



SURVIVOR
ENHANCING SERVICES FOR MIGRANTS
AND GBV SURVIVORS

“Communication with Communities”





This Space – Ground Rules

- A safe space- guarantee confidentiality and respect at all times.
- Non-discrimination and non-judgmental. Everyone has the right to express their opinion-we agree to disagree!
- Be aware of very quiet or shy participants, or those who dominate discussions. Try to ensure that everyone has the opportunity to actively participate.
- Please no use of laptops/cell phones, unless urgent!

GBV can be perceived (by the survivor and by others in her community) as normal, since it occurs frequently to many women and girls

It can be in the form of:

Physical

Sexual

Emotional

Economic

Psychological

Spiritual



Including behaviors that:

Frighten

Intimidate

Terrorize

Manipulate

Hurt

Humiliate

Blame

Injure

Wound

Creating the other world for woman and girls.

Women and girls live in a society that primarily is not designed for them. Our role is to work to challenge and change that.



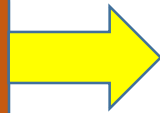
Feel safe, feel trust,
have friendship, get
respect, well being, get
property, no fighting,
no abuse equal choice,
equal voice, no
discrimination

Insecurity, violence,
threat, exploitation,
force, abuse,
harassment,
discrimination, no
opportunities, no
voice, no choice

Explain your role and provide information about services and support available and how to access them

Ensure you have informed consent before providing information and referrals!

**1 to 1
conversations**



**LINK her to the services
ex: in the hospital or
externally for CM if
she requests**

Q1. What type of services would you provide information on to her?

Q2. How would you explain those services to her?

Q3. How will you link her to the services she wants to receive?

Staying Accountable to Women and Girls





Accountability to women and girls

Accountability to women and girls is central to the goals of **addressing GBV and achieving gender equality**. It is a key strategy for transforming the unequal gender-based **norms, behaviours** and **structures** that underpin GBV in different contexts, including Greece.

Initiatives with men and boys are informed by feminist principles for GBV work and prioritise accountability to women and girls.



Addressing multiple forms of oppression



- The empowerment and protection work is accountable **to all women and girls**, regardless of their ability, sexuality, class, race, etc.
- GBV work needs to be informed by an understanding of how women and girls may experience violence and inequality in different ways.



Prioritise the rights and needs of women and girls



- All GBV and protection programming, policy and advocacy **should be women-centred** and focus on meeting the **rights and needs** of women and girls. This means defining the goals of protection initiatives **in line with women's rights** and ensuring that activities improve women's status and do not frame men as victims of gender-based inequality.
- GBV advocacy, programming, and policy should be developed through **women's participation** and leadership to ensure their rights and needs are captured.



Actively challenge gender inequality to transform patriarchy

- All work on GBV should be informed by a strong analysis and **understanding of how gender, age and diversity inequality** underpins the violence experienced by women and girls in different contexts.
- Work that does not possess this gender-power analysis or recognise and challenge gender inequality cannot be accountable to women and girls.



Do no harm



- GBV and protection work must be guided by strong ethics and safety principles that prioritise women and girls' safety.
- This includes identifying and mitigating potential risks during project and policy planning stages, and monitoring implementation to **ensure work to address GBV does not create additional harm or trauma for women and girls.**

Promote women's leadership and inclusion:

Meaningful participation



- Being accountable means providing avenues for women's active participation and leadership, prioritising their views and knowledge, and responding to their concerns.
- A key strategy is **partnering with women's rights organisations and civil society groups so that GBV initiatives align with the interests of local women's movements.**
- This is particularly important to ensure that GBV work does not directly or indirectly privilege men and boys, which is a risk in several current men's GBV engagement approaches.

UNHCR'S UPDATED COMMITMENTS TO WOMEN AND GIRLS

- Women and girls participate equally and meaningfully in all decision-making, community management and leadership structures, and committees of persons of concern.
- Women and girls are provided with individual registration and documentation, directly or through support provided by UNHCR.
- Women and girls have equal access to and control over management and provision of food, core-relief items, and cash-based interventions.
- Women and girls have equal access to economic opportunities, decent work, and quality education and health services.
- Women and girls have access to comprehensive SGBV prevention and response services.



