

ANNUAL REPORT

National Network
to End Violence
Against Women and
Domestic Violence

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Introduction

In 2021, the National Network continued to develop continuously and to be recognized as a serious partner by both national and international foundations, bodies and institutions. In 2021, we continued with the implementation of the already started multi-year projects.

"On the Road to the EU: Ending Violence against Women in Republic of Macedonia" aimed at improving the dialogue with decision-makers to enhance the legal framework and the system for protection and support of women from all forms of violence, as well as increased participation and visibility of women's organizations in the EU accession process with improved access to relevant data on the various forms of gender-based violence. The project is supported by the Swedish foundation Kvinna till Kvinna, who have been supporting the work of the National Network since 2015.

"Institutionalizing Quality Rehabilitation and Integration Services for Violence Survivors" aimed at improving the quality of services rehabilitation and reintegration services for women who have survived gender-based and domestic violence. The project includes activities to support women victims to leave the violent environment and achieve greater independence; preparation of draft documents for the promotion of secondary legislation and local programs to support victims; improved skills of service providers working with women victims and a strengthened and formalized regional network for tackling violence against women in line with EU standards. The project is implemented in partnership with 6 organizations from the Western Balkans: Autonomous Women's Center (Serbia), Kosovo Women's Network (Kosovo), Foundation United Women (BiH), Women's Rights Center (Montenegro), Albania Women Empowerment Network and Gender Alliance for Development Center (Albania), and is supported by the Austrian Development Agency (ADA).

"Support the establishment and strengthening of regional platforms of civil society organizations" aimed at strengthening the women's voice, including women's organizations that work with and represent women from vulnerable and marginalized groups, at the regional level. Through this project, the capacities of women's organizations are strengthened as a means of supporting women's civic engagement in monitoring and reporting on the Istanbul Convention and the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). The platform is managed by the Women Against Violence Europe (WAVE) in partnership with 7 women's organizations from Albania, Kosovo, Turkey, Kosovo, Montenegro, Bosnia and Herzegovina, Serbia and North Macedonia, and is financially supported by UN WOMEN.

"Housing for women victims of domestic violence who have left the violent environment" with the goal to develop a comprehensive system for reintegration and rehabilitation of women and children victims of violence that will enable them to leave the violent environment, as well as psychological support and economic strengthening in the direction of independence and full integration into society of women victims of violence without the risk of them returning to the violent environment. Specific goals of the project are: to encourage women to report violence by providing comprehensive support for reintegration and rehabilitation; to reduce the risk of homelessness by providing temporary housing to women and children victims of domestic violence who have left the violent environment and who are in no possession of own homes; to reduce the risk of future violence through economic and psychological strengthening of women victims and their independence and full integration as active members of society. The project is supported by the City of Skopje.

"Establishment of National Helpline for Positive Parenting Counselling" with the purpose to provide support to parents and other persons who participate in the process of raising children in solving the dilemmas and challenges they face daily. The project is financially supported by UNICEF.

"Counseling Centers for Women and Children Victims of Gender-Based and Domestic Violence" aimed at improving access to specialized services for women and children victims of gender-based and domestic violence through the establishment of two counseling centers for help and support on the territory of the City of Skopje and Tetovo and providing a comprehensive set of services that would help victims overcome the consequences of violence, thereby preventing future violence. This project is supported by the Balkan Trust for Democracy, a project of the German Marshall Fund of the United States and the Royal Norwegian Embassy in Belgrade.

"A Different Discourse for a Better Reality; the Media in the Fight against Gender-Based Violence - Strengthening Media Literacy on GBV", which aims to contribute to providing relevant knowledge on topics related to violence against women and gender-based violence among journalists, reporters, editors, etc. (media professionals), and to influence the importance of prevention and reduction of gender-based violence by strengthening the capacities of media professionals for appropriate presentation of these topics in the media. This project is implemented by HOPS – Healthy Options Project Skopje, in partnership with Coalition "Margini" and the National Network to End Violence against Women and Domestic Violence, within the framework of the Regional Program of the European Union and UN Women "Prevention of Violence against Women" and Girls: Implementing Norms – Changing Minds."

"Advocacy and expert level dialogue with Government and Parliament to amend existing legislation in the field of gender based violence and discrimination", the purpose of which is to establish cooperation and support with the Ministry of Labor and Social Policy, as well as with other relevant actors for harmonization of the legislation with the provisions of the Istanbul Convention, which is implemented in partnership with UN Women Skopje, and is financially supported by the European Union. The project was implemented by the Center for Research and Policy Making and the National Network to End Violence Against Women and Domestic Violence.



The Network's Impact on National Policies

Basic survey on the satisfaction of women victims of GBV and DV as beneficiaries of services in the CSW

During 2020r. National **Network published a “Basic Survey on the Satisfaction of Women Victims of Gender-Based Violence and Domestic Violence as Beneficiaries of the Services in the Centres for Social Work”.**



The survey was based on data collected in the period May – November 2020 and included 10 local Centres for Social Work (CSWs) and 68 beneficiaries (women victims of GBV and DV.) Additionally, the survey included 8 different specialized services run by WCSOs where these women received help.

The aim of the survey was to assess the satisfaction of women victims of violence as users of general and specialized services, with a focus on services provided by CSWs at the local level.

The conclusions of the survey indicate that local CSWs have several shortcomings in their actions, which resulted in poor protection of those who sought help and low satisfaction with the services received. Namely, CSWs usually did not make an adequate risk assessment, nor did they develop individual work plans for working with the users. The treatment

was generally the same or similar for most users, i.e. the individual approach was not applied to each woman with a focus on her specific needs. Due to the inadequate assessment and the lack of an individual work plan, the next steps in providing support for the users were inappropriate and not timely.

The study provides several recommendations for improving the work of the Centers for Social Work in North Macedonia, which should be in accordance with the provisions of the Istanbul Convention and the Law on Prevention and Protection from Violence against Women and Domestic Violence.

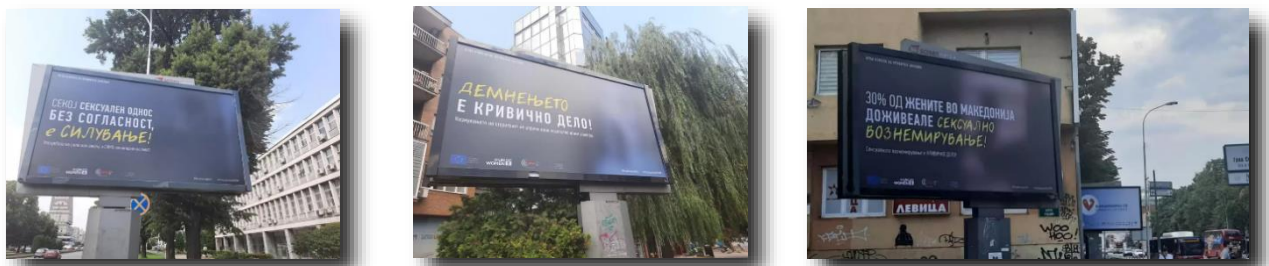
The recommendations generally refer to the increase of human resources in social work centers, their regular and continuous upgrading through trainings on relevant topics, especially on forms of violence and reintegration of victims of violence. In addition, the focus must be placed on the individual approach in working with each female victim who seeks help.

The document is available on this [link](#).

Campaign for urgent amendment to the Criminal Code to ensure its compliance with the Istanbul Convention

Half of the women in Macedonia have been victims of intimate partner violence. One in seven women has been a victim of physical or sexual violence, and 60,000 women have been stalked. According to the statistical data from the Ministry of Internal Affairs and the Ministry of Labor and Social Policy, as well as the latest [OSCE survey](#) on the "Well-being and safety of women in the RNM" conducted in 2019, perpetrators of violence are mostly current or former partners. Moreover, according to the same research, a very small percentage of the women victims of gender-based and domestic violence have reported these incidents to the police.

Urgent amendments to the Criminal Code are needed to further regulate existing criminal acts in order to align them with the provisions of the Istanbul Convention and introduce new ones, such as: rape, stalking, psychological violence, sexual harassment, including harassment in digital space. Murder and the recognition of femicide as one of the most serious forms of violence against women is another criminal offence that should be recognized as a separate crime.



With the campaign that we started, we called on the competent institutions and all PMs in the Assembly of RNM to adopt the proposed amendments to the Criminal Code as soon as possible. Namely, we asked for the vocabulary in the CC to be expanded and for gender-based violence to be regulated, as well as for women and girls to be recognized as most affected by gender-based violence. We requested the introduction of new crimes, namely: psychological violence, stalking, female genital mutilation, forced sterilization, sexual harassment, and changes to the basic elements of the crime of rape and introduction of consent as a basic element of the crime.

In addition to interviews with national and local media, three billboards were created and placed at three key locations in the center of the city of Skopje, as well as infographics that were shared on social media. We implemented the campaign in partnership with the Center for Research and Policy Making (CRPM).

