

## 5. POLICIES FOR DEALING WITH FAMILY STRESS AND DIFFICULTY

### 5.1 Violence in the family

Describe the current legal and policy framework (if one exists) for dealing with this problem in your country.

Austria	
Service provision for children	There are child protection centres specialised on counselling minor victims of physical, sexual and psychological violence throughout Austria. Youth welfare Services are providing advice and child guidance on a voluntary basis but have also the power to take action without the consent of parents. In this case they have to appeal the court (see pt 5.3.).
Service provisions for spouses/women	Not mentioned
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

Azerbaijan	
Service provision for children	There exist State Rehabilitation Centers for Family and Children in three regions (Ghoranboy, Shuvelan and Mingechevir) of Azerbaijan, as well as 13 such centers in Baku where children may appeal with their problems. Special trained staff of social workers render their services as mediators to children living in those communities. It is currently planned to establish such Centers in other regions of Azerbaijan to involve broader population as well as enhance the skills and knowledge of social workers.
Service provisions for spouses/women	These centers render all kinds of legal and psychological assistance to spouses. They register cases of stress in families in their community and regularly conduct prevention work with those families.

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Service provision for parents/grandparents	Those centers work with all members of families that face difficulties. There are established Parents' Unions where parents come together to discuss and exchange views on issues of their concern.
Service provision for others	Those centers work with all members of families, including relatives.

## Belgium

Service provision for children	<p>Communauté française</p> <p>Pour la communauté française il importe de faire référence au décret du 4 mars 1991 relatif à l'aide à la jeunesse qui met en place une aide spécialisée au profit des jeunes en danger, donc en ce compris les jeunes victimes de violences familiales ainsi qu'au profit des parents qui éprouvent des difficultés dans l'exercice de l'autorité parentale. L'aide mise en œuvre passe par une demande qui doit être adressée au conseiller de l'aide à la jeunesse. Celui-ci soumet son projet d'aide au jeune et à ses parents et s'il n'obtient cet accord, il passe la main à l'aide contrainte : tribunal de la jeunesse puis directeur de l'aide à la jeunesse. Diverses formes d'aide peuvent être apportées : éloignement de milieu familial de vie, encadrement dans le milieu de vie, mise en autonomie supervisée. Ce sont des services agréés dans le cadre de l'aide à la jeunesse ou dépendant de secteurs différents (exemple les services de l'ONE) qui assument dans ces contextes la prise en charge des jeunes concernés.</p> <p>Communauté germanophone</p> <p>Service d'aide à la jeunesse et service de protection judiciaire.</p>
Service provisions for spouses/women	<p>Communauté germanophone</p> <p>Il y a une maison d'accueil pour femmes battues et un centre pour femmes et victimes</p>
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

## Bosnia and Herzegovina

Service provision for children	<p>FBiH: Article 4, paragraph 1, of the Family Law of FBiH prescribes that the violent conduct of a spouse and any other family member is prohibited. Violent conduct implies every violation of physical and psychological integrity within the meaning of Article 4 of the Law on Gender Equality in BiH.</p>
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	<p>The Law on Protection from Domestic Violence (Official gazette of FBiH, no 22/05) regulates: protection from domestic violence, concept of domestic violence, persons who are considered as family members within the meaning of this law, manner of protecting family members, and types and purposes of penalties for minor offenses for violent perpetrators.</p> <p>BD:</p> <ul style="list-style-type: none"> <li>- State-level strategy for combat against violence against children</li> <li>- Legal framework: <ul style="list-style-type: none"> <li>- Right to protection from all forms of violence</li> <li>- Protection of individual rights and interests of a child/Guardian authority, Police, Prosecution Office, Court- imposing measures, counselling</li> <li>- Protection from violent conduct in a family and imposing measures</li> </ul> </li> </ul> <p>Criminal law protection</p> <ul style="list-style-type: none"> <li>- Negligence or abuse of a child or a minor</li> <li>- Ruthless behavior, disruption of peace and mental health</li> </ul> <p>- Beneficiaries of social protection:</p> <ul style="list-style-type: none"> <li>- Abused children</li> </ul>
Service provisions for spouses/women	<p>BD: Protection from violent conduct in a family</p> <ul style="list-style-type: none"> <li>- Counselling</li> <li>- Social protection</li> </ul>
Service provision for parents/grandparents	See previous answers
Service provision for others	See previous answers

## Bulgaria

Service provision for children	<p>The PDVA does not have such provisions but currently a draft Act for the Amendment and Supplement of the PDVA is under development which would introduce legal mechanisms for the provision of services for children.</p> <p>Social services are rendered in the community and in specialised institutions. Social services for children in the community are: centres for work with children of the street; crisis centres; children's shelters; family-type placement centres; social vocational training centres; temporary placement centres; day centres for children with disabilities; social rehabilitation and integration centres.</p> <p>Social services for children rendered in specialised institutions are: homes for children with physical disabilities; homes for children with mental disabilities; homes for children deprived of parental care between the ages of 3 and 7 including homes for children deprived of parental care between I and XII grade inclusive or until graduating from secondary education but no later than the age of 20.</p> <p>Under the Complex of Social Services for Children and Families (CSSCF): prevention of violence and support for children victims of abuse, violence and neglect/social and psycho-therapy work with children victims of violence and their families/.</p>
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	<p>Emergency Reception Centres under the CSSCF – taking children out of situations of immediate danger for their physical and mental health, violence.</p> <p>Police Protection</p> <p>In order to provide children with specialised assistance and support nationwide the SACP and UNICEF have created a pilot programme National Telephone Hotline for Children. The National Telephone Hotline for Children provides crisis intervention, consultancy, specialised information about children's rights and guidance to appropriate service providers.</p> <p>The SACP gives teenagers anonymous professional online consultancy on the problems that interest them as well as on problems related to their rights in the Teenager Club. Questions received in the Club could conditionally be divided into the following categories: mental; sexual /sexual and reproductive health/; physical and hormonal maturing; legal; violence; internet and communication through the internet; relations between adults; dependencies; problems in the family; school problems; and spare time. Between January and September 2007 the Teenager Club has been contacted by 107 children and youths between the age of 6 and 30.</p> <p>In support of child raising and education in a family environment, children and families are provided with social services such as:</p> <ul style="list-style-type: none"> <li>- Social Support Centres /for children at risk; victims of violence; children with antisocial behaviour and their families/ - 12;</li> <li>- Mother and Baby Units.</li> </ul>
<p>Service provisions for spouses/women</p>	<p>On the territory of the country there are 11 functioning Mother and Baby Units. These Units give temporary shelter to pregnant women and mothers at risk of abandoning their children, promote parental devotion, and support young mothers through social, psychological and legal consultancy and support. Under aged pregnant women receive training on forming skills in the field of basic healthcare, health culture and monitoring of the health condition of the child. The Units give access to health prevention, healthcare and treatment to the mother-baby pair.</p> <p>Telephone hotlines: one national and others developed within the framework of short-term regional projects.</p>
<p>Service provision for parents/grandparents</p>	<p>For broader and direct access to information, the State Agency for Child Protection provides an online consultancy service through the Parent Club on the official Agency website. The Parent Club is an opportunity for every present and future parent, adopter or adoptive parent who has questions and needs information related to good practices, good parenting skills or everything in relation to the development of children, to ask or share. Communication within Parent Club gives an anonymous space to those parents who care about everything related to their children.</p> <p>Centres for training, consultancy and support for candidates for adopters and adoptive families; Complexes for Social Services for Children and Families – there are functioning Complexes in 10 municipalities in the country. These offer social work with families covering weekly home visits and consultancy for families on socially acceptable models of parenthood, increasing the parenting capacity and dealing with specific problems and risk factors.</p> <p>In 2007, children and families have received assistance from Child Protection Units on matters related to: raising, forming and educating children; consultancy for parents or persons charged with carrying out parental activities on matters of social assistance and social services; rendering assistance for the improvement of social and living conditions; social work to make links between parents and children easier and dealing with conflicts and crises in relations; cooperation with adopters in their preparation for carrying out parental functions, the adoption itself as well as protection of children's rights in case of terminating the adoption. 3957 directions for using social service providers have been issued for social services for children and families; provision of pedagogic, psychological and legal assistance to parents or persons who are charged with carrying out parental functions; on problems related to the raising, forming and education of children; consultancy for parents or persons charged with carrying out parental functions on matters of social assistance and social services; provision of cooperation for the improvement of social and living conditions; social work to make links between parents and children easier and to assist the solving of conflicts and crises in relations; cooperation for adopters in their preparation to carry out their parental functions, the adoption itself as well as protection of the rights of the</p>

	<p>child in case of termination of the adoption.</p> <p>Social work with families covering weekly home visits and consultancy for families on socially acceptable models of parenthood, increasing the parenting capacity and dealing with specific problems and risk factors is offered by Complexes for Social Services for Children and Families.</p>
<p>Service provision for others</p>	<p>Under article 4, paragraph 2, in cases when there is information of a direct and immediate danger to the life and health of the victim, they can submit a request to the police authorities for imposing urgent measures under article 71 of the Ministry of Interior Act. The Ministry of Interior authorities forward the request to the court with an attached explanation of the perpetrator if such is given and compile a protocol of imposed measures while indicating the circumstances of immediate court protection.</p> <p>Article 4, paragraph 3, imposes an obligation to each doctor to issue a document upon request to each person in which to certify in written the damages and signs of violence established by him or her.</p> <p>Article 5 lists the protection measures against domestic violence which are: obliging the perpetrator to abstain from committing domestic violence; eviction of the perpetrator from the home that is cohabitated for a period set by the court; ban on the perpetrator to come close to the home, work and places of social contacts and relaxation of the victim under conditions and a period set by the court; temporary assignment of where the child should live – with the parent-victim or with the parent who has not committed violence under conditions and a period set by the court if this is not contrary to the interests of the child; obligation of the perpetrator to visit specialised programmes; directing victims towards programmes for recuperation; the first four measures are imposed for a period between one month and one year and in all cases the court also imposes a fine on the perpetrator in the amount of 200 to 1000 leva.</p> <p>In article 6, the legislator has adopted the approach that the state should establish conditions for the implementation of programmes for prevention of and protection against domestic violence as well as programmes that provide help to victims. Paragraph 2 of article 6, gives executive power bodies the opportunity to carry out selection and training to persons charged with the protection under this act, and paragraph 3 of the same article explicitly states that bodies of the executive power and natural and legal persons registered under the provision of article 18, paragraphs 2 and 3 of the Social Protection Act, must work together for the protection of persons who have suffered from domestic violence by developing, organising the implementation and implementing programmes under article 5 – specialised programmes for perpetrators and programmes for the recuperation of victims.</p> <p>Chapter Two of the PDVA regulates the procedure for imposing protection measures against domestic violence which is a court procedure and is fast.</p>

Croatia	
<p>Service provision for children</p>	<p>Children who are victims of family abuse can be placed to an institution for as long as the need arises (see next).</p>
<p>Service provisions for spouses/women</p>	<p>The issue of family violence is dealt with in a series of acts and subordinate legislation such as Protection against Family Violence Act, Criminal Act, Criminal Procedure Act, Youth Court Act, Witness Protection Act, Police Act, Regulations for Implementation of Protection Measures that are under the Protection against Family Violence Act in Charge of the Police, and others.</p> <p>The Republic of Croatia has signed the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse and it has ratified the European Convention on Compensation for Victims of Acts of Violence Act.</p> <p>Protection against Family Violence Act was adopted in 2003, and for the first time it defined all types of family violence and introduced a series of protective measures, from harassment</p>



	<p>prohibition to exclusion of the violent person from his/her family.</p> <p>The National Strategy for Protection against Family Violence between 2005 and 2007 was adopted as well as the National Strategy between 2008 and 2010. In 2005, the Republic of Croatia passed the Protocol on Procedure in Case of Family Violence and the Protocol Amendments were adopted in 2006.</p> <p>Based on the Analysis of the Acts Sanctioning the Family Violence that was done in 2005, the legislation was changed. The amendments of the Criminal Act of 2006 changed the definition of family members, introduced the provision under which the limitation of criminal actions for crimes committed against the child and minor does not start until they are of age, and introduced more severe punishment for the criminal act of violence in family. Furthermore, the Protocol on Procedure in Case of Family Violence was adopted that contains obligations of competent bodies (the police, welfare centers, health care institutions, educational institutions, judicial bodies) and others taking part in its prevention, recognition and repression, as well as forms, modes and content of cooperation between them.</p> <p>Based on the Social Welfare Act, the care outside the family is provided for children and adults – victims of family violence and victims of trafficking.</p> <p>The Republic of Croatia has not established a home for victims of family violence that houses adults and children together. The Social Welfare Act (according to article 96) enables legal entities and natural persons to establish an institution of social care – children or elder's homes – for victims of family violence.</p> <p>Then, the Article 105 of the Social Welfare Act enables religious communities and associations aiming at care for socially handicapped people, provision of out-of-family care to victims of family violence. Local self-governments, companies, or any other home or foreign legal entity is entitled to provide care on the out-of-family basis for 20 people at the most without having to establish the home (under the conditions and in a manner prescribed by the respective Act).</p> <p>In protecting the victims of family violence, NGOs provide considerable help to the Ministry of Health and Social Welfare, which has been taken into consideration while creating legislation that enables associations and others to provide out-of-family type of care to children and adults who are victims of family violence without having to establish the home (the aforementioned Article 105 of the Act). It is possible to make an agreement on cooperation with an association that obtains approval for practicing social care and decision on the required spatial conditions, specified equipment, and professional and other employees, so that people can be sent there upon the decision of the welfare centre.</p> <p>Upon the decision of the Ministry of Health and Social Welfare, the networks of homes and activities of the social care provided by religious communities, associations and other both home and foreign legal entities were established. The network was designed with the help of the previously gathered opinions of local (regional) self-governments, and based on the demand for this type of service for users who obtain the right to use it by the decision of the welfare centre. Upon the European Council recommendations, the intention is to have one settling place for the victims of family violence per 10.000 inhabitants. In planning the accommodation capacity, the recommendations were taken into account as well as the existing conditions. The need for providing accommodation facilities throughout the territory of the Republic of Croatia was also considered. At the moment, the Ministry of Health and Social Welfare has contracts to seven legal entities that provide the service in Bjelovar, Osijek, Rijeka, Zagreb, Zadar, Split and Varaždin. Their total accommodation capacity amounts to 119 beds primarily for women and their children whose lives and safety are endangered, but it is temporary and does not compensate their place of residence. The aim is to reduce the number of the users of this service by implementing certain protection in their homes, that is, by excluding from family homes the violent person and not the victims.</p> <p>From 2004 to 2008, and based on program activities aiming at improving the protection of victims of family violence, the Ministry of the Family, Veterans' Affairs and Intergenerational Solidarity supported financially a series of programs/projects for organizing civil associations whose aim is to protect victims of family violence and improve their life quality. The implemented programs protecting the rights of women and children, victims of family violence, established a network of advisory centers for victims of family violence in the territories of 13 counties of the Republic of Croatia.</p>
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Service provision for parents/grandparents	The Social Welfare Act defines a victim of family violence as an adult regardless of sex and a child; in real life, they are mostly women or women and children.
Service provision for others	N/A

