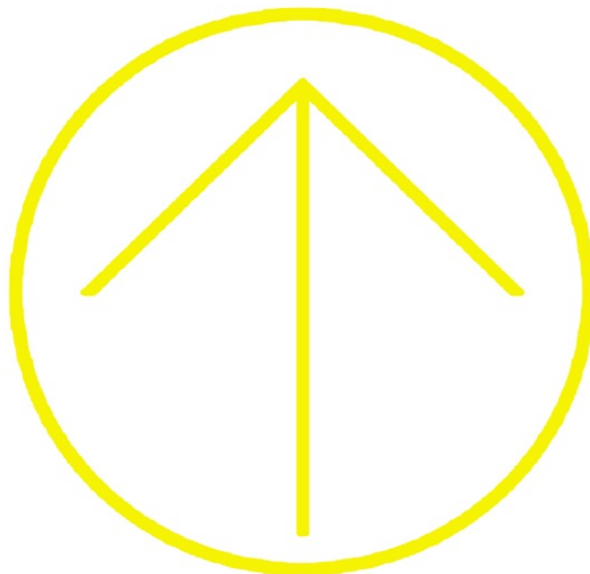




LILA

**Supporting GBV
survivors**

**A GUIDE TO PSYCHOSOCIAL
INTERVENTION FOR GIRLS AND
WOMEN WHO HAVE BEEN
IMPACTED BY GENDER-BASED
VIOLENCE AND THEIR
CHILDREN**



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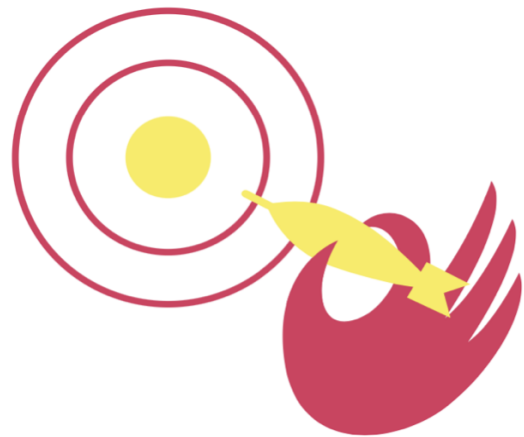
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Chapter 1

Introduction

Objective and scope

Gender-based violence (GBV), in all its forms, constitutes a severe violation of multiple human rights. It is a global social phenomenon stemming from gender inequality, predominantly affecting women and girls, although men and boys can also be targeted.¹ GBV is manifested through various forms of control and abuse, as a means of maintaining power in both the public and private spheres. Such violence distinguishes no age, race, class, religion, or geographical region. Perpetrators come in all types, and vary from intimate partners, family members, friends, co-workers, and strangers, to institutional representatives such as teachers, health practitioners, police, and others. Adverse health effects include mental, physical, sexual, and reproductive issues, including the risk of HIV infection. Furthermore, due to its significant socioeconomic impacts, it constitutes a major barrier to social equality and inclusiveness. The Istanbul Convention acknowledges violence against women as a violation of human rights and a form of discrimination against women.²



¹ European Commission, What is gender-based violence? https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/gender-equality/gender-based-violence/what-gender-based-violence_en

² Council of Europe, 2023. Istanbul Convention Action Against Violence Against Women and Domestic Violence. <https://www.coe.int/en/web/istanbul-convention/key-facts>

The pandemic undoubtedly exacerbated gender inequality, particularly since the majority of frontline workers are women. Imbalances existed in the private sphere as well, such as increased responsibility for children and the elderly, as well as household duties mainly handled by women. The pandemic also increased the gap between men and women in terms of employment rates. As a result, women became less economically independent (increased poverty), more vulnerable to infection (e.g., frontline workers), and more restricted due to isolation and homebound duties (loss of job, higher stress).

Evidence shows that measures to control the pandemic, such as lockdowns, social distancing, and containment, have increased women's and children's vulnerability to violence and limited their access to critical response services³. Hotline calls have spiked since the start of the pandemic, resulting in double to quadruple the previous numbers.⁴ The correlation between isolation due to lockdowns and increased amounts of anxiety, anger, and depression, led to a higher likelihood of violence at home. In addition, minors turned to the internet for connection due to isolation, making them more susceptible to online exploitation.

These guidelines draw attention to these increased levels of domestic, sexual, and gender-based violence and their long-term consequences on women and girls, to step up coordinated efforts and provide victims with appropriate and adequate support, in line with the EU acquis and best standards.

This handbook was created for health and social service providers and for educators in communities across the European Union (EU), with a focus on Belgium, Greece, Italy, and Spain. It is also for anyone working with GBV survivors, particularly those who support migrant and refugee populations.

The LILA project and the legislative framework

These guidelines have been developed as part of the EU-funded project LILA, launched in 2022 by four survivor-support organizations from Belgium, Greece, Italy, and Spain. The project revolves around the principles and provisions of the Istanbul Convention, the benchmark for international standards in preventing and combating violence against women. Through

³ EIGE (2020) The Covid-19 pandemic and intimate partner violence against women in the EU

⁴ LILA project (2002), ibidem

a person-centred and multi-disciplinary approach, the Convention sets obligations for the parties to implement measures and services that facilitate recovery from violence. Among the Convention provisions this booklet refers to the obligation to provide protection and support for child witnesses, ensuring the best interest of the child and that children's rights are upheld at all times.

In addition, and in line with the EU Strategy on the Rights of the Child, combating violence against children and ensuring protection through integrated and adequate protection systems is a major concern of the European Commission (EC), and one of its 6 areas of action for the coming years that LILA Project aims to support. Children and minors are often directly exposed to diverse forms of GBV, as witnesses, or victims, and effective support and attention must be provided attending to their specific needs. Also, this involves guaranteeing their full access to proper healthcare (physical and mental), especially for those who are at risk of poverty or social exclusion.

Furthermore, and as a mechanism to reinforce the Directive 2012/29/EU (Victims' Rights Directive), the EC has recently presented the first EU Strategy on Victim's Rights (2020–2025), which recognises the special vulnerability of the victims of gender-based violence.

For certain groups of victims, like victims of human trafficking and child victims of sexual exploitation and child pornography, the EU adopted separate legal frameworks.⁵ These build on the Victims' Rights Directive but respond more directly to the special needs of those populations.⁶

The project LILA is an attempt to ensure that the women we serve, including their children, receive the benefits of these legal and policy instruments.

⁵ Respectively, Directives 2011/36/EU and 2011/93/EU

⁶ Survivor and victim are two terms that will be frequently used during this document to refer to women and girls who have experienced GBV and trauma. Whilst the term survivor stresses empowerment, nevertheless, the term victim is typically used in legal settings, including in other European and International sources. As such, these terms will be used interchangeably and according to their context.



Principles

Support services must abide by guiding principles for work with GBV survivors to avoid secondary victimization, which occurs when women suffer further harm not as a direct result of the abuse but due to the way institutions and other professionals or individuals deal with them.⁷ If the institutions fail to recognize and treat the victim with dignity and respect, they can cause further traumatization and self-blaming, distrust of the system⁸ and of the pursuit of justice.⁹

- A survivor-centred approach is applicable to organizations working with survivors of violence and puts clients first, with their needs, wants, and safety.¹⁰ In many cases, women may be overlooked due to negligence, or may be simply forgotten as professionals carry out their procedures without paying attention to the survivors' personal needs. As a result of this lack of attention, the person may feel revictimized, lonely, and dehumanized, defined only by their victim status. A survivor-centred approach aims to empower survivors by helping them to regain control, and by enabling them to make their own choices.¹¹ A survivor-centered approach will ensure the person's

⁷ Council of Europe (CoE) (2006), Recommendation Rec(2006)8 of the Committee of Ministers to member states on assistance to crime victims

⁸ European Crime Prevention Network (2016), Preventing Secondary Victimization policies & practices, European Commission, DG Home Affairs

⁹ Lamonaca et al., (2022), Good practice tool for police hearings with migrant, applicant of international protection, refugee (MAR), trafficked, and gender and LGBT+ victims of sexual violence, INHERE project <https://www.icrhb.org/nl/projecten/inclusive-holistic-care-for-migrant-victims-of-sexual-violence-inhere>

¹⁰ European Union's Migration, Asylum and Integration Fund. Guide: Victim-centered approach - cyprus refugee council. Retrieved from <https://www.cyrefugeecouncil.org/wp-content/uploads/2021/08/guide-victim-centered-approach-official.pdf>

¹¹ UNFPA et al. Guidelines for the provision of remote psychosocial support GBV Survivors. Retrieved from https://lac.unfpa.org/sites/default/files/pub-pdf/unfpa_guiavbg_web.pdf

access to their rights to: 1) safety; 2) confidentiality; 3) dignity and self-determination; and 4) non-discrimination.¹²

- A human rights approach recognizes that, as victims of crime, GBV survivors and their family members, are entitled to benefits linked to the five broad clusters of needs of victims, being 1) recognition, 2) protection, 3) support, 4) justice, 5) compensation and restoration.¹³ The EU Victims' Rights Directive¹⁴ establishes minimum standards on the rights, support and protection of victims of crime and ensures that persons who have fallen victim to crime are recognised and treated with respect. These include:
 - Right to respect and recognition
 - Right to understand and be understood
 - Right to be heard
 - Right to receive information
 - Right to reimbursement of expenses
 - Right to protection
 - Right to access victim support services
 - Right to interact with trained professionals
 - Right to compensation
 - Right to interact with trained professionals
 - Right to cross-border assistance¹⁵
- A culturally-sensitive approach is crucial to provide personalized support to presumed victims. Many victims already feel isolated when abused or exploited, more so when service providers fail to relate with them linguistically, ethnically, or culturally.¹⁶ Therefore, not only are translators essential for communications, but also cultural mediators, or culturally conscious service providers play a large role in making survivors feel more comfortable disclosing and receiving support.

¹² UNFPA et al. Guidelines for the provision of remote psychosocial support GBV Survivors. Retrieved from https://lac.unfpa.org/sites/default/files/pub-pdf/unfpa_guiavbg_web.pdf

¹³ Victim Support Europe (2021), COmbating Gender Based Violence, Impact Assessment https://victim-support.eu/wp-content/files_mf/1648652409VSESubmissionEUGBVandDVinitiative.pdf

¹⁴ Directive 2012/29/EU

¹⁵ Victim Support Europe, Victims' rights <https://victim-support.eu/help-for-victims/victims-rights/>

¹⁶ AMIF Programme of the European Union & The European Unions Asylum, Migration and Integration Fund. Fanzines and coping with trauma. HEAL. Retrieved from https://healproject.eu/media/D3.1-Toolkit-for-psychological-support_EN-2-1-2.pdf

- The intersectional approach takes into account the way people's identities can overlap and groups often experience distinctive forms of stereotyping or barriers based on a combination of age, gender, disability, sexual orientation, gender identity, ethnicity, creed, rural habitation, etc. An intersectional approach seeks to deliver services with a focus on availability, accessibility and adaptation, taking into account the survivor's unique needs and experiences, overlapping inequalities and vulnerabilities. For instance, racial minority women experience discrimination in a completely different way than racial minority men, or even women as a gender. Likewise, evidence shows that persons with disabilities face additional disadvantages when their disability intersects with other grounds, such as age, ethnicity or gender.
- A trauma-sensitive approach lies on the notion that for GBV survivors, like most victims of crime, psychological wounds often endure long after the physical wounds have healed. A traumatized person often continues to defend against a threat that belongs to the past and that continues to impact their thinking, behaviour, and psychosocial wellbeing. Incorporating a trauma-informed approach into service provision means acknowledging the physical, social, and emotional impact of trauma, whilst allowing client interaction to occur in a safe and positive manner. Such an approach minimises the risks of triggering or re-traumatization. In this respect, the six principles of trauma-informed care, being: 1) safety, 2) trustworthiness, 3) peer support, 4) collaboration, 5) empowerment, voice and choice, and 6) cultural, historical, and gender issues. These principles can be used as a guide to communicate effectively with clients, establish a relationship of trust, and create a safe space for the client to make informed choices.
- A gender-informed approach recognizes that gender based-violence, domestic violence, and sexual exploitation disproportionately affects women and girls. Simultaneously, it encompasses the notion that gender is a spectrum, rather than a binary dimension and that many forms of violence, abuse and exploitation affect genders other than female. It has been noted that, to some extent, "any behaviour or gender expression that does not fit within the framework of society's expectations from a role assigned to

their (perceived) gender can potentially be grounds for violence.”¹⁷ This translates in many falling victims of crime exactly because they do not fit within a binary approach to gender. For instance, when it comes to GBV, LGBTQ+ individuals are disproportionately affected by many forms of hate crime and other types of criminal behaviour.¹⁸ From the domestic violence perspective, cases include parents disowning their LGBTQ+ children or imposing abusive and harmful ‘conversion therapies’ to seek to change their sexual orientation or gender identity, or force their children to marry, regardless of their gender or age.

