

In Brief

COMMUNITY-BASED JUSTICE: A MODEL TO ACCELERATE JUSTICE FOR WOMEN, JUSTICE FOR ALL



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COMMUNITY-BASED JUSTICE: A MODEL TO ACCELERATE JUSTICE FOR WOMEN, JUSTICE FOR ALL

This brief has been developed under the 'Enhancing Access to Justice for Women in Asia and the Pacific' Regional Programme, jointly implemented by UN Women, the International Commission of Jurists, and OHCHR, with generous support from the Government of Sweden.

Learn more via asiapacific.unwomen.org/en/focus-areas/governance/womens-access-to-justice

Although legal systems, development status and customs differ throughout the region, the reasons why women do not seek legal remedies are largely the same in every country:

- **Lack of trust** in the formal authorities due to discriminatory attitudes and gender biases perpetuated throughout the justice chain, and the inability to provide timely justice outcomes;
- **Insufficient pathways to justice**, including the lack of enabling environments, centralization of formal justice systems, and legislative frameworks;
- **Lack of legal literacy**, knowledge of rights, and/or empowerment to exercise rights;
- **Lack of trust in impartiality** and, when necessary, confidentiality of community-based mechanisms;
- **Fear of retribution** for seeking justice, including retribution by authorities, the community, and family;
- **Lack of freedom of movement**, including inability to access and engagement with the formal system and its procedures due to location, language, and other barriers;
- **Lack of financial independence** and means to fund justice services, as well as the disproportionate burden as caretakers;
- **Existing social pressure**, including the pressure to conform with gender norms such as being obedient, passive and selfless.³

While some of the listed reasons refer to legal and institutional barriers, many obstacles are of a social nature, linked to gender stereotypes and patriarchal social norms.

COMMUNITY-BASED JUSTICE PILOT MODELS

In 2019, UN Women launched community-based justice pilot models in four countries – Indonesia, Nepal, Philippines and Timor-Leste – to enhance women’s access to justice through strengthening women’s active participation in the co-creation and delivery of gender-responsive and people-centred justice mechanisms.

The pilot models engaged multiple stakeholders, including representatives of grassroots women’s organizations, providers of religious, formal and customary justice, women in the community and the community itself, and adopted a holistic approach through four strategic outputs:

1. Work with women to **increase their legal literacy**;
2. **Enhance the gender responsiveness of community-based justice mechanisms**, strengthen women’s local leadership and establish a platform for coordination;

3. Support women’s rights organizations and women human rights defenders **to advocate and support women’s pursuit of justice**;
4. **Involve whole communities** to change social norms and gender stereotypes to prevent discrimination and promote women as active citizens.

KEY SNAPSHOT

Across all four countries, the pilot models have been recognized by local community members and national partners as a successful approach to enhancing women’s access to and participation in justice systems. The programme has contributed to building more just, inclusive and peaceful societies, in line with Sustainable Development Goal 5 and Goal 16.

INDONESIA:

- Piloted in 10 communities
- Engaged more than 500 community members to effectively collaborate on the co-creation and delivery of community-based and gender-responsive justice mechanisms
- Developed one community-based guidebook to increase women’s access to justice

NEPAL:

- Piloted in 10 communities
- Developed two community-based guidelines to increase women’s access to justice
- Engaged and strengthened the capacity of 890 community-based justice actors
- Led more than 40 community-based exchange dialogues

PHILIPPINES:

- Piloted in nine communities
- Enhanced the legal literacy of 15 prison guards and 52 women prisoners
- Strengthened the knowledge of 123 civil society organizations in the referral of women’s cases
- Engaged more than 700 participants in community-based dialogues

TIMOR-LESTE

- Piloted in 12 municipalities
- Developed and institutionalized a gender-responsive mediation guidelines and case management system
- Trained 51 mediators on the use of the guidelines
- Engaged 5,000 participants in community-based dialogues

3. UN Women, Progress of the World’s Women: In Pursuit of Justice (2012). Available at www.unwomen.org/en/digital-library/publications/2011/7/progress-of-the-world-s-women-in-pursuit-of-justice.