Addressing GBV in urban areas:



An increasing majority (nearly 60 percent) of refugees live in cities, a figure that will continue to rise as camps become an option of last resort. This new reality necessitates a monumental shift in humanitarian response, requiring policy makers, donors, and practitioners to develop new programming that addresses the protection concerns of refugees in urban contexts and promote their early integration.



Group Activity: *Identifying Urban GBV risks for women and girls*

In urban areas, the risks for women and girls are different from those found in more traditional refugee camp settings and the perpetrators in cities are numerous.

Simultaneously, cities often make access to protection networks more difficult. Further, the risks are compounded by a myriad of social markers such as race, ethnicity, language, gender identity, sexual orientation, and disability.

Shelter

Livelihood

**URBAN
GBV Risk
Mitigation**

**Urban
Isolation**

**Public
Spaces
Transport
ation**

Urban Challenges : Research shows key challenges to preventing and responding to GBV in urban context

- **Cities are complex.** They have their own political, economic, and social dynamics
- Tension can exist between urban refugees and members of the host community.
- **Context matters**, including relevant national and local laws. For instance: do refugees have the right to work? To access schools and hospitals?
- **Research shows** refugees are often targeted for GBV **because they are refugees**: Attackers assume that refugees will not report violence that happens.
- **Members of host communities**, including city officials, often misunderstand who refugees are and why they have come to the city.
- **Urban refugees**, as well as members of the host community, may not understand what are the rights refugees have to live in the city and to access certain services



Urban Opportunities: resilience-based approach

- **Local capital:** existing services and service providers, civil society organizations, human rights defenders, development programs, women's rights and empowerment programs.
- **Refugee women know their risks better than anyone,** they are the experts in their own lives. They must be consulted as to what their own priorities are for mitigating risks, and what mitigation strategies will be most feasible for them.
- It is important to not only look at refugees' vulnerabilities, but also their skills and capacities. This is part of a **"resilience-based approach."**

Principle strategies of urban GBV risk mitigation

1. Collaboration is Key: Building relationships with host community members, stakeholders



Tailored Approaches are Crucial to Reaching Diverse Urban Refugees (population-specific sections)

2. Strengthening women's refugees' protective peer networks in urban setting;



Prioritizing the GBV risk mitigation strategies that refugees themselves identify as being important and practical.

3. Building urban refugees' assets and capacities to enhance their resilience



GBV Task Forces in Delhi, India

January - August 2016

Case Study: Strengthening GBV Prevention & Response in Urban Contexts⁹

4. Deploying multiple urban outreach strategies to connect with hard-to-reach refugees in cities, including peer outreach;



5. Meeting urban refugees women and girls where they are—whether that means in a particular geographic location or in the sense of supporting them **in developing the protection strategies they prioritize**, with the individuals who make up the ‘community’ that is most relevant for them



6. Develop a GBV Urban Risk Assessment/Monitoring Tool



Group Activity



- What protection strategies are urban refugees/migrants women and girls are currently using?
- How can we support them through our prevention intervention in urban cities to strengthening those?



Key Urban Outreach Strategies prevention intervention

- Word of Mouth
- Per lead outreach Coordinators/volunteers
- Social Media /Mobile Technology (ex: Refugee info platform)
- Multiply service centers for women and girls
- Context Specific strategies (ex refugee sex workers)
- Population targeted strategies (ex adolescents)

Important use multiply strategies simultaneously

Group Activity: Focus Group Discussions with Women & Girls (GBV Assessment Tools in Urban Setting



1. Supporting Women's Participation and Leadership at the community level is essential if normative frameworks. However, despite some notable exceptions, when agencies consult with and seek the participation of community members, this tends to be with traditional male leadership structures, without fully exploring and building on women's leadership capacities.