- Children’s rights perspective: Children of women who suffer or have suffered gender-based violence are directly affected by it. Witnessing gender-based violence is recognized by the Istanbul Convention as psychological abuse that has dramatic consequences on the psychophysical health of children, not to mention the physical consequences resulting from direct physical violence by the abuser himself, or the vicarious violence. The safety and well-being of child and adult survivors of domestic violence are understood as inextricably linked, and when it comes to protection and support services, specialised support for children must be guaranteed based on their needs and placing their rights at the core. Children’s rights are guaranteed under the principles of: 1) non-discrimination; 2) best interest; 3) participation; 4) and right to life, survival and development.

¹⁷ Victim Support Europe (2021), Combating Gender Based Violence, Impact Assessment https://victim-support.eu/wp-content/files_mf/1648652409VSESubmissionEUGBVandDVinitiative.pdf

¹⁸ Council of Europe (2021) Combating rising hate against LGBTI people in Europe, <https://assembly.coe.int/LifeRay/EGA/Pdf/TextesProvisoires/2021/20210921-RisingHateLGBTI-EN.pdf>



Special considerations

These guidelines also address victims of sex trafficking through the « loverboy » modus operandi, an especially vulnerable population that often falls through the cracks of our systems, remaining invisible and unidentified. This phenomenon, in some countries described as the “loverboy”, teenage pimp, or pimp-boyfriend tactics, has become, according to Europol, the most common modus operandi in sex trafficking of minors across Europe.¹⁹ These traffickers use romance to recruit and exploit their victims. They establish a romantic relationship with girls and young women that quickly turns into an emotionally and psychologically abusive one. The recruitment process typically involves four phases: scouting, grooming, attachment, and exploitation.

The scouting phase is the process of recruitment into sex trafficking which begins with initial contacts and bonding with the victim. Traffickers know how to recognize signs of vulnerabilities in young girls, and how to use those signs to establish a connection, manipulate, and exploit the girl. The victims are most often scouted on social media and dating sites, or simply on the street, in clubs, shopping malls, and schools. Traffickers often look for girls who have low self-esteem, are isolated from friends and family, have a history of sexual abuse, are runaways, homeless, or in foster care, come from a dysfunctional or broken home, or those who have conflicts with their parents or guardians. Once the trafficker has identified the girl's

¹⁹ Europol, Criminal networks involved in the trafficking and exploitation of underage victims in the European Union, 2018. [According to the report “The so-called lover boy method entails the recruitment of a victim by establishing a fake romantic relationship between one of the members of the criminal network and a targeted potential victim of trafficking. Once the victim has fallen in love, the deception/involvement of the victim into criminal activity is much easier.” P.7.](#)

vulnerabilities, he attempts to fill the role that is missing in her life, such as a father-figure, a boyfriend, or a caregiver. If the girl feels abandoned by her family, he will show her that he is by her side. If her parents won't buy her a new cell phone, he will buy her the most expensive one on the market. If she's neglected by her peers, he will offer a listening ear. When she has no money to go out, he will spoil her with dinner at an upscale restaurant.²⁰

During the grooming phase, or 'honeymoon' phase, the victim begins to trust and form a bond with the trafficker, while he pretends to love and care for her. To win her affection, the trafficker would typically shower her with attention, feigned love, expensive gifts and favours of all kinds. They tend to display their (apparent) wealth and exciting "glamorous" lifestyle with fancy cars, expensive smartphones,²¹ luxury goods such as jewellery, perfumes, or design clothes that some of these victims have never experienced before. The offender creates a bond with the girl that gradually evolves to complete dependency through emotional manipulation, substance abuse, psychological and physical violence. Scouting and grooming usually happen within a month, but nowadays these phases can last only a few days in a digital environment.²²

In the attachment phase the offender gradually introduces the victim to sexual exploitation or other forms of crime. Different tactics can be used, but they usually involve careful deception, emotional blackmailing and intimidation. For instance, perpetrators may invoke money problems, debts, or the need to sacrifice himself to fulfil the couple's dreams and plans,²³ using manipulation, for example by making her feel guilty, to increase the pressure to earn money.

In the exploitation phase, also called the "maintenance process" the victim is exploited in prostitution, and the teenage pimp exercises full control over her life. He could ask her to have sex with a friend for money, or to deal or smuggle drugs as a sign of love, or to pay back one of the expensive gifts she was given. As the line is drawn further away, the girl has a very difficult time going back.

This process creates a strong attachment between the offender and the victim, commonly referred to as trauma bond, and often compared to

²⁰ Child Focus (2015), Study on victims of teenage pimps in Flanders, <https://www.jeugdhulp.be/themas/tienerpooiers>

²¹ Child Focus (2015), Study on victims of teenage pimps in Flanders, <https://www.jeugdhulp.be/themas/tienerpooiers>

²² Demarée, C., Verhofstadt C. (2020), *ibidem*

²³ Samilia Foundation (2020), Dossier pédagogique Exploitation sexuelle, Samilia.

Stockholm syndrome, (Raghavan, 2015). Victims of teenage pimps exhibit a complex psychological profile, as they are especially vulnerable to debilitating and persistent symptoms such as anxiety, depression, substance abuse, and eating disorders. In addition to post-traumatic stress disorder (PTSD), they may experience complex post-traumatic stress disorder (C-PTSD), which can lead to lack of control over emotions, sudden outbursts of anger, nightmares, difficulty concentrating, dissociation, self-destructive behaviours, increased risk-taking, and social isolation.

The trafficking experience and the repeated abuse victims suffer can profoundly shape their sense of self and others, resulting in pervasive mistrust of others and interrupting their ability to have healthy intrapersonal relationships. Survivors often exhibit defiant and inappropriate responses and have impaired judgment. They live in a constant “crisis mode”. Trauma bonding leads them to adopt the worldview of the abuser and take responsibility for the abuse, while avoid seeking help because of mistrust of others, hence their distrust for the criminal justice system and their fear of disclosure. In most cases, survivors reject the “victim label”.²⁴

Boys can fall victims of this form of exploitation too, ending up in the mostly gay-oriented sex industry.

For service providers who come in contact with a victim of teenage pimps, it is hard to anticipate or understand their reactions and behaviours, if they are not familiar with trauma-informed intervention protocols. What they often see are aggressive, loud, unruly, and defiant girls, who end up being labelled as “rebellious children”. Victims are often confrontational with service providers and are determined to protect their trafficker, even at their own expense. Such dynamics bring to light the notion of what criminologists call “ideal victim”, according to which, some victims may appear more deserving of the “victim label” than others.²⁵ Because victims of teenage pimps do not correspond to the social construct of the model victim, they are at risk of not gaining the victim status. Furthermore, they are prone to being labelled as criminals and to be investigated for offences they have committed as a consequence, or in the course, of the exploitation.²⁶ Victims’ histories of trauma, their prior negative experience with public systems, and the coping strategies they have developed in response, can translate into

²⁴ Simons, E.I.. Noteboom, F. (2019), Aangifte doe je niet, CKM Fier!

²⁵ Christie, N., 1986. The Ideal Victim. In: E. Fattah, ed., From crime policy to victim policy: reorienting the justice system, 1st ed. Macmillian, pp.17-30.

²⁶ Muraszkiewicz, Julia. (2019). Protecting Victims of Human Trafficking From Liability: The European Approach. 10.1007/978-3-030-02659-2.

what law enforcement, judges, and case workers view as recalcitrant, negative, or aggressive behaviours. These girls and young women may be labelled 'oppositional,' although in reality their aggression is often a defence mechanism against past abuse. Trauma-informed training can help practitioners learn to see these behaviours as manifestations of the trauma bonding, abuse, and multiple victimization these young women would have experienced.²⁷

A major obstacle in protection of minor victims of teenage pimps is the fact that in most European Member States, they do not meet the criteria required to gain the trafficking victim status. Consequently, they also lose entitlement to enter the 45 day reflection period and access the consequent rights under the protection program, including, first of all, legal aid provision. In some instances, the girls are identified as victims of domestic violence, which hinders their access to specialised assistance services for trafficked people, such as the reflection period, appropriate shelter, assistance, care and support in line with the provisions of EU legislation.²⁸



²⁷ Epstein, R., Edelman, P., (2013) A Multidisciplinary Approach to the Domestic Sex Trafficking of Girls, Georgetown University

²⁸ Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting its victims sets out to strengthen prevention as well the protection of victims, and establishes minimum rules concerning the definition of criminal offences and sanctions in the area of trafficking in human beings.

Chapter 2

Guidelines for psychological and psycho-social support

The purpose of this section is to provide recommendations regarding the standard operating procedures (SOPs) that professionals should follow to provide quality psychological and psychosocial (PSS) support to survivors of GBV.

GBV case management: the six steps

GBV case management can be broken down into six steps:

1. Referral

A GBV case can start with the referral made by individuals or entities that were approached by the victim. The referral should be in written form and, if sent electronically, be encrypted, containing the survivor's informed consent to data processing, data sharing and to receiving support. The referral form should contain only basic information about the nature of the abuse, the type of support requested by the survivor, and personal information such as age, nationality, family status, preferred language of communication, accommodation, contact details, services received.

The other possible entry point into the support system is self-referral. Self-referral can be done in-person, by phone, or online. In this phase, the case manager should reassure the person that the information shared is strictly confidential. They will avoid discussing the abuse in detail, and instead will collect only the basics to determine whether an emergency exists.

2. Discussing confidentiality

After receiving a (self)referral, an appointment is arranged with the client to begin the assessment process. At this point the case manager must determine whether the survivor is willing to accept the support offered. The survivor's informed consent is intended to protect their rights and ensure that they are fully aware of the limitations, risks, and benefits of assistance. Informed consent is also important to build a relationship of trust, support the client's self-determination, and help restore their sense of control. To obtain informed consent:

1. Illustrate what the support program entails,

2. Discuss confidentiality and its limitations,

A confidentiality agreement ensures that the service provider will not divulge any information about a survivor without their consent. At all times, the service provider will communicate who is involved in a case and why, obtain the survivor's permission on what information can be shared and with whom, while always protecting the client's identity. However, there may be legal or other obligations that override the individual's right to confidentiality. 'Limited confidentiality' applies in the following circumstances:

- There are concerns about the immediate physical safety of survivors or co-survivors, such as the physical safety of their children or in case the client may harm themselves, or may cause harm to others.
- There are mandatory reporting laws that oblige service providers to report to police or other government authorities. Survivors (and caregivers) should be made aware of these legal requirements as part of the informed consent process.
- There are mandatory reporting policies for cases of sexual exploitation and abuse that involve service providers. In these cases, the survivor must be told to whom the case would be reported, what information would be shared, and what outcomes can be expected.

3. Explain how the survivor's information will be collected, used and stored. If the service provider records survivors' data in writing or electronically, they should explain what information is retained, how and why.