## Cyprus

Service provision for children	<p>Legal Framework</p> <p>Family violence legislation condemns any act of violence within the family, raises substantially the penalties for violence and provides protection to victims, inter alia, by empowering the Court to issue restraining orders prohibiting the offender from entering or staying in the marital home. According to the legislation, a family member is considered to be:</p> <ul style="list-style-type: none"> <li>• The husband and wife who (a) have been legally married whether the marriage exists on not, or (b) are or were cohabiting as a couple.</li> <li>• The parents of the above persons.</li> <li>• Children or grandchildren of the above persons.</li> <li>• Any person residing with any of the above mentioned persons.</li> </ul> <p>Family violence legislation:</p> <ul style="list-style-type: none"> <li>• clarifies that rape can be committed within marriage,</li> <li>• speeds up trials dealing with cases of family violence,</li> <li>• facilitates the reporting of violent incidents,</li> <li>• provides for the appointment of Family Counsellors,</li> <li>• provides for the setting up of an Advisory Committee to monitor the implementation of the Law,</li> <li>• provides for a Multidisciplinary Group of Experts to give the necessary assistance to children and young victims,</li> <li>• provides for the taking of testimony of victims of violence by electronic means,</li> <li>• provides for the protection of victims and witnesses,</li> <li>• provides for the setting up of a fund to meet certain immediate needs of victims,</li> <li>• provides for the establishment of a shelter where victims can have protection, and</li> <li>• makes the spouse a compellable witness if the victim is another member of the family.</li> </ul> <p>It should be noted that family violence legislation lists offences of the Criminal Code, which, when committed within the family, are treated as particularly aggravated and, consequently, the penalty prescribed by the Criminal Code may be increased to reflect this.</p> <p>Family Counsellors</p> <p>Welfare Officers of the Social Welfare Services who are appointed as Family Counsellors by the Minister of Labour and Social Insurance, in accordance with the legislation:</p> <ul style="list-style-type: none"> <li>• Receive complains of violence and carry out investigations.</li> <li>• Advise, counsel and mediate for the relief of problems in the family that are likely to have led or to lead to the use of violence.</li> <li>• Make arrangements for an immediate medical examination of the complainant and where necessary accompany the complainant.</li> <li>• File reports to the Police for the investigation of possible criminal offences.</li> <li>• Upon instructions of the court, carry out investigations regarding the financial situation of the</li> </ul>
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	<p>family in general and that of the accused in particular in the event that an exclusion order might be issued</p> <ul style="list-style-type: none"> <li>• Carry out investigations and make arrangements for the accommodation of the accused or his family in the event that an exclusion order has been issued.</li> <li>• Where there is reasonable suspicion that a child has been mistreated by a family member, immediately make all the necessary arrangements for the medical or other examination of the child.</li> <li>• Carry out any other duties assigned to them by the Minister.</li> </ul> <p>Implementation of the legislation</p> <p>Measures adopted to ensure the implementation of the family violence legislation include relevant professional training, investment in specialised personnel and services and the strengthening of interdepartmental cooperation, based on the manual of interdepartmental procedures concerning family violence. This manual, which was drafted by the Advisory Committee and approved by decision of the Council of Ministers (no. 55.646, dated 16.5.2002), contains procedures and guidelines on how professionals should work together with the aim of promoting the welfare and protection of children and adults from physical, sexual and psychological violence. It addresses professionals from the Social Welfare Services, the Police Force, the Health Services, the Ministry of Education and Culture, the Law Office and NGOs that operate programmes for the prevention and combating of violence in the family.</p> <p>The handling of family violence cases by Family Counsellors can take up to three months. Follow up services provided by the Social Welfare Services depend on the nature of the problems experienced by the family and include counselling, provision of information on other available services and referrals where needed, financial assistance, foster care and residential care of children.</p>
<p>Service provisions for spouses/women</p>	<p>Services provided by Family Counsellors within the first three months after referral include making arrangements for medical examinations (accompanying the complainant when necessary) and providing advice, counselling and mediation.</p> <p>- additional/follow up services provided by the Social Welfare Services depend on the nature of the problems experienced and include counselling, financial assistance, provision of information on other available services and referrals where needed (e.g. to relevant NGOs, shelters, etc).</p> <p><b>For more detailed data see previous question.</b></p>

Czech Republic	
<p>Service provision for children</p>	<p>The social and legal protection focuses also on children who are endangered by violence between the parents or between other persons who are responsible for the education of the child, potentially by violence between other persons (§ 6 of the Act No. 359/1999 Coll., On Social-Law Protection of Child).</p>
<p>Service provisions for spouses/women</p>	<p>For victims of domestic violence there are regional intervention centres which function as social service facilities (regulated by § 60a of the Act No. 108/2006 Coll., on Social Services). These issues are also addressed by the Act No. 283/1991 Coll., on the Police of the Czech Republic, which in its provision § 21a at seq. regulates the institute of expelling a violent person from the domicile. Police are authorized to decide to expel a violent person from a household and on the prohibition of access into it for a period of ten days. These issues are also related to the Civil Rules of Procedure under which a victim may file a motion for a preliminary order in which the court</p>

	decides to expel the violent person from the household (apartment of a house) and its environs and to ban such person from access to it and its environs and refrain from any contacts with the petitioner. This is regulated by § 76b of the Act No. 99/1963 Coll.
Service provision for parents/grandparents	Grandparents may also use the services of the intervention centres if they are victims of domestic violence. Furthermore, they can use the services provided by other non-profit or state institutions (in the areas of counselling etc.).
Service provision for others	The task of the intervention centres is to provide co-ordination of the subjects which provide services to the victims of domestic violence (i.e. the Police of the Czech Republic, the bodies providing for the social and legal protection of the children and of other non-profit or state organizations).

## Denmark

Service provision for children	The Consolidation Act on Social Services has as one of its objects to assist all children and young persons with special needs in securing the best possible conditions for the upbringing of such children and young persons, thereby providing them with the same opportunities for self-expression, personal development, maturity and health as their contemporaries, despite their individual problems.
Service provisions for spouses/women	Not mentioned
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

## Estonia

Service provision for children	The municipal council shall decide on measures under subsection here of to be taken where this must be deemed to be of material importance, having regard to a child's or young person's special needs for support. Any such decision shall be subject to the consent of the custodial parent or other person having custody. Any decision under subsection hereof shall also be subject to the consent of the young person over the age of 15.
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<p>Service provisions for spouses/women</p>	<p>In cases of domestic violence several paragraphs of the Code of Civil Procedure that can be used.</p> <p>In order to protect the personal life of a person or other personality rights, the court may apply a restraining order or other measures (restrictions to use the dwelling, restrictions to communication or other similar measures) that may be applied with a term of up to three years. Before applying a restraining order or another measure for protection of personality rights, the court hears the person with respect to whom application of such measure is requested and the person in the interests of whom proceedings are conducted. Where necessary, the court also hears the persons close to the persons mentioned above, and the local government or police authority of the residence of the persons. Where necessary, the court may secure a petition for application of a restraining order or another measure for protection of personality rights or apply provisional legal protection by a ruling. If circumstances change, the court may recall or amend a restraining order or another measure for protection of personality rights. Before recalling or amending a measure, the court must hear the participants. Persons have the right to appeal against ruling.</p> <p>A threat to kill, cause health damage or cause significant damage to or destroy property, if there is reason to fear the realisation of such threat, is punishable by a pecuniary punishment or up to one year of imprisonment.</p> <p>Causing damage to the health of another person, or beating, battery or other physical abuse which causes pain, is punishable by a pecuniary punishment or up to 3 years imprisonment.</p> <p>Continuous physical abuse or abuse which causes great pain is punishable by a pecuniary punishment or up to 5 years imprisonment.</p>
<p>Service provision for parents/grandparents</p>	<p>The principles described in the previous section "service provision of spouses/women" of the current question are also applicable for parents/grandparents.</p>
<p>Service provision for others</p>	<p>The principles described in the previous section "service provision of spouses/women" of the current question are also applicable for parents/grandparents.</p>

Finland	
<p>Service provision for children</p>	<p>The municipal council may implement different supportive measures, when necessary to secure a child or young persons special need for support. These supportive measures are also relevant for children and young persons who experience violence in the family. The supportive measures are of the following types:</p>
<p>Service provisions for spouses/women</p>	<p>The local and regional organisations responsible for municipal social and health care services are intensifying their effort in the prevention of and early intervention in interpersonal and domestic violence. Recommendations for municipal social and health care services on how to guide and lead local and regional actions in the prevention of interpersonal and domestic violence were issued in April 2008. The recommendations aim at supporting and promoting local and regional work for the prevention of interpersonal and domestic violence, and reducing problems caused by it.</p> <p>The Government's Internal Security Programme includes also initiatives to improve the services</p>

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	<p>for victims, for example the coverage of shelters and a 24-hour free helpline. Finnish shelter home services still have lacking. According to the recommendation of the EU (Recommendations of the EU -Expert Meeting on Violence Against Women. 8-10 November 1999, Jyväskylä, Finland), there should be one vacancy in a shelter home per 10 000 inhabitants. Following the recommendations, Finland should have around 500 shelters instead of the existing 120. However, there are a lot of sparsely populated areas, and it is not reasonable to establish shelters in these areas. The shelters for victims of violence are also open for children.</p>
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

France	
Service provision for children	<p>The child welfare apparatus, in the context of administrative provision (remit of the general councils and département authorities) as well as of judicial supervision, reformed by law no. 2007-293 of 5 March 2007, allows educational and psychological provision to be made for children whether within their family setting or in placement, once evidence is found of difficulties that would or could endanger the child's health, safety or morals, or seriously impair his or her upbringing or physical, emotional, intellectual and social development.</p> <p>The national telephone counselling service for abused children (SNATEM, subsequently designated INAVEM) was instituted under the law of 10 July 1989 on prevention of ill-treatment and protection of minors. Its purpose is to ensure social vigilance in order to render immediate assistance to people undergoing ill-treatment and to endangered minors. The telephone number is 119. Its management is entrusted to the consortium "Enfance Maltraitée" which also incorporates the national observatory of endangered children (ONED).</p> <p>Number 119 is toll-free and operates round the clock every day of the week. A preliminary response is made to calls. They are handled either by provision of immediate assistance or by reporting to the general council for their area.</p> <p>Also, under the programme Safer Internet + of the European Commission, the Ministry of Family Affairs via the interdepartmental task force supports the project to provide a help line for the use of children and parents, enabling them to report any offence against child welfare and human dignity, and to find out about the dangers present on the web for young viewers.</p>
Service provisions for spouses/women	<p>Specialised shelters for adult victims of violence exist in most départements, managed either by the département authorities or by associations. A circular issued by the competent ministries on 4 August 2008 on reception and residence of women victims of violence specifies the arrangements to be made for these women in the existing hostels and residential facilities.</p> <p>3919, the telephone listening and assistance service for marital violence victims was set up in March 2007 by the government department responsible for social cohesion.</p>
Service provision for	<p>Though not specifically intended for parents, mention should be made of the platform <a href="http://www.internet.mineurs.gouv.fr">www.internet.mineurs.gouv.fr</a> for reporting Internet content in which child pornography and racism or xenophobia are present. The platform is managed by the Ministry of the Interior. The</p>

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<p>parents/grandparents</p>	<p>ministry responsible for family affairs (task force) is associated with the relevant planning. An updated version amplified to cover other offences will be on line in September 2008. To aid the exercise of parents' right to have access to and receive visits from children, reception facilities or meeting points are designed to assist in maintaining links between parents and children who do not live together.</p> <p>The creation of these facilities seeks to offer a neutral framework where parents and children can meet with the assistance of specialists and under their control if required.</p>
<p>Service provision for others</p>	<p>These deserve particular mention:</p> <ul style="list-style-type: none"> <li>- the listening network for ill-treatment of elderly or disabled persons ALMA (Allo maltraitance des personnes âgées et/ou des personnes handicapées)</li> <li>- French association for protecting and assisting the elderly,</li> <li>- Emergency welfare phone number 115 through which a response can be made to situations of social urgency or distress.</li> </ul>

<p><b>Germany</b></p>	
<p>Service provision for children</p>	<p>Family therapy or specific treatment of the child's or young person's problems.</p>
<p>Service provisions for spouses/women</p>	<p>The Protection against Violence Act ("Gewaltschutzgesetz") was established in Germany as of 1 January 2002. This Act especially applies to victims of domestic violence, such as married couples or partners, but is not applicable for childish victims in relation to their parents or other persons having the care and custody of the victim. The Act is also applicable in cases where the victim and the aggressor do not have any familial or social relationship.</p> <p>The Protection against Violence Act anchors into German law the principle of "the aggressor goes, the victim stays". One of the most important measures included within the Protection against Violence Act is the so-called "stay-away order" provided for in section 1 of the Act. For example, this enables the court, upon motion by the person who was injured, threatened or harassed, to prohibit the offender from entering the home of the victim, from approaching the victim, or from initiating contact with the victim. This possibility of imposing stay-away orders is complemented by section 2 of the Act, which allows the court to order that the victim have the sole use of the home. It provides that the victim may move for the exclusive use of the common home for at least six months. This applies even if the rental lease is not in the victim's name. In addition to its civil-law protection, the Protection against Violence Act also provides for sanctions under criminal law: Section 4 of the Act provides for imprisonment of up to one year or a fine for violations of protective orders issued by the court. This makes it clear that the measures ordered by the court do not only exist on paper but indeed have a real effect.</p> <p>In 2004, an overall number of 18 111 court procedures dealing with civil (not penal) aspects of the Protection Act against Violence have been resolved; in 2005, this number has raised up to 21 757 court procedures.</p>
<p>Service provision for parents/grandparents</p>	<p>Family and educational advice centres, child protection advice centres, people helping with a child's upbringing inside or outside the family.</p>

<p>Service provision for others</p>	<p>The Protection Act against Violence is applicable in the relation between each victim and aggressor, independent of any family or social connection. It is not applicable for childish victims in relation to their parents or other person having the care and custody of the child.</p>
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Greece	
<p>Service provision for children</p>	<p>The law 3500/2006 "Dealing with the violence in the family and other provisions" introduces 5 reforms concerning the protection of victims, especially women, of violence in the family:</p> <ul style="list-style-type: none"> <li>• It is considered as a crime the sexual act by force without the free desire of both spouses,</li> <li>• The exercise of violence in the family constitutes evidence of destabilisation of the marriage,</li> <li>• The measures for the protection are applied even in cases of stable cohabitation without marriage,</li> <li>• It is established the institution of judicial mediation for domestic violence,</li> <li>• It is explicitly prohibited the use of corporal punishment towards children as method of chastisement.</li> </ul> <p>At the same time, are considered as criminal actions the following attitudes:</p> <ol style="list-style-type: none"> <li>1. Acts of violence in the family towards other member of the family committed in front of minor.</li> <li>2. Acts of violence in the family towards a pregnant woman.</li> <li>3. Acts of violence in the family towards persons who cannot offend themselves (old people, disabled persons, patients etc.).</li> <li>4. Cases of intensive corporal pain or corporal exhaustion caused by a systematic way and that put in danger the minor's health.</li> <li>5. Cases of psychological pain that may cause severe psychic damage, especially after a long isolation of the victim.</li> </ol> <p>A special law-making committee of the Ministry of Justice has the responsibility of the elaboration and the adaptation to the Greek legislative framework of the provisions of the Convention of the Council of Europe regarding the protection of children from sexual abuse and maltreatment, signed by our country in the 25th October 2007.</p>
<p>Service provisions for spouses/women</p>	<p>See previous question</p>
<p>Service provision for parents/grandparents</p>	<p>See previous question</p>
<p>Service provision for others</p>	<p>See previous question</p>

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Hungary	
Service provision for children	Not mentioned
Service provisions for spouses/women	(1) There is a possibility for pregnant mothers in crisis to get temporary placement in residential homes. They can stay in these homes for eighteen months.
Service provision for parents/grandparents	Not mentioned
Service provision for others	(1) There are also temporary homes for homeless families, the length of their stay in these centres is also maximum 1.5 years.

Iceland	
Service provision for children	(1) The law on child protection provides children with legal protection from violence. The child protection authorities run institutions for children that have to be removed from their homes on account of violence, but foster families are preferred when possible for young children if they have to spend longer periods away from their families. If there is a suspicion of sexual violence or abuse a special children's house is available for hearings and also for special counseling/therapy in aftermath.
Service provisions for spouses/women	(2,3) Both public health care and social services provide various services for spouses/women. Womens organisations run a shelter for women and their children in Reykjavik (Kvennaathvarfið). Furthermore women's organisation also runs a centre (Stígamót) for survivors of sexual violence. The centre offers individual counseling and self help groups, information about judicial and social rights. The centre provides support to those who want to report the sexual violence to the police.
Service provision for parents/grandparents	Sígamót (see previous answer) provides counselling and information to families and partners of survivors of sexual violence.
Service provision for others	Please see previous answers, about the services of Stígamót.

