Regional Ending Violence Against Women and Girls Services Symposium

Outcomes Document 2022















Acknowledgements

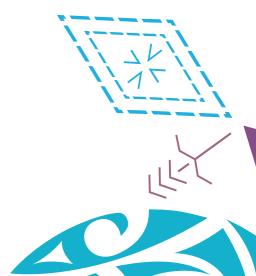
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Front cover: Dr Mema Motusaga, Chief Executive Officer, Samoa Ministry for Women, Children and Community Development (right); and Ms Olive Kaio, Assistant Chief Executive Officer Social Development Division, Samoa Ministry of Women, Community and Social Development.Photo: UN Women/Shazia Usman



Outcomes Document and Recommendations

Introduction

Approximately 150 government and civil society delegates from 12 countries gathered in Nadi, Fiji, from 17 to 19 August 2022 at the Regional Ending Violence Against Women and Girls (EVAWG) Services Symposium to discuss best practices in survivorcentered approaches to advance the delivery of life-saving services for survivors of gender-based violence (GBV). The Symposium was convened ahead of the 3rd Annual Meeting of the Regional Working Group on the Implementation of Domestic Violence / Family Protection Legislation. It served to highlight key progress made across the region to date in support of advancing national systems that respond to GBV, including standards for GBV counselling and innovative models for EVAWG coordination.

Specifically, the Symposium explored solutions, innovation, progress and commitment to meaningfully address violence against women and girls, in all their diversity, including in the face of the COVID-19 pandemic, the climate crisis, and national disasters. The Symposium focused on the provision of GBV service and response activities, but dialogue on primary prevention activities also took place given the need to balance the link between primary prevention and response activities across all levels of government and civil society organisations.

Symposium participants acknowledged that more must be done to harness EVAWG lessons learned in the Pacific and advance best practices to provide coordinated, quality services and ensure that, where appropriate, violence against women and violence against children capacity building, training and service delivery systems are coherent and working together.

The Symposium recognised the criticality of the Regional Network Against Violence Against Women and its biennial meeting, which since 1992 has propelled EVAWG issues in the Pacific. It also recognised that the Pacific region is comprised of diverse peoples, and that reflecting on experiences and understanding moves the region forward towards ending all forms of discrimination and violence against women and girls.

Purpose

The purpose of the Recommendations and Outcomes Document is to summarise key lessons learned from diverse countries in the region on accelerating commitments to support national GBV response systems and feed outcomes into other key regional fora and processes, including, but not limited to, the:

- Regional Working Group on the Implementation of Domestic Violence / Family Protection Legislation
- Triennial Conference of Pacific Women
- Revised Pacific Islands Leaders Gender Equality Declaration
- National and regional policymaking and systems development and response on EVAWG and GBV in Emergencies

After the Symposium concluded, the recommendations were presented at the Regional Working Group on the Implementation of Domestic Violence/ Family Protection Legislation convened from 22 - 26 August 2022 in Nadi, Fiji; the RWG deliberated on the recommendations and their conclusions will be outlined in the 2022 RWG Outcomes Document (forthcoming).



Delegates at the Regional Ending Violence Against Women and Girls Services Symposium 2022.

Photo: Pacific Community (SPC)

Regional Recommendations to Advance EVAWG Service Delivery

Overarching Recommendations

- Convene an annual or biennial multisector regional EVAWG services meeting with government, civil society and other key stakeholders engaged in GBV service delivery to take stock of progress against our baseline; identify and adopt regional best practices; share lessons learned; and advance the best quality of care and support for women and children survivors of violence.
- Ensure that the Regional Working Group on the Implementation of Domestic Violence / Family Protection Legislation:
 - a. Meaningfully includes and engages civil society and feminist organisations to set regional priorities; and
 - b. Prioritises that the primary government member of the Regional Working Group on Implementation of Domestic Violence/Family Protection Legislation is a representative of the national women's machinery with the alternate member from another relevant government ministry, such as Justice, Police or Health.
- Ensure there is a permanent agenda item on EVAWG, including the intersections with violence against children, in the Pacific Island Forum Women's Leaders Meeting.
- 4. Ensure that all services meet the intersectional needs of survivors in all their diversity, including women and girls with disabilities; people of diverse sexual orientation, gender identity and sex characteristics; survivors at all levels of the socioeconomic spectrum including those experiencing poverty; and survivors in rural and maritime areas.
- Ensure gender-responsive budgeting in national budgets for resource allocations to government and civil society service providers for the provision of quality, accessible, evidence-based services in rural, urban and maritime areas.

