



Ensuring the right to support for victims of violence and abuse

Overcoming barriers to support services as part of an aid continuum: professional helplines and specialised services of the Centres for Generic Social Work (CAW) in Flanders, Belgium

Who we are



Feiten

Facts

1712



BIJ VRAGEN OVER GEWELD

Frontdesk. Online & telephone services

- For everyone with questions about violence, abuse and child abuse
- Free - anonymous - delivered by professionals
- For victims, witnesses / bystanders or people who commit acts of violence
- Emotional support, information and advice & referral to specialised services
- Cooperation between the 'Generic Social Work Centres' (CAW) and 'Confidential Centres for Child Abuse' (Vertrouwenscentra Kindermishandeling)

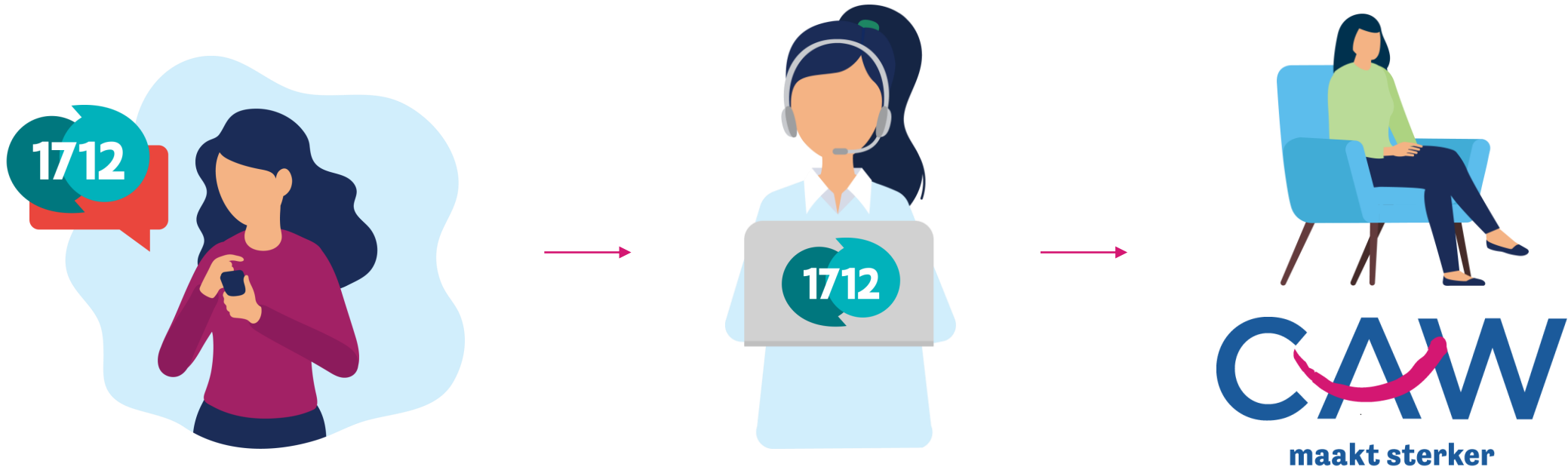
1712



Persona
Charlotte (35 years)

1712

Client journey



VLOCO

Vlaams Ondersteuningscentrum Ouderenmis(be)handeling

Tasks

- Support line
 - Only professionals
 - Only abuse of older adults
 - Source of: information - support - referral
 - For free - anonymous
- Other tasks:
 - Developing tools
 - Training professionals
 - Increasing awareness

