

5. POLICIES FOR DEALING WITH FAMILY STRESS AND DIFFICULTY

5.2 Services helping family members to deal with problems

Are there any services, such as counselling services, to help family members deal with problems?

| Austria | |
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| Counselling services | <p>Family Counselling Austria has more than 390 family and partner counselling centres which are run by various institutions and employ some 2000 counsellors. The centres are subsidised from the budget of the Ministry of Economy, Family and Youth. Anyone looking for advice, no matter what age or gender, will be welcome to talk about problems, look for solutions or simply to pour out his or her heart about topics including</p> <ul style="list-style-type: none"> • family planning and birth control • economic and social concerns of expectant mothers • questions raised by lone mothers/fathers • conflicts due to unwanted pregnancy • legal and social issues in families • issues of sexuality and partnership • issues of child-rearing • psychical problems • intergenerational conflicts <p>Most (95%) counselling centres have teams of specialists: physicians, social workers, marriage and family counsellors, lawyers, psychologists, educationalists etc. Counselling is free of charge as a rule. Voluntary contributions towards costs are welcome because they enable the institutions to maintain counselling services for those who cannot afford to contribute. Visitors have the right to remain anonymous and all counsellors are obliged to the strictest confidentiality. Counselling encompasses issues of relationships in the widest sense of the word, spanning the provision of information, furnishing of guidance and advice towards decision-making in relationships, psychological support, crisis intervention and help for self-help. The hours when most counselling centres are open or take phone calls are such that they are also available to the working population. Within the scope of family counselling, special centres have been established which focus on particular problems. These include child protection centres that concentrate on physical, mental and sexual violence and neglect, as well as family counselling centres in the immediate neighbourhood of women's shelters, centres for parents of disabled children, for parental diagnosis and for gender counselling. 2008 some 493,000 counselling units were held with more than 231,000 clients. Family service of the Family Ministry Directly in the Ministry of Economy, Family and Youth there is the "Family Service" which offers information on all issues in the context of families. The "Family service" can be reached by phone (on a free phone number) or by e-mail. Citizens get information on financial benefits entitlements such as child care allowance, family allowance, free public transport for schoolchildren and apprentices or family hospice leave.</p> |

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| Main providers | With exception of the Family Counselling (help provided by 180 carrier organisations: Five Länder, eight local governments, 167 private organisations, of which 18 are church organisations) help is given by the Ministry of Economy, Family and Youth directly. |
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Azerbaijan

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| Counselling services | See section 5.1 |
| Main providers | Three of the Family and Children Support Centres are under the supervision of the government (e.g. two of them belong to the State Committee for Family, Women and Children Affairs, another one belongs to the Ministry of Education). There are also local civil organisations that established similar centres that render counselling and support services to families that face problems. |

Belgium

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| Counselling services | Communauté germanophone Centre de santé mentale SPZ, services d'aide spécialisé (centre MOSAÏK, OIKOS) |
| Main providers | Communauté germanophone SAJ, SPJ. |

Bosnia and Herzegovina

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| Counselling services | FBiH: Article 5, paragraph 1, of the Family Law of FBiH prescribes that the Social Aid Centre, as guardian authority, the court and person authorized for mediation are in charge of providing professional support and protection of rights and interests of a child and other family members, and for all other cases of disrupted family relations. BD: Sub-department for Social protection (i.e., Centre for Social Work). |
| Main providers | BD: Expert team – pedagogue, psychologist, social worker. |