Analysis of the legislation related to health care of women victims of gender-based violence

Convention (2018-2023), the Ministry of Health is obliged to make amendments to the Law on Health Care and the Law on Patient Protection in order to harmonize these laws with the provisions of the Convention ratified in 2017. These activities were planned for 2018, however, they have not yet been fully implemented.

Анализа на законската регулатива поврзана со здравствената заштита на жртвите на родово базирано насилство

During 2021g. the team of the National Network conducted a gender analysis of the legislation related to the health care of women victims of gender-based and domestic violence. The Law on Health Care, the Law on Patient Protection and the Law on Health Insurance were analyzed, as well as the National Annual Public Health Programs and 7 prevention programs that are relevant for women victims of gender-based and domestic violence for the period 2019,

2020 and 2021.

The main conclusion of this analysis is that prevention programs do not represent women victims of gender-based and domestic violence as a specific category in the groups of citizens to whom the programs are adopted.

The findings and recommendations from the analysis were presented on 23.09.2021 through the ZOOM platform. The presentation was followed by representatives from the Ministry of Health, Institute of Public Health, Clinic of Psychiatry – Skopje, Referral Center for Victims of Sexual Violence, Institute for Mental Health of Children and Youth, Center for addiction, Faculty of Medicine and Institute for Maternal and Child Protection.

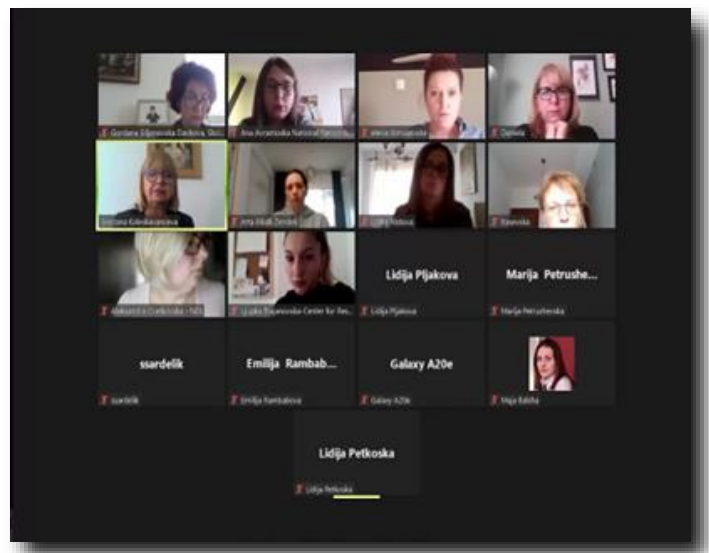
The document is available in Macedonian on this [link](#).

Work meeting with the Women Parliamentarians Club at the Assembly of R. North Macedonia

The purpose of the meeting was to present the document prepared by the Network's team, which included a proposal for amendments to the text of the proposal for amendments to the Criminal Code, prepared by the Ministry of Justice, and adopted by the Government of RNM at the end of July 2021. The proposed text of the Criminal Code was prepared by a working group in which representatives from women's civil society organizations were not invited and did not participate.

After the detailed presentation of the proposed amendments, as well as the position of civil society organizations on the improvement of the protection of women victims of gender-based and domestic violence, the attending parliamentarians agreed that improvement and addition of the proposed amendments to the Criminal Code is needed and necessary.

At the end of the meeting, on the proposal of the President of the Commission for Equal Opportunities for Men and Women at the Assembly of the Republic of North Macedonia, Professor Gordana Siljanovska agreed that the Commission should schedule a public debate on the proposed amendments by civil associations and invite all relevant stakeholders.



The document with the proposed amendments to the Criminal Code can be found [here](#).

Work meeting with the candidates for mayors and councilors in the Municipality of Bitola – NGO Semper

On October 12th, 2021. within the process of subgranting local women's organizations, WCSO Semper – Bitola organized a work meeting with the candidates for mayors and councilors in the Municipality of Bitola. The findings, conclusions, and recommendations from the Assessment of the needs of women victims of violence who left the violent surroundings in Bitola and the surrounding settlements were presented at the meeting.



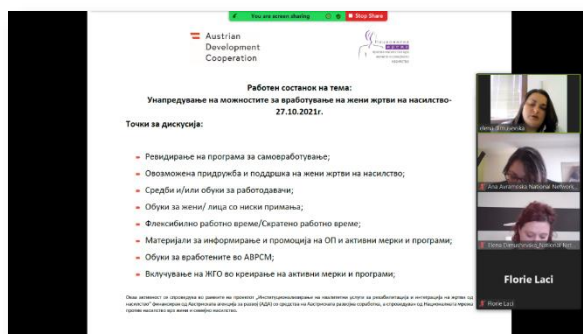
The findings show that economic dependence from the abuser and lack of housing are the main reasons why women do not leave the violent environment.

The recommendations clearly indicate the need for local services for the reintegration and rehabilitation of women victims who have survived some form of violence, especially in terms of housing, employment, and financial support.

Employment opportunities for women victims – Work meeting with EANM, MLSP and UNDP

During October 2021, The National Network organized a work meeting with representatives of the Employment Agency of R. of North Macedonia, the Ministry of Labor and Social Policy, and the United Nations Development Program (UNDP), where we discussed recommendations for improving employment opportunities for women victims of gender-based and domestic violence.

The recommendations discussed are part of the analysis “Recommendations for improving the employment opportunities of women victims of violence” prepared by the National Network in 2020, within the project “Assistance and support to victims of domestic violence in the post-crisis period” supported by the Government of R. North Macedonia. What is crucial regarding the recommendations is the need to revise the Operational plans for active measures and employment programs where appropriate programs should be created in accordance with the specific needs of this particularly vulnerable category. Namely, it is necessary to revise the self-employment program, provide training for low-income women, as well as training of employers who will employ women victims of violence, introduction of flexible working hours in the workplace, etc.



“Second Report on the Progress of the Republic of North Macedonia in the implementation of the activities foreseen in the National Action Plan (2018-2023) for the Implementation of the Istanbul Convention” prepared

On November 11, 2021, a presentation of the findings of **the Second Report on the progress of the Republic of North Macedonia in the implementation of the activities foreseen in the National Action Plan (2018-2023) for the Implementation of the Istanbul Convention** was held through the ZOOM platform. The report is a continuation of the previous biennial report, and covers the period from November 2020 to May 31, 2021. The main findings from the conducted monitoring are that changes are slow, that is, the majority of the received answers refer to activities that were already implemented in the previous period that was covered by the first report.



This report also covered the activities carried out by the Local Self-Government Units in the Prevention section for the period from the adoption of the NAP in October 2018 until May 2021. The general conclusions were that a large number of municipalities did not show interest in this issue and did not respond at all to the sent request for access to public information. At the local level, the processes take place at an even slower pace. Another worrying fact is that the majority of municipalities that did not respond to our

requests or gave their answers with a short NO are municipalities that cover rural areas in the State.

The main recommendation from this Report remains the same as in the First Report - **URGENT revision of the NAP**, given that after almost 3 years, the deadlines for realization of all planned activities have been.

Work meeting with the Mayor of the Municipality of Prilep, as well as representatives of the Municipal Council – ZGI Klea

In November 2021, as part of the process of subgranting local women's organizations, ZGI Klea organized a work meeting with the Mayor of Prilep, Borce Jovceski, shortly after the local elections and the election of a new mayor. The meeting was also attended by the President of the Municipal



Council, Dejan Prodanoski, as well as most members of the Municipal Council and the Commission for Equal Opportunities for Women and Men. Additionally, the local institutions were included with representatives from the PI Center for Social Work – Prilep, the Employment Center in Prilep and local civil society organizations. Namely, ZGI Klea worked locally in Prilep and surrounding places, and prepared an analysis of the needs of women victims of violence who left the violent environment, which was presented at the work meeting. Apart from the findings and conclusions from the analysis, the recommendations

defined for the Municipality of Prilep were presented, as well as the obligations of the local self-government arising from the Law on Protection and Prevention of Violence against Women and Domestic Violence. The recommendations emphasize the need to establish local services for reintegration and rehabilitation of victims, in order to end the cycle of violence and prevent future violence, but also to prevent the risks of poverty and homelessness to victims and their children.

Work meeting with the Council and the Commission for Equal Opportunities of the Municipality of Strumica



As part of the process of subgranting local women's organizations, our member Sky Plus from Strumica organized a work meeting with the Council of the Municipality of Strumica and the Commission for Equal Opportunities, where they presented the findings and recommendations of the analysis on the needs of women victims of violence in Strumica. The meeting took place in December 2021, during the 16 days of activism global campaign. The participants in the work meeting got acquainted with the factual situation with gender-based and domestic violence in Strumica and the surrounding settlements, as well as with the specific needs

of women after leaving the violent environment. They also discussed about the responsibilities of the local self-government in establishing and sustainability of local services for reintegration and protection of women victims of violence. Representatives of the Council and the Equal Opportunities Commission in Strumica reaffirmed their commitment to improving the situation of violence at the local level and stated that they would provide financial support for housing women victims of violence after leaving the shelter, as well as support for counseling for women and children victims of violence. Additionally, the Municipality of Strumica continues with the financial support of the shelter for women and children victims of violence as the previous year.

