vítimas de Violência domestica Concelho de Loures". Członkowie zespołu interdyscyplinarnego, dzięki specjalistycznym zasobom razem pracują nad zapobieganiem przemocy w rodzinie, prowadzą poradnictwo dla ofiar przemocy, wsparcie psychologiczne dla ofiar i sprawców oraz rodzinne mediacje. Sieć ta ma na celu optymalizację zasobów i skuteczniejszą reakcję na problem przemocy domowej. Współpraca wszystkich zaangażowanych stron opiera się na wspólnych wartościach i wiedzy w odniesieniu do problemu, jak również na potrzebie skutecznego i szybkiego reagowania na sytuacje przemocy domowej, w połączeniu z inicjatywą prewencyjną i interwencją natychmiastową.

Zaangażowane strony

- 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

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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 identi-

fied 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.

Główne cele współpracy

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;

Działalność

- 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.

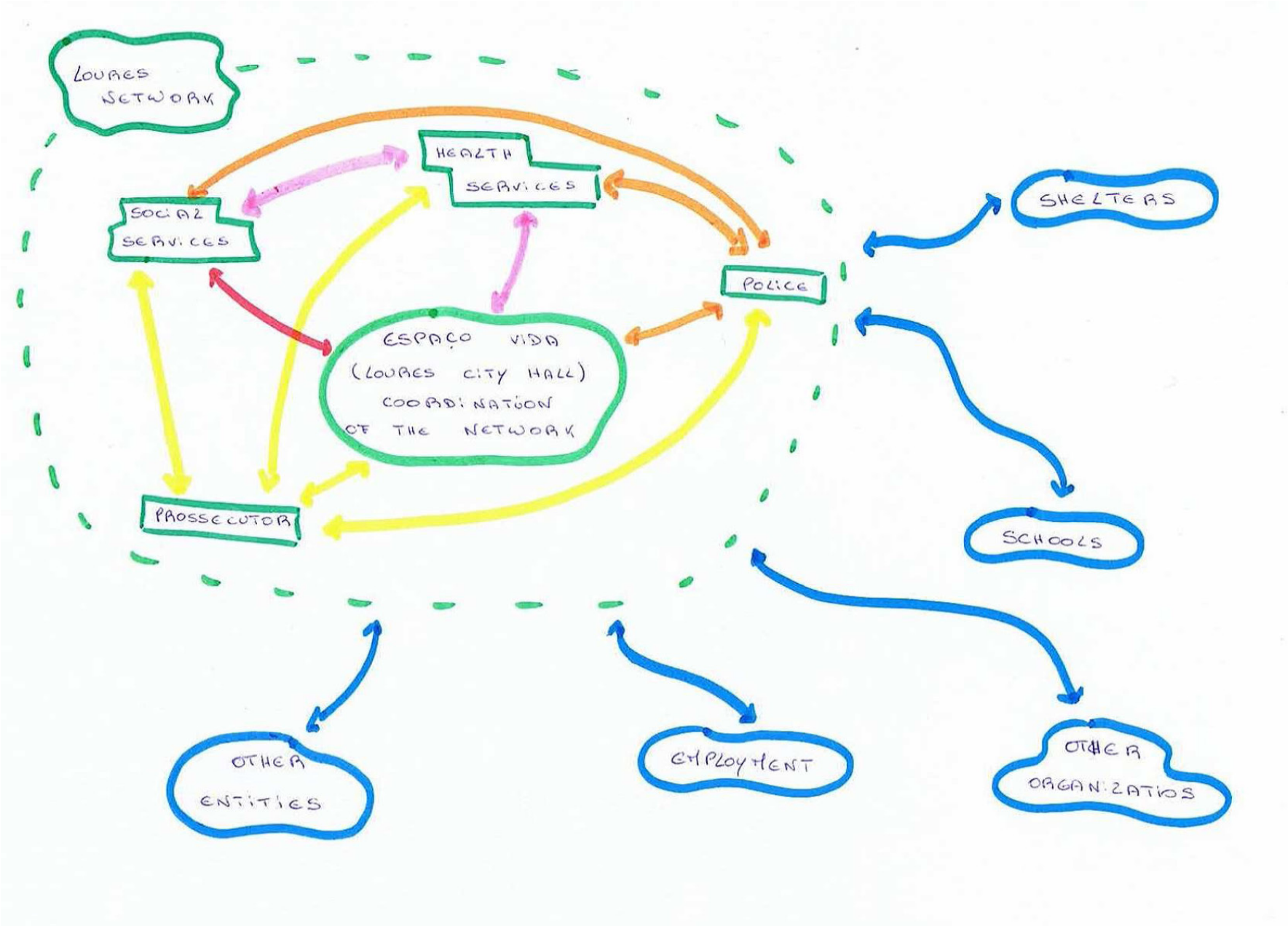
Efekty i sukcesy sieci

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 / podejście

- 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.