| Bulgaria | |
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| Counselling services | <p>Services include: informing families of good practices in raising children /until 2009 at least 50% of families are to be covered/; carrying out information campaigns on raising children and applying best practices; counselling and prevention services concerning early child development and raising children; prevention for families and children with a focus on counselling on effective practices for raising children, prevention of risk behaviour and personal health preservation skills; counselling for children and mothers aimed at development and problematic behaviour.</p> <p>In support of families in raising children, in 2007, social workers from Child Protection Units have worked on a total of 3 477 cases of prevention of placement in institutions which lead to the prevention of the placement of 1 721 children. Little over a quarter of those cases are related to the prevention of the placement in an institution of a newborn child – 931. Half of the total number of prevention cases end with successful prevention of the placement. Social workers have also worked on 3 015 cases of reintegration of children in their biologic family of which 1 296 children have returned to their biologic family and 708 have been adopted. The cases of successful reintegration of children in their biologic families amount to 43% of the total number. Since the entering into force of the legislative acts under the Child Protection Act in 2003, as of the end of 2007, the number of children returned to their biologic families is 8 375.</p> <p>The recipient care service gives an opportunity to secure the right of the child to live in a family environment when his or her own parents are not able to take care of them for a certain period of time. The number of children placed with friends and relatives in 2007 is 1 699. As of 30th December 2007, the number of children in the country placed with and raised by families of friends and relatives is 5 829. The number of children placed with recipient families in 2007 is 82: 39 children are placed with professional recipient families and 39 children are placed with voluntary adoptive families.</p> <p>As of 31st December 2007, 135 children are being raised in recipient families.</p> |
| Main providers | <p>The main providers of services are the Ministry of Health, the National Centre of Public Health Protection, the State Agency for Child Protection, and the regional inspectorates of the protection and control on public health.</p> |
| Croatia | |
| Counselling services | <p>In overcoming special difficulties, the Social Welfare Act prescribes counselling and support by the welfare centre.</p> <p>The act also prescribes activities of a family centre who provides counselling and prevention and other professional services related to marriage, mutual relationship of parents and children, maintenance and other circumstances of families seeking professional support and help; children upbringing, adoption, and prevention of all forms of addiction in children and youth; problems with disabilities; participation in daily life after spending some time confined to a correctional institution; encouraging responsible parenting and care for family members; raising children, youth and family's quality of life; organizing lessons for a child; pre-schooling; encouraging and developing programs for community work; volunteer work and citizen's associations' work in supporting parents, families, children, youth and other socially sensitive groups; development and improvement of non-institutional support to families, children, youth and other socially sensitive groups; encouragement and implementation of program activities aiming at education and promotion of family values. A family centre is also engaged in professional analytical work within its jurisdiction as well as in informative, counselling, preventive – therapeutic, educational, promotional and other professional work related to providing support to family, children and youth.</p> |

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| <p>Main providers</p> | <p>Family Centres are mainly established upon the decision of the Ministry of the Family, Veterans' Affairs and Intergenerational Solidarity per counties with the possibility of forming subsidiaries within a county.</p> <p>Welfare centres Civil society associations</p> <p>In one part of the system of education referring to pre-school, primary and secondary schools, there is the legally organized system of professional-pedagogical and psychological and other help that, besides support in learning and education, provides support in daily life of children and youth (experts, teams of experts, mobile teams whose task is to provide different forms of individual and group support).</p> |
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Cyprus

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| <p>Counselling services</p> | <p>Counselling services to help family members deal with problems are mainly provided by the Social Welfare Services through its programme for families and children (details on the objectives and programmes of the Social Welfare Services may be seen under section 1.2. i)). The Social Welfare services also operate a Family Guidance Centre in Nicosia that offers guidance and support for the management of family problems. Services are provided by a group of experts including a Social Worker, a Psychologist and a Family Therapist.</p> <ul style="list-style-type: none"> - Individualised counselling services to students and parents are provided by the Educational Psychology Service of the Ministry of Education and Culture. - The Mental Health Services of the Ministry of Health provides services to children and adolescents experiencing emotional or psychosocial difficulties, as well as support and advice to parents. - Counselling on substance abuse, as well as care and rehabilitation services are provided by both governmental services and non-governmental organisations, as listed on the website of the Anti-Drugs Council under "services network": http://www.ask.org.cy/index2.html. It should be noted that services include telephone help lines. - The Cyprus Family Planning Association (CFPA), which is an NGO, provides confidential counselling on sexual matters, reproductive sex, family planning, marriage and relationships. Youth sensitive counselling is provided to young people in the following ways: <ul style="list-style-type: none"> • on a personal basis at the Association's premises, • by young volunteers of the CFPA "Youth for Youth" group, through the hotline 1455 (these young volunteers are well trained and qualified to provide counselling services), • through email communication. |
| <p>Main providers</p> | <p>Governmental services and NGOs</p> |