Thematic Report “Whom is the internet a safe place for? Gender-based violence in the digital space”



As part of the program to increase access to information on gender-based violence by conducting analysis and research, the thematic report "Whom is the Internet a safe place for? Gender-based violence in the digital space" was prepared by young researchers Neda Petkovska and Vaska Leshkoska. The growing interest in improving the knowledge among the general population about violence against women and all its forms was confirmed by the large number of applications that arrived after the opening of the call for young researchers to prepare thematic reports on issues related to violence against women. The topic of online gender-

based violence is very little covered by the researches and analyzes carried out by civil society organizations in our country, and this is precisely why this topic proposed by the team of young researchers was chosen. The report includes an analysis of the situations related to online gender-based violence and the need for amendments and additions to the legal framework, as a basis for improving the system of protection and punishment of perpetrators. Particular attention is paid to the "Public Room" case through a detailed presentation of all events and reports over a period of one year. Positive practices from other countries in the region and Europe, as well as final conclusions and recommendations for improvement are covered in the third part of this report.

The key findings show that international standards do not set an explicit legal basis for online gender-based violence, although it exists and is defined in more recent regulations, such as the Istanbul Convention and the general Recommendation 35 of CEDAW. At the European level, the problem of online gender-based violence is a hot topic, and good practices mostly come from activists for women's and human rights, scientific research and the civil sector.

You can find the entire report at the following [link](#).

Public Debate on the proposed amendments to the Criminal Code

On December 15, 2022, the fifth session of the Commission for Equal Opportunities for Men and Women was held, at which a public debate on the proposed amendments to the Criminal Code was scheduled as the only item on the agenda. The speakers at the public debate were the Minister



of Justice Bojan Maricic, the Executive Director of the Center for Research and Policy Making Marija Risteska and Ana Avramoska Nushkova, project coordinator and legal expert from the National Network to Ennf Violence against Women and Domestic Violence.

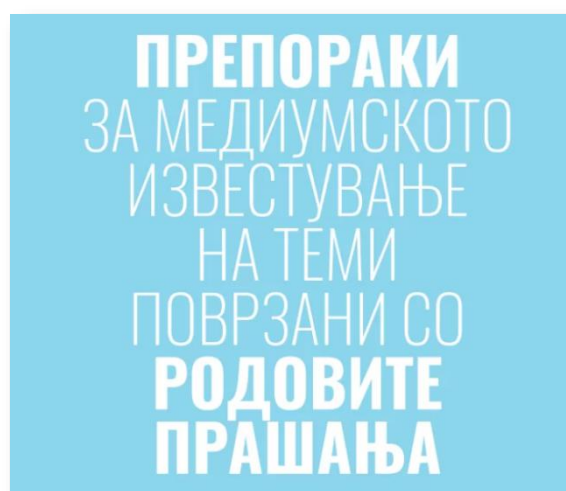
The debate began with the presentation of the proposed amendments by the Minister of Justice, which are aimed at harmonizing the Criminal Code with the provisions of the Istanbul Convention. The representative from the National Network presented the proposed amendments to the Criminal Code, prepared by the National Network and the Platform for Gender Equality, in the direction of improving the protection of victims of gender-based and domestic violence in the criminal justice area.

At the session itself, Academician Vlado Kambovski, who was part of the working group that worked on the preparation of amendments to the CC, addressed the attendees and expressed agreement that some of the proposed amendments presented in the document prepared by the National Network and Gender Platform are realistic and need to be included. The document prepared by the National Network and the Platform for Gender Equality can be found at this [link](#).

Recommendations for media reporting on topics related to gender issues

Media have a key and socially responsible role in promoting gender equality, in deconstructing gender stereotypes, as well as in identifying and preventing gender-based violence. Various reports of relevant civil society organizations and institutions have for years pointed to the lack of balanced gender representation in media reporting in North Macedonia, which became especially visible during the pandemic in 2020. Traditional stereotypes regarding the roles of men and women in the family and in society are reflected in the contents of the media, which sometimes even convey degrading images of women. This further affects the role of women in various social areas, such as politics, the economy, and even in everyday life.

Inside the newsrooms, there may be an almost equal number of men and women journalists, but editorial and managerial positions, as well as ownership structures, are dominated by men. Therefore, it is particularly important to raise awareness among editors, journalists and all media workers about gender issues, whereby the advancement of knowledge in this area should be a continuous and systematic process throughout their entire career. This will contribute to promoting the principles of gender equality in media content, as well as to greater visibility of topics, problems and challenges related to gender issues. The media and media professionals, on the other hand, by respecting the ethical and professional principles to which they should adhere in their work, have a key role in the fight against gender-based violence and the promotion of the principles of gender equality.



The prepared recommendations can serve as guidelines, primarily for media professionals, but also for journalistic and media associations in cases of possible amendments to the ethical framework for media reporting with a specific focus on gender issues. On the other hand, these recommendations can be useful to all relevant actors who work in the field of promoting and integrating the principles of gender equality in different social spheres.

The document "**Recommendations for Media Coverage of Topics Related to Gender Issues**" can be found at the following [link](#).

Handbook for media reporting on topics related to gender issues



A Handbook for gender-sensitive reporting in the media

was prepared by the authors Dr. Marina Tuneva and Ana Avramoska Nushkova. This manual is a rare type of material in our country, but we believe that it will be widely used by media professionals. It will serve all those who work in the field of gender-based violence and domestic violence, and are in daily communication with the media who write and share information related to these topics.

The purpose of this Handbook is, first of all, to help the media in their commitment to professional reporting in a gender-sensitive manner, and thus in paying attention to the problem of gender-based violence. In addition, by familiarizing the media with the appropriate terminology, as well as with the competent institutions that are responsible for acting in a legal and adequate manner,

the Handbook will allow them to gain comprehensive knowledge about the cases they will report on and from which institution they can get information. The Handbook can be found at the following [link](#).

Analysis of cases of femicides (Murders of women in the Republic of North Macedonia 2017-2020)

Femicides, i.e., the murder of women and girls, are one of the main causes of premature death of women globally and are the most extreme form of violence against women. Femicides are a global problem that has been recognized by the international community 25 years ago.



As the most extreme form of violence, femicides pose a threat to the safety of women around the world. Although they occur in different contexts, as a result of an intimate partner violence and domestic violence, sexual violence, armed conflict, or for the purpose of so-called preserving family honor ("honor murder"), the main causes are still to be found in the unequal distribution of power between men and women, and deep-rooted patriarchal values, even in developed countries.

The purpose of this analysis is to present the murder of women and girls in the Republic of North Macedonia in the period from 2017 to 2020, and is a continuation of the [first Analysis of Cases of Femicides – murders of women in the Republic of Macedonia](#) conducted by the National Network to End Violence against Women and Domestic Violence, with technical and financial support from the United Nations Development Programme (UNDP).

The findings obtained from the analysis will be used to develop recommendations for improving the system of prevention and protection of women victims of gender-based and domestic violence, which will also contribute to the prevention of femicides as a result of long-term exposure to intimate partner and domestic violence.

You can find the analysis of cases of femicides – Murders of women in the Republic of North Macedonia from 2017 to 2020 [here](#).



**Actualizing the issue of
violence against women
and domestic violence**

At the 5th March for Women’s Rights, the activists reminded – A state that does not act is a state that rapes

Hundreds of activists gathered today in front of the Ministry of Interior (MOI) on the occasion of the International Women’s Day, marking the beginning of the fifth March for Women’s Rights, organized by the Platform for Gender Equality and women’s rights activists.

Chanting **“A state that does not act is a state that rapes”**, the activists expressed support for all victims of gender-based violence and reminded that they will not stop until the institutions are actively involved in resolving cases and sanctioning perpetrators of gender-based violence.



“They are guilty of complicity in a crime, all those who have the power, responsibility and resources to ensure the dignity, justice, security and protection of the personal security and lives of women and girls, and do not do so; All who are authorized to detect, prevent, prosecute and imprison the perpetrators, but do not do so; All who are obliged and paid to provide services and support to victims to take control of their own lives, but do not do so; All who have helped the crime persist and caused damage, knowingly or unknowingly, with their action or lack thereof, while they mustn't have,” said

Marija Savovska of Akcija Zdruzenska and the Platform for Gender Equality, in the speech marking the start of the march.

The Platform for Gender Equality demanded immediate action from the Ministry of Interior and the Public Prosecutor’s Office on all specific requests that they repeated on this occasion as well:

The Public Prosecutor’s Office should immediately and thoroughly clear the case “Public Room”, which is a crime in which a huge number of women are victims of gender-based violence. Criminal prosecution of the group administrators, as well as all members who have posted and continue to post photos and personal information of girls and women. Sexual harassment via the Internet should be specifically regulated in the Criminal Code. Professional treatment, assistance, and support to victims of gender-based violence by all relevant institutions.