4. Discuss the survivor's rights throughout the support program, including rights other than confidentiality. Every survivor has a right to:

- request that their story, or any part of their story, not be documented
- refuse to answer any questions or stop the interview at any time
- ask questions at any time
- request to work with a different case worker
- refuse any referrals proposed by the case worker, such as medical or legal
- request to see their case file, or other data collected about them, and ask for changes to be made

By the end of each session, the case worker should:

- Ask the survivor if they have any questions, or need any further clarifications
- Ask the survivor if they would like to continue receiving support.

Conversations with a survivor about informed consent shall be ongoing throughout the case management. There is no consent process or form that serves as an all-encompassing permission from the survivor for services, referrals, or information sharing. The case worker should get informed consent: 1) before they begin assessment, 2) before making case referrals and for each new referral, and 3) before they take any other actions on behalf of the client.

3. Intake

In order for a GBV case to be disclosed, individual sessions are preferred. The sessions shall take place in a safe and private space, so as to protect the survivors' psychological and physical safety, and privacy.

Providing good case management services rests on conducting a good assessment and establishing a relationship of trust with the survivor. Assessment is of the process of gathering information about a survivor, and using it to help the person make decisions about their care. This step involves active listening to find out what has happened, what the current situation is, whilst providing information, and assisting the client identify her problems and needs.

Asking the survivor to talk about what happened may feel difficult and scary to her. Instead of going through the list of questions from the intake form, the case worker may begin with encouraging open questions that invite the client to speak about herself e.g. *"Would you like to tell me what brought you here today?"*, *"Where would you like to begin?"*, *"What would you like to tell me about your experience?"*

Other ways the case worker can make the survivor feel more at ease during the conversation are:

- Listening carefully to the story without interrupting.
- Watching the survivor's body language closely for any signs of discomfort, such as crying, staring into the void, mumbling, giving one-worded answers, turning away, or changing the topic.
- Actively checking in with the survivor along the way – Is she okay with continuing the conversation? Does she need to take a break? The case worker shall make it clear that survivors are free to not answer questions that they are not comfortable with.
- If the client verbally or non-verbally expresses that she is not comfortable answering questions or sharing information, the case worker shall respect her wishes and stop. Forcing a survivor to tell their story is harmful, and should be avoided under any circumstance.
- The case worker may take notes if required, and only if the survivor agrees. However, during this process, full focus and attention must be given to the survivor, and not on the pad or laptop.
- As the survivor recounts her story, the interviewer will encourage and empathize through both verbal and non-verbal communication. Encouraging phrases such as *"please, continue"*, *"go on"* or *"I am listening"* can be helpful.
- Once the survivor has disclosed their experience, the case worker will respond to the disclosure with compassion, validation, and reassurance.
- The case worker shall ask clarifying questions only after they have let the survivor speak and have responded to their disclosure. Unnecessary questions shall be avoided.



4. Risk assessment

In some instances, survivors can face increased risks that must be managed both for their safety and psychological well-being. The case worker should ask questions concerning issues such as:

- whether the person living with an abusive partner feels safe if they are contacted by phone. For example, it may be appropriate to ask questions such as *"Is there a space to isolate so that you can speak confidentially?" "Does the phone you use belong to you?" "Do you have access to the internet?" "What is the best time for you to call or communicate with us, and in what ways?"*
- the proximity of the perpetrator. For example, by asking *"Do you know where your [husband, boyfriend, father, boss, etc.] is right now?" "Do you have any reasons to believe that he knows your location or that he could trace you?"*
- if there has been an increase in the severity or frequency of physical violence over the last days or weeks.
- whether the client attempted to leave the abuser during the last days or weeks.
- whether the survivor is subject to a life threat. For example, the case worker could ask *"Does he own a gun or another weapon?" "Has he ever used a weapon against you or threatened you?" "Has he threatened to kill you?" "Do you believe he is capable of killing you?"*
- threats of harm against the survivor's children.
- whether the client is forced to have sex without her consent.
- abuse during pregnancy.
- whether there have been attempts to control personal choices and daily activities. For example, *"Does he tell you who you can be friends*

with, when you can see your family, how much money you can use, or when you can take the car?" "Is he violently and constantly jealous of you?"

- stalking by the perpetrator.
- inquiring about the perpetrator's personal situation, for instance whether he is unemployed, uses drugs or alcohol, has been diagnosed with mental health conditions, etc.
- whether the survivor has suicidal thoughts.
- whether the survivor has a supportive network, like relatives, friends, neighbours, etc.

"Yes or No" questions are asked. If there is a large number of yes answers, the survivor faces greater danger and intervention must be conducted immediately.

5. Safety plan

Depending on the case and the degree of risk the survivor faces, a safety plan should be drafted by the case manager in close cooperation with the survivor, to be as much as possible prepared to escape the danger in case of any immediate threat. Developing a safety plan with the survivor is a way to help her identify her own mitigation and prevention strategies.

The case manager and the survivor should be discussing issues such as:

- 1) Risk factors in the case of intimate violence by the partner or husband:
 - Possibility of using another phone, in case the survivor does not own one, or her phone is being controlled.
 - Possibility of having a friend that could call for help instead of the survivor. Use of secret codes.
 - Internet access without the perpetrator's supervision.
 - Possibility of asking for help by phone without the perpetrator's supervision.
 - Safety strategies include actions the survivor can take to increase their safety:
 - If the perpetrator checks their mobile and calls, the survivor should erase all records
 - Use the time when the abuser is busy, asleep, or absent to call or send a message so as to speak freely or ask for help.

- The survivor shall indicate in their message the time they can speak with safety.
- 2) Safe places to go:
- The survivor should seek refuge at a relative, a friend, or a neighbour.
 - Survivors should note down the name of people they trust or organizations they can contact for help.
 - If they do not know where to go for help in case of a crisis, the case worker shall provide information and simple directions
 - The survivor shall have a safety pack ready in case they decide to leave. This shall include IDs, bank account numbers and devices to enter their bank account, legal papers, valuable items, necessities, etc. The safety pack should be well hidden from the abuser so as not to increase any risks of harm.

6. Case plan

A case plan is based on the survivors' expressed needs, wishes, interests, and goals. It is created by the survivor with the help of her case manager. It is part of the empowerment process that psycho-social support entails, it is dynamic and flexible, as it may change over time.

Case planning builds from the intake and assessment process. To begin with, the case worker can summarize what they understand to be the survivor's main needs. They will ask the survivor if she agrees and is comfortable with the summary, and whether there is anything she would like to add, remove, or change. Then the case worker will offer information about services available and what can be expected from them in terms of the benefits, and the risks involved in a referral. The case worker shall always inform the client that she has the right to decline or refuse assistance, in whole or in part.

When the survivor has the option to pursue justice, she must be given the necessary information to make an informed decision. The role of the case worker is not to encourage the client to press charges, but rather to inform her of her rights, and provide accurate information as to what she can

expect if she reports to law enforcement, and what will happen if the case goes to court.

The case manager can then plan with the survivor how to meet needs, set personal goals, and make decisions about the next steps. At this point, the survivor shall be asked if she has any questions, and if she desires, to be referred to any of the services proposed. If this is so, the case manager shall identify the person or organization responsible for facilitating the intervention, and discuss with the client any needs she may have, such as to be escorted to all, or some of the services.

An important part of the survivor's healing and recovery is identifying short-term and realistic goals that she can achieve. Goals should be based on the assessment, particularly the psychosocial assessment, where the client's emotions, feelings and functioning, as well as sources of support and strength, were discussed. Whenever possible, the case manager should let the survivor identify her own goals. Both the survivor and the case manager shall also discuss options for a follow-up visit and be very specific about where it will take place and when. If needed, the case manager shall explore with the survivor how follow-up will be safest for her.

When a survivor misses three consecutive appointments (in person or remotely) without giving a valid explanation (for instance, illness) and does not answer repeated phone calls/text messages, she is considered a drop out. In such a case, the survivor is then considered uninterested in receiving any more assistance until she returns and requests it again.

Special recommendations for refugee and migrant GBV survivors

Refugee and migrant women and girls suffer higher risks of different forms of GBV, whether in the country of origin, whilst moving to safer destinations and/or deportation. Intersecting and numerous forms of discrimination experienced by women and girls increase their vulnerability to GBV. Furthermore, structures of gender inequalities, and inaccessible safe and regular migration pathways increase risks to GBV. Male violence perpetuated on migrant women occurs during every phase of migration. Such violence may be inflicted by various individuals, including other migrants, human traffickers, smugglers, intimate partners, as well as authority representatives such as police, guards, etc.

The Covid-19 pandemic has increased the harms and risks migrant women and girls endure due to travel constraints and border closures. Such restrictions have forced migrant women and girls to take more perilous pathways, at times even turning to smugglers, thus intensifying their risk to harm.²⁹

The case manager should be accompanied by a certified interpreter during the sessions with survivors who use a language different from the case manager's. Some basic principles shall be followed:

- Interpreters are trained on the GBV guiding principles.
- Interpreters' role shall be clear during the process.
- Interpreters shall translate word for word what the survivor says without expressing personal opinions.
- Survivors are given the option to choose the gender of the interpreter
- Interpreters' interests must not conflict with those of the survivor (for example, different ethnic group, different religion, personal prejudice).
- Interpreters are bound by confidentiality and under no circumstance must they share any information obtained whilst providing translation services.

Special recommendations for survivors of teenage pimp/loverboy trafficking

Loverboy trafficking victims are a vulnerable group of youth who need special protection since the abuse leaves significant trauma behind.

Counselling is offered either in a residential setting for people living in youth institutions, or on an outpatient basis for those living elsewhere.

Through counselling, clients receive support in processing the trauma and in drawing up a realistic plan for their future. To achieve successful reintegration into society, multiple aspects are addressed, such as physical and mental health, education, family, social network, etc.

²⁹ REF: UNWOMEN, 2021. "From evidence to action: Tackling gender-based violence against migrant women and girls." <https://www.unwomen.org/en/digital-library/publications/2021/10/policy-brief-from-evidence-to-action-tackling-gbv-against-migrant-women-and-girls>

Referral

A case of loverboy trafficking can be signalled by:

- the victims themselves, although this is rare
- law enforcement
- people close to the victim, such as parents, caregivers, student support centres, psychologists, teachers, etc.

A notification is made when a person or entity has serious suspicions that someone is a victim of a trafficker. Every notification of a potential victim, including anonymous ones or those without a request for support, is handled by a psychosocial worker and recorded in an internal central database. The presumed victim enters a waiting list. On average, the wait is between 1 and 3 months.

The psychosocial counsellor will contact the referrer to clarify the nature of the request – i.e., whether the person is in need of shelter, assistance, financial support, etc. They will ask what is expected from the victim support organization and clarify what can be offered.

The initial contact

When the potential victim reaches the top of the waiting list, the referrer is contacted to schedule an appointment. Before first contact with the client, the notifying person has to explain to the client that a meeting with the victim support organization has been arranged. The contact can only be initiated with the client's consent. If the client refuses to meet with a social worker after three consecutive attempts, they will be placed at the bottom of the waiting list.

During the initial contact with the presumed victim, the psychosocial counsellors introduce themselves, explain their role, and the services offered by the organization. They talk to victims in an age-appropriate and trauma-sensitive manner, using expressions such as:

- *"I am ... and I work for [name of organization]. This is an organization that helps people in need: so we are not the police, the court, the youth welfare, or psychologists. I've come to listen to you and see if there is anything I can do for you."*

- *"I work for an organization that helps people, especially people who have to do things they don't want to do or don't feel comfortable doing."*
- *"We talk to girls and boys who are in trouble and see if we can help them with their needs/wants/expectations."*
- *"I do not represent the police, the court, or youth institutions, nor am I a psychologist, although I do work with these professionals."*



Assessment period

Throughout the assessment period, the psychosocial counsellor meets with the client on a weekly basis. The entire assessment period lasts around 7 to 11 conversations, spanning 2 to 3 months. The meetings take place where the clients reside. To ensure privacy, safety, and a relaxed environment, the meetings may also take place in a cafe, in a public park, at school, or at the victim's house, whilst always ensuring that there are no distractions or interference.³⁰

Counselling helps clients in different life domains. Victimized minors often drop out of school because they run away to live with their traffickers. They may suffer debt bondage through debts incurred to purchase goods and services, or pay for loans taken to the benefit of the trafficker, or they may have no social network, nor a place to stay.