Czech Republic

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| <p>Counselling services</p> | <p>In the Czech Republic, there exists a vast network of marriage, family and interpersonal-relations councils (over 70 councils operate in the whole country). The councils are established in accordance with the law no. 100/1988 coll. on social security as amended, law no. 114/1988 coll. on the operation of bodies in the area of social security in the Czech Republic, and first of all according to law no. 108/2006 on social services (art. 37). The activities of the councils are then stipulated in the Decree no. 505/2006 (art. 3 and 4).</p> <p>The services of the councils are free of charge (as stated in the article 72 of the law no. 108/2006 coll.). The councils belong to the so-called low threshold facilities, i.e. the clients do not need any</p> |
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| | <p>references and they can choose their council and counsellor freely. They also do not have to disclose their identity if they choose not to and the counsellors are obliged to keep professional secrecy (art. 100 of the law no. 108/2006) concerning all information they obtain during provision of their services.</p> <p>The councils co-operate with other bodies in the area of their operation, namely with the bodies of social and legal protection of children, other facilities providing social services, with medical or pedagogic facilities as well as with courts of justice. All information about and received from the clients is considered as confidential and is protected by the obligation of professional secrecy. Also reports requested by courts may be provided only subject to prior written agreement of the client.</p> <p>The core team of the councils is composed of a psychologist and a social worker. Other specialists co-operate with the councils at least externally, namely psychiatrists, sexologists, gynaecologists, paediatricians, lawyers and teachers.</p> <p>Since 1990, the "Association of Marriage and Family Counsellors" together with the Ministry of Labour and Social Affairs serves as the guarantor of proficiency of the services provided by the councils. The association brings together almost 300 qualified marriage and family counsellors and social workers. Besides development and representation of the field its main task is to protect clients from unqualified assistance and at the same time to develop professional competencies of the council personnel. The association has its own standards and qualification criteria, and it develops and implements the system of continuous as well as qualification trainings and supervision.</p> |
| Main providers | <p>Most councils are established by Regional Offices: several then by Municipal Offices or Statutory City Councils.</p> <p>Family counselling services may be provided also by private entities either based on a contract with the District Office or on a commercial basis (licence trade – psychological counselling and diagnostics).</p> |

| Denmark | |
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| Counselling services | Since 2002 the Danish women crisis centres have handled a 24/7 Hotline for victims of domestic violence. |
| Main providers | Women Crisis Centres |

| Estonia | |
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| Counselling services | <p>- The Social Welfare Act foresees counselling as one of the social services. Counselling is the provision to a person of necessary information about social rights and opportunities for protecting legal interests, and assistance in solving specific social problems in order to contribute towards future coping. In addition to counselling, several local municipalities offer support person service. www.lux.ee/tugisik provides information on support person network in Estonia.</p> <p>- Victim support service is regulated by the Victim Support Act. victim support service is a public service aiming at maintaining or enhancing the ability to cope of persons who have fallen victim to negligence, mistreatment or physical, mental or sexual abuse. Victim support services consist of providing counselling and assistance to victims in communicating with state and local</p> |

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| | <p>government authorities and legal persons. Victim support services are provided in every county and as telephone services via a national short code 110 (police), 112 (rescue) or 126 (counselling help line) as emergency care. Information concerning the possibilities of using the victim support service shall be available at local government, police, rescue, health care and social welfare and other relevant authorities. www.ohvriabi.ee provides relevant information on the victim support.</p> <ul style="list-style-type: none"> - Counselling help lines are available for free both in Estonian and Russian language. A free emergency psychological help short-number 126 is available 24h. Information is also available in www.usaldus.ee. Helpline "Eluliin" ("Life Line") 655 8088 provides emotional support and psychological help (for more detailed information please see www.eluliin.ee). - Child helpline 1345 is operating in Tallinn and Harju County. All Estonian child helpline 116 111 will be available in 2008-2009. - The helpline 1492 is available for all women suffering from domestic violence. Permanent support groups are operating in Tallinn (both in Estonian and in Russian), Tapa, Kuressaare and Pärnu. Shelters for women and children are operating in Tallinn, Tartu, Lääne-Viru and Ida-Viru county and offer, among other, also counselling services. The web www.naistetugi.ee provides information on domestic violence and possibilities to get help. Possibility to get counselling via e-mail is available. - Web-portal e-advocate www.eadv.ee gives a possibility to ask questions concerning legal counselling for free. |
| Main providers | <p>Counselling service at local municipalities is provided by local municipality social workers. In some local municipalities, support person service is organised, service providers are mainly non-profit organisations.</p> <p>Other services described above are provided by non-profit organisations.</p> |