- Ensure that national systems, protocols, policies, referrals procedures, approaches and services that address violence against women and girls and violence against children are as connected and coherent as possible.
- 7. Develop and adopt a Pacific Essential Services Scorecard (based on the global Essential Services Guidelines) to monitor national progress against best practice models for multisector service delivery in health, justice, safety, and social services areas and governance/coordination with the objective of nurturing national Service Delivery Protocols in all countries; delivering care and services from the same levels of understanding of a survivorcentered and rights-based approach; and ensuring referrals and services can bend and flex in emergencies.
- Recognise GBV crisis centres, shelters, counselling agencies, organisations of persons with disabilities and LGBTQI organisations as Essential Service Providers in emergencies to ensure the 24/7 provision of GBV services by:
 - a. Amending national emergency/disaster management frameworks to include GBV service providers; and
 - Amending relevant family protection or domestic violence legislation to explicitly include GBV service providers as essential services in times of emergency.
- Facilitate comprehensive and ongoing capacity development and training for frontline GBV service providers to understand their roles and responsibility in responding to cases of GBV and to ensure their attitudes, behaviours and actions uphold gender equal, survivor-centered and rights-based approaches.
- 10. Consult with women and women-led organisations in the design, implementation, monitoring and review of social protection and social infrastructure as a response to local GBV needs in the region.



- 11. Ensure that primary prevention and response approaches are balanced and harmonised to ensure that people can access services and support that is promoted through primary prevention initiatives such as men's behaviour change programmes, community radio, social media communications, and community awareness raising activities.
- 12. Ensure mechanisms are in place to support GBV response actors, including the protection of women human rights defenders and all frontline personnel in emergency response, including during public health crises.



Launch of a Pacific resource - at the Symposium, UN Women, with support from the Pacific Partnership to End Violence Against Women and Girls, released a How-To Guide: Developing and Implementing National GBV Multisector Service Delivery Protocols: Lessons from the Pacific. The document was launched by Ms Louisa Wall - Aotearoa New Zealand's Ambassador for Gender, Social Inclusion and Sports (middle). She is seen here with Ms Moliei Vaai (left) - the Chair, Regional Working Group on the Implementation of Family Protection/ Domestic Violence Legislation, and Chief Executive Officer, Samoa Ministry of Justice and Court Administration; and Ms Abigail Erikson (right), EVAWG Technical Specialist, UN Women Fiji Multi-Country Office. Photo: UN Women/Shazia Usman



PRIORITY AREA: Coordination and Collaboration

- Call on the Regional Working Group on Implementation of Domestic Violence / Family Protection Legislation to strengthen coordination and coherence between government and civil society service providers and duty-bearers for family protection legislation monitoring and implementation to ensure implementation aligns with relevant national service delivery priorities, advances implementation and oversight during emergencies/crisis, is inclusive of the intersectional needs of all survivors of GBV, and is well coordinated within broader EVAWG coordination mechanisms.
- 2. Hold national EVAWG multisector convenings annually to inform the country inputs and recommendations to the Regional Working Group on Implementation of Domestic Violence / Family Protection Legislation.
- Prioritise the implementation of national EVAWG response systems that are well coordinated, coherent and collaborative,

- including the full partnership and engagement of government and civil society organisations (community leaders, faith leaders, and youth representatives) coming together as equals; embracing a common understanding of survivorcentered and human rights approaches; learning from each other; and working in collaboration and true partnership.
- Strengthen coordination between EVAWG and ending violence against children service providers in order to ensure quality delivery of services at national level.
- Recognise the value of national Service Delivery Protocols / Standard Operating Procedures and referral pathways as a regional best practice and a mechanism to coordinate, align and strengthen multisector services for GBV survivors at national and sub-national levels.
- Prioritise the development of national Service Delivery Protocols for countries that do not have existing documented processes, and



- a roll-out strategy that localises and tailors national referral pathways to sub-national contexts in urban, rural and maritime areas with a targeted focus on countries that currently do not have a documented process or coordination structure.
- 7. Develop national-to provincial-level mechanisms, such as a Family Protection Act or EVAWG Taskforces to promote coordination, collaboration, action, and advocacy across sectors.
- Encourage cohesion building between EVAWG response and prevention and strategies to advance women's social and economic empowerment activities.
- Strengthen coordination and coherence between government and civil society service providers, communities and community leaders

- (including chiefs, pastors, women and youth representatives) and duty-bearers on family protection legislation, which aligns with national disaster risk and reduction legislation and activities.
- Amend family protection and domestic violence legislation or penal codes to include the prevention of sexual exploitation, abuse and harassment in disaster and non-disaster periods.
- Amend family protection and domestic violence legislation or penal code to include cyber-related abuse and abuse occurring because of seasonal work programmes.
- Link GBV responsive initiatives with other sectors, including women's economic empowerment; food security; and water, sanitation, and hygiene.