³⁰ Recently, Payoke launched an outreach mobile unit, a van that serves as a safe and pleasant place for counselors and clients to meet.

How to recognize a victim?

The psychosocial counsellor will pay attention to certain cues to determine whether the client is a victim of human trafficking.

A person affected by a teenage pimp is often difficult to identify. To protect themselves or their traffickers, they live double lives and hide their emotions and experiences. The behavioural changes of young people living in institutions or who have absent or foster parents are particularly difficult to notice. The behaviours that are characteristic of exploitation are often overlooked and mistaken for those that are typical of adolescence or experimentation.³¹

Whereas there is no single profile of a victim, some common patterns may be observed:

<p>Physical clues:</p> <ul style="list-style-type: none"> · abdominal pain · vaginal and anal problems · venereal diseases, HIV · pain in the upper legs · pregnancy · abortion · bruises and signs of abuse (covered by clothing) · signs of auto-mutilation · extreme tiredness · addictions and substance abuse · palpitations · disordered eating · psychosomatic complaints · trouble sleeping 	<p>Sexual signals:</p> <ul style="list-style-type: none"> · non age-appropriate sexual contact · obsessive interest in sex · avoid physical contact · has a lot of knowledge about sexuality · avoids the subject of prostitution or normalises it · extremely open or close about sexuality · owns sexual toys or sex clothing · sexually ostentatious behaviour · aversion to physical contact · uses sex to exercise control or exchange · uses coarse language
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³¹ Child Focus (2016) Victims of teenage pimps in Flanders.

Behavioural clues:

- change in appearance, clothing, makeup
- suddenly has a lot of money and owns expensive items
- tired and emaciated (possible sign of being active at night)
- personal care reduced (possible sign of depression)
- dissociation (unintentional and unintended change in consciousness in relation to one's own identity)
- school dropout or absenteeism (especially after the weekend)
- decline in school performance
- obstinate and unrelenting
- incapable of handling or changing a situation
- will not talk about her relationships
- tendency to lie
- goes out a lot
- runaway behaviour
- anxious and fearful behaviour (without apparent reasons)
- mentions secrets they can't tell anyone
- no signals can also be signals

Psychological clues:

- low self-esteem
- negative self-image and self-talk
- detached from reality
- depression
- naive and easy to influence
- rapid mood swings
- reckless
- shows avoidance or withdrawal
- trouble concentrating
- angry outbursts or aggressive behaviour
- suicidal thoughts
- self-harm / self-mutilation
- PTSD

<p>Social clues:</p> <ul style="list-style-type: none"> · sudden change in circle of friends · has contact with older men · constantly under the control of a friend or third party · isolates themselves from family, friends and acquaintances · exhibits socially desirable behaviour (non-signal) · suddenly displays different beliefs and values · terminates or neglects old friendships · has multiple mobile phones and keeps them close all the time · is often driven around or picked up/dropped off by new acquaintances · relationship with parents or foster family deteriorates · display different behaviours in different contexts (school, home, friends) 	<p>Other indicators:</p> <ul style="list-style-type: none"> · debts (fines, subscriptions, online orders, loans) · tattoo · criminal behaviour · loss of ID card or in possession of fake ID
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Counselling skills

It is critical for a psychosocial worker to conduct conversations without bias. If the client perceives that the psychosocial worker is assuming to know them on the basis of their case file, and without trying to connect, they will shut down. The counsellor must be honest about what they learned from the referrer, without exposing unnecessary details. Through subsequent meetings, they will get to know the client, ask questions, and take an interest in the person's narrative rather than relying on the case file. They may ask questions such as *"Do you have hobbies, brothers or sisters, what job would you like to do, etc...."* It is the counsellor's responsibility to make the client feel at ease.

The following traits and tips can help counsellors succeed:

- Keeping an open mindset
- Authenticity: stay true to themselves, and do not play the role of a psychologist or educator
- Equal footing: while acknowledging power differentials, the social worker shall strive to be accepted as an 'equal', building the relationship on reciprocity instead of hierarchy
- Humour may be used to reduce tension and give breathing room under challenging situations
- Maintaining a non-judgemental attitude
- Engaging in natural conversation without forcing any topics on the client. As a means of obtaining further information, the counsellor may gently steer the conversation in a particular direction, for instance by asking the client if they have a boyfriend or girlfriend.
- Predictability. People who suffer from trauma are in great need of a predictable and stable environment. Creating consistent and predictable rituals, routines, and procedures may be achieved when counsellors prepare for the meeting, tell clients what to expect, provide reminders for upcoming meetings, and help clients self-regulate if they feel anxious or triggered.
- Keeping promises and avoid setting unrealistic expectations.

Positive assessment

Following a positive human trafficking assessment, the counsellor will work with the minor to prepare a statement to law enforcement. In the event they do not wish to make a statement, the victim support organization will step aside. In some EU Member States, victims who do not collaborate with the investigations, do not enter the protection program and do not receive specialised support for human trafficking victims.

When the client gives a statement to law enforcement, the lawyer mostly takes over. The psychosocial counsellor still visits regularly by means of follow-up sessions. These follow-up visits are mainly directed toward deducting relevant information about the trafficking experience and collecting additional evidence to strengthen the ongoing criminal investigation. Sometimes the conversations are held with third parties (parents, law enforcement, school, etc.), while respecting the client's privacy and confidentiality.

In the long term, the psychosocial worker will continue to provide counselling and support until the client can step into society independently. This may include: resuming or continuing studies, finding a source of income after coming of age, searching for accommodation, or looking for a job. As such, guidance can last for several years, usually three to five years.

Negative assessment

If the psychosocial workers conclude that human trafficking is not taking place, they will provide a report indicating the reasons and providing advice on referrals, therapy, education, etc. The advice is non-binding and is first discussed with the client upon sharing it to their support network.



Chapter 3

Guidelines for legal assistance

This section aims at providing a set of guidelines and principles to the professionals involved in GBV survivors' legal support and assistance. It offers information about legal frameworks in Belgium, Greece, Italy, and Spain that may be useful to legal service providers. Furthermore, it illustrates how to apply a survivor-centered approach in their daily work.

Definition of Violence against women

The Council of Europe Convention on preventing and combating violence against women and domestic violence, better known as the 'Istanbul Convention' mentions the following types of violence:

- psychological violence (Art. 33)
- stalking (Art. 34)
- physical violence (Art. 35)
- forced marriages (Art. 37)
- sexual violence, including rape (Art. 36)
- female genital mutilation (Art. 38)
- forced abortion and forced sterilisation (Art. 39)
- sexual harassment (Art. 40)
- aiding or abetting and attempt (Art. 41)
- unacceptable justifications for crimes, including crimes committed in the name of so-called honour (Art. 42).

We will distinguish five types of violence based on these criteria:

- physical violence
- verbal violence (including hate speech)
- psychological violence
- sexual violence
- socio-economic violence.

There are two other categories of violence: domestic violence and (sexual) harassment, both of which may be a combination of all five types of violence mentioned above. Multiple forms of violence can be present at the same time, particularly in abusive relationships. All forms can occur both in the

private sphere (in families and intimate relationships) and in the public sphere, committed by (unknown) individuals in public space, or by organisations, institutions, and governments. At the far end of this violent continuum, there is often the final straw of abuse which is the killing of battered women by their current or previous intimate partner, commonly referred to as ‘femicide.’

Every national legislation frames these types of violence differently. Modes and forms of legal support may vary in relation to different forms of violence. The first priority when responding to GBV must be to respond to the needs of survivor, and ensure that she is properly protected. Access to justice for women is often assumed to reside in a criminal justice response to the perpetrator. However, women may seek different remedies other than judicial proceedings for example attaining safety through effective protection orders; physical and mental recovery through good quality and accessible health services; and/or access to divorce and a new life away from their abusive partner. Often these forms of justice must be in place before a woman subjected to violence feels ready to seek justice in court. Informing women about their human rights and the remedies they can seek to redress and prevent violence is the bedrock of access to justice. Informing women that they have rights and entitlements can change the way they think about their situation, even if they do not take steps to enforce those rights.

Responses to GBV under the frame of legal assistance and support need to ensure:

- A victim-centred approach.
- Informing about rights and entitlements, including free access to qualified and impartial interpreters and the translation of legal documents, where necessary or where requested.
- Confidentiality and privacy.
- Safety and well-being for the survivors and their children.
- Full accountability for perpetrators.
- Free legal remedies and legal aid.
- That power imbalance and gender inequality are taken into account when providing legal assistance.

GBV and institutional violence

The same mechanisms contributing to the perpetuation of violence against women are at play when victims decide to report the abuse and seek justice. Because GBV is so often a combination of several inequalities, women who are victims face heightened difficulties in accessing justice.

When a woman has been abused, socio-economic and cultural barriers such as lower wages, greater poverty, gender stereotyping, and the unequal distribution of tasks within the family, can severely restrict her ability to pursue justice. Accessing justice can be expensive and thus inaccessible to women living in poverty or from a disadvantaged background. In addition to legal fees and judicial taxes, other costs can arise as a result of attending court sittings, such as transportation, lodging, and childcare.

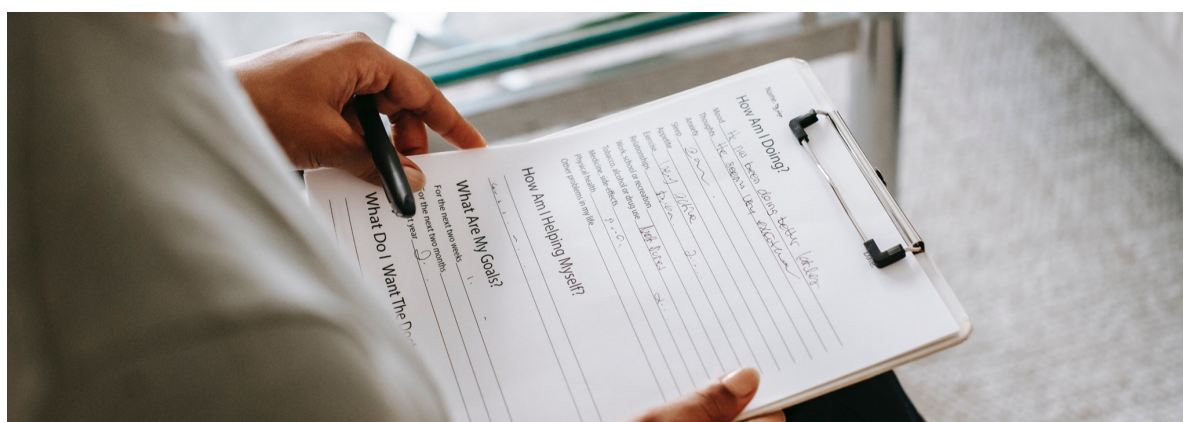
Discriminatory attitudes, stereotypes, and prejudices at the cultural level also play a key role. Such bias not only concerns women, but may be embedded in institutional, law enforcement, or legal culture. Subsequently, such cultural and social expectations and values may specifically prevent women from seeking justice. This is particularly true in cases of domestic violence.