LOURES NETWORK
HEALTH SERVICES
SOCIAL SERVICES
POLICE
ESPAÇO VIDA (LOURES CITY HALL) COORDINATION OF THE NETWORK
PROSSECUTOR
SHELTERS
SCHOOLS
OTHER ENTITIES
EMPLOYMENT
OTHER ORGANIZATIOS

Kaunas District Women Crisis Centre, Kaunas, Lithuania

Kowieńskie Centrum Kryzysowe dla Kobiet (KDWCC) rozpoczęło swoją działalność w 1999 r. Jest to organizacja powstała z inicjatywy kobiet zmierzających do poprawy sytuacji innych kobiet i przyczynienia się do zapewnienia równych szans, aby walczyć z problemem przemocy w rodzinie i społeczeństwie.

W tym samym roku, Centrum zaczęło inicjować i koordynować wiele krajowych i międzynarodowych projektów rozwijając w ten sposób współpracę w sieci z różnymi organizacjami, działającymi w sferze zapobiegania i walki z przemocą w rodzinie. Główną misją powstałej sieci jest świadczenie usług dla kobiet i członków ich rodzin będących w krytycznej sytuacji w zakresie ochrony ich praw oraz zmiany postaw społecznych odnośnie problemu przemocy.

Zaangażowane strony

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

Główne cele współpracy

- 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.

Efekty i sukcesy sieci

- 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.