1. Developing Multi-sector Responses A key assumption in the Theory of Change is that multi-sector approaches are most effective in preventing violence against women and girls and provide the most comprehensive protection for survivors of violence

Using Paralegals Programmes to increase legal literacy and support women to cope with complex legal processes and plural legal systems are critical in overcoming the barriers that constrain women's access to justice. Community paralegals play a particularly important role in ensuring that excluded women know their rights, can negotiate plural legal avenues (formal and informal) to their advantage, and are able to access the formal system.

4. Creating Safe Spaces /day center for women and girls

5. Strengthening Community Support Networks by empowering and training female GBV focal points form the community to safely meet the immediate medical and psychosocial needs of survivors of violence in the community

- Remember: GBV survivors came in contact with other women in their community more often than with NGO workers or any other type of volunteers, because of their permanent presence in the community.
- Some women are aware of gender inequalities and GBV problems in their communities and want to contribute to social change!
- Recognize the value of volunteerism in GBV work



Female community statements!



- “People working for an organization who help with problems about DV are people who are going to divorce me” – a GBV survivor
- “Volunteers from my community want to help me to have a happy family” –a GBV survivor
- I trust the other women from my community they want to help me because they know how much we suffer-a GBV survivor
- “It’s good to have a community focal point because they are people from my community who live with us and know the real situation” – GBV survivor
- “I know I can go and talk to them and they will support me” – GBV survivor

Community focal points statements

- “I wanted to get experience so I could get a job afterwards”
- “When I observe what’s happening in the society through newspapers, TV, etc., I realize that there are a lot of problems related to domestic violence (...) so I wanted to do something about it”
- “I’ve learnt about women’s rights, that I have rights and can advocate for them”
- “It has been an opportunity for me to advocate and prevent violence; before I needed to follow the chief/leader of my community, now I’m more independent”
- “[I would like to] participate and meet with other NGOs working on GBV”
- “I am brave now”

NGO's Statements!



- A lot of the cases wouldn't be attended if it weren't for these female community volunteers" – NGO staff
- "We can't work without them" – NGO staff
- The community volunteers not only work but live in the community. They know the situation better and can intervene immediately" – NGO staff
- "An NGO can't work in one place forever. Community volunteers will remain there and can continue working for the community when they finish their assignment" – NGO staff
- "They are useful, they don't cost as much money and they work as paid staff" – NGO staff "[We use community volunteers] because of our limited budget"

Empowerment of women to become the 1st line GBV focal points for their community

- Identify through FGD with women in urban setting (protection organizations, women's centers, women's associations) the ones that could support other women from their community and become the gender champions.
- Invite on regular bases female focal points in SGBV SWG for GBV community feedback mechanism, referral pathways update/information.
- Active participation at women's movement (such as the 16 days of GBV activism etc).

Roles and responsibilities of female community focal points



- To safely raise awareness of GBV within group of women in her community and empower other women to become focal points for their female community protection
- In collaboration with other protection expert to get the other women to reflect on the link between GBV and protection in a given context of the urban city
- To discuss/share responses, strategies, and support mechanisms to reduce and respond to incidents of GBV from their community.

Roles and responsibilities of female community focal points

- To establish a confidential reporting/supporting system for individuals from her community to report cases of GBV.
- Cooperate with safe space, GBV organizations in urban settings for giving feedback mechanism of her community
- Strengthen relationships among local authorities and community volunteers

GBV prevention (in cooperation with community focal point)



- Based on women's interest provide information mainly through organized groups of women in safe spaces, women's centers etc. :

(existing flyers translated in their language & through information sessions), information on available services (legal-pss-health-livelihood opportunities etc) in urban city.