Finland

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| Counselling services | <p>Child guidance and family counselling. Services include expert assistance in child guidance and family matters and also social, psychological and medical examinations and treatment to promote the positive development of children.</p> |
| Main providers | <p>Municipalities, public services.</p> |

France

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| Counselling services | <p>The local government social services (coming under municipalities and départements) have the function of counselling, assisting and referring to specialised services persons who have to cope with hardship.</p> <p>The REAAP (Réseau d'écoute, d'aide et d'accompagnement des parents) network set up in 1999 to provide attention, advice and mentoring for parents (circular no. 99/153 of 09.03.1999) encourages the activation and networking of all players (administrations, social security bodies, local and regional authorities, associations) whose action on the ground helps to support parents in their formative role with their children. A national steering committee chaired by joint ministerial representative for family affairs determines the main operational thrusts. At département level, a steering committee is responsible for the linkage and coherence of the actions in hand. In 2008, 22 million Euros were spent on implementing over 7 000 actions.</p> <p>Family info points (facilities for the reception, guidance and information of families, meeting the</p> |
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| | requirements of a charter on undertakings and quality of service) are granted a label by the ministry's decentralised services. Almost 500 structures bear labels today. They have a dedicated local Internet site for localised information. |
| Main providers | Social services coming under local authorities (municipalities- départements), family benefits funds, associations. |

Germany

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| Counselling services | On the basis of Book Eight of the Social Code – Assistance for Children and Young People (SGB VIII), there is a wide range of day-care, part-residential and residential facilities which are offered by regional and municipal bodies, and also by non-state organisations (churches, charities, private service-providers) to help solve conflicts and crises in the family, without removing the child from its parents if possible. They aim to support children, young people, parents and other guardians in sorting out and overcoming individual and family-related problems and the factors causing these, in solving questions of upbringing and in cases of separation and divorce. Specialists in various fields, who are familiar with different methods and approaches, aim to work together (§ 28 SGB VIII). |
| Main providers | Out of the 1081 bodies throughout Germany providing support for the bringing up of children 372 (34.4%) are publicly funded 709 (65.6%) are voluntarily funded and of these 252 (23.3%) Caritas/Cath. Church 225 (20.8%) Diakonisches Werk/Evang. Church |

Greece

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| Counselling services | Not mentioned |
| Main providers | Not mentioned |

Hungary

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| Counselling services | Not mentioned |
| Main providers | Not mentioned |

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| Iceland | |
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| Counselling services | (4,5,6) Child protection authorities provide counselling services for parents and it states in art. 4 the law on child protection that "Child protection authorities shall as far as possible ensure that general measures to support the family are tried before other measures are taken." Furthermore the Government Agency for Child Protection has emphasized parental training for parents in accordance with the government's action plan on children's issues. |
| Main providers | (4) Child protection authorities. |

| Ireland | |
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| Counselling services | Marriage, relationship and bereavement counselling. Parenting courses Family Resource Centres, funded by the Family Support Agency are located nationwide. They provide: <ul style="list-style-type: none"> - provide information, advice and support to target groups and families in the area - practical assistance to community groups, - education courses and training opportunities, - child-care facilities for those attending courses provided by the project, - after-school clubs. |
| Main providers | The Family Support Agency provides funding to organisations providing marriage, relationship and bereavement counselling. The Department of Health and Child provides funding to organisations providing parenting courses. |

| Italy | |
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| Counselling services | Family guidance centres |
| Main providers | Public service |

| Latvia | |
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| Counselling services | The Ministry for Children and Family Affairs is providing free of charge mediation services for families and couples. In the year 2007 the mediation services was available in the city of Riga but in the year 2008 the mediation service is also available in other regions of Latvia. |

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| | Social rehabilitation for addicted children and adults has been provided since the year 2003 for children and the year 2007 for adults. This kind of rehabilitation is funded by government. |
| Main providers | Main provider of counselling services are local governments and nongovernmental organizations. The rehabilitation centres are "Dzīves enerģija", "Saulrīti" and "Gintermuiža". |