Principles	Standard operational procedures
<p>Survivor-centred approach</p> <p>Women impacted by GBV must be able to make informed decisions must be able to make an informed decision about the most appropriate legal recourse that will help them regain control over their lives. Legal information, access to lawyers or paralegals, and legal aid are all part of this empowerment process.</p>	<p>Under no circumstance should women feel pressured to choose a certain course of action. They should feel free to express their wishes and the legal staff is to ensure that such wishes are respected. These positive interactions aim at building trust and promoting resilience.</p> <p>The lawyer shall respect the client's views, give her space and time to understand the information presented, weigh the options, and make decisions.</p> <p>Women and abusers cannot be put at the same level, specifically in the presence of minors. Failing to recognize</p>

	<p>the abuser's act as an act of violence against women, may result in many institutional practitioners assuming that both parents have problems, and devise a system of investigation and control over parenting.</p> <p>These measures punish the women who report violence and seek help by indicating them as potential harms to children. Ironically, victims may be viewed as inadequate mothers precisely because they were subject to the abuse they are trying to escape.</p>
Accessibility	<p>Survivors must be provided with clear and accurate information to be able to make informed decisions.</p> <p>Women should be notified about the services available so they can choose the type of care and support they want.</p> <p>Women with a migration background, should have access to quality cultural mediation service.</p> <p>Lawyers must always be clear about their role and the type of legal assistance they can provide. They shall not make promises they cannot keep.</p> <p>The legal options as well as the challenges women may face during the court proceedings shall be thoroughly explained.</p> <p>There should be periodic follow-ups with the women to ensure clients fully understand the proceedings and their legal situation, and explore any available options.</p>

<p>Gender sensitive approach</p>	<p>Women should be consulted on whether they prefer a male or a female lawyer and interpreter.</p> <p>Lawyers must have a thorough understanding of gender-based violence.</p>
<p>Intersectional approach</p>	<p>All stages of the legal process need to respond to the needs of women across diverse identities.</p> <p>Social and economic marginalization can affect women's ability to access justice: this may apply to those with financial constraints and complex legal situations, for example women whose migration permits are dependent on abusive partners or employers. Some women with children will be particularly anxious when coming into contact with the authorities out of fear that their children will be taken away. Homeless women are particularly marginalized. Further discrimination is experienced by women who have previously been convicted of crimes, like sex work.</p> <p>Legal counselling shall provide accessible information about rights and entitlements, including free access to qualified and impartial interpreters and the translation of legal documents.</p> <p>Lawyers must provide women survivors of violence with protection against deportation, and prevent them from being subjected to other punitive actions related to their immigration status when they report the abuse.</p>

<p>Confidentiality, privacy and consent</p>	<p>Interviews with survivors are to be held in a space that ensures privacy and a sense of safety.</p> <p>Only after giving the victim comprehensive information will the lawyer seek the victim's consent to proceed with legal action. The client has the right to decline referral to competent authorities.</p>
<p>The safety and well-being of survivors</p>	<p>Communication skills:</p> <ul style="list-style-type: none"> · repetitive questions are to be avoided, whilst survivors are to be allowed ample space to talk without being interrupted. · simple language shall be used. · victims of GBV are not to be blamed. · information should be inferred through the story told by the survivor, while avoiding intrusive questions such as asking the woman to show signs of harm.



Special provisions for minor victims of trafficking through the teenage pimp/loverboy modus operandi

According to Belgian legislation and policy, victims of loverboys are victims of human trafficking ³². As such, they can benefit from a special protection program. The three conditions for entering the victim support program are:

- 1) cooperating in the criminal investigation,
- 2) breaking all contact with the presumed perpetrator(s), and
- 3) accepting the support and protection of one of the three specialized centres in Belgium.

These conditions in respect of child victims can be interpreted flexibly, considering their vulnerability ³³. A trafficker who exploits minors through the loverboy modus operandi can be prosecuted under human trafficking grounds.

a) Human trafficking

The Belgian Criminal Code, defines human trafficking as

“the recruitment, transportation, transfer, harbouring, reception of a person, the taking or transfer of control over that person for the purpose of: (1.) the exploitation of prostitution or other forms of sexual exploitation; (2.) the exploitation of begging; (3.) the performance of work or the provision of services, in conditions contrary to human dignity; (4.) the exploitation by the removal of organs or human bodily material; (5.) or causing such person to commit a crime or malpractice against his will.”

³² The ministerial circular of December 23, 2016, Circulaire relative à la mise en oeuvre d'une coopération multidisciplinaire concernant les victimes de la traite des êtres humains et/ou certaines formes aggravées de trafic des êtres humains, for instance, explicitly states that victims of loverboys are victims of human trafficking

³³ Circulaire relative à la mise en oeuvre d'une coopération multidisciplinaire concernant les victimes de la traite des êtres humains et/ou certaines formes aggravées de trafic des êtres humains, de 23 décembre 2016.

The Belgian legislation recognizes the non-punishment principle, which states that trafficked persons should not be subject to arrest, charge, detention, prosecution, or be penalized or otherwise punished for illegal conduct that they committed as a direct consequence of being trafficked. This is essential in the fight against loverboy trafficking because victims are often induced or coerced to commit crimes such as recruiting other victims or smuggling drugs ³⁴.

b) Other grounds

The Penal Code punishes the acquisition, possession, and dissemination of images of child sexual abuse. A minor's involvement is irrelevant in this context. Regardless of whether the images imply involvement by a minor, they may still constitute child pornography, just as computer-generated drawings or representations may.

If the victims are then blackmailed with the photos, this fact can also be prosecuted as a form of extortion. Befriending minors online to obtain images or exploit them sexually fulfils the necessary elements of a crime linked to child pornography or grooming ³⁵.

c) Sexual exploitation of minors

The Belgian Criminal Code criminalizes:

- Approaching a minor for sexual purposes, or grooming
- Sexual exploitation of minors for the purpose of prostitution
- Images of sexual abuse of minors

Types of legal assistance to minor victims of trafficking through the loverboy modus operandi

Victim support organizations take the necessary steps with the police, justice, and immigration authorities to grant victims specialized assistance and residence documents, where needed.

The lawyer steps in as soon as the victim has been identified and they agree to file a complaint against the trafficker. Only when a client enters the protection procedure, they will receive legal counselling. The legal

³⁴ Child Focus. (2020), Ibidem

³⁵ Child Focus. (2020), Ibidem

counsellor will inform the client about their rights and ensure that they are respected during the investigation and trial.

The legal counsellor will keep the client informed about the court proceedings, the status of the investigation, the decisions of the prosecutor's office and of the court, and possible actions. Furthermore, they will assist the client when they meet with the lawyer, the police, and the judge and in maintaining regular contact with the authorities. They can assist the survivor in taking further legal action, such as filing a civil claim.

Legal Framework in Greece

The legal framework for gender-based and domestic violence

Greece ratified the Istanbul Convention through the law 4531/2018, and adopted measures to fulfil the commitment to prevent and combat violence against women and domestic violence. In addition, the Penal Code prohibits crimes against sexual freedom and criminalized sexual exploitation.

Specificities of Law 3500/2006 for combating domestic violence:

- There is provision for prosecution ex officio. Therefore, not only the victim but also any third person can file a report for a domestic violence offence.
- Legal aid is free of charge.
- The criminal lawsuit cannot be withdrawn.
- If a report is submitted within the flagrant procedure (i.e. up to 23.59 of the day after the offense was committed), it is the police's responsibility to find, arrest, and prosecute the perpetrator.
- In cases of domestic violence, a protection order can be issued to remove the perpetrator from the family home, to force them to relocate, or to prohibit them from approaching the victim's workplace or residence, or approach the victim's close relatives, the schools of their children, etc.
- Children's custody can also be arranged through protective measures.
- Domestic violence consists proof of marital breakdown and can be used as legal ground to file for divorce.

Special Provisions for women migrants, refugees, and asylum seekers who are victims of gender-based and domestic violence

Migrants with or without documents or residence permit and asylum seekers and refugees, are particularly vulnerable to gender-based violence. The Istanbul Convention includes special provisions aimed at protecting women experiencing gender-based violence who are migrants, refugees or asylum seekers.

According to Law 4351/2018, which ratified the Istanbul Convention, this group can report violence, even without the documentation to reside legally in Greece. Moreover, pursuant to Article 19(a) of Law 4361, third-country nationals who are victims of domestic violence can apply for residence permits, and deportation is not allowed in cases of undocumented women who are GBV survivors³⁶ and come to a police station in order to file a report or a complaint for an incident of domestic violence.

Specialized centers for GBV survivors provide free legal services nationals, refugees and migrants alike, including assistance with migration and asylum procedures, legal advice, and escorting before administrative and police authorities.

The lawyer is expected to handle a variety of cases that range from cases regarding domestic violence, divorce cases, child custody, sexual assault or rape, requests for international protection with a GBV claim and requests for issuing a migration permit on the grounds of GBV or domestic violence. In order to make an informed choice, survivors are provided with information about their rights and the possibilities offered by the Greek legal system.

Legal Framework in Spain and the Autonomous Region of Catalonia

The legal framework for gender-based violence

In Spain the most significant law in GBV is the Organic Law 1/2004, of December 28th, on comprehensive protection measures against gender-based violence. This law defines GBV as "the most brutal symbol of inequality

³⁶ (article 41 para 1 (h) of Law 3907/2011 as amended by article 4 Law 4531/2018, Government Gazette 62/A5-4-2018)

existing in our society” and as a manifestation of discrimination and unequal power relations of men over women, exercised against women “by those who are or have been their spouses or by those who are or have been linked to them by similar relationships of affection, even without cohabitation”. The scope of the Law covers both the preventive, educational, social, assistance and aftercare aspects for survivors, as well as the civil regulations that affect the family and coexistence environment where the aggressions mainly occur, as well as the principle of subsidiarity in Public Administrations.

Although Spain has established the aforementioned comprehensive law to address GBV, including its definition and the legal measures and procedures to address it, each Autonomous Community may develop their own laws, establishing specific rights for victims and circuits for social, legal, and psychological care, among others.

The Spanish Penal Code (Art. 22, 4th) stipulates that any crime is aggravated when motivated by reasons of discrimination, including gender discrimination³⁷.

In the Autonomous Region of Catalonia, the main legislative tool is Law 5/2008, of 24th April, on the right of women to eradicate gender-based violence, approved in 2008. This law marks a fundamental step in tackling violence in the territory and represents a qualitative improvement. While Spanish state law recognizes the rights of women affected by gender-based violence strictly within the framework of the couple or ex-partner, the Catalan law expands the scope to incorporate all forms of violence against women because they are women, naming and considering it as sexist violence, and thus abandoning the exclusive scope of the couple. Law 17/2020, aims to protect the rights of transgender women and non-binary people, in order to respect gender diversity. The law covers

- institutional violence, with the definition of due diligence and the notion that such violence can be caused by both action and omission.
- digital violence.
- a definition of sexual consent, which sets out the need to express free will as an essential requirement.

³⁷ This aggravating factor was, indeed, introduced in the Spanish Penal Code as result of Spain’s ratification of the Istanbul Convention in June 2014.

- the right to file a complaint for anyone who experienced sexist violence. To assure her legal assistance from the first moment of her complaint, the Catalan Police (Mossos d'Esquadra) must request the Bar Association to provide a lawyer.
- an expanded definition and spectrum of violence in the social and community sphere and of forms of sexist violence.
- the provision of professional training at all levels.

This law also expands the definition of violence to include the following forms: psychological violence, physical violence, sexual violence, economic violence, obstetric violence and the vulnerability of sexual and reproductive rights, digital violence, second order violence and, lastly, vicarious violence.

Special Provisions for women migrants, refugees, and asylum seekers who are victims of gender-based and domestic violence

The Organic Law 1/2004, on Comprehensive Protection Measures against Gender Violence, is aimed at preventing, eradicating, and punishing gender violence, as well as protecting its victims, including specific situations of foreign women. Article 17 recognizes the rights of all all victims of gender violence regardless of their origin, religion, or any other personal or social circumstance ³⁸.

