



# 10 ESSENTIALS FOR SERVICES PROVISION TO SURVIVORS OF VIOLENCE AGAINST WOMEN



One shelter for every 10,000 inhabitants that provides safe emergency accommodation, qualified counselling and other assistance



One rape crisis centre for every 200,000 women



One women's advocacy and counselling centre for every 50,000 women that offers crisis intervention for survivors/victims

## PRINCIPLES



Access to **quality culturally and age-appropriate** sensitive services that are provided in an integrated and coordinated manner



**Safety** of victim/survivor in services provision



**Perpetrator accountability**



Informed **consent** of survivors and guaranteed **confidentiality**

**1**

**'First line support'** such as urgent medical treatment and care of injuries, including post-rape care (e.g. pregnancy testing, emergency contraception, post-exposure prophylaxis to prevent HIV and treatment for sexually transmitted infections)

**2**

**Referral** of survivors to the appropriate essential services

**3**

Increased **availability of justice** service providers, through the establishment of mobile courts, specialized police units and prosecution teams adequately trained and resourced

**4**

Provision of information about survivors' **rights** and the availability of services

**5**

Legal aid, psycho-social **support and counselling** for survivors

**6**

National **24-hour helpline**, free of charge, to report abuse and life-threatening situations that is staffed by trained counsellors who can refer survivors to other services

**7**

Safe **accommodation/shelter** to survivors and support services to their accompanying children

**8**

Risk assessment and **safety planning** for particular cases of survivors to monitor the progress of the case and outcomes

**9**

**Longer-term** health, legal, psychosocial, educational and economic support

**10**

Systematic **data** collection, recording and reporting through data systems that protect the confidentiality and privacy of the victims and survivors in order to ensure quality service provision

## Good Practices

### INTEGRATED SERVICES

#### CIUDAD MUJER IN EL SALVADOR:

The Social Inclusion Secretariat in El Salvador has initiated, with the support of the Inter-American Development Bank (IDB), an innovative service delivery model for women. Ciudad Mujer offers integrated services under one roof, including health care, psychosocial support and legal counselling, to avoid further re-victimization of survivors.

#### NEPAL PSYCHOSOCIAL COUNSELLING FOR SURVIVORS OF GENDER-BASED VIOLENCE:

With support from UN Women Country Office in Nepal, and in coordination with Nepal Government's Women and Children Office in Kabhre, a multi-purpose women's centre was established as part of humanitarian response to recent natural disasters. The multi-purpose women's centre provides dignity kits, solar lamps, trauma counselling, information and referrals, and it carries out women's safety audits and facilitates early recovery and livelihood activities.

### SPECIALIZED TRAINING

#### INVESTIGATIONS INTO CASES OF GENDER-BASED VIOLENCE:

To address the issue of low reporting by survivors of violence and the low capacity of law enforcement officials to adequately investigate cases of gender-based violence, the Office of the High Commissioner for Human Rights in collaboration with UN Women has developed a Model Protocol, ("The Femicide Protocol") to guide investigations and prosecutions in the Latin American and Caribbean region.

### SPECIALIZED POLICE UNITS/COURTS IN THE UNITED KINGDOM, SOUTH AFRICA AND BRAZIL

#### THE UNITED KINGDOM'S NATIONAL NETWORK OF DOMESTIC VIOLENCE COURTS:

This network emphasizes a partnership approach to dealing with domestic violence by criminal justice agencies, magistrates and specialist support services through dealing with domestic violence cases in magistrates' courts. The aim is for these partners to work together to identify, track and risk assess domestic violence cases and support survivors of domestic violence through the justice process.

SOUTH AFRICA is acknowledged as one of the pioneers of the concept of the dedicated victim-centred courts for sexual offences cases. The 365 Day National Action Plan to End Gender Violence in South Africa (2007) included an action for strengthening existing specialized sexual assault courts, given the success rate of the Sexual Offences Court in Wynberg and the Thuthuzela Centre at Jooste Hospital in Manenberg in the Western Cape, which demonstrated a 95 per cent conviction rate, compared to the 7 per cent in other courts.

THE MARIA DA PENHA LAW IN BRAZIL has created the Special Courts for Domestic and Family Violence Against Women. Brazil also has a system of Women's Police Stations to deal with domestic violence and other crimes such as rape.

### COUNSELLING

#### PSYCHOSOCIAL ASSISTANCE TO SURVIVORS

Austria has recognized in its legislation not only legal, but also psychosocial court assistance for victims of violent crimes. Specialized organisations have been entrusted with the task of providing psychosocial court assistance, including women survivors of violence, resulting in a significant increase in survivors' willingness to testify in court.