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Ireland	
Service provision for children	Chapter 2 (at Page 20) of the above report – ‘Families in Ireland – An analysis of Patterns and Trends’ – may also provide some useful information in this area.  <a href="http://www.welfare.ie/EN/Policy/PolicyPublications/Families/Pages/FamiliesinIrelandanalysis.aspx">http://www.welfare.ie/EN/Policy/PolicyPublications/Families/Pages/FamiliesinIrelandanalysis.aspx</a>
Service provisions for spouses/women	Not mentioned
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

Italy	
Service provision for children	<p>Concerning in particular violence against children, the Italian civil law ensures the protection of minors who are victims of physical, emotional or sexual abuse through a coordinated system of provisions which establish heavy sanctions for parents whose conduct is detrimental to their children. Indeed, several measures can be taken to protect children in these cases, including their separation from the family for precautionary reasons (art. 333 of the Civil Code). If the parents violate or neglect the duties inherent in parenthood or if they abuse their authority thus harming their child, they can be deprived of their parental rights. In case of emergency, the court can take temporary measures in the best interest of the child (art. 333 of the Civil Code).</p> <p>The Regions and the local authorities have developed a wide range of initiatives to combat violence against children. These can be grouped in four main categories:</p> <ul style="list-style-type: none"> <li>- information and awareness campaigns targeted at parents, children and adolescents, and basic and specialist training of practitioners</li> <li>- the creation of counselling services for the detection, diagnosis, evaluation and treatment of cases</li> <li>- the development of reception services (child care communities, family homes, shelters for ill-treated women with children, networks of foster families, etc.)</li> <li>- the promotion of networks and coordination between the judicial authorities, the social and health care services, schools and associations, and the creation of professional teams specialized in the diagnosis and treatment of cases of sexual abuse and maltreatment.</li> </ul> <p>Another fundamental tool in this field is the Law no. 285/1997, “Provisions for the promotion of rights and opportunities for children and adolescents”. This law greatly encouraged the collaboration between all the local institutions involved in policies aimed at implementing social and educational projects for children, at promoting parenthood support and at protecting minors at risk. In the last period of reference, it financed about 300 projects dealing with violence against children.</p> <p>Furthermore, the Ministry of Communications, in collaboration with the Ministry for Equal Opportunities and the Ministry of Labour and Social Policies, activated an emergency phone number where people can denounce violations to children's rights and cases of maltreatment.</p>

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	The service intervenes in emergency cases involving children and adolescents, i.e. in the situations in which the psychological and physical health of a minor are at serious risk or in which the child or adolescent risks suffering a trauma.
Service provisions for spouses/women	<p>As regards the legal framework concerning violence in the family, the Law no. 154 of 5 April 2001 introduced the principle of the removal of the violent family member from the household by means of a civil or criminal court decision. Another crucial law was the Law no. 66 of 15 February 1996, which introduced a most significant innovation in sexual violence legislation. The Law defines indeed violence against women as a crime against personal liberty – a significant step forward in comparison with previous provisions, which classified rape as a crime against public morality.</p> <p>The main services for women victims of domestic violence are provided by anti-violence centres normally run by women's associations, which receive funds from the local and/or national institutions. In Italy there are about 100 centres providing counselling, toll-free helplines, and legal and psychological support to women in difficult situations. About half of them also set up shelters for women and their children. However, their distribution on the national territory is not homogenous, given that they are mostly located in the North and in the Centre.</p> <p>Furthermore, the Department for Equal Opportunities created a national helpline. This service operates 24 hours a day for the entire year and it can be accessed freely by all citizens (men and women) across the country. The service also provides support to the children of women suffering domestic violence, since they are also considered victims of witnessing of intra-family violence.</p>
Service provision for parents/grandparents	Not mentioned
Service provision for others	In 2001 the Laws no. 134 and no. 60 introduced free legal advice to indigent victims of rape and abuse, an invaluable tool to protect them and to safeguard their rights, which is most often provided in collaboration with anti-violence centres and courts. (Italy Report to the CEDAW Committee, 2004).

Latvia	
Service provision for children	Arrangement of in-service training of the young person with a public or private employer.
Service provisions for spouses/women	<p>Complex support in crisis situations for families and children is being provided by 86 crisis centres (established by local governments or nongovernmental organizations). The Ministry for Children and Family Affairs has provided financial support for the establishment of 26 family support and crisis centres.</p> <p>The Ministry for Children and Family Affairs in cooperation with other institutions has drafted program for diminishing of domestic violence. In the framework of the program it is planned to improve the cooperation of the police, social workers and psychologists in order to improve the effectiveness of solving family conflicts.</p>

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<p>Service provision for parents/grandparents</p>	<p>Complex support in crisis situations for families and children is being provided by 86 crisis centres (established by local governments or nongovernmental organizations). The Ministry for Children and Family Affairs has provided financial support for the establishment of 26 family support and crisis centres.</p>
<p>Service provision for others</p>	<p>See previous section. According to the information which is at Ministry's disposal, 3 institutions provide free legal consultations for every concerned person.</p>

## Lithuania

<p>Service provision for children</p>	<p>Prohibition of corporal punishments in schools. Paragraph 2 of Art. 49 of the Republic of Lithuania Law on Fundamentals of Protection of the Rights of the Child (hereinafter – LFPRC) lays down a non-finite list of sanctions that can be applied upon children for violations of the internal order regulations or the norms of behavior of pupils of teaching and educative (guardianship) institutions. The following disciplinary and compulsory educational measures may be applied upon children: criticism, reprimand, severe reprimand, appropriate evaluation of behavior and other sanctions, established by laws.</p> <p>Article 181(3) of the RL Code of Administrative Offences provides for liability of managers, mentors or other persons of equivalent status of teaching, educational, health care and other institutions and agencies in charge of (caring for) children for failure to perform or improper performance of their obligations, for physical or mental damage to children or any other breach of the rights of children. The aforementioned persons who commit such violations shall be punished by a fine from 100 to 500 litas.</p> <p>Prohibition of corporal punishments in the punishment enforcement system. Corporal punishments for offences are outlawed in Lithuania (Article 21 of the Constitution of the Republic of Lithuania). Their application upon juveniles is prohibited by the Lithuanian Criminal Code (Lithuanian CrC, Art. 90) and paragraph 3 of Art. 49 of the LFPRC.</p> <p>The Lithuanian Code of Punishment Enforcement (Lithuanian CPE) emphasizes that the individual shall not be tortured, subjected to cruel or degrading treatment in the course of punishment execution (Article 7). Corporal punishments are also not covered by the list of sanctions imposed for infringements of institutional discipline; however, the list does not contain a specific prohibition (Art 142).</p> <p>Prohibition of corporal punishments in legal guardianship (curatorship) relations. Corporal punishments in legal guardianship (curatorship) relations are outlawed (paragraph 2 of Article 49 of the LFPRC, Art. 181(3) of the Lithuanian Code of Administrative Offences (Lithuanian CAO).</p> <p>Criminal liability. Children are protected against violence also by provisions of the Lithuanian CrC. It provides for criminal liability for grave and semi-grave health impairment, committed deliberately or due to negligence (Art. 135-139 of Lithuanian CrC). A qualifying element in cases of intentional health impairment is the act committed against a young child (under 14 years of age); more stringent liability for the offender is provided in this case. The Criminal Code also establishes liability for the infliction of physical pain or for minor health impairment (Article 140). It covers the cases when beating and/or violence inflicts physical pain upon the victim, however, differently from the aforementioned elements of the offence, it does not leave on the person's body any traces, which could be captured by medical staff, even though they can lead to short-term health impairment. As in case of the aforementioned acts, a more stringent penalty is imposed upon the offender for the commission of this offence in respect of a child under 14 years of age.</p> <p>Article 163 of the CrC lays down criminal liability for the abuse of rights or obligations of parents, guardians, curators or other legal representatives of the child. These offences can be incriminated against persons who subject their children to physical, sexual or psychological violence systematically and/or repeatedly.</p>
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	<p>Civil liability. Pursuant to the Lithuanian CC, parents shall have a right and duty to bring up their children and shall be responsible for their children's education and development, their health and spiritual and moral guidance. In performing these duties, parents shall have a priority right over the rights of other persons (Article 3.165). The relations of parents and children shall be defined by the term parental authority. Its subject-matter is the right of parents to properly educate and bring up their children, care for their health and, having regard to their physical and mental state, to create favorable conditions for their full and harmonious development so that the child should be ready for an independent life in society. Until they attain majority or emancipation, children shall be cared for by their parents (Article 3.155). It is the parental authority that is often used to explain the parents' right to discipline their children by applying corporal punishments. They are responsible for the upbringing to their children most of all, therefore, when performing this duty, they feel having the right to correct, in their view, an improper behavior of the children at their own discretion. Where the parents (the father or the mother) avoid exercising their authority, i.e. fail in their duties to bring up their children or abuse their parental authority or treat their children cruelly or produce a harmful effect on their children by their immoral behavior or do not care for their children, the court may make a judgement for a temporary or unlimited restriction of parental power (that of the father or the mother) (Article 3.180).</p> <p>If the parents or guardians (curators) abuse their children's rights, measures to defend the children's rights may be taken by the state institution for the protection of the child's rights or a prosecutor (Article 3.163). Pursuant to Article 3.164 of the RL Civil Code, if a child considers that his/her parents abuse his/her rights, the child shall have a right to apply to a state institution for the protection of the child's rights or, on attaining the age of 14, to bring the matter before the court.</p> <p>Administrative liability. The Lithuanian CAO provides for liability for failure to exercise parental authority or for using it against the interests of the child (Article 181) and an equivalent liability of the child's guardians or curators for their failure to perform the obligations imposed upon them or for using it against the interests of the child (Article 181(1)). Article 131(3) of this Code establishes liability for any person for the infringement of the child's rights. Any person who unlawfully hinders the exercise of the rights and freedoms by the child or otherwise infringes the child's rights shall be punished under this Article. Theoretically, this provision should cover all the instances, which are not prohibited by or not incur liability under other national legislation in order to safeguard the rights of the child.</p> <p>National Strategy on Combating Violence against Women its Implementation Plan 2007-2009. The aim of this long-term (until 2015) strategy is to reduce, in a consistent, complex and systematic manner and on the national level, domestic violence against women. The main priorities of the Strategy are: improvement of the legal base in the field of combating violence against women; analysis of the situation in the field of domestic violence against women; effective prevention of domestic violence against women; provision of a complex set of assistance to victims of domestic violence against women; sanctions on perpetrators; strengthening of institutional capacities.</p>
<p>Service provisions for spouses/women</p>	<p>In the year 2007 more than 1800 women received complex services such as information and counselling, social work, psychological counselling, temporary accommodation, medical and legal services, food, provision of most necessary items, such as clothes, shoes, etc.</p>
<p>Service provision for parents/grandparents</p>	<p>Not mentioned</p>
<p>Service provision for others</p>	<p>In the year 2007 152 perpetrators, motivated to stop their violent behaviour participated in projects where they received psychological counselling and group therapy services.</p>

Luxembourg	
<p>Service provision for children</p>	<p>Loi loi du 16 décembre 2008 relative à l'aide à l'enfance et à la famille dispose en son article 2 alinéa 3 le principe suivant:            Au sein notamment des familles et des communautés éducatives, la violence physique et sexuelle, les transgressions intergénérationnelles, les traitements inhumains et dégradants ainsi que les mutilations génitales sont prohibés.</p> <p>Le code pénal sanctionne des faits de violence à enfants. Sans pouvoir reproduire toutes les dispositions générales (coups et blessures etc.) relevons les articles 354 à 360 relatifs au délaissement d'un enfant.</p> <p>Art. 354. Seront punis d'un emprisonnement d'un mois à un an et d'une amende de 251 euros à 1.000 euros ceux qui auront exposé ou fait exposer, et ceux qui auront délaissé ou fait délaissé, en un lieu non solitaire, un enfant au-dessous de l'âge de sept ans accomplis.</p> <p>Art. 355. Les délits prévus par le précédent article seront punis d'un emprisonnement de trois mois à deux ans et d'une amende de 251 euros à 2.000 euros, s'ils ont été commis par les père et mère légitimes ou naturels, ou par les personnes à qui l'enfant était confié.</p> <p>Art. 356. Si, par suite du délaissement, l'enfant est demeuré mutilé ou estropié, les coupables seront punis:            Dans le cas prévu par l'article 354, d'un emprisonnement de six mois à deux ans et d'une amende de 251 euros à 2.000 euros;            Dans le cas de l'article 355, d'un emprisonnement d'un an à trois ans et d'une amende de 500 euros à 3.000 euros.</p> <p>Art. 357. Si le délaissement a causé la mort de l'enfant, la peine sera:            Dans le cas de l'article 354, un emprisonnement d'un an à trois ans et une amende de 500 euros à 3.000 euros;            Dans le cas exprimé à l'article 355, un emprisonnement de deux ans à cinq ans et une amende de 500 euros à 3.000 euros.</p> <p>deux ans et d'une amende de 251 euros à 2.000 euros, s'ils ont été commis par les père et mère légitimes ou naturels, ou par les personnes à qui l'enfant était confié.</p> <p>Art. 358. Seront punis d'un emprisonnement de six mois à trois ans et d'une amende de 500 euros à 3.000 euros, ceux qui auront délaissé ou fait délaissé dans un lieu solitaire un enfant au-dessous de l'âge de sept ans accomplis.</p> <p>Art. 359. L'emprisonnement sera d'un an à cinq ans et l'amende de 500 euros à 5.000 euros, si les coupables du délaissement sont les père et mère légitimes ou naturels ou des personnes à qui l'enfant était confié.</p> <p>Art. 360. Si, par suite du délaissement prévu par les deux articles précédents, l'enfant est demeuré mutilé ou estropié, les coupables seront punis de la réclusion de cinq ans à dix ans. Si le délaissement a causé la mort, ils seront condamnés à la réclusion de dix ans à quinze ans.</p> <p><b>Maltraitance</b></p> <p>Art. 401bis. (L. 12 novembre 1971) Quiconque aura volontairement fait des blessures ou porté des coups à un enfant au-dessous de l'âge de quatorze ans accomplis, ou qui l'aura volontairement privé d'aliments ou de soins au point de compromettre sa santé ou qui aura commis à son encontre toute autre violence ou voie de fait, à l'exclusion de violences légères, sera puni d'un emprisonnement de un an à trois ans et d'une amende de 251 euros à 2.500 euros. S'il est résulté des différentes sortes de violences ou privations ci-dessus une maladie ou une incapacité de travail personnel, ou s'il y a eu préméditation, la peine sera de trois à cinq ans d'emprisonnement et de 251 euros à 5.000 euros d'amende.</p> <p>Si les coupables sont les père et mère légitimes, naturels ou adoptifs, ou autres ascendants légitimes, ou toutes autres personnes ayant autorité sur l'enfant ou ayant sa garde, les peines seront celles portées au paragraphe précédent, s'il n'y a eu ni maladie ou incapacité de travail personnel, ni préméditation, et celle de la réclusion de cinq à dix ans dans le cas contraire.</p> <p>Si les violences ou privations ont été suivies, soit d'une maladie paraissant incurable, soit d'une incapacité permanente de travail personnel, soit de la perte de l'usage absolu d'un organe, soit d'une mutilation grave ou si elles ont occasionné la mort sans intention de la donner, la peine</p>



	<p>sera celle de la réclusion de dix à quinze ans, et si les coupables sont les personnes désignées dans le paragraphe précédent, celle de la réclusion à vie.</p> <p>Si les violences ou privations ont été pratiquées avec l'intention de provoquer la mort, les auteurs seront punis comme coupables d'assassinat ou tentative de ce crime.</p> <p>Si les violences ou privations habituellement pratiquées ont entraîné la mort, même sans intention de la donner, les auteurs seront punis de la réclusion à vie.</p> <p>Les services de consultations relationnelle, psycho-affective et psycho-thérapeutique 15 offrent également des consultations gratuites aux enfants. Des actions plus spécifiques fonctionnent comme par exemple l'aide téléphonique: Le KAJUTEL (Kannerjugendtelefon) permet à tout enfant quel que soit son âge d'appeler gratuitement ce service d'une façon anonyme et de demander aide et assistance à des conseillers spécialement formés pour rencontrer les besoins des enfants et adolescents.16. En 2008, 690 enfants et jeunes ont fait appel au service téléphonique. De même, 174 contacts par mail anonyme ont été enregistrés. Le projet LUSI-Helpline, vise un usage plus sûr de l'Internet. La LISA-Stopline donne à chaque citoyen la possibilité de signaler gratuitement des contenus illégaux dans l'internet par courriel ou par téléphone. En 2008, 46 signalements ont été enregistrés.</p> <p><a href="http://www.12345kjt.lu/">http://www.12345kjt.lu/</a></p> <p>De même, la police a créé un service de consultation « Action BOBBY » 17. Il existe encore d'autres consultations téléphoniques comme SOS-Détresse 18. SOS Détresse est un service d'écoute téléphonique anonyme. Le service propose une écoute active et un soutien aux adultes en détresse ou en crise aiguë. Le service est assuré en 2008 par 39 bénévoles, formés au sein du service à l'écoute, aux techniques de communication et aux connaissances psychologiques. Les thèmes principaux des appels furent des problèmes psychiques, problèmes relationnels, problèmes concernant des situations de crise de vie, des problèmes concernant le corps et la santé et de problèmes de dépendance.</p> <p>En 2008, le service a enregistré 2755 communications téléphoniques, dont 289 appels d'erreur, appels sans réponse ou appels de plaisanterie. Le service téléphonique était assuré pendant 3 496 heures.</p> <p>En cas de mauvais traitements voire d'abus sexuels, l'association luxembourgeoise pour la prévention des sévices à enfants (ALUPSE) est spécialisée pour aider soutenir et suivre les cas de mauvais traitements à enfants. 19</p>
<p>Service provisions for spouses/women</p>	<p>1. Familjen-Center CPF</p> <p>Le CPF offre des prestations de formation, de consultation, de médiation et d'assistance familiale. Les activités conventionnées comprennent des consultations d'ordre psychologique et socio-affectif, des consultations relatives à des grossesses non souhaitées et traumatologiques, la médiation socio-familiale, des groupes d'interaction, des cours et stages de formation conjugale, familiale et parentale, des cours de préparation au mariage, des cours d'éducation sexuelle, affective et relationnelle auprès d'enfants et de jeunes, ainsi que l'information juridique.</p> <p>En 2008, le Familjen-Center CPF comptait 1 898 usagers ayant suivi les activités de formation, de consultation thérapeutique et de médiation, ce qui en revient au total à 4 793 heures d'encadrement.</p> <p><a href="http://www.familjencentercpf.lu">www.familjencentercpf.lu</a></p> <p>2. Le service de consultation de l'asbl AFP Services offre un accompagnement psychologique aux familles en cas de difficultés au niveau des relations parentsenfants, des problèmes de couple et de vie familiale en général.</p> <p>En 2008, 1445 entretiens de consultation ont eu lieu avec 524 usagers, dont 311 personnes de sexe masculin et 213 personnes de sexe féminin. De plus, 199 jeunes ou enfants en dessous de 20 ans ont fait usage du service.</p> <p>De même, différentes formations socio-familiales ont été proposées, dont la formation Marte Meo, sophrologie, la préparation au mariage et les formations pour babysitters ainsi que des ateliers de famille.</p> <p><a href="http://www.afp-services.lu">www.afp-services.lu</a></p>