PRIORITY AREA: Counselling

- Call on the Regional Working Group on Implementation of Domestic Violence / Family Protection Legislation to endorse the **Regional GBV Counsellor Training Package** with core competencies for GBV counselling that builds a solid foundation for safe, and survivor-centered counselling, and minimum standards that are flexible to meet local needs.
- Commit to national roll out of the counselling curriculum with a clear timeframe and budget for national registry establishment and training/ capacity-strengthening on core competencies across the counselling workforce.
- Support the establishment of GBV counselling minimum core competency accreditation in the region, alongside a range of scholarships to support the strengthening of social services workforce, including feminist psychologists and psychiatrists.

- 4. Commit to strengthening quality assurance in GBV counselling in the region through the development of core competencies for the clinical supervision of GBV counselling and advocating for the development of an accredited course in the region.
- Support the development of crisis counselling that is specialised to the specific needs of children, people with disabilities and LGBTQI communities.
- Strengthen and ensure helplines and other forms of non-face-to-face counselling services are available and accessible, including for girls and boys affected by violence in the home.
- 7. Prioritise an evidence-based review of the Regional GBV Counsellor Training Package/GBV counselling minimum core competencies within two years, to produce a best practice model that supports the provision of counselling services during emergencies and for survivors in all their diversity.





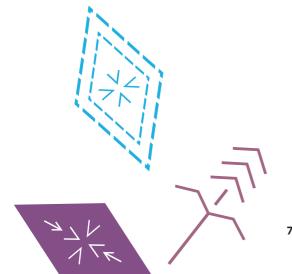
PRIORITY AREA: Access to Social Services

- Strengthen social services and social protection agencies (such as social welfare units, shelters, crisis centres, and helplines/hotlines), to provide all survivors of GBV, including children, with accessible and better coordinated, time sensitive referral and response services with a focus on rural and maritime areas before, during and after times of crisis.
- Work collaboratively with ending violence against children actors to ensure adequate and timely referral and follow up for children in need of care and protection, including in cases of domestic violence.
- Commit to high-level advocacy for the prioritisation and resourcing of safe shelter and accommodation across all countries.
- 4. Commit to strengthening the social sector services by advocating for national shelter standards to govern and regulate shelter services that uphold the highest ethical standards for rightsbased, safe and quality care.
- Engage with organisations of persons with disabilities to integrate national approaches, standards and referral mechanisms that meet the needs of survivors with disabilities.
- Noting the key role of the social services sector in supporting survivors to access police and justice services, strengthen referral methods to justice services, including protection orders.





Regional delegates during panel discussion and sessions. First image (L-R): Ms Teretia Tokam, Coordinator, Kiribati Women and Children Support Centre; Ms 'Ofa Guttenbeil-Likiliki, Director, Women & Children Crisis Centre (WCCC) Tonga; Ms Shamima Ali, Coordinator, Fiji Women's Crisis Centre; and Ms Abigail Erikson, EVAWG Technical Specialist, UN Women Fiji Multi-Country Office. Photo: UN Women/Shazia Usman







PRIORITY AREA: Access to Health Services

- Acknowledge violence against women and girls as a public health issue that requires a comprehensive rights-based health response inclusive of comprehensive sexual and reproductive health services, capacitated health personnel, health protocols, treatment and commodities, and health information management systems.
- 2. Coordinate with ministries of health, civil society organisations (including persons with disabilities, LGBTQI and feminist organisations) and the private sector to establish and validate a regional minimum standard on clinical management of physical and sexual violence and utilise best practice guidelines and standards and a survivor-centered approach, that is both age and abuse specific.

- 3. Prioritise health workers capacity and ability to support GBV cases, including access to justice.
- 4. Ensure that health services are available for women and girls experiencing violence (including mental health) before, during and after emergencies and that the family protection legislation is harmonised with national emergency and natural disaster legislations.
- Amend Pubic Health Acts to approve the Emergency Response Coordination Structure of the Cluster System, including the Gender and Protection Cluster and Gender-Based Violence in Emergencies Sub Cluster, where applicable.
- Strengthen workforce development in areas of mental health and clinical health in response to GBV.



PRIORITY AREA: Access to Safety and Justice Services

Over one million women and girls aged 15 years and over have been subjected to violence from a current or former partner in the previous 12 months in the Pacific. Less than 0.5 percent of these women and girls seek to access the courts and secure a protection order to promote their own or their child's safety.³

Police

- Increase presence of trained, capacitated police offers in urban, rural and maritime areas in order to increase access to protection orders and immediate safety and security.
- Strengthen the capacities of police recruits to provide gender transformative, survivorcentered, age-appropriate responses that facilitate timely protection orders, alongside quality investigations in coordination with social services, health and justice actors.
 - Every police recruit has a dedicated three-day training alongside continued education.
 - At every major police station, establish an officer dedicated to handling cases of sexual offenses.