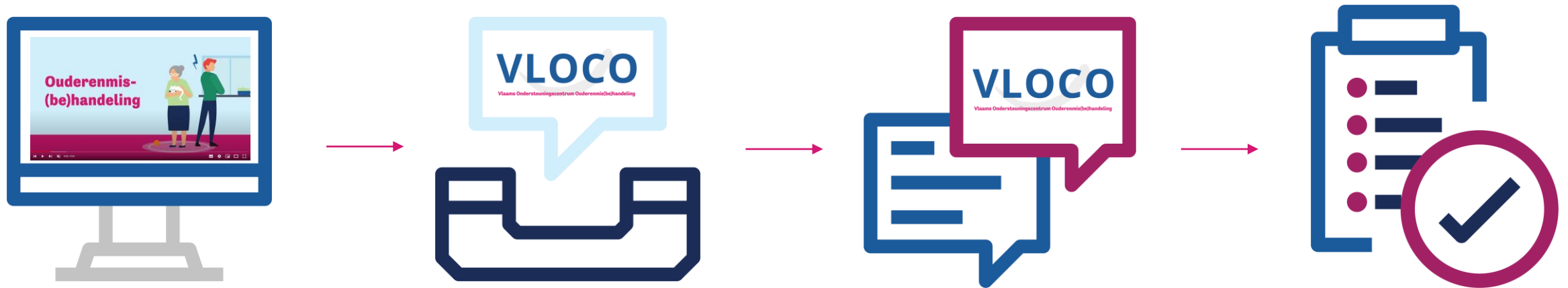
Persona

Robert (75 years)



- Lives at home with son and daughter-in-law
- Donated his house
- Stays in his room all day
- Big room: a bed, a table, 1 chair, a fridge
- Eats alone
- Shabby clothes - no care products
- Often stays home alone for a week at a time

Client journey



CAW



maakt sterker

CAW – Generic Social Work Centres

Frontdesk

- For everyone
- For a broad range of problems: personal, relationships, divorce, violence,
- Different ways of contact
- For free

Backoffice

- Several support and counseling services
- Diverse expertise: divorce, domestic violence, victim support, ...
- Voluntary help => high-impact help
- For individuals or couples
- For free



Persona
Charlotte (35 years)

Client journey



Our foundations

1. Basic principles: what is it or not?
2. GOALS in case of situational violence and instrumental aggression

Our foundations

- ✓ The relationship between the parties is the centre of attention
- ✓ Neutral
- ✓ Accessible
- ✓ Engaged attitude from the care provider (proactive)
- ✓ Increase the perception of safety of the parties involved
- ✓ Demand-driven
- ✓ Support line

- ✗ Polarised perspective between perpetrator-victim
- ✗ Choosing sides
- ✗ Barriers and strict conditions
- ✗ Passive attitude from the care provider (reactive)
- ✗ Safeguarding of the victim
- ✗ Supply-driven
- ✗ Snitch line

Our foundations

GOALS in case of **situational violence**

- Stopping the violence
- Understanding individual needs
- Understanding relational dynamics
- Looking for other ways of dealing with stress
- Working with clients to increase their awareness of how to express individual needs and frustrations

When (young) children are involved

- raising awareness of the harmful effects on the emotional development of the children
- Empowering the parents

Our foundations

GOALS in case of **instrumental aggression** - **VICTIM SUPPORT**

- Install safety
- Focus on emotionally dealing with the experiences
- Focus on dealing with concerns about the children, financial and material issues,

When (young) children are involved

- Raising awareness of the harmful effects on the emotional development of the children
- Empowering the parents



Wrap up

- Accessible & professional
- Diverse support services
- Complementary working
- Multi-sided partisanship
- Systemic approach - context-oriented



Q&A

- Similar vision?
- Approach to domestic violence?
- Good practices?

Figures for the 11 Centers for Generic Social Work (CAW) in Flanders (Belgium) in 2022