Lithuania

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| Counselling services | As laid down in the Government's Resolution No 1054 of 2 October 2007 amending Resolution No 1330 of 22 December 2006 of the Government of the Republic of Lithuania 'On the Approval of the National Strategy for Combating Violence against Women and the Plan of Implementing Measures 2007-2009' (Valstybės žinios (Official Gazette) No 106-4341, 2007), continuous (every day, 24 hours a day) specialised assistance by telephone shall be ensured for battered women countrywide from 2008 on. |
| Main providers | Not mentioned |

Luxembourg

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| Counselling services | Voir ci-avant |
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Malta

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| Counselling services | The Family Therapy Service provides a therapeutic and professional service to families undergoing difficulties and who seek help. It also provides on-going training in Family Therapy and consultation on family work to other professionals working in the field of family problems. This service is offered to all families who are facing difficulties in their relationships. Families will be seen either by a therapist working alone or have a therapist and a team. In the latter case, in addition to the therapist working with the family, there will be an observer observing the family and the therapist working together. The team is not there to judge the family but to help the family and the therapist to find ways of doing things differently by giving additional ideas. |
| Main providers | See previous question |

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| Moldova | |
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| Counselling services | Not mentioned |
| Main providers | Not mentioned |

| Monaco | |
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| Counselling services | <p>Si nécessaire, les parents sont soutenus dans leur parentalité par des intervenants professionnels du secteur public :</p> <ul style="list-style-type: none"> - de l'éducation : enseignants, conseillers d'éducation ; - de l'action sociale : assistants sociaux, éducateurs spécialisés, conseillers en économie sociale et familiale, puéricultrices de crèches collectives ou familiales ; de la santé : médecins pédiatres, pédopsychiatres, sages femmes, psychologues... <p>Les parents sont soutenus également par des professionnels ou des bénévoles d'associations à buts éducatif, social, sportif, éducatif.</p> |
| Main providers | <p>Mesures ciblées aux situations difficiles Elles sont mises en œuvre dans le cadre de :</p> <ul style="list-style-type: none"> - la Cellule de médiation familiale ; - l'accueil des personnes victimes de violences conjugales ; - les droits de visite et reprise de lien parents/enfants lors de ruptures familiales ; - l'hébergement de jeunes parents isolés ; - les mesures d'assistance éducative en milieu ouvert ordonnées par le juge tutélaire ; - placements en institution ordonnés par le juge tutélaire. |

| Montenegro | |
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| Counselling services | Not mentioned |
| Main providers | Social Welfare Institutions |

| Netherlands | |
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| Counselling services | <p>By 2011, all local authorities need to have established at least one Youth and Family Centre (see also 1.2.i) for all families, children and young people (aged 0-23) in the local authority area. The Centres will provide integrated child health care, youth care and school health care. They are open to everyone who cares for or provides services to children: parents, professionals and volunteers. Services include: providing information and support, child health care, social welfare,</p> |

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| | <p>family support and preventive youth care, and an assessment centre for more specialised care and help. In addition, there are Youth Care Offices in the provinces and in large cities. Where necessary, these refer to more specialised services, provided by sometimes large-scale children's services agencies.</p> |
| Main providers | <p>At local level, youth healthcare services are the largest provider. These include services such as social services, services for individuals with a disability or chronic illness, public health care and domiciliary care. 'Ouders Online', an online community for parents, is a private organisation (www.ouders.nl).</p> |