JUSTICE FOR WOMEN, JUSTICE FOR ALL

ADVANCING THE COMMUNITY-BASED JUSTICE MODEL IN ASIA AND THE PACIFIC

INTRODUCTION

Launched in 2018, the programme entitled “Enhancing Access to Justice for Women in Asia and the Pacific” is jointly implemented by UN Women, the International Commission of Jurists, and the Office of the United Nations High Commissioner for Human Rights, with generous support from the Government of Sweden. The programme enhances access to justice for women in formal and community-based justice systems across Asia and the Pacific by putting women and their needs at the centre of justice and enabling timely and meaningful justice outcomes in line with the international human rights framework.

As part of the programme, UN Women, together with grassroots and civil society organizations, community-based justice actors, women human rights defenders, justice providers and local governments have piloted community-based interventions aimed at increasing women’s access to justice and fostering gender-responsive people-centred justice.

The need for gender-responsive people-centred justice is clear. Approximately one in three women have been subjected to physical or sexual violence during their lifetime, and more than half of women have experienced a legal problem in the past two years. Less than 40 per cent of survivors of violence seek help of any kind, and only 5 per cent of reported cases are decided by an authority.¹ Of women who experience a civil legal problem, only 13 per cent turned to an authority to resolve the issue.² Women’s trust in formal justice mechanisms and law enforcement remains low due to entrenched gender biases and discrimination, low likelihood of securing meaningful justice outcomes, as well as hardship experienced throughout the process, including financial hardship.

DEVELOPED BY AND FOR THE COMMUNITY, COMMUNITY-BASED JUSTICE MECHANISMS

Surveys suggest that in many countries, women prefer community-based justice mechanisms. As they are developed and embedded in the community, holistic community-based services are often more accessible for women and common access barriers such as cost and distance are reduced. Developed by and for the community, community-based justice mechanisms aligned with international human rights standards can facilitate better justice journeys for women and are seen as trusted sources of justice-related information and help. Research on what works and how, and the comparison of experiences of community-based justice in different countries are critical to building the evidence base to transform justice systems.

Furthermore, through active citizenship in community-based justice systems, women are enabled to co-design justice pathways and systems that meet women’s justice needs and provide meaningful justice outcomes for women. Active citizenship refers to the participation of people in their local communities and in democracy at all levels, from towns and cities to the national level. Women are often limited in active citizenship – this reality not only prevents women from exercising their rights but also prevents them from shaping the communities they want to live in. To enhance women’s access to justice, gender-responsive legislative frameworks and justice institutions are essential to ensure women can exercise their full citizenship rights and responsibilities to influence community-based, local and national decisions.

1. Global statistics show that about 10 per cent of women victims of violence report the incident to the authorities/police. See www.unwomen.org/en/what-we-do/ending-violence-against-women/facts-and-figures.

2. World Justice Project estimates are based on research in 47 countries, including three priority countries (Nepal, Indonesia and Sri-Lanka). The women in the survey identified the following legal problem; accidental illness and injuries (7 per cent), citizenship and identification (6 per cent), community and natural resources (11 per cent), consumer issues (25 per cent), debt (10 per cent), education (6 per cent), employment (8 per cent), family matters (9 per cent), housing (20 per cent), land issues (9 per cent), law enforcement (1 per cent), money related issues (10 per cent) and public services (13 per cent). See <https://worldjusticeproject.org/news/womens-access-justice-global-snapshot>.

JUSTICE FOR WOMEN, JUSTICE FOR ALL

ADVANCING THE COMMUNITY-BASED JUSTICE MODEL IN INDONESIA

INTRODUCTION

Across 10 villages in Java, Indonesia, the community-based model for justice has been recognized by local community members and national partners as a successful approach to enhancing women's access to, and participation in, justice systems. Since launching the pilot model in 2019, UN Women, in partnership with the Wahid Foundation and local women's groups have **engaged more than 500 community members and relevant actors in effective collaboration on the co-creation and delivery of community-based and gender-responsive justice mechanisms, centred around women's justice needs.**

In connection with the Peace Village initiative,⁴ the pilot strengthened existing community networks through a series of holistic interventions, including **enhancing women's leadership and legal literacy, establishing dialogue and coordination platforms and involving communities at large** to engage in the processes and lead advocacy efforts.