After the address of the activists, the attendees continued on the route to Zena Borec Park, where this year’s march for women’s rights ended with closing speeches were given and a short performance to raise awareness about gender-based violence.

The march is culmination of several weeks of reactions by the Platform for Gender Equality because of the institutions’ slow response to cases of gender-based violence, for which they gave the institutions the deadline until 8 March to respond.

Modules for Increasing Media Literacy on Gender Based Violence and Violence Against Women and Girls

The media play an important role in the prevention and protection of gender-based and domestic violence, and their role is clearly appointed in the Istanbul Convention, the National Action Plan for the Implementation of the Istanbul Convention (2018-2023), and the Law on Elimination and Protection against Violence against women and domestic violence. When creating and broadcasting informative and educational programs, the media should take care of raising public awareness of all forms of gender-based violence and domestic violence, promoting gender equality and eliminating gender role stereotypes, either alone or through professional associations of journalists and media workers, and to establish cooperation with CSOs to strengthen their capacity for professional reporting on issues related to gender-based and domestic violence.

In partnership with HOPS – Healthy Option Project – Skopje and Coalition “Margins”, we developed Modules for increasing media literacy on gender-based violence and violence against women and girls, whose main goal is to upgrade the skills and knowledge of different types of media professionals (journalists, reporters, investigative journalist, editors, management persons, etc.).

Namely, the document contains 3 modules, as follows:

Module 1 – Gender Based Violence and Marginalized Groups of Women, by Irena Cvetkovikj, PhD and Natasa Boshkova, MA

Module 2 – Existing national legislation and the system of protection of women and girls victims of gender-based violence and domestic violence, author Maja Balsicevska, M.Sc.

Module 3– Reporting on Gender Based Violence, author Marina Tuneva, PhD



The document is available in Macedonian on this [link](#).

Trainings for media professionals on gender-sensitive reporting, with aspects of gender-based violence (GBV)

In March, we started organizing and conducting trainings to enhance the knowledge and skills of media workers in the field of gender-based violence and violence against women and girls.

The trainings are unique in their concept and are carried out according to previously created specialized Modules for this purpose, and cover the areas: Gender-based violence and marginalized groups of women, National legislation and system of protection and Reporting techniques for gender-based violence.



They were realized over a period of three days and for each day a separate area was planned for enhancing the knowledge of the participants.

The trainings were conducted through the ZOOM online platform, and national level media workers were involved.

In addition to media professionals from all types of media (online, television, print), representatives from civil society organizations working in communications, people working in the field of gender-based violence and gender equality from public institutions, journalism student and

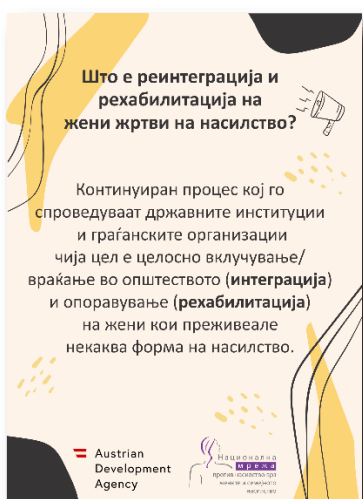
freelance journalists were invited to the trainings.

What is reintegration and how we implemented it – Social Media Campaign

During April and May 2021, The National Network conducted a social media campaign to inform the public on the process of reintegration and rehabilitation of women dealing with gender-based and domestic violence in N. Macedonia. The campaign was done through digital banners with information on what reintegration and rehabilitation is, as well as findings from the [Basic Survey on the Satisfaction of Women Victims of Violence as Beneficiaries of the Centers for Social Work](#) regarding on how reintegration is applied in direct work with women dealing with violence.

The campaign consisted of interviews for media and 3 sets of digital banners.

1. What is reintegration and rehabilitation of women victims of violence?

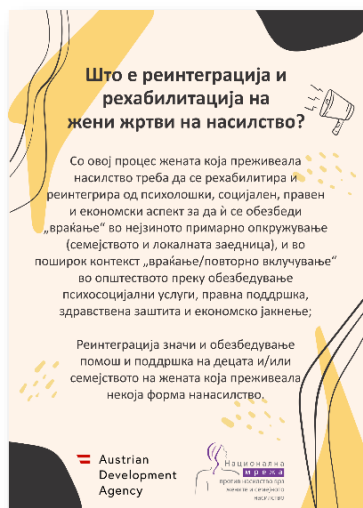


Што е реинтеграција и рехабилитација на жени жртви на насилство?

Континуиран процес кој го спроведуваат државните институции и граѓанските организации чија цел е целосно вклучување/враќање во општеството (**интеграција**) и опоравување (**рехабилитација**) на жени кои преживеале некаква форма на насилство.

Austrian Development Agency

Национална мрежа за социјална работа



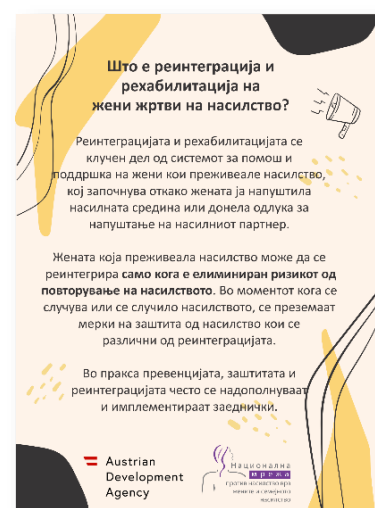
Што е реинтеграција и рехабилитација на жени жртви на насилство?

Со овој процес жената која преживеала насилство треба да се рехабилитира и реинтегрира од психолошки, социјален, правен и економски аспект за да ѝ се обезбеди „враќање“ во нејзиното примарно опкружување (семејството и локалната заедница), и во поширок контекст „враќање/повторно вклучување“ во општеството преку обезбедување психосоцијални услуги, правна поддршка, здравствена заштита и економско јакнење;

Реинтеграција значи и обезбедување помош и поддршка на децата и/или семејството на жената која преживеала некоја форма на насилство.

Austrian Development Agency

Национална мрежа за социјална работа



Што е реинтеграција и рехабилитација на жени жртви на насилство?

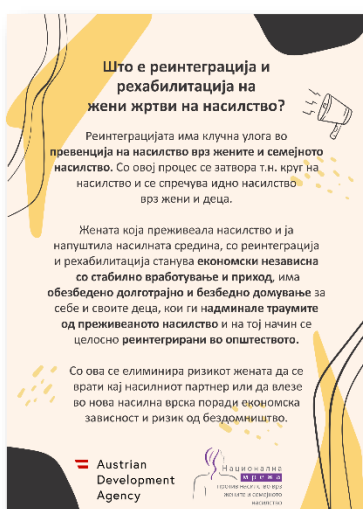
Реинтеграцијата и рехабилитацијата се клучен дел од системот за помош и поддршка на жени кои преживеале насилство, кој започнува откако жената ја напуштила насилната средина или донела одлука за напуштање на насилниот партнер.

Жената која преживеала насилство може да се реинтегрира само кога е елиминиран ризикот од повторување на насилството. Во моментот кога се случува или се случило насилството, се преземаат мерки на заштита од насилство кои се различни од реинтеграцијата.

Во пракса превенцијата, заштитата и реинтеграцијата често се надополнуваат и имплементираат заеднички.

Austrian Development Agency

Национална мрежа за социјална работа



Што е реинтеграција и рехабилитација на жени жртви на насилство?

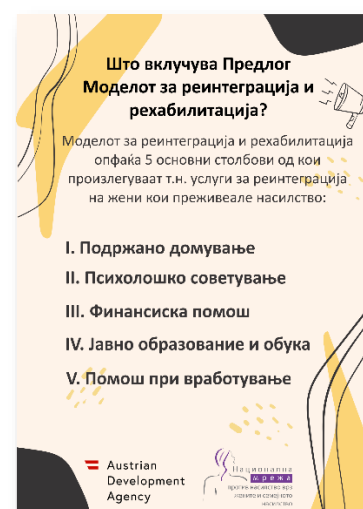
Реинтеграцијата има клучна улога во превенција на насилство врз жените и семејното насилство. Со овој процес се затвора т.н. круг на насилство и се спречува идно насилство врз жени и деца.

Жената која преживеала насилство и ја напуштила насилната средина, со реинтеграција и рехабилитација станува економски независна со стабилно вработување и приход, има обезбедено долготрајно и безбедно домување за себе и своите деца, кои ги надминале траумите од преживеаното насилство и на тој начин се целосно реинтегрирани во општеството.

Со ова се елиминира ризикот жената да се врати кај насилниот партнер или да влезе во нова насилна врска поради економска зависност и ризик од бездомништво.