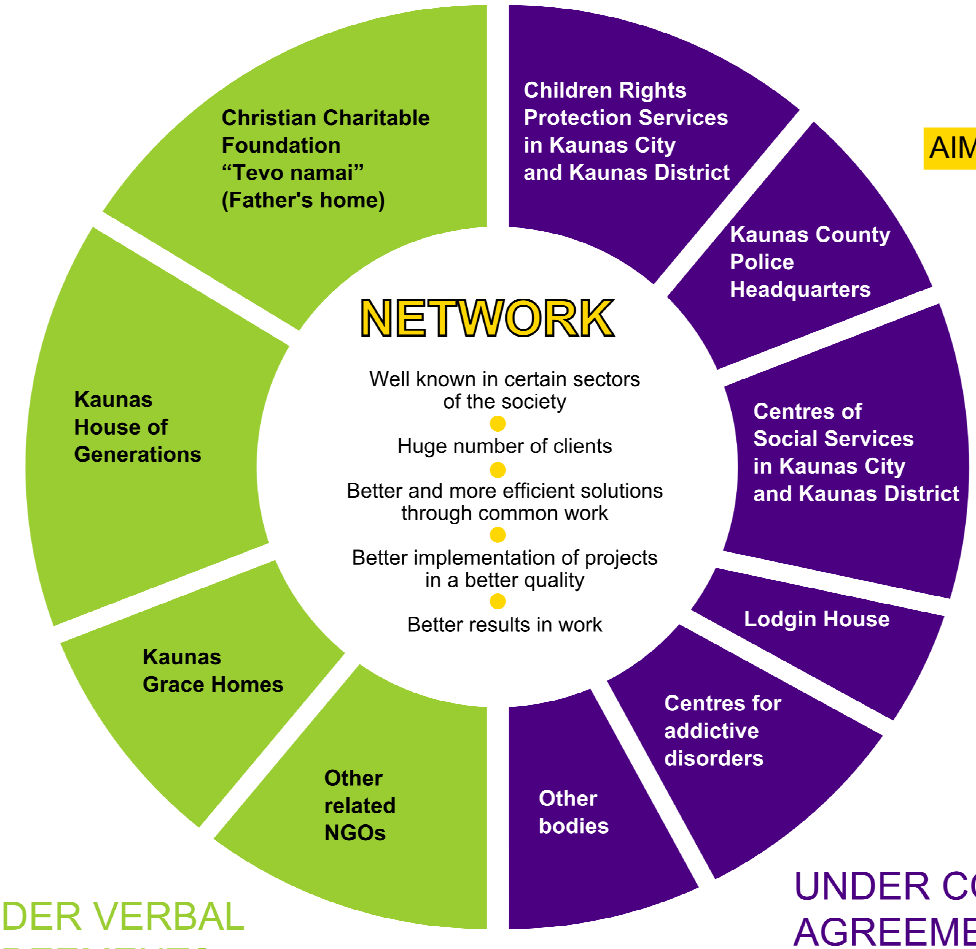
Strategie / podejście

- 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



UNDER VERBAL AGREEMENTS

UNDER COOPERATION AGREEMENTS

IN TOTAL 12 ORGANISATIONS

AIMS

- Provide assistance to individuals in emergency situation, as well the victims of violence of any kind.
- Carry out educational and preventive actions on violence against women, children and men".
- Organise discussions, conferences, trainings, workshops, prepare the series of lectures.
- Establish and maintain network with other NGOs, participate in their programmes.
- Cooperate with State Authorities.
- Publish materials on domestic violence against women, family communication and other issues relevant within society.

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

Krajowy Program Przeciwdziałania Przemocy w Rodzinie w Polsce ma koordynować wysiłki pracowników wielu różnych organizacji oraz zapewnić interdyscyplinarne podejście do zwalczania problemu przemocy w rodzinie. Program wdrażany jest na różnych poziomach przez władze lokalne. Każda z prawie 2500 gmin[1] zobowiązana jest do stworzenia „Gminnego Interdyscyplinarnego Zespołu do spraw Rozwiązywania Problemów Przemocy w Rodzinie". Obowiązek ten wprowadzony został przez polskie prawo 10 czerwca 2010 roku. Zespół składa się z osób delegowanych ze środowisk profesjonalnych do koordynacji, standaryzacji, analiz i rozwiązywania lokalnych problemów przemocy w rodzinie. Celem takiego zespołu jest zdiagnozowanie problemu przemocy w rodzinach w ich regionie, a następnie albo podjęcie działań zapobiegawczych w społeczeństwie albo interwencji w rodzinach, których ten problem dotyczy. Zespoły interdyscyplinarne opracowują i wdrażają indywidualne plany pomocy, podejmują działania przeciwko sprawcom przemocy, a następnie monitorują sytuację w poszczególnych rodzinach. Członkowie tych zespołów muszą dokumentować podjęte działania i ich efekty. Zarząd zespołu tworzy zwykle „grupy robocze" realizujące zadania w terenie i pracujące nad indywidualnymi przypadkami przemocy w rodzinie. Współpraca wszystkich zaangażowanych podmiotów w ramach zespołów oparta jest na wspólnych wartościach i różnych doświadczeniach. Członkowie tych zespołów są przedstawicielami różnych podmiotów zaangażowanych w zwalczanie przemocy tj. samorządów lokalnych, ośrodków pomocy społecznej, policji, sądu, ale także wielu innych organizacji. Obecnie około siedemdziesięciu procent przypadków przemocy w rodzinie w Polsce jest prowadzone przez zespoły interdyscyplinarne.

Zaangażowane strony

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.

[1] *Od 1999 roku w Polsce obowiązuje nowy podział terytorialny na: 2478 gmin, 379powiatów i 16województw.*

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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.

Główne cele współpracy

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

Działalność

- 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.

Efekty i sukcesy sieci

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.