In this context, particular efforts were made to increase women's active engagement to prevent and respond to violence against women and girls through strengthened community-based protection mechanisms for women and girls seeking justice.

STRENGTHENING WOMEN'S LEADERSHIP

The **Peace Village initiative supports women's active citizenship to promote peaceful and resilient communities** that are socially just and gender equal. At the heart of the model are the Pokjas, which are community-based working groups. **Women currently hold 40 per cent of the Pokjas seats, and their presence has ensured the promotion of women's equal participation and active engagement** in community-based protection and prevention mechanisms.

In recognition of the **vital role of women in the Pokjas and at the community level, the initiative involved them as active agents for gender justice** throughout all phases of the pilot.

KNOWLEDGE FOR ACTION

As an initial component of the pilot, a series of training packages were developed to support gender justice and legal literacy trainings for **94 members of Pokjas** (60 women and 34 men), **as well as 451 representatives of grassroots and community-based organizations** (337 women and 114 men) to support them in the delivery of comprehensive community-based gender justice. This included sessions on the following topics:

- **Advocacy strategies** for the promotion and protection of women's human rights.
- **Protection mechanisms** to prevent and respond to violence against women.
- **Women as agents of peace**, and drivers of social cohesion.
- **Gender-responsive** conflict mediation and resolution.
- Application of **national and international human rights standards.**

WHOLE OF COMMUNITY INVOLVEMENT

After receiving the trainings, the two groups led a series of **focus group discussions with more than 500 community members on the justice needs of women.** During the focus group discussions, participants contributed to the co-design and development of community-based guidelines for protection and prevention mechanisms for women and girls seeking justice.

⁴ <https://asiapacific.unwomen.org/en/digital-library/publications/2021/01/peace-villages-women-leading-peace-in-indonesia>

INDONESIA

IN INDONESIA, WOMEN'S ACTIVE CITIZENSHIP IN COMMUNITY-BASED MECHANISMS IS A DRIVING FORCE IN ENHANCING WOMEN'S ACCESS TO JUSTICE AND SUSTAINING PEACE.





COORDINATED AND CATALYTIC EFFORTS

Building on the knowledge obtained during the community-based focus group discussions, **regular exchange platforms were established with the Peace Village working groups and task forces to facilitate dialogues and coordination efforts** among the Pokjas, community leaders, local government legal aid service providers, women-led civil society organizations and the Provincial Integrated Service Centre for the Empowerment of Women and Children.

The establishment of the platforms **led to a formalized agreement between all actors to improve referrals between justice service providers and legal aid** for women seeking justice, and increase women's engagement in community monitoring systems.

As a result of the coordinated and collaborative efforts led by all actors involved, including local women community members, the Guidebook: [Community-Based Monitoring and Evaluation Tools and Systems in Advocating the Rights of Women and Children](#) was developed. The guidebook includes basic paralegal knowledge, referral procedures and formal justice structures, and advocacy strategies for women's human rights. A plain language version was also developed to empower members of the community to protect their families and communities from human rights violations and climate related disasters.



Monitoring and prevention



Legal aid and services framework



Referral guidelines



Formal and informal justice procedures

WOMEN'S RIGHTS ADVOCACY AND MOBILIZATION

The **community-based guidebook and procedures are living documents that are adaptable to the needs and conditions in each village**. They continue to be used at the community level as a tool for advocacy and to mobilize community members and actors.

KEY QUOTES

“

In the past, women in this village had no idea what they should do when they encountered problems, especially violence they experienced at home or at school... I think, now the atmosphere has changed, and women are beginning to have ideas of what they should do as there is a shift in values and they understand there is a sort of support system available, people they could talk about their problems”.

Nyai Fadillah, Female religious leader and teacher of Guluk-Guluk (Peace) Village of Sumenep City, East Java

“

Now, there is a support system for women provided by the women's movement in our village, which was driven by the Wahid Foundation's programme...I think, in general, no change is more significant than the others, yet the most significant of all is efforts and mechanisms to protect women. As women become the driver of change in this village, they caught the attention of the government of all levels, including city, district, and provincial governments”.