Austrian Development Agency

Национална мрежа за социјална работа



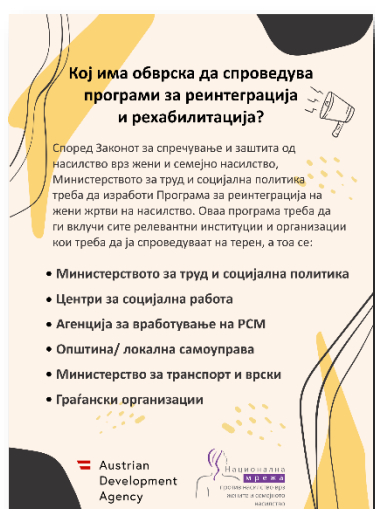
Што вклучува Предлог Моделот за реинтеграција и рехабилитација?

Моделот за реинтеграција и рехабилитација опфаќа 5 основни столбови од кои произлегуваат т.н. услуги за реинтеграција на жени кои преживеале насилство:

- I. Поддржано домување
- II. Психолошко советување
- III. Финансиска помош
- IV. Јавно образование и обука
- V. Помош при вработување

Austrian Development Agency

Национална мрежа за социјална работа



Кој има обврска да спроведува програми за реинтеграција и рехабилитација?

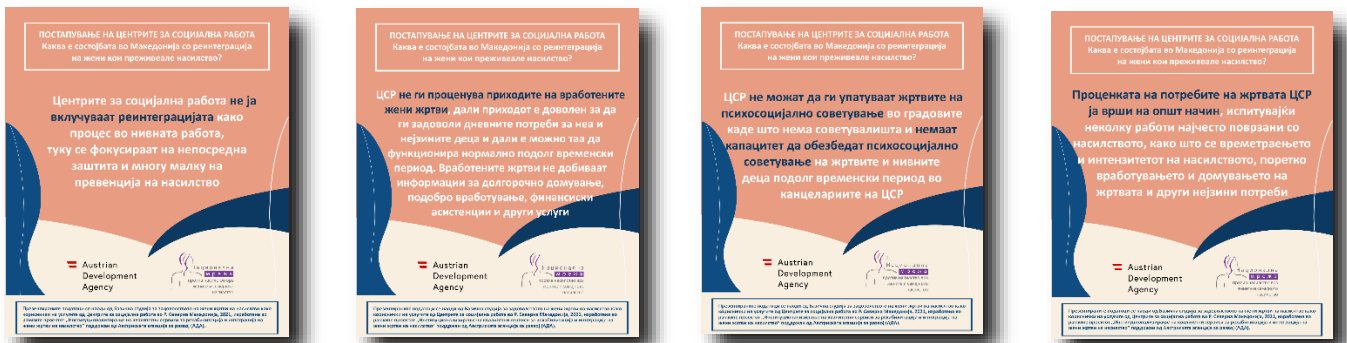
Според Законот за спречување и заштита од насилство врз жени и семејно насилство, Министерството за труд и социјална политика треба да изработи Програмата за реинтеграција на жени жртви на насилство. Оваа програма треба да ги вклучи сите релевантни институции и организации кои треба да ја спроведуваат на терен, а тоа се:

- Министерството за труд и социјална политика
- Центри за социјална работа
- Агенција за вработување на РСМ
- Општина/ локална самоуправа
- Министерство за транспорт и врски
- Граѓански организации

Austrian Development Agency

Национална мрежа за социјална работа

2. Key findings of the baseline study on the satisfaction of women victims of violence in using the services of the Centers for Social Work:



3. Conclusions of the baseline study on the satisfaction of women victims of violence in using the services of the Centers for Social Work:



Stories of media professionals who participated in trainings on media reporting on topics related to gender issues

The media play a key role in how gender-based violence is portrayed. The language, terminology, and context through which details of gender-based violence are conveyed determine public narratives surrounding the violence, but more importantly affect victims: in an empowering or discouraging way. A total of 15 stories that the media professionals - participants in the trainings suggested as topics for writing, were selected by the trainers. The preparation of the stories took place in close cooperation between the trainers and media workers. Topics covered by the stories were:

(Links from published media stories)

- [The State did not take the implementation of the Istanbul Convention seriously](#)
- [Local Mentality Weighs Down on Women Victims of Psychological Violence](#)
- [Violence against Women on Social Media is Invisible to the System and Institutions](#)
- [Every Third Woman is a Victim of Violence, but a Large Number of Perpetrators Avoid Facing Criminal Sanctions](#)
- [Besides Competition, Women in Football Struggle with Stereotypes and Stigma from the Environment](#)
- [A NO should mean NO! - "Atypical" Rape Victims in Macedonia Cannot Report and Prove the Crime](#)

Professionals from 18 Centers for Social Work gained knowledge and skills for reintegration and rehabilitation of women victims of violence

In the period from September to December 2021, the team of the National Network conducted 6 regional trainings for professionals from the Centers for Social Work on the topic: Reintegration and rehabilitation of women victims of gender-based and domestic violence. A total of 78 professionals from 18 Centers for Social Work from the following cities were trained in all 6 trainings: Skopje, Tetovo, Gostivar, Sveti Nikole, Kocani, Krushevo, Makedonski Brod, Struga, Strumica, Stip, Negotino, Radovish, Delchevo, Gevgelija, Prilep, Bitola, Kavadarci and Veles. Additionally, 10 representatives of the Institute for Social Activities participated in the trainings.



Professionals working directly with gender-based and domestic violence acquired knowledge and skills about their responsibilities and actions in the process of reintegration, as well as different forms of violence against women, the legal framework and civil part of the system of protection of women and children victims of violence. In addition, all participants underwent several practical exercises for dealing with specific existing cases of violence and applying reintegration into their work.

The trainings were conducted according to the following schedule:

- 1) 20-22 September 2021, in H. Panoramika – Skopje, 11 participants from CSW Skopje, CSW Tetovo, CSW Gostivar and CSW Sv. Nikole.
- 2) 04-06 October 2021, in H. Milenium – Bitola, 14 participants from CSW Skopje, CSW Krushevo, CSW Makedonski Brod and CSW Struga.
- 3) 12-14 October 2021, in H. Vila Park – Strumica, 14 participants from CSW Skopje, CSW Strumica, CSW Negotino, CSW Radovish and CSW Gevgelija.
- 4) 15-17 November 2021, in H. Romantik – Veles, 15 participants from CSW Skopje, CSW Shtip, CSW Veles and CSW Kochani.
- 5) 22-24 November 2021, in H. Romantik – Veles, 13 participants from CSW Skopje, CSW Prilep, CSW Kavadarci and CSW Veles.
- 6) 13-15 December 2021, in H. Romantik – Veles, 12 participants from CSW Skopje, CSW Delchevo, CSW Kavadarci and CSW Bitola.



The trainings were conducted in partnership with the Institute for Social Affairs and with the consent of the Ministry of Labor and Social Policy.

Panel discussion on the occasion of the “International Day for Combating Violence against Women”

On 29 November, in the Municipality of Kavadarci - assembly hall, a panel discussion was held on the occasion of 25 November - International Day for Combating Violence against Women and Girls, organized by the Association for Gender Equality "Vizija" Kavadarci. The event was attended by representatives from the municipality, representatives from Centers for Social Work, police, regional units of the Ministry of Justice and representatives from civil society associations.

The panel was opened by Joana Kotseva, Honorary President of AGE "Vizija" Kavadarci. Panelists were Ana Avramoska - Nushkova, a representative from the National Network, who spoke about the obligations of the State arising from the Istanbul Convention and the principle of due diligence in the action of the institutions in cases of gender-based violence against women and domestic violence; the lawyer Biljana Tasheva, who spoke about the novelties provided for in the new Law on Prevention and Protection from Violence against Women and Domestic Violence, and the MP Daniela Koleva from the Assembly of the Republic of North Macedonia who gave a comprehensive overview of the process of adopting the new law on gender equality. After the address of the panelists, a discussion developed in which the attendees shared their thoughts and experiences on this topic.



Panel discussion on the topic “Stop Violence against Women NOW”

On 30 November, a panel discussion organized by the Organization of Women of the Municipality of Veles and the National Network to End Violence Against Women and Domestic Violence was held in the Hotel "International" in the municipality of Veles. Representatives from the Council of the Municipality, representatives from the Commission for Equal Opportunities for Men and Women, representatives from the municipality of Gradsko, as well as representatives from the Center for Social Work, CSW Veles, the regional office of the Ministry of Justice, and representatives from the secondary schools Kole Nedelkovski and Dimitria Cupovski were invited.

The focus of the discussion was on the standards and norms required by the Istanbul Convention in order to achieve better services for assistance and support of women victims of gender-based and domestic violence. In addition, the current situation with specialized services was discussed, i.e. how to improve accessibility and provision of quality, appropriate and timely assistance and support to all those who need it, regardless of whether they live in Veles or in the surrounding municipalities in the Vardar Planning Region.