In the case of those women who are in irregular administrative situations and who are victims of GBV, the article 31 bis of the Organic Law 4/2000 considers the possibility for them to apply for a work and residence permit. Furthermore, this process will prevent any expulsion procedure that the women might face. The requirement is that victims must address a legal entity and file a complaint. This will allow victims of violence to apply for a residence and work permit. Recently, a change has been made in the articles of the Organic Law 4/2000 referred to women in situations of administrative irregularity who are victims of GBV, extending the applications for residence and work permits to their children.

³⁸ The rights of immigrant women are also included, among other regulations, in Organic Law 4/2000, of January 11, on the rights and freedoms of foreigners in Spain and their social integration (after its reform by Organic Law 2/2009, of December 11 and by Organic Law 10/2011, of July 27), in the Regulation of Organic Law 4/2000, approved by Royal Decree 557/2011, of April 20, and in Law 12/2009, of October 30, regulating the right of asylum and subsidiary protection.

Along the same lines, the change contemplates the automatic granting -no longer optional- of a provisional residence and work authorization for the victim and her children, to resolve their situation on a provisional basis until the judicial resolution of the complaint of gender violence is issued.

However, in the case that a complaint during a legal procedure for GBV ends in the absolution of the abuser, the law stipulates that the woman will remain in an irregular administrative situation, and any expulsion procedure put on standby against her, will be re-opened. Moreover, and in case that the woman does not have any open expulsion procedure whilst filing the report, the law foresees that the appropriate measures will be taken in relation to her irregular status (meaning that an expulsion procedure could be started). Even though in reality these procedures rarely end up with the commencement of an expulsion order, many migrant women in irregular situations are afraid of reporting a situation of violence due to the lack of knowledge on their rights and out of fear of being deported to their countries of origin.

Legal framework in Italy

The Italian national legislation to prosecute violence against women is extensive, covering domestic violence, sexual violence, violence against minors, female genital mutilation, stalking and trafficking in human beings. The Italian criminal law has drawn the definitions of gender violence and violence against women mainly from international law which are directly enforced in the legal system pursuant to article 117 of the Constitution. Italy ratified the Council of Europe's Convention on Preventing and Combating Violence against Women and Domestic Violence in 2013, and the latter entered into force in 2014. Following the ratification of the Istanbul Convention, Law no. 119 of 15 October 2013 - the law on Feminicide- was enacted. In addition to provisions on security and gender-based violence, the law also covers civil protection and Province commissioning. The law led to the adoption of Action Plans against sexual and gender-based violence.

The national legal framework for protecting women victims of violence consists of:

Law No 66 of 15 February 1996, *Regulations against sexual violence*. This law introduced the modern concept of sexual violence, seen as an offense against the right to sexual self-determination, where the modus operandi irrelevant. A secure examination of children who have been abused or exploited was introduced as a procedural feature of the law.³⁹

Law No. 154 of 4 April 2001 concerning measures against violence in family relationships introduces new instruments for protecting victims such as the removal from the family home (Art. 282-bis of the Italian Criminal Code) and restraining orders to protect against family abuse (Art. 343-bis of the Italian Civil Code).

Law n. 38/2009, which modified the Italian Criminal Law (art. 612bis), through:

- Introducing the crime of stalking. The stalking that often precedes violence was not sanctioned in Italian law before. Prison terms range from six months to four years for perpetrators.
- The punishment for rape increased without the possibility of house arrest for perpetrators and with a life sentence if the victim dies as a result of these crimes. Victims of sexual violence are also entitled to free legal counsel under the law. Moreover, the decree allocated funding to non-governmental organizations (such as antiviolence centers, women centers, shelters) that support victims of violence.⁴⁰

Law No. 77 of 27 June 2013 ratifying and implementing the Istanbul Convention.

Law No. 119 of 15 October 2013 introduced more severe penalties against a persecutory course of conduct committed by the separated spouse (even if de facto), or a person in intimate relationship with the victim. It is also envisaged that crimes committed in the presence of or against a minor will be punished more severely. In addition, important measures are put in place to protect victims of domestic violence, such as:

- providing victims of certain crimes (including sexual crimes) with information about anti-violence centers, or referring them to specialized centers.

³⁹ EUCPN, Italian Policy on Sexual Crime, <https://bit.ly/3yGU59Z>

⁴⁰ UN Women, Global Database on Violence against Women, <https://bit.ly/3TIL8MC>

- the possibility for the criminal police, with the approval of the public prosecutor, to take precautionary measures –such as the immediate removal of the perpetrator from the family house.
- when a domestic violence incident is reported to the police, the Chief of Police can take preventive measures, including cautioning the offender, when it is deemed to fall within the offense of battery or grievous bodily harm.
- a special residence permit to protect the foreign nationals who are victims of domestic violence.
- the establishment of National Anti-Violence Plans to coordinate and plan multidisciplinary interventions.^{41 42}

Law n.69 of 19 July 2019⁴³, better known as the “Codice Rosso” Law, amends the Italian Criminal Procedure Code regarding abuse in the family, stalking and sexual violence, enabling victim protection measures to be adopted more quickly. The law criminalized activities associated with the unlawful dissemination of sexually explicit images and videos without consent (“revenge porn”); deformation of the person's appearance through permanent facial injuries; forced marriage; failure to comply with measures to leave the family home; and the prohibition from approaching places frequented by the injured party.⁴⁴

Domestic violence, abuse and violence against family members and cohabitants

Domestic violence is defined in Italian law in line with the Istanbul Convention, as “all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim.” Domestic violence is a criminal offence, and perpetrators can be punished with a prison sentence of two to

⁴¹ EUCPN, Italian Policy on Domestic Violence <https://eucpn.org/document/italian-policy-on-domestic-violence>

⁴² UNODC, <https://bit.ly/3lijgMP>

⁴³ “Amendments to the Criminal Code, the Criminal Procedure Code and other provisions on the protection of victims of domestic and gender-based violence”

⁴⁴ Nittari G, Sagaro GG, Feola A, Scipioni M, Ricci G, Sirignano A. First Surveillance of Violence against Women during COVID-19 Lockdown: Experience from “Niguarda” Hospital in Milan, Italy. *Int J Environ Res Public Health*. 2021 Apr 6;18(7):3801. doi: 10.3390/ijerph18073801. PMID: 33917305; PMCID: PMC8038697.

six years, or up to life if the offence results in the death of the victim.⁴⁵ The law covers abuse from former partners and within the family, as well as physical, sexual, psychological, and economic abuse. The 2001 law on domestic violence covers all family members who are subjected to physical as well as psychological violence.

The crime is described as a series of acts damaging:

- physical or moral integrity.
- freedom or conduct of the family in such a way as to make relationships with the victims painful and degrading.

The crime does not have to be committed continuously and uninterrupted, as it may be characterized by a series of acts, also spaced out in time, that are repeated with the criminal intention of causing physical or moral harm to the victim.

The range of criminal behaviour can consist of:

- beatings
- injuries
- insults
- threats
- deprivations and humiliations
- acts of contempt
- psychological violence
- enslavement or
- offence to the dignity

Sexual violence and sexual harassment

Article 609 bis of the Italian Criminal Code states “anyone who violently or threatens or through the abuse of authority forces someone to perform or undergo sexual acts is punished with imprisonment from five to ten years.” Amending the Criminal Code, the Law of 15 February 1996 n.66, qualified sexual violence as a crime against personal freedom, moving away from the previous definition of sexual violence as a crime against public morality.⁴⁶ Article 609 of the criminal code also specifically addresses sexual violence. Any intentional act that endangers the victim's freedom through arousal or

⁴⁵ Law 119/2013, Art. 1; Criminal Code, Arts 572, 577, 609 and 712

⁴⁶ GREVIO/Inf(2019)18, Italy, <https://bit.ly/3yNsowi>

sexual satisfaction is punishable, even if it does not involve physical contact. Rape, including spousal rape, is considered a criminal offence. Previously, rapists could be exonerated by marrying their victims, but that practice was abolished in 1989. A tougher punishment is introduced for murder committed following sexual violence, sexual assault, lewd sexual acts against minors, gang rape, and stalking, all punishable by life imprisonment. The law also provides legal aid for women victims of domestic violence.

The 'Code of equal opportunities for men and women', enacted in 2006, specifically addresses sexual harassment, defined as "any unwanted conduct, physical, verbal or non-verbal, having sexual character and the purpose or effect of violating the dignity of a worker and creating an intimidating, hostile, degrading, humiliating or offensive environment."³⁰⁴⁷ The law provides civil remedies for sexual harassment, but there are no specific criminal sanctions, and there is no legislation that addresses sexual harassment outside of the workplace. Nevertheless, sexual harassment can be prosecuted under the criminal code provision on sexual violence. By sexual harassment, it is meant "anyone who, through violence or threat or abuse of authority, forces another person to make or undergo sexual acts."

Economic violence

Commonly defined as "a series of attitudes aimed at preventing the search for a job, at taking away the salary or controlling it, monitoring the management of daily life, at depriving the victim of her access to money, all aimed at preventing the victim from becoming financially independent and in order to be able to exercise indirect but extremely effective control over it"⁴⁸ economic violence has no legal definition in the Italian system. As far as a legal classification of this behavior is concerned, the only reference available is the crime of violating child support obligations under art. 570 of the criminal code.

Violence connected to religious practices

Mutilation of female genital organs without therapeutic reason is punishable under article 583 bis of the Criminal Code, amended by Law 7/2006. These provisions apply when the crime is committed abroad either by an Italian citizen or by a foreigner residing in Italy, or against an Italian citizen or a

⁴⁷ Law 198/2006, Article 26

⁴⁸ ELF, Manual on the Law relating to Violence Against Women, <https://bit.ly/3JoyHeC>

foreign citizen residing in Italy. The mutilation of female genital organs is defined as clitoridectomy, excision, infibulation, or any other practice that causes the same effects. Offenders are punished with imprisonment for three to seven years. When these crimes are committed against minors or for lucrative motives, the sanction is increased by one third.⁴⁹

Stalking

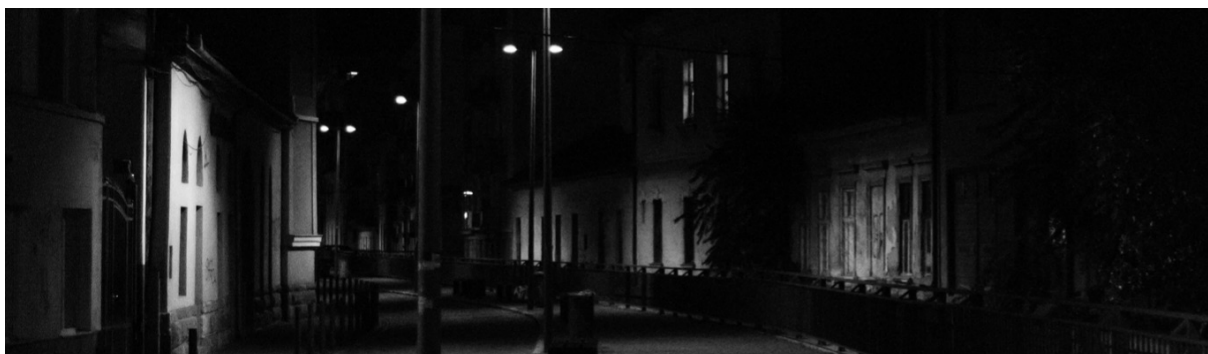
The law No. 38/2009 criminalized stalking by allowing a victim to request a police warning before and without having to file a criminal lawsuit against the perpetrator.⁵⁰ The crime of stalking pursuant to Article 612 bis of the Criminal Code states that “[...] anyone repeatedly threatening or harassing someone in order to cause

- a persistent and severe state of anxiety
- fear
- a well-founded fear for their own safety or the safety of a close relative or person with a close relationship to them
- an alteration in habits.