- c. Convene a dedicated regional symposium to discuss best practices and minimum standards for gender-responsive and survivor-centered police services, including protocols for investigation, protection orders and coordination with health, social services and the justice sector.
- d. Ensure that GBV is a permanent agenda item at the Regional Pacific Islands Commissioners of Police Forum.

Justice

- Call on the Regional Working Group on Implementation of Domestic Violence / Family Protection Legislation, to consider the adoption of any and all recommendations that align with your role advising on the implementation of family protection and domestic violence legislation.
- Continue to ensure all service partners have resources to implement the Family Protection Acts across all Pacific countries, and that survivors of violence can access justice by: (i)





(L-R) Kiribati delegates Ms Teretia Tokam, Coordinator, Kiribati Women and Children Support Centre; and Ms Eretii Timeon, Kiribati Ministry of Health and Medical Services. Photo: UN Women/Shazia Usman



Regional delegates during panel discussion and sessions (L-R): Ms Tarawaniman lamti; SafeNet Kiribati Coordinator, Kiribati Ministry of Women, Youth, Sports and Social Affairs; Ms Reijieli Mawa, Acting Director for Women, Fiji Ministry of Women, Children and Poverty Alleviation; Mr Nashly Vozoto, Chairperson of Solomon Islands CARECOM/Solomon Islands Ministry of Health and Medical Services; and Ms Vaela Devesi, Director for Womens Division, Solomon Islands Ministry for Women, Youth, Community and Family Affairs. Moderator (right) – Ms Doris Puiahi, UN Women Fiji Multi-Country Office based in Solomon Islands. Photo: UN Women/Shazia Usman

applying for a civil protection order; and/or (ii) providing evidence in criminal family violence cases.

- 3. Ensure court officers are sensitised on the barriers and challenges that exist for all women and girls when accessing justice. This includes a targeted focus on women and girls in remote and rural areas.
- Use existing mechanisms such as faith-based organisations, village-based initiatives and community leaders/members to support referrals to formal justice systems under Family Protection Acts.
- Increase the accessibility of justice systems, for example disability inclusive infrastructure and services, age-appropriate rooms separate from adults, child sensitive interviewing, privacy, and remote video and phone options for the hearing of cases.
- 6. Continue to ensure accessible options for survivors to access justice to secure interim and final protection orders and/or provide evidence in criminal family violence cases including via phone, direct email, face to face, through crisis and legal centres, and ensure COVID-19 accessibility gains are not removed post-pandemic.
- Ensure access to quality justice services in in all scenarios, including before, during and after emergencies.
- Ensure critical stakeholders, such as faithbased actors, are positioned across the legal environment on domestic violence and GBV, to ensure women have full access to justice as per national frameworks.





PRIORITY AREA: Data Collection and Monitoring & Evaluation

- Advance the establishment of safe, ethical national GBV administrative data systems in all service areas (including health, justice, safety, social services) as a core component of multisector service delivery in order to collect, store and use data to inform decision-making, enhance accountability, and improve GBV service delivery.
- 2. Ensure that all GBV-related data is disaggregated and upholds the highest standards of safety and ethics, including confidentiality.
- Encourage countries to safely and ethically adopt the use of the Washington Group Short Set Questions in all GBV-related data.
- Commit to strengthen GBV-related data that is disaggregated by sexual orientation, gender identity and sex characteristics.
- 5. Ensure all Pacific countries have recent prevalence data that was collected in

- partnership with civil society organisations and is based on best practice EVAWG data standards and ethics to inform priority-setting, gender-responsive budgeting, and planning exercises.
- 6. Commit to strengthen the evidence-base on how GBV is impacted by natural disasters, climate change and pandemics and use this to inform national budget processes and disaster preparedness and response planning.
- Establish comprehensive monitoring and evaluation frameworks for national Service Delivery Protocols that measure the effectiveness of national coordination, capacities and attitudes of GBV service providers, accessibility and quality of services.
- Commit to fund and build ICT capabilities, and capacities of government and civil society organisations to safely and ethically collect, record and store GBV administrative data.



Launch of Pacific resource: How-To Guide: Developing and Implementing National GBV Multisector Service Delivery Protocols: Lessons from the Pacific. Photo: UN Women/Shazia Usman



Participant List

Regional Ending Violence Against Women and Girls Services Symposium 17-19 August 2022 - Nadi, Fiji

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Laisa Bulatale | Fiji Women's Rights Movement

Nalini Singh | Fiji Women's Rights Movement

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