The panel also addressed the legal obligations that local self-government units have in accordance with the new Law on Prevention and Protection from Violence against Women and Domestic Violence, which entered into force in May, 2021





**Organizational sustainability
of the executive office and
member-organizations of the
Network**

Local women's organizations advocate for the establishment of reintegration services for women victims of domestic violence

During 2021, continuing the work from the past 2 years, the National Network to end Violence against Women and Domestic Violence, together with 6 women civil society organizations from the region, continues to work intensively on the establishment of services for reintegration of women victims of violence and domestic violence in local level.



Within the framework of the project "Institutionalization of quality services for rehabilitation and integration of victims of violence" funded by the Austrian Development Agency (ADA), the Network this year, through a sub-granting process is providing support to 8 local women's organizations: Semper Bitola, ZGI Klea, Women's Organization of the Municipality of Veles, Women's Organization of the Municipality of Sveti Nikole, Women's Action Radovich, Skaj Plus Strumica, Visija Kavadarci and Cortex Tetovo. These organizations will work in Bitola, Prilep, Veles, Sveti Nikole, Radovich, Strumica, Kavadarci and Tetovo.

The reintegration and rehabilitation of women who survived violence and left the violent environment is a key process for achieving their full empowerment and independence, as well as not getting back with abuser or re-entering into a violent relationship due to economic dependence. The establishment of local reintegration services prevents future violence against women and children, enabling them to step out of the role of victim and become active actors in all social processes. Reintegration services include safe assisted housing, long-term financial support, economic empowerment and career counseling, psychosocial counseling and treatment, as well as advancing education and acquiring new skills. The key role of reintegration is confirmed in the new Law on Elimination and Protection from Violence against Women and Domestic Violence in Article 99, which declares the production of Program for reintegration of women victims of violence and domestic violence.

On 1 February 2021 the team of the National Network held a work meeting with 8 local women's civil society organizations that will work on advocacy for the establishment of services for the reintegration of women victims of domestic violence in 8 cities in North Macedonia. At the meeting, the first activities that will be carried out locally in each city, as well as the next steps in the following period of half a year, were agreed upon. The joint cooperation of the subgrantee organizations with each other and with the Executive Office of the Network was also agreed upon. Work plans with timelines and performance indicators were drafted.

Training on the topic “Strengthening the Capacities of Women’s Civil Society Organizations for Advocacy at the Local Level”

In order to obtain specific information about the needs of local women's organizations, we conducted an assessment of the existing capacities of local women's organizations, which included spatial, technical and human capacities, as well as capacities for financial and overall project management. In addition, the assessment included the skills and knowledge for advocacy, as well as the provision of support services for women and children victims of violence by local women's organizations, i.e. the specific needs of organizations for establishing and managing specialized services for women victims of violence and their children, as well as an assessment of their knowledge of the standards for specialized services.



Based on the assessment, with the aim of strengthening organizational capacities, strategic planning of activities and securing financial resources, as well as improving advocacy skills by implementing joint advocacy actions and learning the positive aspects of argument-based advocacy, the **first three-day training** on the topic "Strengthening the Capacities of Women's Civil Society at the Local Level" was held Hotel "Bistra" Mavrovo from September 27 to 29 2021. Representatives from women's civil society organizations - members of the National Network, as well as representatives from women's organizations that are not members of the

Network, were invited and participated in the training. Topics from the basics of representation, types and concepts of representation, steps in the representation process were covered, and plans for representation at the local level were drawn up according to the goals set by the participants.

Work meeting with sub-grantees – Reintegration and rehabilitation of women victims at the local level



Within the process of sub-granting of local women's organizations, on July 16, 17 and 18, 2021, we held the second workmeeting with representatives of the 8 sub-grantees who work locally in Bitola, Prilep, Tetovo, Sv. Nikole, Veles, Radovish, Strumica and Kavadarci. The meeting was attended by all 8 organizations: Semper, Clea, Cortex, Women's Organization of St. Nikole, Women's Organization of Veles, Women's Action, Sky Plus and Vision, who presented the activities they finished and achieved

results for the past 6 months of their projects.

All 8 organizations conducted a local assessment of the needs of women victims of domestic violence who left the violent surrounding, after which, according to the findings of the assessment, they prepared recommendations for the establishment of reintegration services at the local level.

At the working meeting we discussed the findings, recommendations and conclusions from the local analyzes of the needs of women victims of violence for the reintegration process each of them conducted. In accordance with the recommendations and conclusions, we made local Advocacy Plans and determined the steps for the next 6 months. All 8 sub-grantees prepared for local advocacy with goal of establishment of local reintegration and rehabilitation services for women victims of violence.



Subgranting of Civil Society Organizations through the Program for Financial Support of Women's Organizations, Women's Informal Groups and Initiatives and Individuals




Insufficient data on the situation with violence against women victims of gender-based violence and domestic violence, access to specialized services for help and support, as well as insufficient awareness among local authorities of the need and benefits of establishing specialized services at the local level indicate a necessary need for implementation of activities that will contribute to increasing awareness among local authorities and creating policies at the local level for assistance and support to women victims of domestic violence at the local level.

Through a sub-granting process through the **Program for Financial Support of Women's Organizations, Women's Informal Groups and Initiatives and Individuals**, the National Network to End Violence Against Women and Domestic Violence together with 5 local women's civil society organizations: **NGO Semper Bitola, Women's Organization of the Municipality of Veles, Association for Gender Equality "Vizija" Kavadarci, National Roma Center Kumanovo and Cortex Tetovo** started working intensively on establishing an efficient legal framework and

support system for the protection of women and girls from all forms of gender-based violence.

The activities that will be carried out locally in 5 cities - Bitola, Veles, Kavadarci, Kumanovo and Tetovo, include identification of the challenges faced by women victims of violence in accessing specialized services for help and support at the local level, creation of recommendations according to the findings of conducted analyses, preparation of advocacy tools, as well as starting the process of advocacy before relevant stakeholders at the local level to create prerequisites for establishing sustainable specialized services for women victims of gender-based and domestic violence.



Women's organizations as specialized services

Training for service providers to support women and children victims of violence in a counseling center

Within the project "Counseling Centers for Women and Children Victims of Gender Based and Domestic Violence" the first training for service providers who will provide direct services to women and children victims of violence in specialized counseling centers was organized in November 2021. Namely, the participants in the training are engaged as service providers in the counseling centers in Skopje and Tetovo which will be established within this project in December 2021.

The training was held on 05, 06 and 07 November 2021 in X . in H. Skardus, Popova Shapka, where 10 service providers from different profiles were trained, who are part of the team: social workers, legal advisors, psychologists and psychotherapists. The trainers were Despina Stojanovska and Andromahi Naumovska who shared their knowledge and experience from many years of work with women and children victims of violence. The participants had the opportunity to get acquainted with the concept of counseling center and management of such center, as well as the approach to direct work with women and child victims, sensitivity in communication with this vulnerable category, types of violence and cycle of violence, crisis intervention and counseling, as well as trauma and work on overcoming trauma after surviving violence.



Training on the topic “Legislation, Institution Action, Standards for Specialized Services and the Approach in the Work of Women Victims of Violence”

From December 1 to 3, the second three-day training on "Legislation, Institution Action , Standards for Specialized Services and he Approach in the Work with Women Victims of Domestic Violence" was held in Hotel "Bistra". 16 representatives from women's civil society organizations participated in the training. They talked about the new Law on Prevention and Protection from Violence against Women and Domestic Violence, what it stipulates in terms of the actions of the institutions when reporting gender-based and domestic violence, what kind of protection should be provided for the victims, as well as the responsibilities of each of the relevant institutions. The participants got acquainted with the standards for establishing and managing specialized services for help and support of women and children victims. Also, the participants improved their skills for working directly with women who are victims of domestic violence.



Two Women's Support Centers opened in Skopje and Tetovo

After many years of efforts and advocacy for the establishment of new specialized services for women victims of gender-based and domestic violence, in December 2021, the National Network officially opened two Women's Support Centers, one in Skopje and one in Tetovo. The centers were opened with the financial support of the Balkan Trust for Democracy and the Royal Norwegian Embassy in Belgrade, as well as the Slovak Embassy in Skopje.




The Mayor of the City of Skopje, Danela Arsovska, also attended the opening of the Women's Support Center in Skopje, emphasizing the commitment of the City of Skopje for further support and sustainability of the center. Additionally, representatives of the donors were present, ie Tijana Knjezevic from the Balkan Trust for Democracy and Zhaneta Markushova, the wife of the Slovak Ambassador to North Macedonia.

The opening of the Women's Support Center in Tetovo was followed by a panel discussion in the municipal hall of the Municipality of Tetovo which was attended by Mayor Biljal Kasami and Darko Obadic, Director of PI Inter-Municipal Center for Social Work Tetovo and representatives of CSO Cortex – Tetovo.