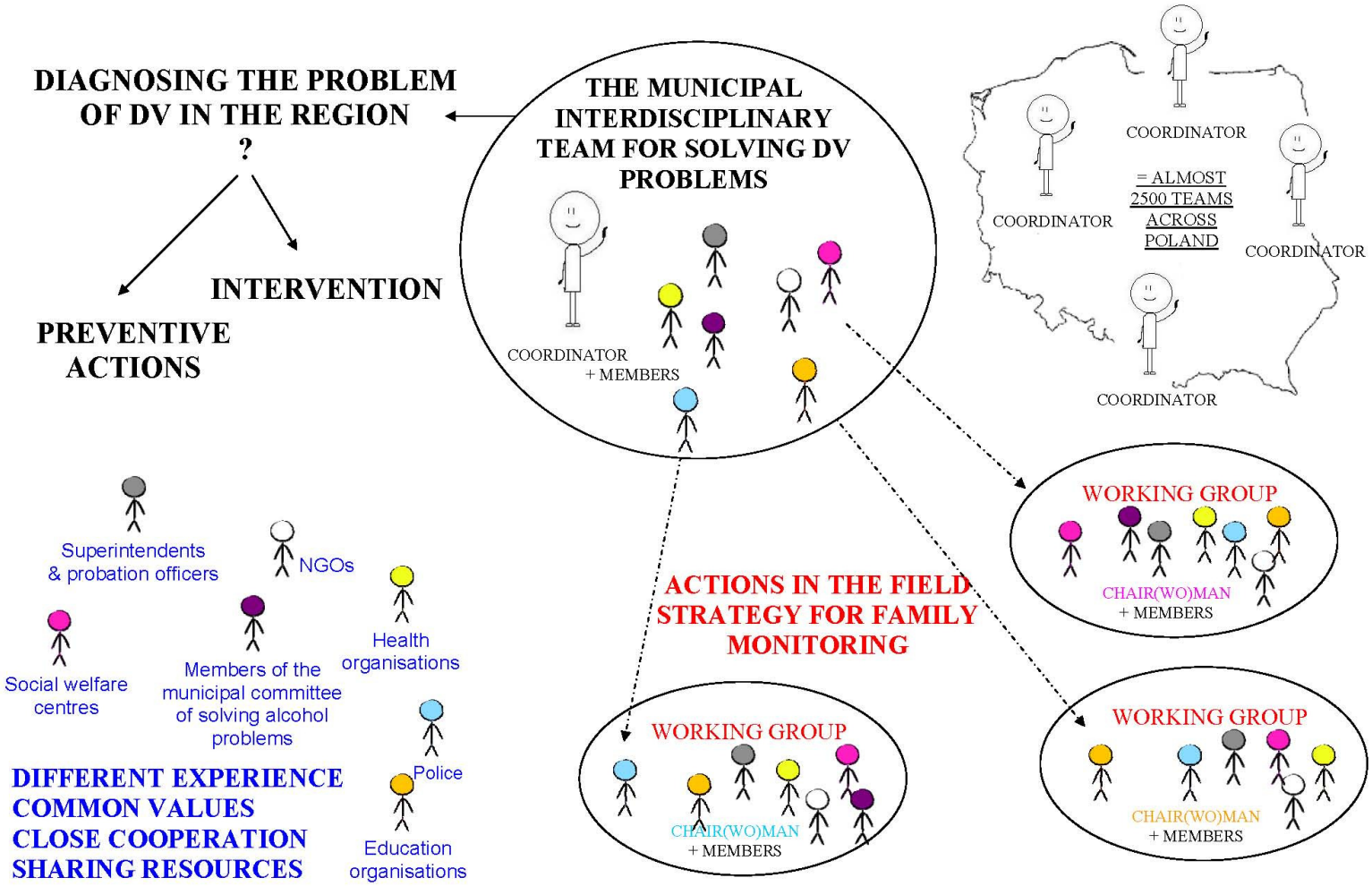
Strategie / podejście

- 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

Krajowy Program Przeciwdziałania Przemocy w Rodzinie w Polsce

MISSION: TO INTERVENE, TO PREVENT VIOLENCE AGAINST WOMEN AND CHILDREN, TO HELP EFFICIENTLY, QUICKLY AND PROFESSIONALLY IN CASE OF CHILD AND FAMILY ABUSE SITUATION.