	<p>3. Centre de Médiation Socio-Familiale L'objet du centre est d'offrir des consultations de médiation socio-familiale, des groupes de parole pour enfants et adultes et/ou un accompagnement individuel et familial aux personnes confrontées à des difficultés affectives, relationnelles, conjugales, familiales ou parentales, de participer à la formation de multiplicateurs socio-éducatifs et de dispenser des formations en économie domestique et technique pour familles défavorisées. En 2008, le centre a accueilli 306 personnes et les a encadrées pendant 815 heures. Dans le domaine de la formation socio-éducative, le centre a accueilli 283 personnes. Dans les formations en économie domestique et technique pour familles défavorisées, le centre a accueilli 17 personnes. <a href="http://www.profamilia.lu">www.profamilia.lu</a></p> <p>4. Haus 89 Le service Haus 89 offre la consultation psychologique, affective, conjugale et familiale. Le service est sollicité par des personnes adultes qui se trouvent en détresse ou en souffrance psychique et/ou relationnelle. En 2008, 451 usagers ont été accueillis en consultation psychothérapeutique. Le nombre total de 2 801 heures d'encadrement a été enregistré. De même, une conférence « Lass mir mein Geheimnis » a été organisé. 80 personnes y ont participé. Dans le cadre de la consultation thérapeutique, le service a participé au projet LUSI (voir ci-avant). <a href="http://www.haus89.lu">www.haus89.lu</a></p> <p>5. Gesond Liewen Depuis 1980 le service "Gesond Liewen" constitue un complément d'aide pluridisciplinaire venant renforcer l'intervention des professionnels du social. Implanté dans les centres médico-sociaux d'Ettelbruck, de Wiltz et de Luxembourg. Le service est directement accessible au grand public. L'intervention des psychologues et de l'assistante sociale spécialisée en thérapie familiale vise à promouvoir le bien-être de la personne sur le plan psychique, mais aussi physique et social par des mesures de prévention et de prise en charge adéquates. Les motifs des consultations se regroupent dans 5 catégories : difficultés relationnelles et familiales à différents niveaux, difficultés existentielles (angoisses, dépressions,...), difficultés liées à des situations de surendettement, de séparation, de divorce, difficultés liées à l'éducation des enfants, états de dépendance. Au cours de l'année 2008, 219 personnes ont été accueillies et suivi au sein du service Gesond Liewen. <a href="http://www.ligue.lu/fr/activites/gesund.html">www.ligue.lu/fr/activites/gesund.html</a></p> <p>6. Planning familial L'objectif du Planning Familial est de promouvoir la santé sexuelle, reproductive et affective en tant que droit humain fondamental et de garantir l'accès à l'information et à des services de santé physique et mentale de qualité en matière de sexualité et de reproduction. L'équipe pluridisciplinaire est composée de médecins, psychologues, conseillers conjugaux, assistants et charges d'éducation sexuelle et affective. En 2008, les 3 centres ont répondu à 23 900 demandes se situant dans les champs d'intervention de la consultation médicale, de la consultation psychologique, de l'éducation sexuelle et affective et de la sensibilisation par des formations et conférences. Les raisons de consultations sont prioritairement des problèmes relationnels, dépressions, violences sexuelles vécues, y compris les abus, des troubles de la fonction sexuelle mais aussi l'angoisse, la panique, des problèmes d'éducation, des troubles psychosomatiques, des traumatismes, troubles alimentaires, conseil pré-post IVG, le mobbing etc. Les médecins du Planning familial ont presté 6 397 consultations pour 1 2 528 patient(e)s. En moyenne, un(e) client(e) effectue 2,5 visites par an au Planning familial. Les psychologues du Planning familial ont réalisés 3 141 consultations pour 670 clients en 2008. En 2008, 3 134 élèves de 184 classes ainsi que 333 personnes hors du contexte scolaire ont bénéficié de séances d'information offerts par le Planning Familial ce qui représente 15% de l'activité du mouvement. <a href="http://www.planningfamilial.lu">www.planningfamilial.lu</a></p>
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	<p>7. Psy-Jeunes Psy-Jeunes est un service de consultation psychothérapeutique s'adressant à des jeunes de 12 à 22 ans, ayant vécu des événements causant des traumatismes. Les jeunes qui sollicitent les prestations du service présentent les symptômes de l'instabilité émotionnelle, des angoisses, des baisses de performances scolaires, de la dissociation, des troubles du développement et des troubles du comportement alimentaire. En 2008, 161 jeunes, ont bénéficié d'un suivi thérapeutique avec 2 673 heures de thérapie, réparties sur 1 326 séances de thérapie. De même, 188 heures ont été prestées pour formation continue ainsi que 90 heures pour diverses formations thérapeutiques comme au « EMDR Ausbildungsinstitut Köln ».</p> <p><a href="http://www.croix-rouge.lu">www.croix-rouge.lu</a></p>
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

## Malta

Service provision for children	The Child Protection Services, Looked After Children Services and the Fostering Services, all within Aġenzija Appogg offer a service in the case of family violence on children.
Service provisions for spouses/women	<p>Domestic Violence Service: is made up of a team of professional social workers, who provide support to victims of domestic violence and their children. The service aims at supporting victims at the time of crises by providing immediate assistance to them to meet their immediate needs, by helping them develop a safety plan and providing emotional support as required.</p> <p>Emergency shelter: aims to providing an immediate safe environment to women victims of domestic violence and their children, who require immediate protection. The service offers a setting conducive to self healing to women and their children who suffer emotional, physical and sexual violence.</p> <p>The women's stay at the shelter is aimed at a maximum period of three months, after which service users will move on to a second stage shelter, or to any alternative accommodation that would have been identified during their stay at Ghabex. During these three months, staff at Ghabex support the women in their daily needs, and will also work with them to draw up an action plan for their future.</p>
Service provision for parents/grandparents	Not mentioned
Service provision for others	Perpetrator's Programme: assists perpetrators of domestic violence, that is, males who use violence in intimate relationships, to become aware of, understand and take responsibility for their behaviour. This is done through attendance in a group programme spanning over 22 weeks. Prior to acceptance in to the programme, perpetrators are individually screened by a professional

	<p>person as to their suitability for the group. It is hoped that through attendance in the programme, perpetrators are helped to change from being abusive to being respectful in their beliefs and, subsequently in their behaviour. These are achievements for individuals, families and all society. After the group programme, the participants are also encouraged to receive continued support through the support group, which is an ongoing one. The service also liaises with the Domestic Violence Unit in cases where they are working with the partner, so as to provide a feedback loop regarding the progress of the perpetrator. Support on an individual basis is also provided in times of crises, and in maintaining a situation prior to attendance in a group.</p>
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Moldova	
Service provision for children	<p>Acc. Art 62 parag.2, of the Family Code psychological and Physical violence is excluded from child education and can be a reason for decay from parental rights. Law 45-XVI of 1st March 2007 on prevention and family violence establishes in Art.12 that the victim of family violence can submit an application in the legal instance in regard of the committed acts of violence, after which the instance in 24 hours from the deposition of the application, issues an order of protection by which assistance is given to the victim of violence, applying to the aggressor measures provided for in Art 15. of this Law. As the Art. 4 provides of Law 338-XIII of 15 December 1994, on child's rights, nether a child should be tortured punished or treated with cruelty, un-human, unbecoming attitude.</p>
Service provisions for spouses/women	<p>Acc. art. 16 (4) of the Family Code, the relations between spouses are based on respect and reciprocal help. In art.12 of Law 45-XVI of 1.03.2007, on prevention and combating family violence can submit an application on violence acts committed in the family after which an order is issued by the legal instance in 24 hours from the reception of the application an order of protection under which the victim should be protected, applying the aggressor some measures, provided for in Art.15 of the present Law.</p>
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

Monaco	
Service provision for children	<p>La protection des enfants contre les violences familiales est assurée par des dispositions civiles et pénales permettant le retrait total ou partiel de l'autorité parentale ou son exercice sous le contrôle du juge tutélaire avec la mise en place de mesures de surveillance éducative. Le retrait de l'autorité parentale résulte d'une disposition expresse du jugement pénal ou, en dehors de toute condamnation pénale, lorsque l'état de santé, la sécurité, la moralité ou l'éducation des enfants est compromise par les parents. De même, l'autorité parentale peut leur être retirée s'ils s'abstiennent plus de deux ans d'exercer leurs droits et de remplir leurs devoirs parentaux.</p>

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	<p>Du fait de leur qualité de parent, les auteurs de l'infraction pénale à l'encontre d'un mineur peuvent être condamnés à des peines aggravées.</p> <p>Dans d'autres cas, quel que soit le lien avec l'auteur, l'aggravation de la peine résulte de la minorité de la victime.</p> <p>En vue d'une protection accrue, l'âge de la victime emportant l'aggravation de la peine est récemment passé de 15 à 16 ans accomplis.</p>
Service provisions for spouses/women	La protection des conjoints résulte du droit commun. La violence peut constituer un motif de divorce.
Service provision for parents/grandparents	La protection des ascendants : Les enfants doivent honneur et respect à leurs père et mère. En outre, les crimes et délits à l'encontre des parents ou ascendants sont réprimés par le Code pénal.
Service provision for others	Not mentioned

## Montenegro

Service provision for children	Not mentioned
Service provisions for spouses/women	Not mentioned
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

## Netherlands

Service provision for children	<p>The Netherlands ratified the United Nations Convention on the Rights of the Child in 1995.</p> <p>Article 1:71 of the Criminal Code (General Provisions) states that in cases involving sexual abuse of children, the period of limitation begins to run on the day the child turns eighteen.</p>
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	<p>A number of offences related to child abuse can be found in Book 2 of the Criminal Code (Criminal Offences). Sex offences are defined in Title XIV, and articles 244 to 245 prohibit sexual abuse (which includes sexual intercourse) of children and young people under the age of sixteen. Offering or showing images that can be harmful to children under sixteen years of age is an offence under article 240a, while possessing or being involved in disseminating child pornography in any way is an offence under article 240b. Inducing a minor to engage in sex by offering presents or abusing a position of authority is an offence under article 248a. If the person committing the sexual abuse is the parent, foster parent or step-parent of the child, or is the child's carer in another capacity, the sentence will be heavier (article 249). It is also an offence if such a person makes a third person sexually abuse a child who in the first person's care (article 250).</p> <p>Title XIV: Abandoning those in need It is an offence to render helpless or abandon in a helpless condition an individual who is under one's care (section 255). Article 256 makes it an offence to abandon a child under the age of seven. If the offences mentioned in articles 255-256 lead to physical injury or death, the sentence will be increased (article 257). If the person committing the offences mentioned in articles 255-256 is the parent of the child, the sentence will be even more severe.</p> <p>Title XIX: Homicide A mother who, fearing that the fact that she has given birth will be discovered, intentionally takes the child's life at or shortly after birth, is guilty of manslaughter (article 290). A mother who, in order to carry out a decision made as a result of fear that the imminent birth of her child will be discovered, intentionally takes the life of that child at or shortly after birth is guilty of infanticide (article 291). Participation in the offences described under articles 290 and 291 is treated as manslaughter or murder on the part of the participants (article 292).</p> <p>Title XX: Assault Articles 300 to 303 make assault and serious assault an offence. The sentence may be increased by one third if the assault is perpetrated by the child's father or mother and/or if substances are administered that can endanger the person's life or health. Genital mutilation of girls falls under these general offences. The maximum sentence for premeditated serious assault is twelve years.</p>
<p>Service provisions for spouses/women</p>	<p>No information/policies available</p>
<p>Service provision for parents/grandparents</p>	<p>No information/policies available</p>
<p>Service provision for others</p>	<p>The Government is intending to pass legislation obliging all professionals working with children to draw up a code on what to do in the case of suspicions of child abuse and where to report it. The Government has committed itself to fighting child abuse the next four years by implementing the Regional Approach to Child Abuse (RAAK) nationally. All organisations in a community (with one local governmental structure) have to adopt a coordinated approach to child abuse. In a nutshell, this means that all organisations work together in all stages of the approach to child abuse.</p> <p>The Youth Care Act states that all children and their parents have the right to support and care. The Act also describes the tasks and powers of the Advice and Reporting Centre for Child Abuse and Neglect (AMK). The Act allows professionals may breach their duty of confidentiality in order to report suspicions of child abuse at a Centre and a Centre to seek information from professionals working with a child or family, without the latter's consent.</p>

Norway	
<p>Service provision for children</p>	<p>The Child Welfare Service is the agency that has the chief responsibility for intervening and protecting children subjected to violence and abuse. All municipalities have a Child Welfare Service. Section 1-1 of the Child Welfare Act states that one of the purposes of the Act is: "...to ensure that children and young people who live in conditions which may be detrimental to their health and development receive the necessary assistance and care at the right time." Section 3-1 of the Act, which concerns the preventive activities of the Child Welfare Service, states further that the municipality shall keep a close eye on the conditions under which children live, and is responsible for framing measures to safeguard against inadequate care and behavioural problems. The provision assigns the Child Welfare Service particular responsibility for bringing to light inadequate care, behavioural, social and emotional problems at a sufficiently early stage to avoid lasting problems, and for instituting measures to this end.</p> <p>Approximately 40000 children were in contact and received assistance from the Child Welfare Services in Norway. This is about 4% of the child population which are around 1 million under the age of 18. Some of these children are staying in foster homes or institutions on a voluntary basis between the age of 18 and 23 due to the possibility for after leaving care measures. (around 1000)</p> <p>In 2006 amendments to the Children Act entered into force to contribute to giving children better protection in child custody cases where violence and abuse are suspected.</p> <p>A child that has been exposed to violence has the right to victims of violence compensation according to the provision in the Victims of Violence Compensation Act.</p> <p>The increased acknowledgement of the need to assist children who witness violence, has resulted in increased attention on children at the crises shelters and a provision has been included in the Child Welfare Act, giving staff member of private crisis centres the duty of information disclosure to child welfare services (see next section for more info on the crisis shelters.</p> <p>The Incest Centres is a low threshold provision for children and adults that have been subjected to sexual abuse and their families. There are currently 20 centres in Norway providing guidance and support. These centres are fully financed by public support, with 80 percent contribution from the state government and 20 percent from the municipal government.</p> <p>The government is in the process of establishing a nationwide network of Children's Houses. So far three has been established, here children exposed to sexual or physical abuse or have witness abuse or violence will be medically and judicially examined and receive help and treatment.</p> <p>A national Resource Centre on Violence and Traumatic Stress (NKVTS) was established on 1. January 2004. The purpose of this centre is to strengthen research, education and guidance for the public services in the field of violence and trauma. The centre has a separate section that deals with violence, family violence and sexual abuse. The centre plays a major role in the Government's endeavours to improve the level of knowledge about domestic violence with regard to children, women and perpetrators.</p>
<p>Service provisions for spouses/women</p>	<p>In the past 30 years, Women's Shelters have been important actors in efforts to combat domestic violence in Norway. Today there are 51 women's shelters all over the country, a minimum of one shelter in each county. The shelters size, organisation and ownership vary. Six centres are run by municipalities, while 45 are privately run. The state government finances 80 percent, while the municipalities finance the remaining 20 percent. The shelters provide a low-threshold service, offering accommodation, conversation and counselling for women victims of violence and their children on the basis of the principle of help for self-help.</p> <p>Norway have currently one safe house particularly developed for young women of ethnic minority background who are exposed to violence from their partners or families, and 10 flats</p>