Norway

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| Counselling services | <p>General information The Family Counselling Service is a low-threshold, state financed, legally based service, particularly aimed at adults with family relational problems. The services offered by the offices for family counselling include counselling, guidance and therapy for couples, families or individuals that experience difficulties, conflicts or crises within the family. The service is free of charge, and no referral from medical or other authority is required. There are (at least one, most often several) family counselling agencies in every county. (A total of 64 agencies in our 19 counties).</p> <p>Structure and organisation The number of employees at a local office may range between 3 to 20 family therapists, depending upon local demographic and geographic differences. 2/3 of the local agencies are owned and run by the state; the rest are run by the Church of Norway. Both kinds of offices are full-financed by the state, and are regulated by the same law of Family Counselling Services. Since 2004, the Norwegian Directorate for Children, Youth and Family Affairs is the Norwegian governmental office for the welfare and protection of children and families. The Directorate is the central executive and administrative unit of The Family Counselling Services. It is organised in five regions.</p> <p>Interdisciplinary staffed Psychologists and social workers specialized in family therapeutic skills constitute in most instances the interdisciplinary staff of the Family Counselling Services. Psychiatrists, priests and other workers within the health and welfare professions may also be a part of the staff. All employees are under the obligation of professional secrecy.</p> <p>Therapeutic and guidance work On a yearly basis, approximately 24.000 couples and families seek advice and therapeutic assistance from the services. The majority of cases in treatment are couples, married or cohabiting, seeking help for relational problems or crises. But also intergenerational problems in families and cooperation conflicts between separated parents about their common children are frequently treated. Statistically, women more often than men take steps for making appointments. This has been an overall trend for years, probably due to gender differences concerning the will or inclination to identify or seek help for relational problems.</p> <p>Mediation The offices have a legal obligation to provide mediation in accordance with the Act relating to marriage and the Children Act, see chapter 4.1 iii) The professional staff of the Family Counselling Services are licensed as mediators and carry out approximately 65 % of the approximately 13 000 family mediation cases nation-wide.</p> <p>Public information and external preventive initiatives The Family Counselling Services are also expected to convey information and advice on</p> |
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| | relationship issues to the public. Information about the generality of relational problems, how to handle them in a constructive manner, and how to seek assistance if required, is regarded as an important initiative to prevent the chronification of problems and eventually family break-up. Furthermore, the Family Counselling Services offers professional guidance in family relational matters to other parts of the health and social services, and serves as an integrated part of the total public welfare programme. |
| Main providers | See previous question |

| Poland | |
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| Counselling services | Not mentioned |
| Main providers | Not mentioned |

| Portugal | |
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| Counselling services | <p>New policy and service provision measures concerning child neglect and abuse began to be taken in the late eighties: confidential telephone lines were created, first by IAC – the Institute of Support for Children (a social solidarity ONG), then also by PAFAC (the Project for support to children and the family, created in 1992/Ministry of social affairs) and by the Public Prosecutor. The law on the creation of Commissions for the Protection of Children was set out in 1991 (see also law 147/99 and law 31/2003) and the National Commission for the Protection of Children and Young People at Risk was created in 1998. At present the Commissions for the Protection of Children and Young People exist in all municipalities of the country. Most of are located within the buildings of the local authorities. They have as their mandate to promote the rights of children and prevent/solve situations that may affect the safety, health, education or development of children. As such they may be called upon by families and by institutions to intervene in all situations in which a child or a young person is in danger or at risk. The Commissions function at two different levels: an extended working group that meets irregularly and has representatives from social services, schools, ONGs, parents' and young people's associations, the police, specialized personnel and citizens with training in psychology, health or other areas, and a "restricted" working group (at least five members) which works on a daily basis. The latter often includes social assistants and psychologists who provide counselling, support groups and activities for vulnerable children and their families. The Centres for Family Support and Parental Guidance, created in 2002, also provide counselling for vulnerable families (see below in section 6).</p> |
| Main providers | Non governmental social solidarity organizations and the Commissions for the Protection of Children and Young People, in cooperation with local authorities. |

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| Romania | |
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| Counselling services | It was set up and developed specialized services (emergency centres for cases of abuse, neglected and exploitation; transit centres for repatriated children and for victims of human being traffic; counselling and rehabilitation centres; emergency phone service). - emergency centres for assistance and protection the children victims of human being traffic; - centres for parents and children counselling. |
| Main providers | General Directorates for Social Assistance and Child Protection at county level; - NGOs; - Public social assistance services organized at towns hall level. |

| Russian Federation | |
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| Counselling services | Counselling services are established in institutions of social services for family and children. At the beginning of 2008 in the Russian Federation there were 2 360 institutions, including 760 social rehabilitation centres for minors (with daily or short term residence of children), 483 social shelters for children and teenagers, 570 centres providing integrated social assistance for family and children, etc. In many institutions of social services there are telephone help lines to provide an efficient consultation in crisis situations or in cases of corporal punishment. |
| Main providers | 72 percent institutions are regional bodies (they are financed by regions of the Russian Federation), the others are municipal ones. Depending their regional status, the institutions are divided into re-public's, oblast's, kray's, city's and rayon's ones. |