Pokja member, East Java

JUSTICE FOR WOMEN, JUSTICE FOR ALL

ADVANCING THE COMMUNITY-BASED JUSTICE MODEL IN NEPAL

INTRODUCTION

In 2019, UN Women launched a justice pilot model to strengthen the capacity of community-based justice actors to facilitate and enhance women's access to justice. The pilot engaged front-line justice providers, including Judicial Committee members, mediators, community-based justice actors and representatives of grassroots women's organizations in 10 local government units (LGUs) across three districts: Sarlahi, Doti and Kailali, in Madhes and Sudurpaschim Provinces. The justice needs of women were placed at the centre while supporting decentralization of justice systems through community-based mechanisms, namely the local Judicial Committees. The pilot model focused on responding to the barriers in access to justice that women face, and it strengthened community-based justice mechanisms to deliver gender-responsive people-centred justice.

Since launching the pilot model, UN Women has led a series of collaborative and holistic interventions in partnership with the Legal Aid and Consultancy Centre, the Village Community Development Center, the Equality Development Centre Nepal and the Dalit Women Rights Forum. The aim was to do the following:

1. **Strengthen capacities** of community-based justice systems to deliver gender-responsive people-centred justice, including for women from marginalized groups.
2. **Foster dialogue** to bridge the gap between formal and community-based justice mechanisms, including through referral pathways.
3. **Empower grassroots and community-based women's organizations** to document, monitor and advocate for gender-responsive justice.

Strengthening gender-responsive justice delivery



Legal standards and procedures



Collection of evidence



Filing of applications for cases



Preparation of victim statements

KNOWLEDGE FOR ACTION

In the initial phase of the pilot, a series of guidelines and materials for training of trainers (ToT) were developed on enabling women's access to justice, and procedures for gender equality and social inclusion (GESI), as follows:

- "Guidelines on Gender Responsive Justice for Informal Justice Actors, 2021".
- "Enhancing Gender-Responsive Justice: User-friendly resource book for Judicial Committees, 2021".

Since the development of the guidelines, all **10 Judicial Committees under the pilot have endorsed and adopted the guidelines and GESI procedures**. High-level acknowledgement has been secured from key government officials, including the Secretary of the Ministry of Women Children and Senior Citizen, regarding the significance of the guidelines for enabling gender-responsive justice at the local level.

Along with developing those resources, **four legal advisors were assigned to the 10 LGUs during the initial pilot phase to provide direct advisory support** and guide the Judicial Committees on legal standards and procedures, as well as international human rights frameworks, including the Convention on the Elimination of All Forms of Discrimination against Women.

ENGAGEMENT

To support the roll out and adoption of gender-responsive procedures, a series of dedicated trainings led by **experts and legal advisors engaged 890 participants (46 Judicial Committee members; 325 mediators; 334 community-based justice actors; and 185 assembly members)** to further strengthen their capacity to deliver gender-responsive people-centred justice to women and marginalized groups.

HIGHLIGHT

Although the target was to distribute the resource book in the 10 Local Government Units (LGU), UN Women led extensive dissemination efforts to ensure it was delivered to all 753 LGUs across the country.

NEPAL

IN NEPAL, FRONT-LINE COMMUNITY-BASED JUSTICE ACTORS ARE KEY AGENTS IN SECURING WOMEN'S ACCESS TO JUSTICE.





FOSTERING DIALOGUE: BRIDGING GAPS

More than 40 community-based exchange dialogues and interaction events were conducted to bridge relationships and foster sharing, learning and coordination between formal and community-based justice actors, and community members, including women justice experts and women seeking justice. The events directly contributed to the following:

- **Establishing a regular exchange platform** among a diverse group of participants, including representatives of the district court, mayors, police, lawyers, women human rights defenders, grassroots women's organizations and community members.
- **Fostering trust** between community members, notably women and members of marginalized groups, and justice actors.
- **Strengthening coordination** and referrals, and bridging gaps between formal and community-based justice actors.

KEY QUOTE



This interaction programme has made me realize the gaps in the mechanism from the perspectives of women and marginalized groups. We are committed to strengthening our system to create conducive environment for women and excluded groups to access justice”.

Chandra Bahadur Kunjeda, member of Judicial Committee, Doti

GRASSROOTS EMPOWERMENT AND MOBILIZATION

In recognition of the vital role of grassroots women's organizations at the community level to enhance women's access to justice, the pilot provided 10 organizations with institutional funding and training on rights-based advocacy, documentation and monitoring.