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

Włoska organizacja kobieca "Amica Donna" powstała w 2003 roku jako organizacja działająca na rzecz kobiet i ofiar przemocy domowej w Montepulciano. W czerwcu 2009 roku pracownicy Amica Donna stworzyli pierwszą sieć współpracy o nazwie "Aurore". W ramach sieci tej podjęli współpracę na zasadzie samopomocy z dwoma innymi organizacjami. W kwietniu 2010 roku Amica Donna dołączyła do sieci "Tosca" - zgromadzenia wszystkich toskańskich ośrodków pomocy dla kobiet. W listopadzie 2010 roku organizacja została członkiem Narodowej organizacji "Dire", koordynującej włoskie centra kryzysowe. W 2011 roku Amica Donna przystąpiła do europejskiego projektu PACT jako organizacja zainteresowana tematyką projektu. Pracownicy organizacji wzięli udział w szkoleniu pilotażowym projektu. Ten udany krok - postępu w kierunku formalizacji organizacji był możliwy, ponieważ od początku Amica Donna opracowała jasną misję i ustanowiła dobre relacje pomiędzy wszystkimi państwami członkowskimi projektu i z innymi instytucjami działającymi w „łańcuchu” wsparcia przeciwko przemocy w rodzinie. Wszyscy członkowie organizacji zobowiązują się do podnoszenia kwalifikacji w sposób ciągły.

Zaangażowane strony

- 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

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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 trough 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.

Główne cele współpracy

- 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 women in difficulties with empathy;
    - *Accompagnare* – to accompany a women during the whole process of leaving a violent relationship

Działalność

- 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 / podejście

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

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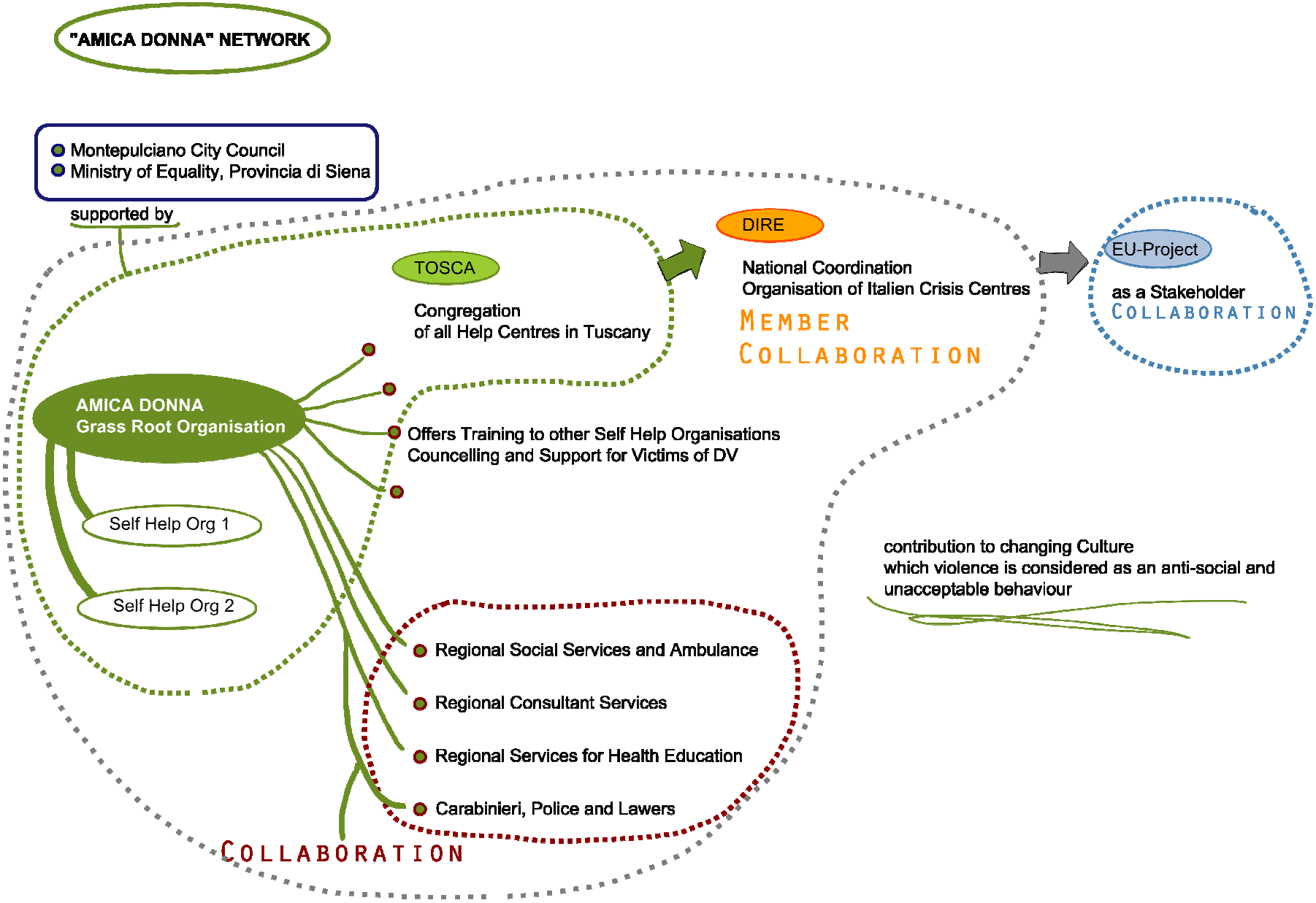
53045 Montepulciano (SI), ITALY
TEL: 0039 0578 712418 mobile 0039 327 9999228
www.associazioneamicadonna.it