| Serbia | |
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| Counselling services | Counselling and therapy in cases of domestic violence provided in the marriage and family counselling units. According to our statistics these cases hold 4th place as per the total number of cases taken in the counselling service. Annually, there are 250 cases of violence. Women with problem of partners' violence are predominant, which often include children as victims. In most cases, the service consists of empowerment of victims, liaising with other services and referential organisations for protection from domestic violence and support for the victim to break circulus virtuosos of violence. It is the partnership therapy that is provided to one number of clients (about 1/3 of all who apply for counselling services), in cases where violence has ceased and new patterns of behaviour are to be introduced. Such a work requires particular, i.e. specialised treatment. The professional staff in Belgrade Counselling Service has been trained for work in cases of domestic violence in order to be able to apply psychotherapy. Also, in 2004, group work was applied in the work with perpetrators of violence, and it gave excellent results. It was then that we make proposals during public debates organised ahead of the adoption of the Family Law, to introduce provision on previously announced protection measure of "mandatory referral of perpetrators of violence to the treatment". Unfortunately, it was rejected resulting in absence of any organised form of protection for the perpetrators offering opportunity to transition to new |

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| | patterns of behaviour and adopting the new ones. |
| Main providers | Not mentioned |

| Slovakia | |
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| Counselling services | <p>The main provider in the area of the socio-legal protection of children and social curatorship and counselling and psychological services is a network of counselling and psychological service centres of the offices of labour, social affairs and family that ensure psychological services and counselling forming an integral part of the implementation of measures related to the socio-legal protection of children and social curatorship. Based on such interconnection, a wider space is created for more efficient cooperation and the complex implementation of such measures in the system of work with a family.</p> <p>The main activities of the centres in the area concerning the solution of problematic situations in families include the provision of professional help to children and parents during the pre-divorce stage, during divorce and after divorce, counselling and psychological help upon the adjustment of a parent's contact with children, professional help upon solving relations between children and parents and their families or psychological counselling provided to women at risk of violence and to women as victims of violence.</p> <p>The measures designed for children, families or adult physical persons occurring in life crisis situations are ensured by a network of crisis centres.</p> |
| Main providers | State administration, non-governmental organisations, local self-governments. |

| Slovenia | |
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| Counselling services | See 5.1. |
| Main providers | See 5.1. |

| Sweden | |
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| Counselling services | There is a variety of services available to help families deal with problems. Such services can be provided after an assessment or an application but also as a service open for all. Services in the municipality are free of charge. An example of such services is the family centres where the maternal health services, the child health services, social services and so-called open preschools are located together. |

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| Main providers | Municipalities, county councils (health services) and NGOs |
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Switzerland

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| Counselling services | <p>L'autorité tutélaire prend les mesures adéquates. Pour la violence au sein du couple, cf. supra 5.1 i).</p> <p>Les familles peuvent être confrontées à la violence domestique (violence conjugale, maltraitance infantile). En ce qui concerne la maltraitance infantile, tous les cantons ont des services officiels compétents de santé et de protection de l'enfance et de la jeunesse (SPJ) ainsi que des centres de consultation (LAVI notamment). Ceux-ci répondent aux demandes des victimes elles-mêmes ou de leur entourage (lésions corporelles, agressions sexuelles, menaces graves) et sont à disposition de toute personne (femme, homme, enfant) confrontée à la violence domestique. La plupart des services qui s'occupent de problèmes liés à l'enfance s'occupent également des problèmes que peuvent rencontrer les parents. Le SPJ par exemple conseille et aide les familles et enfants (mineurs) en difficulté afin de prévenir, limiter ou faire disparaître les facteurs de danger qui les menacent. Il donne des informations sociales, juridiques et administratives. Il existe aussi de nombreux lieux de rencontre parents-enfants organisés par les écoles de parents et au bénéfice de subventions publiques. Ces lieux permettent un échange constructif et ouvert entre parents et entre les parents et les professionnels (éducateurs, psychologues) qui y travaillent. Ils constituent en cela un lieu de ressource important pour les parents en difficulté.</p> <p>En outre, des consultations téléphoniques 24h/24h existent dans certains cantons et offrent des conseils spécialisés aux parents en matière de problèmes éducatifs, de gestion du surmenage et de crises, d'éducation non violente, de maltraitements.</p> <p>Il faut également mentionner les activités pour la formation des parents. En effet, aider et soutenir les parents dans leurs tâches constitue aussi un excellent moyen de prévention et permet d'éviter qu'ils ne négligent leurs enfants ou qu'ils n'usent de violence à leur égard. Les centres de consultations conjugales, de planning familial, d'éducation sexuelle et de consultations pour mères et enfants ainsi que les points-rencontres (en cas d'exercice conflictuel du droit de visite) jouent un rôle essentiel à cet égard (cf. infra 6).</p> |
| Main providers | Pour la violence au sein du couple, cf. supra 5.1 i). |