Penalties range from six months to five years in prison. The penalty is increased if the act is committed

- by the spouse, separated or divorced,
- by someone associated with the victim or who has a direct relationship with them
- through online means.

The penalty is increased by fifty percent if the victim is a minor, a pregnant woman, or a person with a disability, or if the crime was committed using weapons or under false pretenses.



⁴⁹ UN Women, Global Database on Violence Against Women, <https://bit.ly/40bitHE>

⁵⁰ GREVIO/Inf(2019)18, Italy, <https://bit.ly/3yNsowi>

Chapter 4

Guidelines for labour inclusion

Reception and profiling

Reception and profiling is a first step in job counselling, aimed to ensure adequate reception of the women into the labour inclusion program, providing them with a comprehensive overview of the services and support offered.

This phase is used to collect the information related to women's backgrounds and to start exploring their needs, demands, and expectations towards the program. It's also the time to assess the client's access to other labour counselling services and facilitate referral where appropriate. It includes the following steps:

1. Providing the woman with all the information related to the services offered and available support, gathering and discussing her expectations.
2. Gathering information related to the client's socioeconomic and professional background as part of the intake process. This information is important because social and labour variables influence each other, so improvements in social inclusion increase the possibilities of labour market inclusion and vice versa.
3. Assuring efficient coordination and information transfer between the case worker and the job counsellor, in case it is not the same person, to avoid asking the same questions. If a first assessment and collection information have been done, the job counsellor shall complement the dossier only with information specific to the job-seeking.

⁵¹ Sources:

Gobierno del Principado de Asturias (2015) Guía de apoyo para la orientación profesional de las mujeres víctimas de violencia de género, available at https://serveiocupacio.gencat.cat/web/.content/01_SOC/06_Recursos-donesvictimes-de-la-violencia-masclista/Protocol_VVM_OT_2020.pdf

SOC; Brots Consultoria Social (2019) Protocol d'Atenció i Recuperació de les dones que viuen situacions de violència masclista ateses des de les Oficines de Treball del Servei Públic d'Ocupació de Catalunya, available at https://trabajastur.asturias.es/documents/36440/1144839/Guia_apoyo_orientacion_profesional_MVVG.pdf/c7e5ed1e-a331-cd82-a0e3-e7e7fbd0d04?t=1626685268141

4. Assessing the woman's employability of the woman according to different categories of analysis:

- Behavioural factors. These are related to the way women position themselves in their environment, how they perceive themselves in terms of self-esteem, self-confidence and self-concept, their interests, and their motivations and expectations regarding employment. The centrality of the employment in their life project shall be assessed, as well as their motivation towards it and the willingness to engage in a job search.
- Personal factors relate to the person's employability in terms of age, origin, health condition, presence of a social support network, social and family environment and, especially, family responsibilities.

5. Assessing basic competencies (linguistic, numeric, manual...), transversal competencies (planning and organisational skills, interpersonal communication abilities, coping skills, initiative, ability to negotiate...), and technical and professional skills, understood as the set of theoretical or practical knowledge necessary to perform a certain job.

6. Gauging knowledge of the labour market that facilitates the job search such as understanding trends, most popular occupations, the difference between formal and informal employment, job search tools and channels.

7. Identifying women's needs and economic situation, to better define their job inclusion plan.

8. Considering at which stage of the healing process the woman is, in order to create an adequate intervention.

During the intake phase it is important that the questions are not asked in the form of an interrogation but as a conversation. The objective is not to diagnose problems, but to help women find their own answers and path. In this sense, the reception process is key to generating the bond and trust necessary for the women to be able to carry out, with maximum peace of mind, their job search process. It is thus recommended to dedicate between 2-3 sessions to each woman to ensure appropriate support.

Once the profiling has been completed, the client, with the counsellor's help, shall begin to outline their professional and training objectives and a plan to achieve them.

Labor inclusion itinerary

The job access itinerary is key to the development of the guidance and counselling process. It is defined as the design and execution of actions aimed at improving the client's employability, providing them with the resources to succeed. Its purpose is to establish a roadmap towards labour market inclusion.

The starting point of the job access itinerary will always be based on the client's desires and interests. The counsellor will help the client explore her professional project within her life project: what she wants, demand and offer on the labour market, her professional objective and life goals, her available resources, what she wants to improve and what she is willing to do to achieve it.

In preparing and developing the job access itinerary, the following steps are recommended:

1. Co-designing the itinerary: the job counsellor can provide a first feedback and an initial proposal of plan, but the final plan must be elaborated, validated and agreed with the woman through co-design sessions (it is recommended to dedicate at least 1 complete session for the co-design).
 - As part of the itinerary definition, it will be essential to determine the professional objectives, actions needed to achieve these objectives, and a timeframe. Objectives should be: Agreed between the woman and the counsellor.
 - Clear and specific.
 - Realistic and achievable by the woman with the resources that she has or that can be obtained.
 - Relevant, meaning that its achievement will make an impact on the woman's situation.
 - Formulated with positive language.
 - Kept within an appropriate time frame.

2. To develop a successful personal itinerary, it will be essential to promote and engage the women from the beginning as active participants. This means that the clients take responsibility and actively collaborate in the plan's development, sustainability, and activities.
3. Often, prior actions must be carried out with the women before defining their professional objectives, since as a consequence of the violence they experienced (but not only), women may first have to recover a set of skills and regain their self-confidence, self-esteem and self-awareness, before being able to set specific professional objectives. On other occasions it is also possible that women have never been in a labour market inclusion process and/or it is their first entry into the formal labour market, so their professional identity has to be built from the ground up with adequate support.
4. It is important to work with a multidisciplinary and specialized approach, involving professionals of different fields that shall work together to achieve the set goal.
5. This itinerary is usually operationalized into a document, the personal action plan, which outlines the objectives, actions, and timeframe. The plan becomes reference for follow-up and evaluation purposes.
6. The personal itinerary should be viewed as an open, flexible and (often) circular process that adjusts to each woman's specific needs, which may change throughout the counselling process.
7. The counsellor and client will meet regularly to assess progress, review the objectives and actions, renew the initial commitments and update the employability plan.
8. The process does not follow a linear path; it unfolds at the pace chosen by the women, and may include breaks. Women may skip stages or, at some point, regress.

Job counselling

In the job orientation phase the counsellor and the client will map job opportunities in the local labour market, improve and reinforce competencies and skills, and establish routines for an active job search. The objective of this stage is to stimulate the women's active search for employment, while supporting them in overcoming their difficulties.

Different counselling actions can be carried out in this phase, divided into pre-employment counselling, and basic employment counselling, depending on the client's objectives.

Pre-Employment counselling

In order to maximize the chances of successful employment, it is often necessary to work self-esteem and empowerment - intended as the process of becoming aware of one's own capacities and potential to achieve objectives and make a change.

In the case of women survivors of gender-based violence, transversal skills are the ones that may have been most affected (especially relational and coping skills) and it is advisable, as far as possible, to propose concrete actions to strengthen and improve this skill set. Pre-employment support is designed for women who are not in the labor market, and who need help finding their professional identity and regaining the ability to find a job.

Examples of skill sets clients often chose to work on include:

- Analytical skills. They are related to the capacity of (self) analysis and knowledge management: self-knowledge, self-esteem, willingness to learn, skills and competence self-assessment, analysis, labour market analysis.
- Coping skills, such as initiative, decision-making, autonomy, responsibility, problem-solving, conflict resolution, self-learning, task management.
- Relational skills, such as teamwork, interpersonal abilities, communication.

These actions will be implemented in parallel with psychosocial and therapeutic support, in case the woman is receiving it, with the objective of offering additional tools.

Different coaching techniques and approaches can be used at this stage, such as:

- Techniques of dramatization or role-playing. These can be practiced through a "script" developed by the client individually or in a group, or by improvising in conflict-resolution scenarios and later analysing the experience with the group.
- Body expression techniques: the purpose is to foster trust and contact between the participant and the professional or with the group, to allow the expression of feelings and emotions, and to release tensions. They can be group dynamics, body exercises or relaxation and breathing techniques, for example.

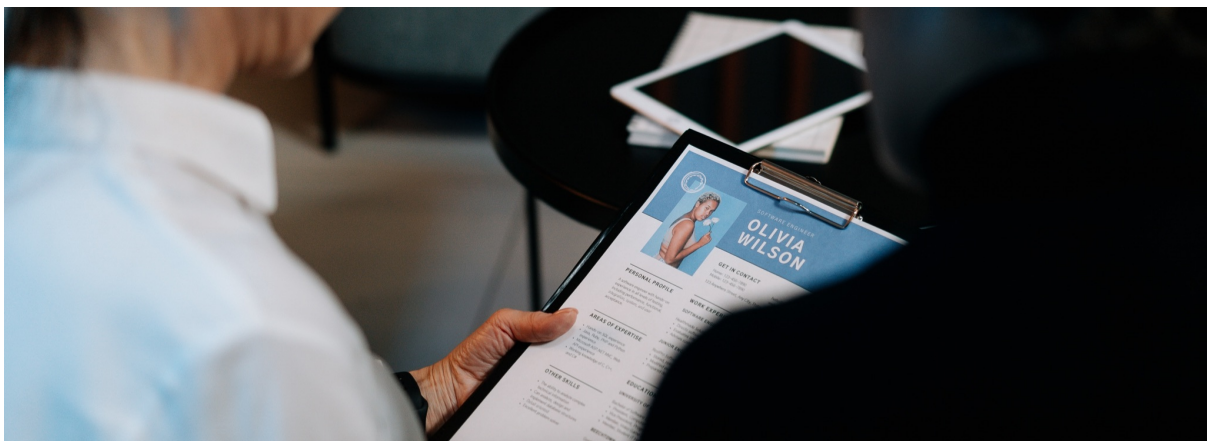
Employment counselling

This block of actions comprises the different activities aimed at providing women with the necessary skills and competencies to approach the labour market. It can be divided and developed into the following set of activities:

1. Basic digital skills focused on labour market inclusion. The objective of these actions is to work on digital literacy and the use of new technologies as an essential element to carry out a job search process. Digital competencies are also considered an instrumental skill increasingly valued in the development of a wide range of occupations. An introductory package would include:
 - Initiation to basic computing using word processors, navigating folders and storing files, etc.
 - Introduction to the Internet, the use of e-mail and the use of cell phones as a job search tool
 - Management of job offers on the Internet: It includes the search and analysis of job offers on the Internet, the functioning of job portals and job boards, searching for information on employment and the labour market, and sending applications through job portals and e-mail.
 - Territorial Resources: Contents may include registering for training activities, administrative procedures related to employment, inclusion, application for job or vocational programs offered by public services, etc.

2. Advice on active job search. These actions are aimed at women with a basic level of digital skills, and their objective is to improve and strengthen their skills and establish routines towards an active job search. This may include:

- Writing a resume and a cover letter, understanding its use and value.
- Job search channels and how to present yourself as a candidate. online job search, the use of networks and word-of-mouth, temporary employment agencies and their processes, etc.
- Active job search activities. These may be carried out in groups or individually, and can be organized and delivered as active job search workshops on the Internet, or sessions aimed at the preparation for an interview or selection process.



Chapter 5

Ethical and safety considerations

Ethical principles provide guidance in protecting the human rights and wellbeing of the persons under our care and must be strictly adhered to at all times. They underpin service providers' efforts to ensure quality of care and to guarantee that the human rights of women and children, with special consideration for vulnerable groups, are respected and promoted.