	<p>established for young men and women in acute need of safe housing after fleeing their families.</p> <p>Specialised support centres have also been developed for victims of incest. As mentioned above, the 20 Incest Centres in Norway provides assistance and support for children and adults that have been subjected to sexual abuse and their families.</p> <p>The system of advisory offices for victims of crime was established in 1996. Currently there are 12 advisory offices in Norway.</p> <p>The police have developed several tools to improve protection of victims of domestic violence. On 1. January 2004 the police initiated a nationwide system of mobile violence alarms.</p> <p>Victims of violence are entitled to legal assistance in putting forward civil legal claims pursued in conjunction with criminal proceedings. Pursuant to the Free Legal Aid Act, the Ministry of Justice has established a special legal aid scheme for victims of violence in general (both women and men) in connection with bringing legal action for damages against the perpetrator. In this type of case, victims of violence are entitled to free legal aid without means-testing. If criminal proceedings are instituted against the perpetrator, however, free legal aid in connection with a claim for damages is conditional on the claim being included in the criminal case against the perpetrator, but the case need not be adjudicated in its entirety by the court.</p> <p>Under the Free Legal Aid Act, victims of violence are also entitled to free legal aid to bring a claim for state compensation for personal injuries caused by a criminal act (compensation for victims of violent crime). In such cases, however, certain financial conditions must be met to be eligible for assistance (income and assets below a certain minimum), and the victim must pay a part of the costs.</p>
<p>Service provision for parents/grandparents</p>	<p>The above mentioned service provisions are available to all victims of violence, with the exception of women's shelters that mainly provide accommodation for women and not men. There are three women's shelters in Norway that also provide accommodation to men.</p>
<p>Service provision for others</p>	<p>With regards to men, one specialised resource centre was established in 2002. This centre provides counselling and support services for men victims of family violence.</p> <p>In Norway there is political consensus that violence in the family is not a private matter, and that the government is responsible for preventing and helping to avert this type of violence. The efforts of the local and central government are based on the acknowledgement of this responsibility. In recent years, the Norwegian authorities have implemented a large number of measures to combat violence in the family. These efforts have been channelled through the Government's three Action Plans to combat Violence against Women (2000-2003) and Domestic Violence (2004-2007) and (2007-2011). These efforts have also been channelled through the three Action Plans combating Forced Marriage (1998-2001), 2002-2005) and (2008-2011) and two Action Plans to combat female genital mutilation (2001-2003) - (2008-2011), and Strategy to combat violence and sexual abuse of children (2005-2009).</p> <p>All Action Plans and strategies entail preventive and protective measures to improve services/provisions for children, women and men.</p> <p>The Ministry of Justice coordinates national polices against domestic violence. The Ministry of Children and Equality coordinate national polices for children and young people and polices for combating forced marriages and female genital mutilation.</p>

Poland	
<p>Service provision for children</p>	<p>According to Article 171 § 3 of Polish Code of Criminal Procedure, if the person examined is under 15 years of age, actions with his participation shall take place, if possible, in the presence of the legal representative or the actual guardian, unless it impedes the good of the proceedings. Pursuant to Article 185a. § 1 of Polish Code of Criminal Procedure in cases related to offences defined under Chapters XXV The crimes against sexual freedom and public decency and XXVI of the Penal Code The crimes against family and guardianship the injured who at the moment of the examination is under 15 years of age, is examined in the capacity of a witness only once, unless significant circumstances whose clarification requires a re-examination come to light, or a re-examination is demanded by the accused, who did not have a defence counsel during the first examination of the injured. Under Article 185b. § 1 of Polish Code of Criminal Procedure the witness who at the moment of the examination is under 15 years of age, may be examined under circumstances determined in Article 185a in cases related to offences with the use of violence or unlawful threat or offences defined under Chapter XXV The crimes against sexual freedom and public decency of the Penal Code, if the testimony of such witness may be of particular significance for the resolution of the case.</p> <p>§ 2. Provision § 1 does not apply to a witness being an accomplice in the perpetration of the prohibited act subject to criminal proceedings.</p> <p>According to the Article 41 a. § 1 of the Criminal Code, the court may impose an obligation to prevent from staying in particular environments or places, an interdiction of communicating with particular persons, or an interdiction of leaving a specified whereabouts without court's permission, while sentencing for an offence against sexual latitude or decency committed against a minor as well as for the offence committed intentionally by using violence, including the offence against the person nearest to the perpetrator; the obligation or interdiction may be cumulated with an obligation to report regularly to the Police station or other agency.</p> <p>Pursuant to the Article 72 § 1 point 7a of the Criminal Code in suspending the execution of a penalty, the court may obligate the sentenced person to refrain from contacts with particular persons.</p>
<p>Service provisions for spouses/women</p>	<p>Article 15 of the Act on prevention of crimes against family violence of July 29, 2005 (O.J. of September 20, 2005).</p> <p>According to the Article 41 a. § 1 of the Criminal Code, the court may impose an obligation to prevent from staying in particular environments or places, an interdiction of communicating with particular persons, or an interdiction of leaving a specified whereabouts without court's permission, while sentencing for an offence against sexual latitude or decency committed against a minor as well as for the offence committed intentionally by using violence, including the offence against the person nearest to the perpetrator; the obligation or interdiction may be cumulated with an obligation to report regularly to the Police station or other agency.</p> <p>Pursuant to the Article 72 § 1 point 7a of the Criminal Code in suspending the execution of a penalty, the court may obligate the sentenced person to refrain from contacts with particular persons.</p>
<p>Service provision for parents/grandparents</p>	<p>Article 15 of the Act on prevention of crimes against family violence of July 29, 2005 (O.J. of September 20, 2005). According to the Article 13 § 1 point 5 of the project Act amending the Act on prevention of crimes against family violence and other acts which are currently examined in Parliament the person which experienced violence in family will have the right to the unpaid medical examination to set causes and sorts of injury caused by the domestic violence and he/she will obtain an unpaid medical certificate, which will serve as an evidence in court.</p>

Service provision for others	Not mentioned
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<b>Portugal</b>	
Service provision for children	Domestic violence is considered as a Public Crime in Portugal since 2000 (Law 7/2000, 27th May). Article nº 152 of the New Penal Code Law (Law nº 59/2007 4th September) establishes that domestic violence is punishable by imprisonment from one to five years (two to eight years in cases of very serious physical offences). The concept of domestic violence is defined as physical or psychological maltreatment (repeated or not), including physical punishment, deprivation of freedom and sexual offences committed against:
Service provisions for spouses/women	<p>a. spouse/ex-spouse;</p> <p>b. same sex or different sex person with whom the aggressor has had a relationship similar to a marital one, even if without cohabitation;</p> <p>c. father/mother of common offspring;</p> <p>d. person particularly vulnerable due to age, disability, illness, pregnancy or economical dependency and with whom the aggressor cohabits.</p> <p>In all cases it is possible to forbid contacts with the victim for 6 months to five years and to establish the aggressor's obligation to attend specific training for the prevention of domestic violence. In cases of prohibition of contacts with the victim it is also possible to establish the distance from the victim's home/workplace which the aggressor must respect.</p> <p>The person condemned for a domestic violence crime is liable to have his/her right to parental responsibility suspended for a period of one to ten years.</p> <p>Over the last decade, three national plans against domestic violence have been drawn up:</p> <p>1st National Plan Against Domestic Violence (1999-2003)</p> <p>2nd National Plan Against Domestic Violence (2003-2006)</p> <p>3rd National Plan Against Domestic Violence (2007-2010)</p> <p>Governmental responsibility for Policy on Domestic Violence is usually in the hands of the minister/member of government responsible for gender equality. In 2005, in the context of the 2nd National Plan, a specific governmental agency – the "Mission Structure against Domestic Violence" (EMCVD - Estrutura de Missão contra a Violência Developments in legal/policy framework during the last decade</p> <p>The first law to protect victims of domestic violence was approved in Parliament in 1991 (Law 61/1991, 13th August). With this law the Portuguese state committed itself to developing:</p> <ul style="list-style-type: none"> <li>- a system that prevents and protects the victims of domestic violence;</li> <li>- special rooms to attend these victims;</li> <li>- a SOS help phone line;</li> <li>- special rooms in police stations, run by specialized technicians, also to deal with victims;</li> <li>- special measures to support the victims examined in the National Health System, particularly in hospitals;</li> <li>- a system that guarantees the end of violence, especially though the process of promoting physical distance between the aggressor and the victim;</li> <li>- measures for compensating the victims for damage, including economic compensations;</li> <li>- measures that stimulate the creation of women's associations that can help combat domestic violence and set up protection for the victims;</li> <li>- research and the improvement of knowledge in these matters.</li> </ul> <p>In order to achieve a global policy and to combat domestic violence more efficiently the government established in 1999 the 1st National Plan Against Domestic Violence (1999-2003) and introduced major changes in legislation. In the 1991 Law domestic violence was only defined as a semi-public crime, meaning that: 1) it was necessary for the victim to present a formal complaint at the police office or in court; 2) even if the case came to trial, the victim and the aggressor could</p>

	<p>jointly withdraw the complaint and stop the proceedings. In practice, this meant that an important part of violence against women could remain invisible in the private sphere, because its public visibility was still dependent on the will, determination and frame of mind of victims to lodge a complaint. On the other hand it reinforced the social and cultural mechanisms that kept the violence hidden.</p> <p>The penal code of March 1995 introduced some legal developments, mainly by establishing more severe penalties for offences. It became an offence, punishable by imprisonment from one to five years (previously six months to three years), to maltreat repeatedly, employ in dangerous or forbidden activities, or to overload with excessive work, certain categories of people. This covered children, disabled persons, persons disabled by age or illness, as well as spouses or cohabiting partners. This article of the penal code thus extended the possibility of sanctions against maltreatment to a wider range of persons, by including not only minors, spouses and subordinates as in the former code but also elderly, sick and disabled persons, and cohabitants.</p> <p>In 2000 a modification was introduced to make the crime more visible and to help the victims react to violence: domestic violence was defined as a Public Crime. According to the Portuguese legislation, the definition of a "Public Crime" implies that the State can react within a legal framework, regardless of the wishes of both the victim and the aggressor. It was also in 2000 (taking into account the recommendations of the First National Plan) that the first shelter homes for women victims of domestic violence were set up.</p> <p>Other measures were defined and put into practice over the next few years on the basis of National Plans: the 2nd National Plan Against Domestic Violence (2003-2006) and the 3rd National Plan Against Domestic Violence (2007-2010):</p> <ul style="list-style-type: none"> <li>- policies related to the expansion and the shouldering of the costs of shelters (by the State)</li> <li>- 24 hour help phone lines</li> <li>- special treatment of aggressors</li> <li>- training of judges, police personnel and other technicians.</li> </ul> <p>In 2007, the Portuguese Parliament approved the above mentioned specific article on domestic violence (article n° 152) in the Penal Code. According to this article:</p> <ul style="list-style-type: none"> <li>- the domestic sphere covers not only the spouse, but also ex-spouses;</li> <li>- the law takes into account same sex partners, not just people with different sexes;</li> <li>- the law takes into account not only legal relationships but also all other equivalent relationships</li> <li>- it is mandatory for the aggressors to attend special programmes;</li> <li>- measures to protect the victims must be reinforced, especially for those in risk situations.</li> </ul> <p>Doméstica) – was created (Resolution of the Council of Ministers n° 21/2005); its special mandate is to implement and to assess the implementation of the measures set out in the plans against domestic violence. The agency was initially set up within the ministry for labour and social security. However, later that year, the new government (PS) decided that responsibility for the agency should be shared between the ministry for social affairs and the secretary of state responsible for gender equality policy (who is attached to the presidency of the Council of ministers). (Resolution of the Council of Ministers n° 104/2005). At present the EMCVD is chaired by the president of the Commission for Citizenship and Gender Equality (CIG, formerly the Commission for Equality and the Rights of Women)), which reports directly to the secretary of state responsible for gender equality (Decree-law n° 202/2006, 27 October).</p> <p><b>Service provision</b></p> <p>Although domestic violence involves men, women, children, elderly people, dependent people and disabled people, data collected over the last few years show that women are still the main group at risk, with the majority of cases emerging in the context of we may designate as gender violence.</p> <p>At present in Portugal there are 28 shelters for victims of domestic violence, mostly set up and run by non-governmental organizations, in particular by women's organizations and ONGs linked to the church. All of them are subsidized by the State. Two of the shelters belong to APAV (the Portuguese Association to Support Victims, set up in 1990), the main non-governmental organization which, along with women's organizations and other institutions, provides support to victims of domestic violence (with counselling services in different parts of the country, a phone help line and legal support).</p>
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Romania	
<p>Service provision for children</p>	<p>The General Directorate for Social Assistance and Child Protection has the obligation to set up emergency phone for special cases of children abused, neglected and exploited. In the same time exists a system of social services for preventing, rehabilitation and social reintegration of the child victims (family assistance, protection against perpetrators, medical care, food, accommodation, psychological assistance).</p> <p>In the counties with a big risk of trafficking of human being the number of specialised services are increasing every year.</p>
<p>Service provisions for spouses/women</p>	<p>In Romania the victims of domestic violence are protected by the Law 217/2003 on the prevention and combating of domestic violence that aims to promote family values, to sustain family members in distress as a result of domestic violence, to support the victims and to assist perpetrators through health recovery and social rehabilitation programmes, to initiate and coordinate social in view of preventing and fighting against domestic violence.</p> <p>As regards the development of some normative acts, the National Agency for Family Protection initiated the following: the Order no. 383/2004 of the Minister of Labor, Social Solidarity and Family regarding the approval of quality standards for social services in the field of protection of domestic violence victims; the common Order no. 384/306/993/2004 of the Minister of Labor, Social Solidarity and Family, Minister of Health and the Minister of Public Administration and Internal Affairs regarding the approval of co-operation procedure in preventing and monitoring the cases of domestic violence regulates the way of co-operation between the persons appointed by the Ministry of Labor, Social Solidarity and Family, Ministry of Public Administration and Internal Affairs and Ministry of Health, through their territorial structures; the common Order no. 304/385/1018/2004 of the Minister of Labor, Social Solidarity and Family, Minister of Health and the Minister of Public Administration and the Interior regarding instructions for the organization and function of centers for preventing and combating domestic violence.</p> <p>The National Agency for Family Protection's objectives were accomplished also through the provisions of the National Strategy in the field of preventing and combating domestic violence, which includes a National Action Plan for 2005-2007 (adopted as Governmental Decision no.686/2005), first public policy in this field.</p> <p>In order to obtain the inter-institutional and inter-sectorial co-operation, a Consultative Council was set up to assist the President of the NAFF in implementing the policy in the field. The Consultative Council includes the representatives of the Ministry of Labour, Family and Equal Opportunities, the Ministry of Public Health, the Ministry of Justice, the Ministry of Interior and Administration Reform, the Ministry of Education, Research and Youth, the National Authority for Protection of Child Rights, the National Authority for People with Disabilities. According to the later conventions and protocols, other permanent guests are representatives of the National Institute of the Forensic Medicine and the Public Ministry, NGOs.</p> <p>As an expression of the de-concentration process, at the local level, under the methodological coordination of the NAFF, there were constituted desks with attribution in the field of domestic violence in each county and in the Bucharest Municipality, within the Directorate of Labor and Social Protection (structures at county level of the Ministry of Labor, Family and Equal Protection). In order to initiate the process of decentralization of the public policies, Consultative Work Group were set up in each county and in the Bucharest Municipality, having an organization rule and a county action plan to implement the preventing and fighting against domestic violence measures at local level.</p> <p>Since 2004, the NAFF collected, updated and explained the database referring to the domestic violence in order to have a real image of the spread and evolution of this phenomenon. In this context, during 2004 – 2007, a number of 35 800 cases of domestic violence have been registered and a number of 540 deceases caused by the acts of domestic violence. Moreover, the NAFF works to develop and implement a national informatics and informational system to monitor and report the domestic violence cases in order to have a real image of the spread of the domestic</p>