These centers are specialized counseling centers for women and children dealing with gender-based and domestic violence, and provide free and confidential help and support. Women who seek help or are referred to Women's Centers receive complete help and support in dealing with violence, whether the violence is happening now or in the past but has left consequences and challenges that women and their children currently face. Support includes counseling for social rights, psychological counseling and psychotherapy, which can be individual and / or group, legal assistance and support, referral and accompanying to institutions and other organizations, as well as career counseling and mentoring support for economic empowerment. The services are provided by a team of social worker, legal advisor, psychologists / psychotherapists and career counselor.

More information about the services that can be obtained at the Women's Centers is available at this [link](#).

The background is a composition of teal and purple. A diagonal line separates a teal upper-left area from a purple lower-right area. In the teal area, there are two large, semi-transparent circles. In the purple area, there are several concentric diamond shapes, some solid and some outlined, and a few smaller circles of varying sizes.

Development of international (regional) cooperation

Recommendations for tackling violence against women and domestic violence in Western Balkans in time of pandemic

Most of the Western Balkan governments declared a state of emergency or natural disaster in their respective countries, shortly after the COVID-19 was declared a pandemic on 11 March 2020. By the end of March 2020, all of the Balkan countries had some form of state of emergency, curfew, a list of measures and directions for self-isolation, quarantine measures, as well as various sanctions if these restrictions were not respected.

Sadly, some vulnerable categories, such as women victims of violence were completely excluded from the measures and recommendations, together with their children who are also under risk of domestic violence.

The document includes an overview of actions and steps for the protection of women and child victims taken by governments and competent institutions, activities carried out by women's civil society organizations to support and protect women and children victims of domestic violence during the COVID pandemic, as well as recommendations for post-crisis measures and next steps to be taken by the Governments.



Seven organizations from the Western Balkans were involved in the preparation of this document: Autonomous Women's Center (Serbia), Kosovo Women's Network (Kosovo), Foundation United Women (BiH), Women's Rights Center (Montenegro), Albanian Women's Empowerment Network, Gender Alliance for Development Center (Albania) and the National Network to End Violence against Women and Domestic Violence (North Macedonia).

The complete document is available [here](#).

Promising practices of establishing and providing specialized support services for women victims of sexual violence

The proposed policy aims to serve national policy makers and women's civil society organizations in the Western Balkans and Turkey as a learning tool in establishing and providing support services to women and children victims of sexual violence, which can be incorporated into the national service provision framework.



In order to overcome the identified shortcomings in the region related to the provision of specialized services to support victims of sexual violence, the policy proposal emphasizes the promising practices that exist and are implemented by women's civil society organizations and other stakeholders. Furthermore, the document assesses the need for specialist support for victims of sexual violence, expanding on the principles, concepts and rationale underlying the rape crisis intervention model, drawing in part on experience and standards developed in Ireland.

The document was developed with the help of two international experts, Biljana Branković, consultant of the International Council of Europe and the Group of Experts on Action against Violence against Women and Domestic Violence (GREVIO) Serbia and Kliona Saidlear, director of the rape victim support network (Rape Crisis Network Ireland).

7 women's organizations from Albania, Kosovo, Turkey, Kosovo, Montenegro, Bosnia and Herzegovina, Serbia and North Macedonia, partner organizations of the Women against Violence Europe (WAVE), participated in its preparation.

The proposed policy can be read at the following [link](#).

European Union and Western Balkans – Advocacy Week

The Advocacy Week was held from 09.11 to 19.11.2021, during which women's organizations from the Western Balkans present the challenges they face in their work and talked about the situation with gender equality and gender-based violence in their countries. More than 20 representatives from women's organizations from 6 countries in the Western Balkans (North Macedonia, Serbia, Kosovo, Bosnia and Herzegovina, Montenegro and Albania) took part in this year's Advocacy Week.



Taking into account the statistics, analyzes and reports on the situation with women and girls victims of gender-based and domestic violence, as well as the findings of the report on the progress of the Republic of North Macedonia in the implementation of the activities provided for in the National Action Plan for the implementation of the Istanbul Convention, representative from the National Network to End Violence against Women and Domestic

Violence advocated before MEPs, EU rapporteurs, as well as other relevant stakeholders whose work contributes to the improvement of women's rights and gender equality in the EU accession processes. One of the organized meetings was with Eviola Priffi and Viktor Tilea, who work in the General Directorate for Neighborhood and Enlargement Negotiations, and are responsible for monitoring the situation in the Republic of North Macedonia. At the meeting, the situation in the country was presented in relation to the various aspects related to gender equality, women's rights and gender-based violence.



**Services provided to women
and children victims of gender
based and domestic violence
in 2021**

Women's Support Center Skopje and House for Open Housing - Services provided in 2021

The Women's Support Center - Skopje during 2021 provided a total of 925 services to 125 women and 12 children victims of gender-based and domestic violence.

From all the services provided, 531 were provided by social workers which include: counseling for social rights, referral, accompaniment and advocacy to relevant institutions and other civil society organizations. 280 services were provided by a psychologist / psychotherapist, who were in the form of individual and group counseling. In terms of legal aid and support, the legal advisor provided 62 services which include legal information, referral to another institution and written submissions. Additionally, there were 14 court representations in the competent courts.

During 2021, the career counseling service was provided, where the career counselor provided 38 services to 11 women users.



Psychological and physical violence was mostly reported, where each of the users stated that they deal with both physical and psychological violence. In 31 users, economic violence was additionally identified, and in 25 users, stalking was also detected. 4 users were victims of marital rape, 1 of sexual violence by a known perpetrator, and 1 of sexual harassment. 3 users reported an assassination attempt by the perpetrator of the violence.

According to demographic data, 115 (92%) users were from urban areas, and the remaining 9 from rural areas. According to the age, most of them were women aged 33 to 47, ie 77 women or 62% of the total number of users. The largest number were Macedonian, ie 101 users or 80%, while the rest were 9 Albanian (7%), 7 Roma (6%), 2 Bosniak, 1 Serb and 1 Turkish.

During 2021, the number of users referred by the relevant institutions was very low. Namely, the Centers for Social Work referred only 4 users, 2 were referred by a health institution and only 1 user was referred by the police. 15 users were referred by another CSO, and most (43) were referred by friends, associates or other users. Most of them, or 58 users, asked for help from the Center by themselves, through the Facebook page of the Women's Support Center Skopje.

In the first half of 2021, the counseling center operated at another location until July 2021 when it was relocated to a new location in accordance with the standards recommended by the Istanbul Convention for this type of specialized services. The counseling center was officially promoted in December 2021 center and it was renamed the Women's Support Center - Skopje.

Women's Support Center Skopje and House for Open Housing – Services provided in 2021.



During 2021, **The House for Open Housing housed a total of 5 women who survived violence from an intimate partner and who left the violent environment, together with their 8 children.**

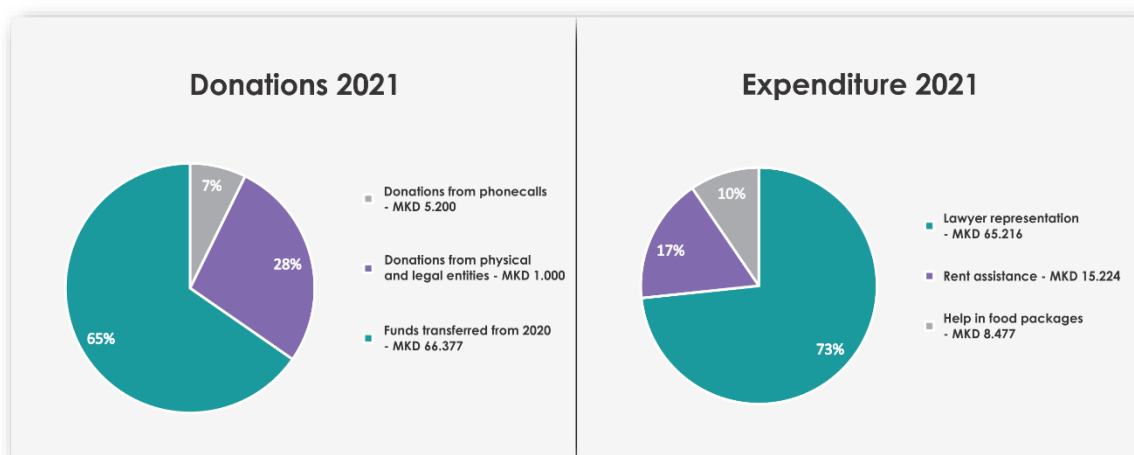
All 5 users received counseling and support for social rights, as well as health insurance, inclusion of children in the education system, or in a preschool institution according to the age of the children. During their stay in the house, they regularly worked with a psychologist / psychotherapist in group meetings, but also individual meetings according to their individual needs. All 5 users received career counseling, and 2 of them were involved in skills development trainings at the SOS Children's Village Resource Center. 1 user also attended Macedonian language classes, because she comes from another continent and does not know the Macedonian language well. 3 beneficiaries received legal advice and support in divorce proceedings, and 1 beneficiary received support for exercising the right to social housing.

By the end of 2021 all 5 users left the House for open housing, of which we continued to support 2 with housing in individual apartments.