During the project period, **members of grassroots women's organizations facilitated a total of 277 cases of women's access to justice and services.** The facilitation was provided to

survivors of gender-based violence and discrimination to help them to access Judicial Committee services. The grassroots women's organizations **led exemplary efforts during the COVID-19 pandemic to support women** through regular well-being checks via phone, sharing of COVID-19 prevention messages, and information or direct outreach to service providers.

FROM THE GROUND UP: CATALYTIC IMPACT

The pilot has directly demonstrated the applicability of gender-responsive people-centred justice and contributed to increasing both the quantity and quality of gender-responsive and community-based justice service provision in and beyond the project areas. Key results related to quantity and quality are summarized below.

QUANTITY

- **Capacity of 890 community-based justice actors** was strengthened to deliver gender-responsive people-centred justice.
- The Judicial Committees and other community-based justice systems **facilitated 544 cases brought by women** (406 cases were settled and 138 were referred).
- **Legal counselling was provided to 199 survivors of gender-based violence** – out of which 56 received legal aid, including court representation through legal advisors (of which 26 cases were settled).
- **Sensitization of 43 media persons** (21 women, 22 men) in the project locations on gender-responsive reporting – and 81 national radio episodes were broadcast to raise awareness of the community members on justice/ services for survivors of gender-based violence and vulnerable women, including in the COVID-19 context, reaching 41,94,000 listeners.

QUALITY

- The satisfaction of the community with community-based justice providers **increased by 54 per cent- from 14 per cent** during the baseline survey in October 2019 to 66 per cent in December 2021.
- **Two Judicial Committees received recognition** from the district court and federal government, respectively, for their exemplary work.
- **The allocation of resources increased** for the work of the Judicial Committees, including an approximate increase of \$24,165 for gender-responsive budgeting in project locations.

JUSTICE FOR WOMEN, JUSTICE FOR ALL

ADVANCING THE COMMUNITY-BASED JUSTICE MODEL IN THE PHILIPPINES

INTRODUCTION

In 2020, UN Women launched a justice pilot in nine communities across the Philippines to address the justice barriers faced by women in conflict with the law (WICL). The initiative engaged formal and community-based justice providers, as well as community members and grassroots organizations, to collaborate on the delivery of a holistic, gender-responsive and people-centred approach to justice.

The Philippines has the seventh highest rate of incarcerated women in the world as of 2021, with 16,439 women in prison, approximately 10 per cent of the national prison population.⁵ Women in conflict with the law face a range of hindrances to effective access to justice:

Barrier 1: Gender stereotypes and stigma inhibit women's access to essential services and lead to inequitable treatment by law enforcement officers and the justice sector.

Barrier 2: Many women lack the legal literacy to engage proactively with formal and community-based justice, including encounters with law enforcement, the court system, plea bargaining, sentencing, rehabilitation and alternative dispute resolution.

Barrier 3: Law enforcement, legal, judicial, corrections, and community-based professionals and practitioners often **lack awareness of the gender-based considerations** necessary to deliver effective access to formal and community-based justice and outcomes that will promote women's rehabilitation, community reintegration, prevention of recidivism and attainment of their full rights and potential.

To better respond to the justice barriers faced by women in conflict with the law, and to support formal and community-based justice providers to deliver holistic access to justice, UN Women launched a justice pilot model in nine communities in the Philippines to achieve the following aims:

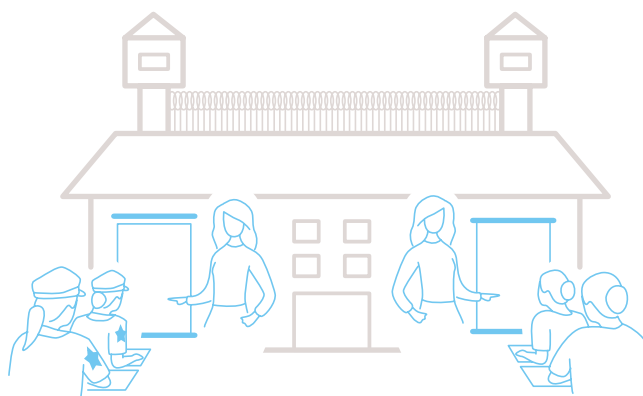
1. **Increase awareness** among women and communities on women's rights to justice, including the rights of women in conflict with the law.
2. **Build the capacity** of women community members to document, monitor, liaise and facilitate interactions with community and formal justice actors.