- Address with the support of GBV expert from host community the most common topics: based on women's interest

Gender, DV (DV law, effects of DV, and cycle of violence), marriage certification/legal divorce/ children custody/ human trafficking, SRH topics

GBV: Prevention (empowerment activities) in cooperation with community focal point

- Sharing of experiences concerning the women's displacement and migration journey
- Talking about their dreams ("I want to become a nurse and help other women", "I want education for my children", "I want peace, nothing else", "I am dreaming of working and have my own money")
- The here and now, moment to moment awareness, leaving the past behind.
- Women rights in Greece
- Expressing feelings of despair, a sense of hopelessness and loneliness, (being in a country without knowing the language, missing their family members who might be in different parts of the world or even dead, etc)
- Self Love
- Practical issues (money, houses, voucher, work)

Intensives -Supplies for Community Focal Points

The conditions of service of the GBV community focal point varied from one organization to another, but they mostly covered:

- Ground transportation tickets (metro/bus) when needed, sometimes a small monthly allowance or provision of dignity/women's kits, phone allowance.
- GBV community focal points support on an ad hoc basis when the incidents of violence occurs (response)

Provide **training and supervision** support to GBV community focal points (recommended materials to support such trainings)



- Most community volunteers will be involved in cases of DV, which means that they must, in some form or another and to varying degrees, have been trained on GBV issues as well cope with affected by vicarious trauma , compassion fatigue or burn out.
- With such topics as self-esteem, knowing oneself, and emotion management, but emphasized the need for capacity training and other benefits, such as leadership training, communication skills, counselling, GBV, support and motivation, monthly allowance, transportation, materials, and linking to relevant services.

Safety and Security



- Community volunteers, particularly the women, might state that they feared for their own safety .

Ex: especially when acts of GBV occurred at night, when the perpetrators might have weapons, and when the perpetrators threatened the volunteers.

“When my husband is drunk there is nothing the volunteer can do” – GBV survivor

Group Activity: Safety and Security



community female GBV focal points are
safe and safely refer GBV survivors to
relevant existing services in urban setting

Safety and Security

- Most of the female community focal points might suffer at the beginning of their assignments due to a lack of understanding from within their own communities of the work they are doing, which varied from disrespect to more serious cases of curses and threats. The belief that domestic violence is a private family issue is still deeply rooted in refugee migrants community and this affects volunteers' work.
- However, most of the volunteers most likely overcame this difficulty after proving to the community that they are able to do a good job. In fact, not only they overcome this difficulty, but they turn it into one of their main gratifications: gaining respect and recognition from the community.

Safety and Security



- This experience suggests ongoing challenges for female volunteers who have to deal with gender stereotypes in addition to advocating with community leaders / authorities to prioritize the issue of GBV.
- Volunteers also might be frustrated when they cannot intervene because the families hid their real situation due to embarrassment, e.g., women suffering from violence from their husbands or families sending their under-age children to work overseas.

Safety and Security



- These frustrations would then result in reduced motivation and likely affected the volunteers' involvement in their work, as well.
- Indeed, in the FGD, the survivors might emphasize that, despite volunteer interventions, the violence will not stop, though in many cases might be reduced.
- In some situations female volunteers might feel insecure about how to solve some difficult situations, answer questions (particularly about the law), or offer counselling and advice to survivors from their community

Female community volunteer Statements

- “When I first started people looked down on me because people believe DV is a family issue, they cursed me. But later on, it changed when they saw that I was helping the victims”
- “I received curses and threats from perpetrators when I started, but later on, when I started to work with the authorities, people treated me better and respected me”

Remember !!!



- You cannot push the female community focal points (FCFP) the you push staff”
- “Some [FCFP] quit the job because they don’t see benefits. [The organization] has already wasted time and money to provide them training”
- At the very least, every effort should be made to ensure the volunteers’ safety.
- NGOs should invest at FCFP by responding to the needs of the FCFP with special attention to building their capacities and facilitating their work.
- NGOs should provide sufficient psychological support to their FCFP.
- NGOs should assess what the use of FCFP could contribute to other programmes and act on those assessments.
- » NGOs should promote the creation of a network of FCFP/community volunteers working on protection to provide a support system for their work.

Q&A...Wrap-up

Thank you very much...



What Would the World Look Like Without GBV?