	<p>violence phenomenon and to eliminate the multiple reports and redundant information. The NAFP has the role to band together and to make responsible the central and local public institutions which deal with a great number of victims of domestic violence, such as Police, medical system, forensic medicine offices, probation offices, Courts, the centers for sheltering the victims of domestic violence and the assistance centers for perpetrators.</p> <p>The NAFP co-operated with the specialized social service providers - public or private or in partnership, which manage the centers for sheltering the victims of the domestic violence, counseling centers, but also assistance centers for perpetrators. Thus, the NAFP elaborated a national map of the active institutions in the field of preventing and fighting against domestic violence, in co-operation with the civil society and central and local public institutions.</p> <p>The NAFP has the resources to develop the national interest programmes during 2006-2008, (adopted as Governmental Decision no.197/2006, in the field of specialized social services), for the establishment of 13 new shelters for the victims of the domestic violence, for the support of 8 existing shelters and for the development of 10 assistance centres for the family perpetrators, for the first time. So, by this moment, 25 projects are financed from the national budget (19 shelters the victims of the domestic violence and 6 assistance centres for the family perpetrators). For 2009 - 2010, the NAFP's initiatives in this context is to establish another 13 new shelters for the victims of the domestic violence (7 centre in 2009 and 6 centres in 2010) and 36 assistance centres for the family perpetrators (18 centres in 2009 and 18 centres in 2010). Romania focuses, also, on the objective of the social inclusion growth and decreasing the bareness at the communities and vulnerable groups' level, including the victims of the domestic violence. The most important initiative is represented by the Social Inclusion Project (SIP), a project financed from a loan of the International Bank for Reconstruction and Development (IBRD) and co-financed by the Romania Government. The NAFP is responsible for the "Victims of the domestic violence" component in order to establish a network of integrated prevention and assistance services for the victims of the domestic violence, to enhance the use of modern program monitoring and evaluation instruments, to offer professional training for the staff that will provide counselling services and to implement public awareness campaigns.</p> <p>The NAFP's other priority is represented by the training of the specialists who work in this field. As a first step, having the support of its partners, the NAFP launched "The Intervention Guide in the Domestic Violence Cases". The Guide was elaborated as a result of the complexity and the dimension of the domestic violence phenomenon, which impose as a sole way to determinate important changes on a long term, the concentrated intervention, which is structured by a coherent strategically approach of all factors or agents involved at the political, administrative and social level.</p> <p>The NAFP intends to develop different projects financed in the context of EU Cohesion Policy programmes: Sectoral Operational Programme Human Resources Development and Operational Programme Administrative Capacity Development.</p> <p>For the persons victims to violence the services provided are: family assistance, protection against perpetrators, medical care, food, accommodation, psychological assistance and legal counseling Law nr. 211/2004 on certain measures to ensure the protection of victims of crime stipulates, in art. 8 and 9, the followings:</p> <p>"Art.8 – (1) The psychological counseling shall be provided free of charge and upon request by the services of probation and victim protection, to the victims of attempts to the offences of murder, first degree murder and particularly serious murder as provided in Art.174-176 of the Criminal Code, to the victims of crime of hitting or other violence and bodily harm committed upon family members as provided in Art.180 para.(11) and (21) and Art.181 para.(11) of the Criminal Code, of the offence of grievous bodily harm as provided in Art.182 of the Criminal Code, of intentional offences that resulted in grievous bodily harm to the victim, of offences of rape, sexual intercourse with a minor, sexual perversion and sexual corruption as provided in Art.197, Art.198 Art.201 para.(2)-(5) and Art.202 of the Criminal Code, of the offence of ill treatment applied to minors as provided in Art.306 of the Criminal Code, as well as to the victims of the offences provided in LAW NO.678/2001 TO PREVENT AND COMBAT TRAFFICKING IN PERSONS."</p> <p>"Art.9 – The gratis psychological counseling shall be provided by the services of probation and victim protection for up to 3 months, and for victims below the age of 18, for up to 6 months."</p>
<p>Service provision for</p>	<p>Family assistance, protection against perpetrators, medical care, food, accommodation,</p>

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parents/grandparents	psychological assistance and legal counselling.
Service provision for others	Law no. 217/ 2003 on preventing and fighting against domestic violence stipulates, in art. 6, that: „The probation service will prepare specialized staff – social workers and psychologists -, able to make therapy and counseling programs for aggressors.”

## Russian Federation

Service provision for children	<p>Policy framework for withstanding violence in the family is created by constitutional states on people's health protection, state support to family, motherhood, fatherhood, childhood; human basic rights and freedoms are not to be expropriated and belongs to everyone by descent; exercising human's rights and freedoms by a citizen shall not infringe the rights and freedoms of the others; the state guarantees the equality of human rights and freedoms regardless the sex; males and females shall enjoy equal rights and freedoms and equal opportunities to examine them; nobody shall not be inflicted by torture, violence, brutal or human virtue destroying treatment, punishment; everyone has the right for freedom and privacy.</p> <p>The most dangerous infringements of human rights, including situations of violence in the family, cause to the legal punishment.</p> <p>Concerning the cases of violence in the family the most typical offences (corpus delicti) are as follows: intended health damage infliction, blows, torture, murder threat or grave health damage infliction. Sanctions depend on the gravity of a committed crime and include penalties, forced works or deprivation of liberty. Committal of offence towards a definitely dependant person (it may be applied to family members, for instance women, children, old family members) entails stiffer punishment.</p> <p>Besides criminal and administrative prosecution in situation of violence in the family there were undertaken measures to enable relieving actions for victims of violence and their social rehabilitation.</p> <p>In accordance with the Federal Law "On the Fundamentals of Social Services in the Russian Federation" of December 10, 1995 it is es-tablished the social services system which also provides assistance in situations of violence in the family. These services (institutions for social services to family and children) are acting in the spheres of providing social support, rendering of social and life services, socio-medical, psy-chological and pedagogical, socio-legal services and material assistance, adaptation and rehabilitation of citizens finding themselves in difficult situations. The difficult situation is determined as the situation, which objectively infringes the vital activity of a citizen (disability, inability to self-service caused by old age, illness, orphanage, neglect, low income, unemployment, homelessness, conflicts and cruel treatment in the family, loneliness, etc.) and what can not be overcome without assistance.</p> <p>Social services is provided under request of a citizen, or his trustee, guardian, other legal representatives, state authority bodies, the local self-government bodies, public unions.</p> <p>Temporary shelter in specialized institutions of social services is provided to children orphans, children left without parental care, ne-glected children, children in a difficult situation, homeless and jobless citizens, citizens suffered from physical and mental violence, natural dis-asters, military and ethnic conflicts and other social services clients, who need providing temporary shelter.</p> <p>In social services institution for their clients it is provided consultations on the problems of social and life services, socio-medical provi-sion of vital activity, psychological and pedagogical services, socio-legal security.</p> <p>Social services assist needing rehabilitation services citizens in difficult situation in professional, social and psychological rehabilitation.</p> <p>Social services institutions regardless their form of property are divided into centres providing integrated social services to the population, local centres for social assistance to a family and children, centres for social services, centres for social rehabilitation to minors, centres for assistance to children left parental care, social shelters for children and juveniles, crisis centres for</p>
Service provisions for spouses/women	

	<p>women, centres for psychological and pedagogical assistance to the population, centres for extra psychological assistance - telephone hotline, centres (departments) for domiciliary social aid, night residences, other institutions provided social services.</p> <p>To prevent the violence in the family it is of great importance the activity of the centres for social assistance to a family and children, the centres for social rehabilitation to minors, social shelters for children and juveniles as well as the crisis centres for women.</p> <p>Terms and forms of the providing the social services for children finding themselves in difficult situations, also in the situation of violence in the family are established by the Federal Law "On the Basic System for the Prevention of Juvenile Delinquency and Neglect".</p> <p>The specialized institutions for minors needing social rehabilitation, also in the situation of violence in the family, take part in revelation and elimination reasons and conditions leading to juvenile neglect and homelessness. The institutions provide social, psychological and other assistance for minors, their parents and other legal representatives to eliminate the difficult life situation and to restore the social status of juveniles. They assist to minors' return home.</p> <p>In accordance with established procedure twenty four hours a day the specialized institutions for minors needing social rehabilitation receive juveniles, who left without care of parents or other legal representatives, live in families under socially dangerous conditions, leave families without permission, have no domicile, abode and/or means of subsistence, find themselves in other difficult situations and need social assistance and/or rehabilitation.</p> <p>The reasons for arrival to the specialized institutions for minors needing social rehabilitation are:</p> <ul style="list-style-type: none"> <li>the personal request of a minor;</li> <li>the request of minor's parents or other legal representatives, taking into account the opinion of a minor, who has reached the age of 10 years with the exception of the cases, when this is contrary to his interests;</li> <li>the relegation of the social security administration body or concorded with this body the official person's solicitation of the body or institution of the system for the prevention of juvenile delinquency and neglect (trusteeship and guardianship bodies, militia, etc.).</li> </ul> <p>The minor, arrived to the specialized institutions for minors needing social rehabilitation upon his request, has the right to leave it on his personal request.</p> <p>If it necessary the children may residence in the institutions up to the finishing the rehabilitation or adoption to the other family or institution. All this period the children are granted by the state financing. Besides the psychological and pedagogical rehabilitation measures the institution provides them also medical services and education. All social services are provided for children without payment.</p> <p>In the most cases the children needing stationary or regular non stationary social assistance in their families there are phenomena of family violence.</p> <p>Enlargement of the system of institutions for the prevention of juvenile neglect creates the condition for more operative assistance. Thus, in 2000 these services were provided to 197 thousand children, in 2007 – to 765.5 thousand children.</p> <p>Like all the citizens in difficult situations, the women abused in the family may receive the assistance in the majority of institutions for social services to families and children. Besides, in Russia it is created the network of social institutions, which are specialized in the assistance to women in difficult situations. In 2008 in Russia there are 21 state crisis centres for women and 1 crisis centre for men, 23 social shelters for women with children. Besides, by other institutions of social services to families and children 120 crisis departments for women are established. The NGOs make a significant contribution in supporting the abused women, including situations of violence in families.</p>
<p>Service provision for parents/grandparents</p>	<p>Not mentioned</p>
<p>Service provision for</p>	<p>Not mentioned</p>

others	
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<b>Serbia</b>	
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<p>Service provision for children</p>	<p>Family abuse is a phenomenon that is expressed in very different forms and is very frequent in our country and the rest of the world. Unfortunately, real proportions of family abuse are hard to evaluate for many reasons, but it is probably larger and more serious than any statistical data can show. For the reason that consequences of the family abuse are difficult physical and psychological and emotional traumas and that many of those acts are very traumatizing for the victim, such as incest, Family Law regulates clauses about protection from family abuse. It should be kept in mind that the word is about the legal civil protection from family abuse, opposite from criminal legal protection, which is secured for the victims by new criminal act in the Criminal law of Serbia that is called "Family Abuse".</p> <p>Family abuse is behavior by which one family member endangers body integrity, mental health or tranquility of another family member.</p> <p>By abuse is generally considered:</p> <ul style="list-style-type: none"> <li>- infringing or the attempt to infringe</li> <li>- causing the fear by threatenning of murder or infringing a family member or a person close to him/her</li> <li>- forcing to sexual intercourse</li> <li>- alluring to sexual intercourse or having a sexual intercourse with a person that still hasn't turned 14th year of age or with a powerless person</li> <li>- limiting freedom of movement or communication with other people</li> <li>- insulting, as well as any other cheeky, rough and malicious behaviour</li> </ul> <p>By family members are considered:</p> <ul style="list-style-type: none"> <li>- spouses or ex spouses</li> <li>- children, parents and other blood relatives, people in in-law or adoptive relationship (people linked by guardianship)</li> <li>- people who live or have lived in the same family household</li> <li>- spurious partners or ex spurious partners</li> <li>- people who were or still are in emotional or sexual relationship (have a child together or a child is on the way to be born) even though they have never lived in the same family household</li> </ul> <p>Measures such as: forbidding access to a family member, forbidding entrance in the area around the place of living or work of a family member, forbidding further disturbance, obligatory treatment from alcoholism or other addictions, obligatory consultation or psychiatric treatment, issuing the imposition for moving out or moving in the family house/apartment and other measures that can stop emergence or continuation of family abuse, should objectively prevent the abuser to reiterate the act of abusing behavior and protect the body integrity, mental health and tranquility of family members in such way.</p> <p>The special legislative process has been foreseen for the protection from the family abuse. This process starts with the accusation. This is an emergency process. First appearance must be booked within 8 days from the day that accusation was submitted to the court. Secondary court is obligated to make the decision within 15 days from the day that accusation was submitted.</p>
<p>Service provisions for spouses/women</p>	<p>As family right has been taken out of the parental duties and exists only in the measure needed for protection of personality, rights and interests of the child, so that the parents mustn't expose the child to humiliating acts and punishments that offend human dignity of the child and are obligated to protect the child from such actions by other people. Parents mustn't leave the child of pre-school age without the supervision, or leave it to another person at any times if that person doesn't fulfill the conditions of a guardian.</p>

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Service provision for parents/grandparents	See previous question
Service provision for others	See previous question

Slovakia	
Service provision for children	<p>The current legal arrangement of the socio-legal protection of children and social curatorship includes an obligation to advise the relevant authority of the violation of a child's rights, while the child is entitled to require help upon the protection of its rights from the authority responsible for the socio-legal protection of children and social curatorship, another state authority competent according to special regulations to protect the child's rights and legally protected interests, a facility, municipality, higher territorial unit, accredited subject, school, school facility or health care provider. The parent or person who takes care of such child in person has the same right to ask for help upon the execution of its rights and obligations.</p> <p>In this relation, it mainly concerns the provision of the protection of rights and efficient help for victims of violence, the preventive and searching activity of offices for labour, social affairs and family, and cooperation with the network of counselling and psychological service centres and non-governmental organizations providing assistance to victims of domestic violence. The execution of measures for children, families or adult physical persons in crisis situations is ensured by shelters and homes for single parents in crisis centres.</p> <p>The currently prepared amendment of Act No. 305/2005 Coll. on the socio-legal protection of children and social curatorship, as amended, plans to introduce a provision according to which a limiting ban will be established on the use of all forms of physical punishment and other violent or degrading forms of punishment. The amendment also plans to adjust that if an authority of socio-legal protection and social curatorship is advised of the use of physical punishment or degrading forms of punishment on a child or if it discovers upon the execution of measures under such law that such punishments are used on a child by a person who takes personal care of such child, such authority is obliged to choose and take the appropriate measures. The respective amendments will also include a provision according to which the execution of mediation will be possible to be made or provided in the interest of the easier solution of conflict situations.</p>
Service provisions for spouses/women	<p>In the area of violence against women, the employees of specialized facilities provide the following forms of assistance to women: socio-legal counselling, crisis intervention, information on the possibility of emergency or temporary accommodation and mediation of such accommodation, accompaniment of a woman to the police, department of social affairs, etc., if necessary, the mediation of attorney's, social and legal help for an abused women, help upon the restoration of the self-confidence and self-assertion of a women, organisation of meetings in women's support groups, provision of basic information on the issue of domestic violence against women and telephone counselling.</p>
Service provision for parents/grandparents	Not mentioned

Service provision for others	Not mentioned
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## Slovenia

Service provision for children	<p>The protection of children in the case of violence against them is implemented according to the Social Protection Act through social services. Social protection services aim at preventing social pressures, difficulties (social prevention) and at eliminating social pressures, difficulties of individuals, families and other groups of population. For eliminating social pressures and difficulties. The Social Protection Act, includes for the following services: counselling, which include first social assistance to recognise and define social hardship and difficulties and assessment of possible solutions and personal assistance to preserve and improve individual's social capability; family assistance, which covers assistance to a family for home, assistance for family at home and social services (mobile services), assistance to a family at home covers expert counselling and assistance in regulating relations among family members, taking care of children and training the family to perform its role in everyday life. assistance to a family at home covers provision of beneficiaries in case of disability, old age and in other case sand social services (mobile services), which include assistance in housework or other work in case of childbirth, illness, disability, old age and accident; institutional care, which includes all kind of services in institution; guidance and custody which include organised integrated care with guiding, care, and employment under specific conditions and, assistance to workers in enterprises and institutions and to those employed by other employers, which include advice and assistance in addressing workers difficulties related to work.</p> <p>Social services aimed at eliminating social pressures and difficulties or services aimed at children in the case of violence against them, as public services, are performed in the Republic of Slovenia by Social Work Centres, Youth Crisis Centres and other organisations and institutions. In 62 Social Work Centres, teamwork has become a common way of dealing with this issue. Expert teams have been set up at the majority of social work centres, consisting of various experts capable of perceiving a threatened child at an early stage and of elaborating, based on collected information, a strategy for the protection of the child. Social Work Centres provide intervention services (12 intervention services) as well. Every intervention service covers a certain region, so it can offer assistance uninterruptedly in the cases of domestic violence, as well as to children in various stressful situations. Among the forms of social assistance to the abused, maltreated and neglected children, special mention should be made of Youth Crisis Centres. They deal with threatened children and offer protection and personal assistance to children, adolescents and families, by providing a one day care assistance with the possibility of a short-term placement, counselling and by settling the conditions for their return to home environment. In 2005, there are six regional crisis centres, prevention of violence.</p> <p>In addition Counselling centres for children, adolescents and parents as public institutions integrating various fields of health care, education and social welfare provides professional help for children, adolescents and parents.</p>
Service provisions for spouses/women	<p>Although domestic violence was not specifically prohibited under the law, it could be prosecuted under statutes criminalizing assault and providing for penalties of up to 10 year's imprisonment in the case of aggravated and grievous bodily harm. SOS Phone, an NGO that provided anonymous emergency counselling and services to domestic violence victims. The government co-financed 11 shelters or safe houses for battered women, (nine run by NGOs and two run by government organizations), which offered 171 total beds. Some victims of domestic violence also sought assistance at maternity homes and social work centres.</p> <p>SOS Phone, an NGO also provide anonymous emergency counselling and services to domestic</p>