Turkey

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| Counselling services | <p>Counselling services include economical, social, cultural, psychological and legal counselling. Guidance services for disabled people and their families regarding their rights and proper services for them.</p> <p>Family counselling services provided in the family counselling centres include rehabilitation and counselling services aiming to strengthen family members to provide solutions towards problems within families.</p> <p>The aim of these programs involves development of family life, providing family welfare, happiness and integrity. Their subjects also include parent-child problems, responsibilities within family, care of elder and disabled family members, problems before and after divorce etc.</p> <p>"Free Care Service" is developed as a protective and preventive service model for economically indigent families and this service is provided without fee. Children benefit from these services:</p> <ul style="list-style-type: none"> • Children who live in poverty • Children who lost their parents and whose care is undertaken by their relatives |
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| | <ul style="list-style-type: none"> • Children of lone parents whose parent work • Children of women living in women's shelters • Children of women who are in prison <p>Education, guidance and counselling services are provided for preparation for marriage, sexual health, choosing spouses. In addition, occupational studies are conducted to strengthen family system.</p> <p>Family counselling and therapy services are provided as a solution for conflict within families. There are also services for providing support after divorce.</p> <p>Individuals and group activities are provided for parents and young people who are subject to conflict between parents and children. There are also other package programs for prevention of domestic violence, human rights for women, father support, mother-child education and etc.</p> <p>An important legal infrastructure regarding prevention of domestic violence is "Family Protection Law 4320". Information and guidance is provided to women applied to related authorities. There are other counselling activities provided to women living in women's shelters by family counselling centres. In year 2008, women's shelters provided service to 17.244 women.</p> <p>42 family counselling centres</p> <p>27 women Shelters, 25 (directed by municipalities, governorships, ext)</p> <p>The Commissions of Bar Associations on women's rights</p> <p>Addition to that some women NGOs also provides psychological and legal counselling</p> <p>42 family counselling centres</p> <p>77 social (public) centres</p> <p>30 Multipurpose Community Centres located in South East Anatolia</p> <p>The Commissions of Bar Associations on women's rights</p> <p>Addition to that some women NGOs also provides psychological and legal counselling</p> <p>Programs at Community Centres aiming to Increase Information and Awareness, and Guidance and Counselling Services</p> <p>Program for Strengthening Interaction within Family</p> <ul style="list-style-type: none"> - Conflict Between Spouses - Divorce - Family Member Leaving Home - Domestic Violence - Drug and Alcohol Addiction within the Family - Child Exploitation - Conflict Between Parents and Child - Marriage and Preparation for Marriage - Marriage School - Gender Education - Studies to Improve Solidarity and to Provide Support for Members having Common Problems to Actualize Public Participation - Women Committee - Children Committee - Youth Committee - Committee for Elder People - Committee for Disabled People Counselling and Guidance - Communication Problems within Family - Economical Problems - Legal Problems - Health Problems - Needs and Demands for Social Work including Disabled and Elder People <ul style="list-style-type: none"> • Law 2022, disabled identity card, care services for disabled people, counselling services for domestic care • Adoption, Foster Care, Legal Problems, Residential Care. |
| <p>Main providers</p> | <p>Social Work Directorates of 81 Provinces (81 Units)</p> <p>Rehabilitation and Family Counselling Centres providing Day Care (15 Units)</p> <p>Family Counselling Centres (42 Units)</p> <p>Community Centres (79 Units)</p> |

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| | Women Rights Commission of Bar Council In addition, some NGOs provide psychological and legal counselling services. |
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Ukraine

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| Counselling services | Not mentioned |
| Main providers | State Centre for Family, Children and Youth Support with the network in all Oblast and District level Centres. |

United Kingdom

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| Counselling services | Not mentioned |
| Main providers | Social services, child and adolescent mental health services (CAMHS) and the voluntary organisation Relate are the main providers. There has been recent investment in CAMHS resulting in a 25 per cent increase in staff between 2003 and 2006. Family therapy is provided as part of child and adolescent mental health services. |