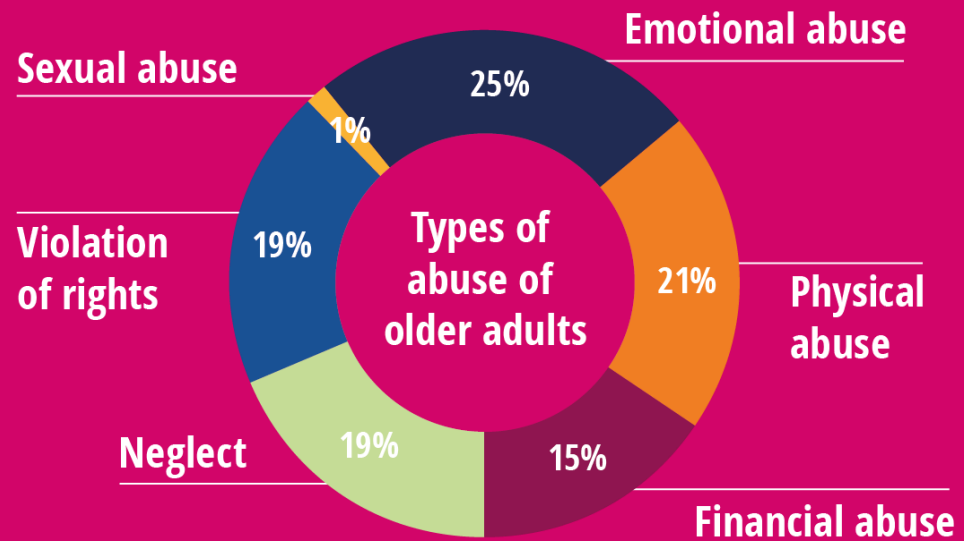
7,152
(help) requests regarding
DOMESTIC VIOLENCE