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	violence victims, received thousands of calls throughout the year, coo-financed by the State.
Service provision for parents/grandparents	Not mentioned
Service provision for others	Not mentioned

## Sweden

Service provision for children	<p>It is the responsibility of the municipal social services to provide protection and services for children who are victims of or witness to violence in the family. These services are provided according to the needs of the individual child. Services range from personal support, family support, contact person/family to foster/institutional care. Services are free of charge. Group counselling for children who have witnessed violence in their homes is available in many municipalities.</p> <p>Several professionals who work directly or indirectly with such children are under an obligation to report (SSA, Chapter 14, Section 1) to the social services if it is suspected that the children are victims of violence.</p> <p>The social services have to investigate and assess the needs of the child (SSA, Chapter 11, Sections 1 and 2) and if applicable, decide what services to provide. Under the Social Services Act, services are voluntary. According to the provisions of the Care of Young Persons (Special Provisions Act (1990:52) the county administrative court can decide on compulsory care to protect the child.</p>
Service provisions for spouses/women	<p>Sweden is divided into 290 municipalities, each with its own self-governing local authority. Municipalities have the ultimate responsibility to ensure that everyone living in their municipality receives the help and support they need (Social Services Act, Chapter 2, Section 2). This responsibility comprises all citizens, regardless of age or sex and of whether or not they are the victims of crime.</p> <p>In addition to this general responsibility, the social welfare committee in each municipality, has a particular responsibility to take into account that women subjected to violence and children who have witnessed violence may need support and assistance (Chapter 5, Section 11).</p> <p>The Government has taken a holistic approach to the issue of violence against women and presented an action plan on this subject (Action plan to combat men's violence against women, violence and oppression in the name of honour, and violence in same sex relationships) at the end of 2007. The plan comprises a number of measures aiming to complement the legislation and to raise the ambitions and quality of the work within, for example, the social services in this area. See attached link for the whole action plan.</p>
Service provision for parents/grandparents	<p>If an assessment of a child's needs shows that the parents/the whole family need support or help in order for the family to function or for the child to be able to stay in the family, such support/help is to be provided by the municipality. This support rarely includes grandparents or others in the extended family.</p>

Service provision for others	Not mentioned
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Switzerland	
Service provision for children	<p>1. Cadre légal général concernant les enfants</p> <p>1.1 Code civil (CC, <a href="http://www.admin.ch/ch/f/rs/c210.html">http://www.admin.ch/ch/f/rs/c210.html</a>)                      Les dispositions du CC confèrent aux parents le droit ainsi que la responsabilité première en matière d'éducation des enfants. L'autorité parentale est cependant limitée par la notion du "bien de l'enfant", qui en est aussi la ligne directrice. Le but est d'écarter tout dommage pour le bien-être corporel, intellectuel et moral de l'enfant. Des mesures judiciaires civiles (tutélaires) de protection de l'enfant sont prévues et adaptées à chaque situation: rappel des père et mère à leur devoir; surveillance de la curatelle éducative et de gestion; retrait de la garde. Si ces mesures paraissent insuffisantes, l'instance compétente prononce le retrait de l'autorité parentale et demande la nomination d'un tuteur. La séparation d'avec les parents n'est possible qu'en tant que mesure de protection de l'enfant et n'est envisageable qu'en cas de danger sérieux pour le bon développement de l'enfant et lorsqu'il est impossible de faire face autrement à cette menace.</p> <p>Le père ou la mère qui n'est détenteur ni de l'autorité parentale ni de la garde des enfants a le droit – tout comme l'enfant concerné – à un contact personnel approprié avec ses enfants. Le droit de visite des parents n'est cependant pas absolu. Il peut être limité ou levé lorsque le bien de l'enfant est menacé. Des "jours de visite accompagnés" sont proposés par des services spécialisés (par ex. points-rencontres) à l'intention des familles en phase de séparation ou en instance de divorce, lorsqu'elles rencontrent des problèmes dans l'exercice de leur droit de visite. Depuis le 1er janvier 2000, le droit de l'enfant d'être entendu – en particulier dans le cadre du divorce des parents, de mesures de protection de l'enfant et de la détermination des règles pour le contact personnel avec ses parents – est inscrit dans le CC. Les enfants sont entendus lorsqu'une procédure ou une mesure affecte directement leur situation, pour autant que leur âge ou d'autres raisons importantes ne s'y opposent pas.</p> <p>1.2 Code pénal (CP, <a href="http://www.admin.ch/ch/f/rs/c311_0.html">http://www.admin.ch/ch/f/rs/c311_0.html</a>)                      Le droit pénal comprend toute une série de normes destinées à protéger le développement paisible et harmonieux de l'enfant. En plus de la protection générale contre les lésions corporelles et les voies de fait, des sanctions sont prévues en cas de violation du devoir d'assistance ou d'éducation, de remise de substances nocives à des enfants et d'actes d'ordre sexuel. Selon le CP, la majorité sexuelle est atteinte à 16 ans. Divers éléments constitutifs d'une infraction de nature sexuelle dérogent néanmoins à cet âge et protègent les mineurs. Ainsi, l'encouragement à la prostitution ou les actes d'ordre sexuel avec des personnes dépendantes sont passibles d'une poursuite pénale, indépendamment de la majorité sexuelle de la victime. Il en va de même des éléments constitutifs d'abus, comme la contrainte sexuelle et le viol.</p> <p>Un nouvel article du CP prévoit depuis 2002 un régime particulier quant à la prescription des délits sexuels commis envers des enfants de moins de 16 ans: la prescription court en tous les cas jusqu'aux 25 ans de la victime. De nouvelles dispositions sont en discussion afin d'accorder un délai de réflexion plus long encore, avec la possibilité pour la victime de déposer une plainte pénale jusqu'à l'âge de 33 ans.</p> <p>Montrer ou rendre accessible de la pornographie à une personne de moins de 16 ans est également réprimé par le CP. De même est punissable celui qui aura fabriqué, importé, pris en dépôt, mis en circulation, promu, exposé, offert, montré, rendu accessible ou mis à la disposition des objets ou représentations ayant comme contenu des actes d'ordre sexuel avec des enfants ou comprenant des actes de violence. Depuis 2002 est également punissable le fait d'acquérir, d'obtenir par voie électronique ou d'une autre manière ou de posséder ces objets ou ces représentations.</p>

	<p>1.3 Loi fédérale sur l'aide aux victimes d'infractions (LAVI, <a href="http://www.admin.ch/ch/fr/rs/c312_5.htm">http://www.admin.ch/ch/fr/rs/c312_5.htm</a>)</p> <p>Selon la LAVI, tous les cantons doivent veiller à ce que soient mis à la disposition des victimes des centres de consultation chargés de fournir une aide 24h/24 et pour des durées correspondantes aux besoins. Cette aide est en partie gratuite. L'aide aux victimes comprend trois volets:</p> <ol style="list-style-type: none"><li>1. conseils fournis par l'intermédiaire d'un centre de consultation (aide médicale, psychologique, sociale, matérielle et juridique, de manière immédiate et, à certaines conditions, à plus long terme),</li><li>2. protection et défense des droits dans la procédure pénale, avec des dispositions particulières visant à la protection des enfants,</li><li>3. indemnisation et réparation morale.</li></ol> <p>En 2002, une révision partielle de la LAVI a amélioré la protection des victimes d'infractions contre l'intégrité sexuelle de moins de 18 ans. Il est désormais interdit de confronter l'enfant avec le prévenu. L'enfant ne doit en principe pas être soumis à plus de deux auditions sur l'ensemble de la procédure, son audition devant être conduite par un enquêteur formé à cet effet. De plus, l'audition doit se dérouler en présence d'un spécialiste et faire l'objet d'un enregistrement vidéo. Par ailleurs, une personne de confiance doit être exclue de la procédure lorsqu'elle pourrait influencer l'enfant de manière déterminante. Enfin, l'autorité cantonale compétente peut exceptionnellement classer la procédure pénale, si l'intérêt de l'enfant l'exige et si l'enfant donne son accord.</p> <p>La Confédération soutient par ailleurs différents cours pour les personnes travaillant dans le domaine de l'aide aux victimes et tout particulièrement des cours sur l'audition des enfants.</p> <p>2. Cadre structurel, administratif et politique concernant les enfants</p> <p>L'ampleur des phénomènes de mauvais traitements (physiques, sexuels, psychologiques, négligences) envers les enfants n'a pas encore été mesurée systématiquement dans notre pays. Quelques études épidémiologiques donnent toutefois des indications sur l'étendue de la maltraitance physique et sexuelle et révèlent que ces situations sont plus répandues qu'on ne l'admet habituellement. Sur le plan fédéral, un premier rapport sur la problématique des maltraitements infantiles a été réalisé en Suisse en 1992. Dans sa prise de position sur ce rapport (1995), le Gouvernement a fait diverses propositions devant permettre de prévenir et d'endiguer les mauvais traitements envers les enfants. Un concept pour une prévention globale des violences envers les enfants a été établi par des experts et publié en 2005 (<a href="http://www.bsv.admin.ch/dokumentation/medieninformationen/archiv/index.html?msgsrc=/2005/f/05102501.htm&amp;lang=fr">http://www.bsv.admin.ch/dokumentation/medieninformationen/archiv/index.html?msgsrc=/2005/f/05102501.htm&amp;lang=fr</a>).</p> <p>En Suisse, il n'existe pas d'organisme public chargé spécifiquement de la coordination des politiques en faveur de l'enfance ou de la lutte contre les violences envers les enfants en tant que tel. La structure fédéraliste de la Suisse implique en effet des compétences en matière de protection de l'enfance sur le plan de la Confédération mais également aux niveaux des cantons et des communes, ainsi que des organisations privées, ceci tant dans le domaine de l'intervention et de la prise en charge des enfants victimes que dans celui de la prévention.</p> <p>Dans le domaine de la protection de l'enfance et de lutte contre les violences, plusieurs services se partagent responsabilité et compétence au sein de l'administration fédérale. Ainsi par exemple, l'Office fédéral des assurances sociales (OFAS, <a href="http://www.bsv.admin.ch/themen/kinder_jugend_alter/index.html?lang=fr">http://www.bsv.admin.ch/themen/kinder_jugend_alter/index.html?lang=fr</a>) exerce depuis 1996 une fonction de coordination dans le domaine de la protection de l'enfance. Il fournit, par exemple, des informations sur les possibilités en matière d'aide et de formation, il coordonne des travaux de recherche et soutient des projets de prévention des maltraitements infantiles (campagnes nationales de sensibilisation, cours de formation, aide téléphonique ou sur Internet à l'intention des enfants et des jeunes, journées d'études, brochures, vidéos, recherches, plate-forme Internet de prévention, expositions, cours d'éducation non violente, etc.). Il travaille actuellement à la préparation d'un programme national de protection de l'enfant sur la base d'un partenariat public-privé, qui devrait être opérationnel en 2010. L'OFAS subventionne également des associations faitières actives en matière d'enfance et de famille, ainsi que la ligne téléphonique nationale permanente et gratuite d'aide aux enfants et aux jeunes (n° 147, <a href="http://www.147.ch/Home">http://www.147.ch/Home</a>).</p> <p>Il n'existe pas de structure parlementaire spéciale en matière de violence envers les enfants.</p>
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	<p>Toutefois, chaque Chambre du Parlement institue des commissions, dont un certain nombre sont permanentes. Les trois principales commissions permanentes compétentes pour les dossiers relatifs à l'enfance et à la violence peuvent être, selon les sujets, la Commission de la sécurité sociale et de la santé, la Commission des affaires juridiques et la Commission de la science, de l'éducation et de la culture.</p> <p>Dans les parlements cantonaux, il existe des structures similaires (commissions parlementaires spécifiques à différents domaines).</p> <p>Il existe par ailleurs un groupe parlementaire pour la politique de la famille et un groupe parlementaire pour l'enfance et la jeunesse, qui défendent ces intérêts au sein des Chambres fédérales.</p> <p>Par ailleurs, il existe la Commission fédérale de coordination pour les questions familiales (COFF) qui est un organe consultatif du Département fédéral de l'intérieur. En tant que commission extraparlamentaire, elle a un mandat d'information, de coordination, de recherche; elle encourage les idées novatrices, recommande l'adoption de mesures de politique familiale et prend position sur des projets relevant de ce domaine.</p> <p>Quant à la Commission fédérale pour l'enfance et la jeunesse, commission extraparlamentaire également, elle a pour mandat d'observer et d'analyser l'évolution de la situation des jeunes dans la société et de formuler des propositions qui prennent en considération les besoins des enfants et des jeunes. Elle examine en outre les répercussions de dispositions légales importantes sur les jeunes.</p> <p>Dans les cantons, les départements concernés (action sociale, instruction publique, santé, formation et jeunesse, sport, etc.) et les services qui en dépendent sont compétents pour mener les politiques de prévention adéquates et entreprendre la mise en place de mesures visant une meilleure protection des enfants et une amélioration des conditions propices au bien de l'enfant et à son développement harmonieux. Les politiques et programmes varient selon les cantons ainsi que les moyens engagés, tant sur les plans du personnel que des finances. Dans les cantons, les principaux services officiels compétents en matière de maltraitance infantile sont les offices des mineurs, les services de santé de la jeunesse, de protection de la jeunesse, les centres médico-psychologiques, médico-pédagogiques ou psychosociaux, les services de tutelle, de psychiatrie infantile, les services sociaux, les hôpitaux pour enfants, les centres de consultation de la LAVI, la police, les SOS-enfants, les services sociaux et médico-sociaux des écoles, les commissions cantonales ou les groupe de référence "Enfance maltraitée" ou "Protection de l'enfance", les délégués à l'enfance, mis en place dans plusieurs cantons.</p> <p>En outre, des services spécialisés (CAN-Team Child Abuse and Neglect) ont vu le jour, notamment dans des hôpitaux, avec pour mission spécifique l'aide aux enfants maltraités.</p> <p>Les services de protection de la jeunesse traitent pratiquement tous les aspects accompagnant le développement de l'enfant (médical, psychologique, social, culturel, financier, juridique). Les délégués aux problèmes des victimes et à la prévention des maltraitances garantissent une aide immédiate et la coordination des actions du réseau d'intervention. Ils organisent également des actions de prévention et de sensibilisation.</p> <p>Le rôle des ONG dans la lutte et la prévention des violences touchant les enfants est très important et leur collaboration avec les autorités et l'administration est essentielle.</p> <p>Dans plusieurs cantons, des efforts ont été entrepris ces dernières années pour assurer une meilleure formation continue des professionnels de l'enfance à la problématique de la maltraitance. Par ailleurs, un site d'ONG, soutenu par la Confédération, inventorie sur Internet de façon systématique les offres de formation proposées dans les différentes régions de la Suisse, ceci dans les domaines relevant de la protection de l'enfance et issus du droit, de la médecine, de la psychologie, de la psychiatrie, de la thérapie, du travail social, de la pédagogie, de la formation de parents, etc.</p> <p>L'information sur la maltraitance et l'exploitation sexuelle des enfants ainsi que sur les droits des enfants et sur les moyens de se défendre est intégrée dans les programmes scolaires. Ainsi, des associations de protection de l'enfance et des groupes de santé collaborent avec les écoles pour évoquer le problème des maltraitances et les moyens d'y faire face. Les écoles disposent aussi de permanences pour les cas de mauvais traitement ou, de manière générale, d'une permanence santé (infirmier/ères notamment) susceptible de venir en aide aux enfants maltraités. Des démarches sont entreprises dans différents cantons dans un but préventif: distribution de brochures pratiques, séances d'information, circulaires, formation des enseignants, des moniteurs et des éducateurs travaillant avec les enfants. Des actions préventives ont également été mises en œuvre sous la forme de pièces de théâtre, de films ou d'expositions itinérantes</p>
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	<p>faisant halte dans les écoles.</p> <p>En matière de lutte contre l'exploitation sexuelle des enfants, la Confédération a mis en place dès 2003 un service national de coordination de la lutte contre la criminalité sur Internet, le SCOCI, actif dans 3 domaines, notamment en collaboration avec les autorités de poursuite pénale:</p> <ul style="list-style-type: none"> <li>- Monitoring</li> </ul> <p>Recherches sur Internet dans le but de déceler les infractions commises via Internet. Il constitue le point de contact central pour les personnes souhaitant signaler l'existence de sites Internet suspects.</p> <ul style="list-style-type: none"> <li>- Clearing</li> </ul> <p>Examen du contenu des messages entrants, coordination avec les procédures en cours et transmission des dossiers aux autorités de poursuite pénale compétentes en Suisse et à l'étranger.</p> <ul style="list-style-type: none"> <li>- Analyse</li> </ul> <p>Analyse de la criminalité sur Internet en Suisse (procédés délictueux, statistiques et tendances). En 2005 et avec le soutien de la Confédération et des cantons, une campagne nationale contre la criminalité sur Internet (pornographie et pédophilie) a été lancée dans toute la Suisse. La première année, l'accent a été mis sur le délit que constitue la consommation de pornographie mettant en scène des enfants. Elle proposa également pendant les 2 années suivantes des mesures à l'attention des parents, des enfants, des personnes chargées de l'éducation mais aussi des auteurs potentiels. Cette campagne de "Prévention criminalité suisse" (<a href="http://www.kriminalpraevention.ch/1/fr/">http://www.kriminalpraevention.ch/1/fr/</a>) ainsi que l'initiative "security4kids" (<a href="http://www.security4kids.ch/FR/site/etusivu.htm">http://www.security4kids.ch/FR/site/etusivu.htm</a>) sont issues de la collaboration entre des partenaires du domaine de la formation, des ONG et des entreprises privées.</p> <p>Des ONG ont également lancé en 2005, toujours avec le soutien de la Confédération, une campagne nationale de 3 ans contre les abus sexuels envers les enfants. Elles ont constitué en 2007 une alliance nationale contre ce fléau, dans le but de renforcer la prévention et la détection des cas, ainsi que l'intervention (<a href="http://www.schau-hin.ch">http://www.schau-hin.ch</a>).</p> <p>Autorité tutélaire (mesures protectrices pour l'enfant).</p> <p>Juge (atteinte à la personnalité).</p> <p>Selon la loi fédérale sur l'aide aux victimes d'infractions (LAVI), bénéficie d'une aide toute personne qui a subi, du fait d'une infraction, une atteinte directe à son intégrité corporelle, sexuelle ou psychique (victime), que l'auteur ait été ou non découvert ou que le comportement de celui-ci soit ou non fautif. Une révision de cette loi entrera en vigueur le 1er janvier 2009. La conception même de la LAVI, avec ses trois piliers (conseils, protection de la victime dans la procédure pénale et prestations financières) est maintenue. Toutefois, les victimes d'infractions auront à l'avenir cinq ans pour déposer une demande d'indemnisation ou de réparation morale [actuellement: 2 ans].</p>
<p>Service provisions for spouses/women</p>	<p>Idem (excepté l'autorité tutélaire).</p> <p>Autres dispositions et services spécifiques à la violence au sein du couple</p> <p>Au point de vue pénal, depuis 2004, les actes de violence commis dans le couple sont poursuivis d'office [auparavant: sur plainte].</p> <p>En ce qui concerne le droit civil, de nouvelles dispositions relatives à la protection des victimes de violence, de menaces et de harcèlement sont entrées en vigueur le 1er juillet 2007. La mesure de protection la plus importante est l'expulsion du domicile commun de l'auteur des violences. Les cantons sont tenus de régler la procédure d'expulsion et de désigner un service chargé de procéder sans délai à l'expulsion en cas de crise. De plus, les victimes peuvent faire valoir diverses prétentions civiles en prévention. Une liste non exhaustive de mesures de protection est prévue: interdiction de s'approcher, interdiction de périmètre, interdiction de contact. La loi ne limite pas la durée de ces mesures, celle-ci étant laissée à l'appréciation du juge.</p> <p>L'amélioration de l'efficacité de la protection des victimes de violence dans la sphère privée est</p>