Most organizations and agencies have code of ethics that define the expected set of behaviours or actions that should be practiced and followed by their personnel. These codes normally cover all different types of misconduct, including Sexual Exploitation and Abuse (SEA), which represent grave breaches of the right to safety, security, and dignity of persons. Protection policies and practices against SEA aim to reduce the risk of, prevent and respond to misconduct and abuse by personnel or other entities and individuals involved in providing assistance to GBV survivors and their children. They are designed to ensure that allegations of SEA are reported and responded to in a timely and appropriate manner, and that victims of SEA are referred to support, and assistance needed in line with a trauma-sensitive and victim-centred approach. The 6 core principles⁵² related to Protection from Sexual Exploitation and Abuse (PSEA) are described as follows:

1. Sexual exploitation and abuse by personnel constitute acts of gross misconduct and are therefore grounds for termination of employment.
2. Sexual activity is prohibited regardless of the age of majority or age of consent.
3. Exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is prohibited. This includes exchange of assistance that is due to beneficiaries.

⁵² Adapted from IASC Six Core Principles,
<https://psea.interagencystandingcommittee.org/update/iasc-six-core-principles>

4. Any sexual relationship between those providing assistance and protection and a person benefitting from such assistance and protection that involves improper use of rank or position is prohibited. Such relationships undermine the credibility and integrity of aid work.
5. Where a practitioner develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same organizations or not, he or she has a duty to report such concerns via established agency reporting mechanisms.
6. All staff are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct.



A comprehensive ethical framework should include twelve ethical principles for the protection of GBV survivors and their children:

1. 'Do not harm', 2. Informed consent, 3. Confidentiality, 4. Anonymity, 5. Privacy, 6. Non-discrimination, 7. Safety and security, 8. Sensitivity, 9. Empowerment, 10. Beneficiary participation, 11. Data protection, 12. Child protection and the "best interests of the child".⁵³

⁵³ This list of 12 principles is adapted from the "Ethical principles for the re/integration of trafficked persons », developed by the King Baudouin Foundation, the Nexus Institute and GIZ, the Ethical Standards for Counter-Trafficking Research and Programming developed within the United Nations Inter-Agency Project on Human Trafficking, encompassing the WHO Ethical and Safety Recommendations for Interviewing Trafficked Women, UNICEF Procedure on Ethical Standards in Research, Evaluation, Data Collection and Analysis (2021)

Chapter 6

Templates

Self-referral template

Self-Referral form

Date:

Who referred the person/ where they learned about the support organization:

Personal Details:

First Name:

Last name:

Date of birth:

Nationality:

Marital status:

Number of children and age:

Legal status:

Date of interview:

Type of current accommodation:

Contact number:

What's up/viber:

Native language:

Contact language:

For reasons of internal coding please mention the total number of siblings of the survivor.



Details over the last incident:

SGBV incident: Yes: No:

Type of violence:

Date or time that has been passed since the last incident:

Place of the last incident:

Is the perpetrator now in Greece?

Yes No

Does the survivor have any reasons to believe that the perpetrator
persecutes her/him?

Yes No

Any actions that may have been already taken (complaint or lawsuit to
Police station, change of the current residence, medical care, etc.):

Requests (Please describe the request of the survivor):

Cooperation with other agencies? Yes No

If yes, please define:

Livelihood services _____

Psychosocial services _____

Legal assistance services _____

Health/Medical services _____

Safety plan template

Safety Plan

Survivor Code
Case Manager Code
Date
Re-assessment (dates)

Step 1 – Risk factors: in the case of intimate violence by partner/husband

In case you do not own a mobile, can you use another one (of a friend, child)?

Do you have the possibility to inform someone you trust and whom could call for help for you in case of need? You may also use a word as a secret code.

Do you have internet access without the perpetrator's supervision?

Are you able to seek assistance without being watched by the perpetrator?

Step 2 – Safety Strategies (*things I can do so as to increase my safety*):

If the perpetrator checks your mobile and calls, remember to erase any trace

During times when he is busy (in or outside the house) or sleeps, call or send a message to communicate freely and ask for help.

If you are sending a message, remember to communicate the time when you can speak safely on the phone, for example, "call me between 3 and 4 p.m".

Step 3 – Where could you go to stay safe?

1. Is it to a relative, a fellow citizen, a neighbour, a friend?

2. Write on a piece of paper, or on your mobile, the name of people you trust or of entities you can turn to ask for help.

Step 4 – When facing a crisis, do you know who to turn to for help?

If not, we can provide you with any information you need in a simple and understandable manner

Step 5 – Content of safety pack (*legal papers, valuable items, necessities*)

Risk assessment template

Survivor Code_____Case Manager Code

Date___Re- evaluation (dates) _

YES	NO	Feeling of safety by phone contact for case management services based on their living conditions with an abusive partner
		Is there a place where you can speak confidentially?
		ii. Does the phone you use belongs to you?
		iii. Do you have access to the internet?
		<p>a. Please specify what hours are appropriate for communication:</p> <p>.....</p> <p>b. Please specify how we can communicate:</p> <p>phone call sms voice</p> <p>message (other.....)</p> <p>direct call</p>

YES	NO	N/A ¹	
			1. Do you know where the perpetrator is right now? If yes, specify...
			2. Do you have any reasons to believe that the perpetrator knows your location or that he could trace you? If yes, specify...
			3. Has the physical violence increased in severity or frequency over the last days/weeks?
			4. Have you left him after living together during the last days/weeks?
			5. Does he own a gun or another weapon?

			6. Has he ever used a weapon against you or threatened you? If yes, what kind of weapon was it? ...
			7. Had he threatened to kill you?
			8. Does he threaten to harm your children?
			9. Does he ever harm your children, in any way? If yes, specify...
			10. Has he ever forced you to have sex when you did not wish to do so?
			11. Have you ever been beaten by him while you were pregnant?
			12. Does he ever try to choke you?
			13. Does he try to control most or all of your personal choices and daily activities? (For instance: does he tell you who you can be friends with, when you can see your family, how much money you can use, or when you can take the car?)
			14. Is he violently and constantly jealous of you? (For instance, does he say "If I can't have you, no one can"?)
			15. Does he follow or spy on you, leave threatening notes or messages, destroy your property or call you when you don't want him to?
			16. Is he unemployed?
			17. Does he use illegal drugs? (by drugs, I mean "uppers" or amphetamines, Captagon, Meth, speed, angel dust, cocaine, "crack", street drugs or mixtures)
			18. Is he an alcoholic or problem drinker?
			19. Does he have a diagnosed mental health problem?
			20. Do you believe he is capable of killing you?
			21. Do you have thoughts or ever tried to harm yourself?
			22. Do you have people (relatives, friends, neighbors, etc.) that can help you? ²
			TOTAL

¹ "No Answer" or "I don't know"

² Measure the answer NO (instead of YES)

- Safety concern (in survivor's own words):
- Comments (from Case Manager):

Referral form to external organization template

Referral Note	
Organization:	Case manager:
Date of referral:	
Name of beneficiary:	
Date of birth:	Marital Status:
Case No:	
Country of origin:	Communication Language:
Contact details:	
<u>Brief Social Record:</u> 	
<u>Reasons for referral:</u> 	
<u>Comments:</u> 	

Referral intake form template

Name of professional referring:

Organization:

Position:

Contact:

Date:

Details of referred person:

First Name:

Last name:

Date of birth:

Nationality:

Marital status:

Number of children and age:

Legal status:

Date of interview:

Type of current accommodation:

Contact number:

What's up/viber:

Native language:

Contact language:

If the client has siblings, there are (number):

A brief social record of the survivor:

Details over the last incident:

SGBV incident: Yes: No:

Type of violence:

Date or time that has been passed since the last incident:

Place of the last incident:

Is the perpetrator now in Greece?

Yes No

Does the survivor have any reasons to believe that the perpetrator
persecutes her/him?

Yes No

Any actions that may have been already taken (complaint or lawsuit to
Police station, change of the current residence, medical care, etc.):

Requests (Please describe the request of the survivor):

Cooperation with other actors? Yes No

If yes, please define:

Livelihood services _____

Psychosocial services _____

Legal assistance services _____

Health/Medical services _____

Has the beneficiary given her/his consent to being referred to us?

Yes No

Beneficiary's signature

or

Verbal Consent

Short description of the services provided by the support organization taking the referral:

_____ consist of specialized professionals in the field of _____ . The organization's mission is to provide the following services _____ to (name target groups served) _____ in the area of (geographic scope/competence) _____. The team approaches each case in a unique way, informs, supports and suggests solutions to the beneficiary based on her/his individual needs and the available services.

The Legal Aid service consists of (role and function of legal staff) _____ who operate in (geographical scope) _____. They handle all phases of a legal case, including court representation.

Each and every survivor's personal information is kept confidential throughout the case management process, as is the respect for their will, choices, and experiences.

A referral cannot be made without the written consent of the survivor.

Sample Consent and Confidentiality Clause for Intake Purposes⁵⁴

I consent to receive the following services [*list services*] which are provided by [*insert agency name*]. I understand that this application does not guarantee I will receive all the services I have indicated.

I also consent to having staff from the [*insert agency name*] collect personal information about me necessary for the purpose of delivering those services.

I understand that the personal information I provide is confidential. The release of any information regarding my involvement with the [*insert agency name*] may occur only with my written and signed consent subject to certain limited exceptions. These are:

" If agency staff have reason to believe that a child needs protection under [*name relevant legislation/regulations*] they are obligated (as are the general public) to inform [*name relevant agency such as police, social services, etc*];

" If agency staff have reason to believe that I am likely to cause serious physical harm to myself or another, they are obligated to inform the appropriate authorities (family doctor etc.);

" If agency staff are required by court order to disclose specific records or to attend court and give evidence.

Date _____

This agreement is in effect from [*insert start date*] until [*insert end date*].

Client name

Client's Signature

Agency staff signature

I understand that my records will be kept for [*insert agency retention period here*] and that they will be destroyed after that time.

Information about [*insert agency name*] privacy policy can be obtained by contacting [*insert position title of privacy officer*] at: [*insert phone number*].

⁵⁴ Adapted from *Excerpt from* Ruebsaat. 1998. [Records Management Guidelines: Protecting Privacy for Survivors of Violence](#). BC Association of Specialized Victim Assistance and Counselling Programs. Vancouver.

Informed Consent to Release Information to Third Parties ⁵⁵

Incident ID

Beneficiary Code

CONFIDENTIAL

Consent for Release of Information

This form should be read to the client or guardian in her/his first language.

It should be clearly explained to the client that she / he can choose any or none of the options listed.

I, _____,
give my permission for _____ to share
information about the incident I have reported to them as explained
below:

1. I understand that in giving my authorization below, I am giving
_____ permission to share the specific case
information from my incident report with the service provider(s) I have
indicated, so that I can receive help with safety, health, psychosocial,
and/or legal needs.

I understand that shared information will be treated with confidentiality
and respect, and shared only as needed to provide the assistance I
request.

I understand that releasing this information means that a person from
the agency or service ticked below may come to talk to me. At any point,
I have the right to change my mind about sharing information with the
designated agency / focal point listed below.

I would like information released to the following:

⁵⁵ Source: <https://www.gbvim.com/> Gender-Based Violence Information Management System (GBVIMS)

(Tick all that apply, and specify name, facility and agency/organization as applicable)

Yes No

Security Services (specify):

Psychosocial Services (specify):

Health/Medical Services (specify):

Safe House / Shelter (specify):

Legal Assistance Services (specify):

Livelihoods Services (specify):

UNHCR (specify to whom):

Other (specify type of service, name, and agency):

1. Authorization to be marked by beneficiary: Yes No

(Or according to the capacity and best interest of client)

I have been informed and understand that some non-identifiable information may also be shared for reporting. Any information shared will not be specific to me or the incident. There will be no way for someone to identify me based on the information that is shared. I understand that shared information will be treated with confidentiality and respect.

Signature/Thumbprint of beneficiary:

(Or according to the capacity and best interest of client)

Caseworker Code: _____

Date: _____

The content of this report represents the views of the author only and is his sole responsibility. The European Commission does not accept any of them responsibility for the use that may be made of the information contained therein.

Project funded by the European Union 101049286

101049286 – LILA – CERV-2021-DAPHNE

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