1,471
OUTPATIENT CARE
PROGRAMS for **2,122 CLIENTS**

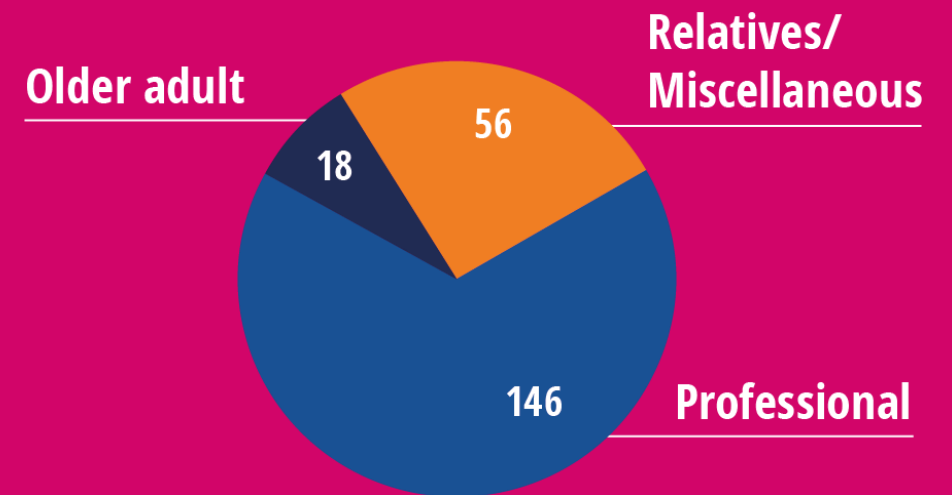


353
CARE PROGRAMS
in a (safe) shelter
for **690 CLIENTS**

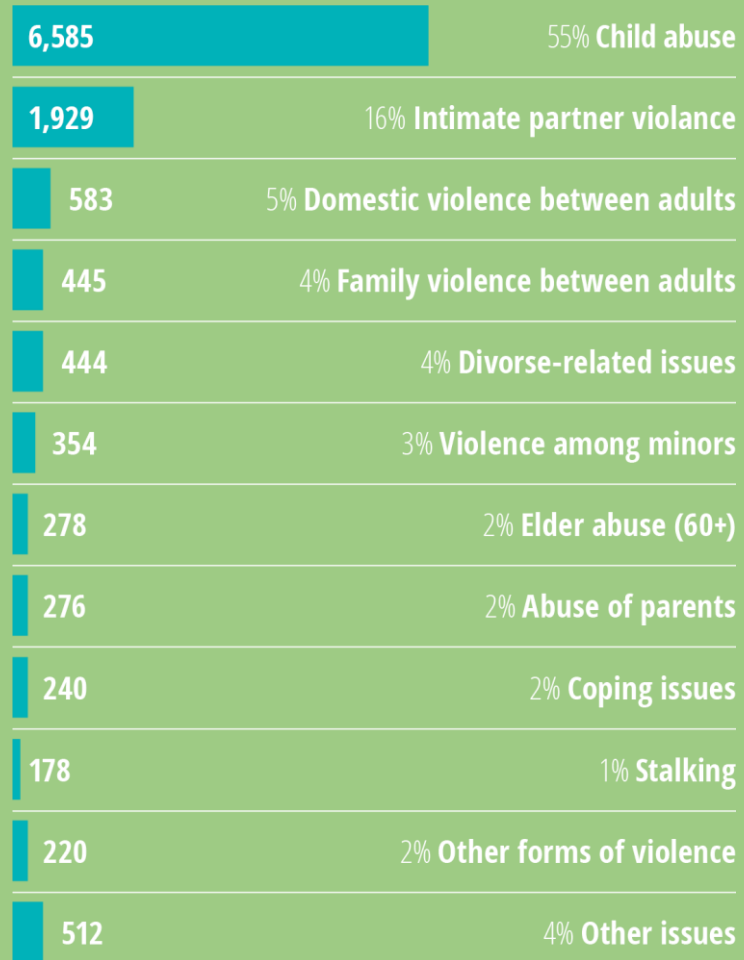
242 situations of abuse or mistreatment of older persons (60+) in 2022



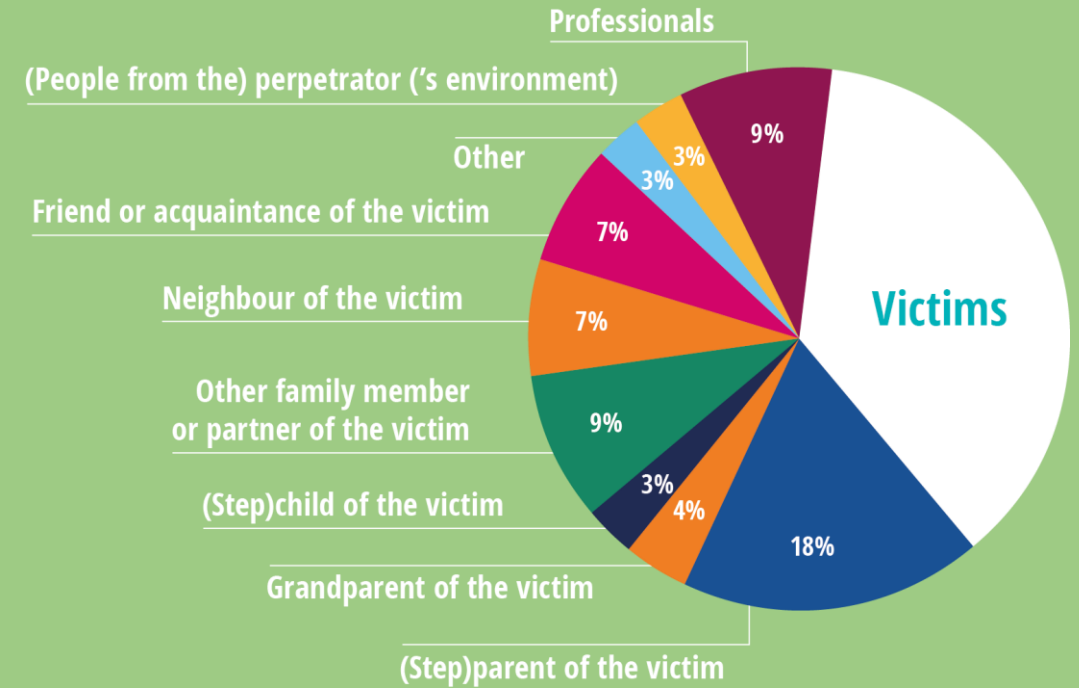
Who contacts VLOCO?



Major violence issues



Who contacts 1712?



Thank you for listening to us!

Get to know us better on www.caw.be



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