Good practice example provided by Orizzonte, Italy


"AMICA DONNA" NETWORK
Montepulciano City Council
Ministry of Equality, Provincia di Siena
supported by
TOSCA
Congregation
of all Help Centres in Tuscany
DIRE
National Coordination
Organisation of Italien Crisis Centres
MEMBER
COLLABORATION
EU-Project
as a Stakeholder
COLLABORATION
AMICA DONNA
Grass Root Organisation
Offers Training to other Self Help Organisations
Councelling and Support for Victims of DV
Self Help Org 1
Self Help Org 2
contribution to changing Culture
which violence is considered as an anti-social and
unacceptable behaviour
Regional Social Services and Ambulance
Regional Consultant Services
Regional Services for Health Education
Carabinieri, Police and Lawers
COLLABORATION

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

Na podstawie austriackiej ustawy federalnej o przeciwdziałaniu przemocy w rodzinie (Gewaltschutzgesetz), która weszła w życie 1 maja 1997 roku, Austria stworzyła podstawę prawną do wszechstronnego podejmowania środków ochrony przed przemocą w rodzinie. Model austriacki uważany jest za przykład dobrych praktyk w całej Europie. Sukces austriacki opiera się na kombinacji prawnych i społecznych środków oraz bliskiej współpracy wielu organizacji społecznych i instytucji publicznych, w tym policji, sądów rodzinnych i austriackich biur interwencyjnych, które oferują bezpośrednią pomoc i wsparcie dla ofiar przemocy domowej.

Zaangażowane strony

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

Typ nawiązanej współpracy

Formalised Network which is established by Austrian legislation.

Potrzebę współpracy w określonych realiach

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.

Główne cele współpracy:

- 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.

Działalność:

- 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.

Efekty i sukcesy sieci:

- 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 / podejście:

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 in balance 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

References:

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Logar, Rosa: National and international measures to prevent domestic violence against women and children; conference proceedings: Ten years of Austrian anti violence legislation: International conference in the context of the Council of Europe campaign to combat violence against women including domestic violence, November 2007, Vienna & St. Pölten, Austria.

Anti-Violence Legislation, Austria

9 Intervention Offices (IO) = 1/Province

- Holistic
  - Multi-institutional
    - Pro-active Approach
      - Priority for Safety

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

Projekt ten finansowany jest przez UE (w ramach programu EFS 3.43) i przyczynia się do rozwoju kompetencji zawodowych osób pracujących ze "słabszymi" grupami społeczeństwa i zwiększenia spójności społecznej. Projekt ma wzmacniać pozycję kobiet i umożliwiać im efektywną integrację społeczną. Poprzez przywrócenie ofiar przemocy domowej na rynek pracy projekt sprawia, że kobiety są w stanie lepiej przyczyniać się do ogólnego dobrobytu społeczeństwa przy jednoczesnym uszanowaniu ich godności i zwiększaniu niezależności finansowej. Projekt ten ma również na celu budowanie sieci organizacji pozarządowych i innych agencji, w celu wymiany przykładów najlepszych praktyk i rozwiązań.

Zaangażowane strony

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

Typ nawiązanej współpracy

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.

Potrzebę współpracy w określonych realiach

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.

Główne cele współpracy:

- 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.

Działalność

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.

Efekty i sukcesy sieci

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.