FROM WITHIN: WOMEN IN PRISON AND JAIL PERSONNEL

In collaboration with local partner, StreetLawPH, UN Women established a partnership with the Bureau of Jail Management and Penology, which enabled direct access to three women's detention facilities in the cities of Cebu, Mandaue and Lapu-Lapu.

Through the partnership, jail personnel and women deprived of liberty were engaged in a six-month course on national laws and policies for the protection of the rights of women in conflict with the law. These trainings have **supported 15 jail wardens/personnel** to directly address the needs of women detainees using gender-responsive and human rights-based approaches, and it **enabled 52 women deprived of liberty to serve as paralegal aides** to assist their fellow women detainees in documenting cases and seeking social or legal services.

The model and its capacity-building efforts have been recognized by jail authorities and other actors in the formal justice system, including judges and public attorneys, and civil society organizations.



HIGHLIGHT

The women paralegal aides trained under the programme have directly contributed to the release of a woman through a successful plea bargain and the release of a pregnant 15 year old who had been charged with drug-related offenses.

⁵ www.prisonstudies.org/country/philippines

PHILIPPINES

**IN THE PHILIPPINES, A GENDER-RESPONSIVE
COMMUNITY-BASED PARALEGAL SYSTEM IS
CENTRAL TO ADDRESSING THE JUSTICE BARRIERS
FACED BY WOMEN IN CONFLICT WITH THE LAW.**





PREVENTION AND BEYOND: COMMUNITY PARALEGALS

UN Women partnered with the Partnership of Philippine Support Service Agencies (PHILSSA) to **deliver a series of paralegal trainings for 123 civil society organizations and 765 community leaders** to equip them with skills and knowledge to facilitate the documentation and referral of cases.



Support referrals to local district courts



Legal assistance to women in conflict with the law



Support reintegration and rehabilitation

Legal clinics were established in all nine communities, which were supported by paralegal volunteers. The legal clinics provide the necessary space for paralegals to discuss complex cases with facilitators or receive technical assistance on justice procedures.

COMMUNITY MOBILIZATION

Under the initiative, paralegals and community leaders **engaged more than 700 participants in community-based dialogues**, including representatives of local women-led civil society organizations, women human rights defenders, governments, justice actors and community members, to share and collaborate on gender-responsive people-centred justice solutions to address the barriers faced by women in conflict with the law.

Community-based initiatives have been central to creating social, normative and policy change, and they enabled paralegal volunteers and community leaders to develop a community-based, gender-responsive paralegal system for early intervention, prevention of crime and provision of assistance to women in conflict with the law.

WOMEN'S RIGHTS ADVOCACY

The project engaged women's groups, women human rights defenders and policymakers in specialized advocacy trainings to address abuse, discrimination, stigmatization and marginalization of women in conflict with the law and increase national awareness on the need for a national policy agenda concerning women in conflict with the law. The project offered training on the following topics:

- **Evidence-based and gender-responsive advocacy** for prevention of incarceration.
- **Gender-based discrimination** pre-, during, and post incarceration.
- **Non-custodial and restorative** justice measures for women.

KEY QUOTES



This project is such a big help for us who has this for advocacy – VAWC (violence against women and children) and protection of children. It is important because we have the duty not only to inform them of their human rights but also to make these rights accessible to them”.

Gender and Development Focal Point of Barangay Commonwealth in Quezon City



This project will have such a huge impact because our barangay lacks mechanisms to assist (women). We do not have a VAWC desk, and many do not know their rights. Now that we have conducted sessions on women's rights, the impact is significant”.

Secretary of the Women's Council of Barangay 5-A of Davao City

JUSTICE FOR WOMEN, JUSTICE FOR ALL

ADVANCING THE COMMUNITY-BASED JUSTICE MODEL IN TIMOR-LESTE

INTRODUCTION

In 2020, under the Ministry of the Interior, the National Directorate on Community Conflict Prevention (DNPCC), in partnership UN Women, launched an initiative to strengthen national and community-based commitment to promote gender-responsive mediation for conflict prevention and resolution. The joint initiative has contributed to the development and institutionalization of a gender-responsive mediation guideline and case management system within DNPCC, which serves as a pilot to be adopted in mediation efforts led across different line ministries and civil society organizations in Timor-Leste.