	<p>attestée également par les modifications apportées aux lois cantonales sur la police (p. ex. dans le canton de Saint-Gall) ainsi que par les lois nouvelles spécifiquement consacrées à la lutte contre la violence adoptées par certains cantons (p. ex. le canton de Zurich), qui toutes contiennent des mesures de lutte contre la violence domestique.</p> <p>Le rapport "Violence domestique: analyse juridique des mesures cantonales" donne un tour d'horizon détaillé des dispositions législatives en vigueur dans les cantons. Au cours de l'été 2008, le Gouvernement publiera des données actualisées sur la situation juridique dans tous les cantons.</p> <p><b>Maisons d'accueil pour femmes / Services de consultations</b> Le soutien aux victimes de violence dans le couple est accordé par les cantons. Il est régi par des dispositions très diverses et ces structures trouvent un financement partiel dans des dons et des contributions provenant d'associations et de fondations. Outre les centres d'aide aux victimes sexuelles ou les centres de consultation pour migrantes, certains cantons ont créé des services d'accueil pour les victimes de violence dans les hôpitaux (par ex. Service médical pour victimes de violence à Berne ou Consultation interdisciplinaire de médecine et de prévention de la violence à Genève). Ces services ont des structures différentes; ils sont financés en partie par les cantons, à l'aide de dons ou par le bénévolat.</p> <p>En juin 2008, un état des lieux des institutions qui travaillent avec les auteurs de violence domestique et qui organisent des programmes de lutte contre la violence sera publié. Cet état des lieux repose sur un sondage écrit réalisé auprès des institutions concernées en Suisse. Il a été conçu et réalisé en étroite collaboration avec le projet "Travail avec les auteurs de violences conjugales en Europe" de l'UE. L'état des lieux a plusieurs buts: donner un aperçu des institutions actives en Suisse et du travail qu'elles réalisent; mettre en réseau les institutions et les encourager à dialoguer sur les buts, le contenu et les conditions-cadre de leur travail; fournir des éléments pour discuter de normes de qualité et de l'évaluation du travail; contribuer à la circulation de l'information parmi les services de consultation; faire connaître l'offre existante aux professionnels, aux autorités et aux milieux politiques.</p> <p>En réponse à une intervention parlementaire, le Gouvernement a commandé en février 2008 une étude sur la violence dans les relations de couple. Un volet bibliographique fera le point sur l'avancement de la recherche s'intéressant aux causes de la violence dans les relations de couple, principalement en Suisse mais aussi en Europe. Il décrira notamment les hypothèses étudiées, les définitions de la violence employées, les facteurs qui déclenchent, favorisent ou réduisent la violence, le rôle joué par le sexe, l'âge, l'origine, le contexte socioéconomique, la situation familiale, la répartition des rôles, etc. L'étude portera sur toutes les formes de violence physique, sexuelle, psychique et économique dans les relations de couple, marié et non marié, hétérosexuel et homosexuel. Le deuxième volet de l'étude fera un tour d'horizon des mesures prises récemment en Suisse pour lutter contre cette violence. Le troisième volet proposera des conclusions et des recommandations à l'attention des chercheurs, des politiciens ainsi que des praticiens. Cette étude devrait paraître en juin 2009.</p>
<p>Service provision for parents/grandparents</p>	<p>Cf. Services destinés aux enfants.</p>
<p>Service provision for others</p>	<p>Cf. Services destinés aux enfants.</p>

Turkey	
<p>Service provision for children</p>	<p>a) Service provision for children                      General Directorate of Social Services and Child Protection(GDSSCP) is responsible for caring, breeding and joining to society of children in need of protection in accordance with the Law no. 2828 of Social services and Child Protection.(since 1983) According to this law:</p> <p>Children in need of protection: Children whose body, spirit and moral development and individual security is in danger and who are motherless and/or fatherless, have unknown father and/or mother, are left by mother and/or father, are neglected by mother and/or father and left defenseless to social dangers such as prostitution, beggary, using alcohol and drug and left uncontrolled are called children in need of protection.</p> <p>The processes and procedures of protection and caring of these children are executed in accordance with Law no.2828 and services are given in accordance with Child Protection Law no.5395 accepted in 03.07.2005.</p> <p>In the scope of that law (Law no.5395): children who are identified as in need of protection and have granted injunction by courts are accommodated suitable social services instutions according to their age, sex and services that they need.All needs of these children are compensated by the instution and they can stay there till 18 years old. If the child who has completed 18 years old and has not completed secondary school education he/she could benefit from possibilities of instution till 20 years old and also if child goes on university education he/she can benefit from instution till 25 years old.If child graduated primary education he/she could be employed in public instutions according to Law no. 3413.</p> <p>There are "Community Centers" which are providing service in slum areas under direction of GDSSCP. These centers targets to provide children equal conditions and possibilities like their peers, to prevent juvenile delinquency, to protect children from harmful habits, negligence and abuse. The activities for children are:</p> <ul style="list-style-type: none"> <li>• Pre-school programmes</li> <li>• Programmes for supporting school achievement</li> <li>• Library and reading activities</li> <li>• Programmes and group worings for increase information and consciousness</li> <li>• Socio-cultural and sport activities</li> </ul> <p>And also children who left school are tried to be turn to school by servants working at these centers.</p>
<p>Service provisions for spouses/women</p>	<p>27 public shelters (Directorate of Social Affairs and Child Protection of the Prime Minister's Office) and 25 shelters run by other institutions (municipalities, NGOs, governorships)                      183 Hotline for Women and Children was established and is currently in service for 7 days and 24 hours with the aim of providing women and children victimized by violence or carry a risk of thereof with some services. These services include information in psychological, legal and economic areas and the assistance they require in the shortest time possible. The responders evaluate the state of the applicant, the urgency of the situation and the services necessitated and get into contact with Bar Associations for legal issues, with Security Forces when the situation requires the assistance of emergency intervention teams and with Provincial Directorates for Social Services when psychological assistance or sheltering is requested by the applicant.</p> <p>The Family Protection Law numbered 4320 (enacts since 1998 and revised in 2007) and the By law (encated in order to provide better implementation of the law in 2008), enforce the provisions to stop violence in the family. These legislations describe violence from a broad perspective and family members that may be living apart or that are legally separated are also</p>

# Council of Europe Family Policy Database

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	<p>accorded legal protection. Additionally, the Law includes “the wrongful party or one of the other family members” expression, so that it enables courts to award an injunction ruling for all family members living under the same roof, i.e. not only spouses. When and if the Family Court Judge deems appropriate, he/she can, under the law, award the perpetrator of violence an order to “apply to a healthcare institution for examination or treatment”. Besides, it is adjudged that the charges incurred in the applications made benefit from the Law, and decisions made by the court shall not be subjected to the expenses.</p>
<p>Service provision for parents/grandparents</p>	<p>Community Centers also provide services for elders. Service Centers for Elder People.</p> <p>These services are aiming to prevent the isolation of elder people and support them to continue their life in home environment and they are provided in Elder People Solidarity Centers. Currently day services are provided in 5 day service centers to 1000 elder people on average. In these centers, there are following activities:</p> <ul style="list-style-type: none"> <li>• Leisure time and social activities. Increasing social relations and activities.</li> <li>• Improving the life standards of Alzheimer and dementia patients and fulfilling their social, psychological and health related needs in cooperation with their families.</li> <li>• Providing care facilities for elder people who are healthy and the capacities of households are insufficient.</li> </ul> <p>In the special education programs of the private special education institution are given training for families via Ministry of Education. These programs are:</p> <p>1-"Support Training Program for Visually Handicapped People" 2-" Support Training Program for Hearing Disabled Individuals" 3-" Language and Speech Difficulties Support Training Program" 4-" Physically Disabled Individuals Support Training Program" 5-"Common developmental disorders Support Training Program" 6-" Mentally Disabled People Support Training Program" 7-"Special Learning Difficulties Support Training Programs.</p>
<p>Service provision for others</p>	<p>Community centers have a different structure from other public organizations. In community centers, children young people, women, men, disabled people and elder people form communities to bring up their needs and claims. In this way, they expand their potential to create solutions to their own problems with public institutions instead of expecting whole solutions from state organizations. As a result, all members of the family undertake some tasks and fulfill social responsibilities as active members of society.</p> <p>In the districts where community centers exist, local authorities, schools, public education centers, prelates, police stations and local leaders work in cooperation to produce special solutions created in cooperation and tailored to local needs.</p> <ul style="list-style-type: none"> <li>- Support programs from elder people to elder people</li> <li>- Educational problems</li> <li>- Psychological problems</li> <li>- Violence to Women</li> <li>- Domestic Violence</li> <li>- Infrastructure problems of the region</li> <li>- Actions to Develop Environment</li> <li>- Urban integration, community development and facilitation of access to resources</li> <li>- Child Protection Law and .....</li> <li>- Within the scope of Circular 2006/17 which is prepared to prevent violence to women and children, activities for determining strategy and guidance education to prevent violence</li> </ul> <p>Currently, care services provided to 6886 elder persons (2687 female and 4199 male) in 78 nursing homes and elder care &amp; rehabilitation centers having 7827 person capacity. There are also 34 nursing homes (having 2675 person capacity) owned by NGOs, 7 nursing homes (having 991 person capacity) owned by minorities, 112 nursing homes (having 4736 person capacity) privately owned, 6 nursing homes (having 2442 person capacity) owned by other ministries and 22 nursing homes (having 2104 person capacity) owned by municipalities.</p>

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	The services provided in nursing homes and elder care & rehabilitation centers include sheltering, health, psychological and social support, leisure time activities, cleaning, providing continuance of activities, social activities and other social services.
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## Ukraine

Service provision for children	Network of the State Social Service for family, children and youth (oblast, city, town and district level), NGOs, Religion organizations Shelters for children in all oblasts of Ukraine PanUkrainian children line "Phone of the Confidence" 8 800 500 21 80 National "Hotline" (Violence against children) 8 800 500 33 50 80
Service provisions for spouses/women	Network of the State Social Service for family, children and youth (oblast, city, town and district level), NGOs, Religion organizations. Shelters for victims of violence (states and NGOs).
Service provision for parents/grandparents	Network of the State Social Service for family, children and youth (oblast, city, town and district level), NGOs, Religion organizations.
Service provision for others	Not mentioned

## United Kingdom

Service provision for children	<p>The Children Act 1989 sets out in detail what local authorities and the courts should do to protect the welfare of children. It charged local authorities with the "duty to investigate ... if they have reasonable cause to suspect that a child who lives, or is found, in their area is suffering, or is likely to suffer, significant harm".</p> <p>The Children Act 1989 defines "harm" as ill-treatment (including sexual abuse and nonphysical forms of ill-treatment) or the impairment of health (physical or mental) or development (physical, intellectual, emotional, social or behavioural).</p> <p>Section 120 of the Adoption and Children Act 2002 amended the Children Act 1989 by expanding the definition of "harm" to include witnessing domestic violence.</p> <p>The Children Act 1989 legislates for England and Wales. The Children (Northern Ireland) Order 19957 and the Children (Scotland) Act 19958 share the same principles.</p> <p>Whilst local authorities have a mandatory duty to investigate if they are informed a child may be at risk, there are no specific mandatory child abuse reporting laws in the UK that require professionals to report their suspicions to the authorities. However in Northern Ireland, it is an offence not to report an arrestable crime to the police, which by definition, includes most crimes against children.</p> <p>The local authority can ultimately apply to the court for a supervision order or a care order.</p>
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	<p>Typically under a supervision order the child will remain living at home with family but subject to the supervision of the local authority for 12 months and other appropriate conditions. Under a care order the child is often removed from the family and placed with foster carers and possibly adopted.</p> <p>Children suffering from abuse or neglect may be taken into local authority care. Of the children looked after by local authorities in England on 31 March 2007, 70 per cent were in placements with foster families. The others were in children's homes or other residential settings, placed for adoption, or in other placements.</p>
<p>Service provisions for spouses/women</p>	<p>Domestic violence is defined by the government as "Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality."</p> <p>Routine enquiry about domestic violence has been rolled out to all pregnant women. Every police force and Crown Prosecution Service area now has a domestic violence co-ordinator, and every police force also has a domestic violence champion. The Specialist Domestic Violence Court (SDVC) Programme commenced in April 2006. There are now 64, with a further 34 selected in April 2008.</p> <p>Refuge houses provide emergency and temporary accommodation, together with a package of support, information and advocacy. Non-refuge-based services provide outreach, floating support and other services for women and children. However, a third of local authority areas in the UK have no specialised support services.</p>
<p>Service provision for parents/grandparents</p>	<p>It is part of the role of social services to safeguard vulnerable adults such as older people. For parents who are subject to violence by their children there is limited provision, e.g. the Tulip Project, a small voluntary organisation, supports parents who have experienced violence by their children.</p>
<p>Service provision for others</p>	<p>The UK government has also taken measures to combat abuse in the form of forced marriage. The Forced Marriage Unit handles approximately 250-300 cases per year. The Forced Marriage (Civil Protection) Act 2007 enables courts to make orders to protect the victim or the potential victim and help remove them from that situation. The courts will have a wide discretion in the type of injunctions they will be able to make. The Act also enables third parties to apply for an injunction on behalf of somebody else.</p>