

# Domestic violence: Support services



**Study on 'Collection of methods, tools and good practices in the field of domestic violence (area D of Beijing Platform for Action)'**

## Support services

**SUPPORT SERVICES: METHODS AND TOOLS**

Support services dealing with domestic violence are specialised organisations or units within general services that provide help to the victims of violence, usually women and their children. They help them escape from violence; seek protection and justice; and recover from traumatic experiences. Options include listening advice; advocacy; shelter; self-help; counselling; protection and prosecution; and access to justice. They were initiated in the 1970s by women's NGOs and are now internationally recognised as key resources for domestic violence victims. These are now spread in almost all EU-27 and Croatia.

Since the end of the 1980s, the work with perpetrators ('rooted in women's safety and domestic violence prevention') has increasingly become recognised as a key component of support services.

They both belong to tertiary prevention measures, aimed at avoiding further victimisation and lethal violence.

**VICTIM SUPPORT SERVICES: METHODS AND TOOLS PROVISION AND IMPLEMENTATION**

The results of the study indicate that 83% of EU-27 and Croatia included victim support service methods and tools in relation to domestic violence in their national action plans; and 42% in national legal provisions. Regarding both sources, they are present in almost all countries (90%) at both the programming and implementation levels. In almost three quarters of EU-27 and Croatia (71%) national and/or local standards for victims' support services are also available.

A total number of 254 examples of implemented victim support service methods and tools were collected all over the EU-27 and Croatia and will be available on EIGE's website. Of these:

- 61% have a national coverage, while 39% are implemented at the regional level;
- 54% are promoted by NGOs, while 44% by governmental bodies or statutory agencies, and 2% by other actors.

About half (49%) of the collected methods and tools focus on victims, mostly women and children, but also families, couples, and victims and perpetrators separately. The majority of support services include counselling, mentoring or coaching programmes, legal aid provisions, electronic devices for protection and other safety measures, employment tools and methods supporting the victims' access to labor market.

About one third (32%) of the collected methods and tools represents different models of direct services.

**ABOUT THE STUDY**

The European Institute for Gender Equality – EIGE commissioned the study on 'Collection of methods, tools and good practices in the field of domestic violence (area D of Beijing Platform for Action)' in order to identify, collect and systematise the resources and information on looking in dealing with domestic violence, awareness raising and victims' support services; identify gaps and needs; and provide recommendations for further development. The study was carried out by IRI – Istituto per la Ricerca Sociale in partnership with the Gender Studies, Equality and Equal opportunities Interdisciplinary Observatory (IGIO) through a network of country experts in the 27 Member States and Croatia. More information and references about the study are available at <http://eige.europa.eu/observatory/activities/gender-based-violence>.

Related publications:

[Domestic Violence: Awareness raising](#)

[Training on prevention of domestic violence](#)

[EIGE's database with support services methods and tools on prevention and protection from domestic violence](#)

[EIGE's work on Domestic Violence](#)

## Downloads



**EIGE GOOD PRACTICES SUPPORT SERVICES Domestic Violence**

EN (PDF, 331.59 KB)

# Metadata

AREAS: Gender-based violence