UN Women signed a partner agreement with the the Secretariat of State for Civil Protection, which heads the National Directorate on Community Conflict Prevention (DNPCC) under the Ministry of the Interior, to improve access to justice for women through holistic and integrated gender-responsive mediation efforts, in line with the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). The project included the following phases:

Phase I: Development of gender-responsive mediation guidelines and case management system.

Phase II: Institutionalization of the gender-responsive mediation guidelines and case management system through the DNPCC, and support capacity development of the DNPCC mediators and coordinators across 13 municipalities.

Phase III: Increasing awareness and use of the gender-responsive mediation guidelines and case management system at national and community levels.

KNOWLEDGE FOR ACTION

As an initial phase of the pilot, UN Women supported DNPCC to develop gender-responsive mediation guidelines, which serve to increase the knowledge of mediators and their capacity to deliver.

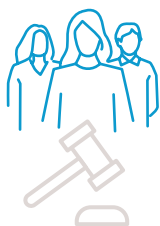
The guidelines serve to support mediators to engage women and other community members to resolve conflicts in a timely and cost-effective manner, restore balance to the community, and promote non-violent conflict resolution.

The following are the key components of the guidelines:

1. **The role of the DNPCC in mediation efforts.**
2. **Mediation skills** and the key principles of gender-responsive mediation.
3. **Detailed workflow** of the DNPCC mediation processes.

The gender-responsive mediation guidelines and case management system **were recognized as a successful approach to conflict prevention and resolution at the national level and were subsequently adopted through ministerial decree No. 47/2020 in October 2020.**⁶

Strengthening gender-responsive mediation



Community-based justice mechanisms



Municipality and national levels



Gender-responsive mediation

HIGHLIGHT

A key component the case management system enables more women to participate in mediation processes and recognizes the roles of DNPCC as a main body for conflict prevention and resolution.

⁶ <http://timor-leste.gov.tl/?p=29800&lang=en&lang=en>.

TIMOR-LESTE

IN TIMOR-LESTE, GENDER-RESPONSIVE ALTERNATIVE DISPUTE RESOLUTION HAS A CRUCIAL ROLE IN ACCELERATING JUSTICE FOR WOMEN.





LEADERSHIP AND COORDINATION

Following the adoption of the decree, increased efforts were made to institutionalize the gender-responsive mediation guidelines and case management system for mediators through a **training series for 51 mediators and coordinators under DNPCC**.

Extensive efforts under the pilot aimed to implement and institutionalize the decree and work towards the adoption and institutionalization of the gender-responsive mediation guidelines in all mediation efforts **in collaboration with seven line ministries and one national CSO**, including the Ministry of Interior, the Ministry of Social Solidarity, the Ministry of Justice, the Ministry of State Administration, the Public Defender's Office, the Ombudsman for Human Rights and Justice, the National Police of Timor-Leste and the organization 'Belun'.

COMMUNITY MOBILIZATION

After receiving the training on the gender-responsive mediation guidelines, **six DNPCC coordinators were selected as facilitators to roll out the guidelines nationwide**. The initial roll-out **engaged 135 participants**, including representatives of village councils, community leaders, mediators and practitioners at the local level, to strengthen their knowledge and capacity to use the guidelines at a community level.

Further efforts were made to conduct awareness raising sessions for community members, specifically women and marginalized groups, and **the sessions reached more than 5,000 participants**.

KEY QUOTES

“

We need to be proud that now in Timor-Leste women represent 49 per cent of mediators in all seven governmental institutions and civil society organizations, including Belun, who have been working in the Alternative Disputes Resolution, particularly mediation”.

Evelyn, Mediator from National Directorate for Community Conflict Prevention

“

Mediation efforts involve community leaders to assist the mediation processes in order to gauge progress made between parties”.

Jenny Soares, Mediator from National Directorate for Community Conflict Prevention

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JUSTICE FOR WOMEN, JUSTICE FOR ALL**