Women's Intervention Fund



In 2021, in the Women's Intervention Fund there was an inflow of 72,577 denars, of which 65,126 denars were spent on legal representation, 15,224 denars on rent assistance and 8,477 denars on assistance in food packages. Below is an overview of the inflow and outflow for the entire year.



Helpline for Positive Parenting – Because all questions are important



Parenting can be planned or unplanned, on its own or in a partnership, but regardless of its form, one thing is certain – the way we raise our children shapes the way they think, feel, behave and learn throughout their lives.

We all want the best for our children, but being a parent is not always easy, and for many, successful parenting does not come instinctively. Everyone's life circumstances are different, but every parent faces dilemmas and reconsiders his/her own decisions.

When children do not behave as we expect, we as parents can take it personally, think that they are testing our patience and provoking us. But it turns out that children test their abilities, pushing their own limits. Positive parenting is not just the absence of violent parenting methods. True positive parenting is about understanding the needs of the child, reacting proactively to them, recognizing the different developmental stages of the child, consistency, learning appropriate behavior without the use of punishment, and nurturing personal characteristics of the child such as self-confidence, perseverance, independence, empathy, curiosity and responsibility.

All of this may sound too much to us. But when parents know how to respond to different situations, it helps them to relax and gain self-confidence, which in turn adds quality to the time spent with children, and it makes the parenting experience easier and more fulfilling.

Solutions to parental dilemmas often come through conversation, answering a question, or giving advice. To facilitate access to answers to parental questions and to offer secure and anonymous support, we support services through the telephone line for parenting.

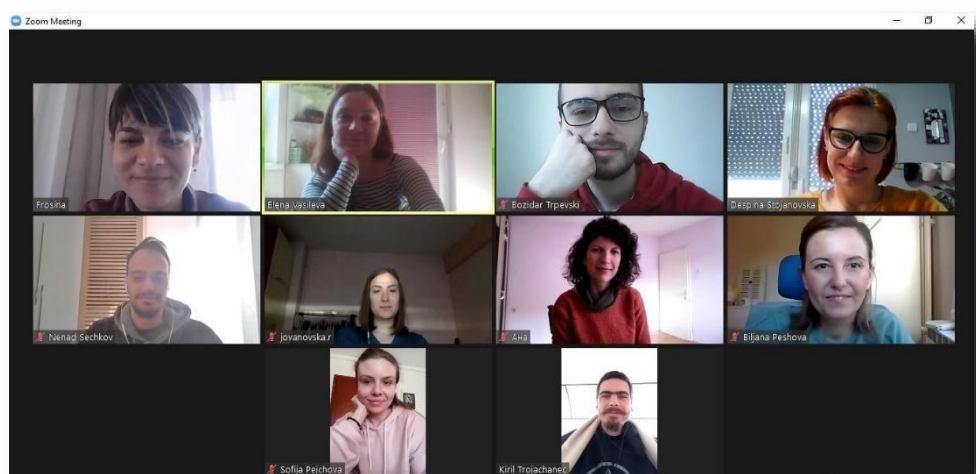
Through the free **Helpline for Positive Parenting (075 230 530)**, a team of trained experts offers support and counseling to parents and care givers every day from 15:00 to 20:00 hrs. Parents and caregivers can call for simple advice, or seek extended support with daily comprehensive counseling and monitoring of the child's progress together with professionals. The line is open to parents, guardians, and caregivers of children of all ages, to those planning to become parents or caregivers, to parents with a partner, to single parents, and to anyone interested in learning more about parenting.

In order to promote the Parent Line and inform the public about its existence, a promotional video was made which can be viewed at the following [link](#).

Training for the operators of the Helpline for positive parenting

On February 6 and 7, we organized the first two-day training for the operator(s) of the Helpline for positive parenting. The trainers were Daria Petovic Bambur - supervisor, and Snezhana Milacic - coordinator of the SOS helpline for positive parenting which already functions within the framework of the association of parents from Montenegro. The training was held on the ZOOM platform. The first day was dedicated to detailed elaboration and application of various principles and techniques of positive parenting, such as: one-on-one time, the importance of talking about feelings, guidelines for parents on how to talk with the child about feelings in order to encourage emotional maturity in children and promoting/strengthening of the relationship between parents and children.

In addition, the importance of using praise and rewards was highlighted, with examples of which behaviors can be praised and rewarded, the way in which it is desirable to be done, but also how to give/use positive, concrete and realistic instructions and the importance and the benefits of introducing and maintaining house rules routines. The second day of the training was focused on techniques for dealing with negative/unwanted behaviors in children, i.e. examples were considered when and how such behaviors can be redirected, ignored or consequences applied as a tool in case of rejection of the proposed changes in the behavior. In addition, the operators were familiarized with the use of reconciliation in aggressive behavior in children, and resolution of conflicts in the family. In addition to considering specific principles and techniques and their possible application in providing support to parents, the trainers also shared experiences on improving the quality of the service provided, through motivation and continuous upgrading and monitoring of the work of the operators, as well as positive practice in terms of promotion and increasing the visibility of the helpline for positive parenting.



Improving the skills of the operators of the Helpline for positive parenting

From July 5 to 7, the second three-day training to improve the knowledge and skills of the operators of the helpline for positive parenting was held. The trainers were Alexandra Prosheva - clinical psychologist and Gestalt therapist, Despina Stojanovska - systemic family psychotherapist and professional trainer for adults, and Daria Petovic Bambur - supervisor of SOS parent helpline in Montenegro. The training was held on the ZOOM online platform.

On the first day, we talk about the basics of positive parenting, parenting styles, and the greatest focus was placed on the development stages of children and adolescents, that is, how the operator(s) during the conversation (telephone counseling) can recognize the main characteristics, as well as the difficulties that they can appear any development stage. During the second day of the training, the operators had the opportunity to improve their knowledge about the basic principles and techniques of counseling over the phone, and through direct exercises – work on case studies to practically improve the skills for this type of counseling.

On the last day of the training, the emphasis was placed on the parent/child relationship and attachment, the basic principles of positive discipline, but also through practical examples and real calls on how to address children's behaviors that are a big challenge for parents. Candidate(s) for operators were also invited to the training, i.e. selection of new operator(s) was carried out based on the demonstrated motivation and activity during the training, but also on the demonstrated knowledge and existing skills for counseling over the phone.



Workshop for selection of supervisors of the Helpline for positive parenting

From July 9 to 10, a two-day workshop for supervisors to monitor the services provided by the helpline for positive parenting was organized. The trainer was Daria Petovich Bambur - supervisor of SOS line. The workshop was held on the ZOOM platform. The aim of this workshop was to present the rulebook for the work of the line, the theoretical principles and assumptions for supervisory work, the support that should be provided to the operator(s) engaged on helpline. Case studies were also used to give the participants an opportunity through practical work to practice providing supervisory/mentoring support and feedback to the operator(s).

The Helpline for positive parenting was established within the project "Establishment of a National Helpline for Positive Parenting" financially supported by the UNICEF office in Skopje and implemented by the National Network to End Violence against Women and Domestic Violence.

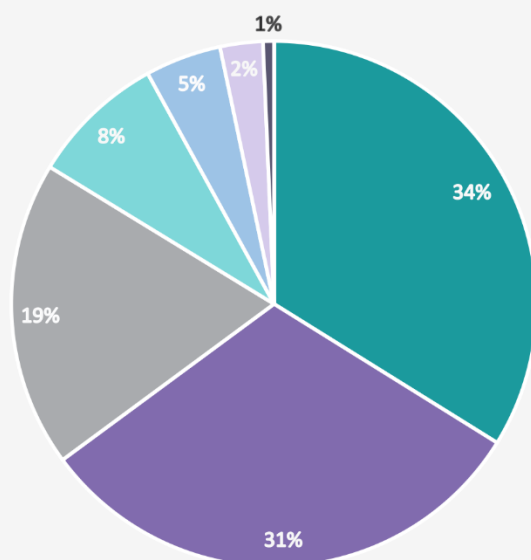


Financial reports for 2021

Breakdown of incomes by projects in 2021

Donor	Name of project	Income by projects	%
Balkan Trust	"Counseling Centers for Women and Children Victims of Gender-Based and Domestic Violence"	6.148.308 MKD	34%
Kvinna till Kvinna	"On the Road to the EU: Ending Violence against Women in Republic of Macedonia"	5.637.234 MKD	31%
ADA	-"Institutionalizing Quality Rehabilitation and Integration Services for Violence Survivors"	3,419.735 MKD	19%
UNICEF	"Establishment of National Helpline for Positive Parenting Counselling"	1.505.734 MKD	8%
City of Skopje	"Housing for women victims of domestic violence who have left the violent environment"	850.000 MKD	5%
FOOM	"Housing for women victims of domestic violence"	477.469 MKD	2%
WAVE	-"Support the establishment and strengthening of regional platforms of civil society organizations"	122.800 MKD	1%

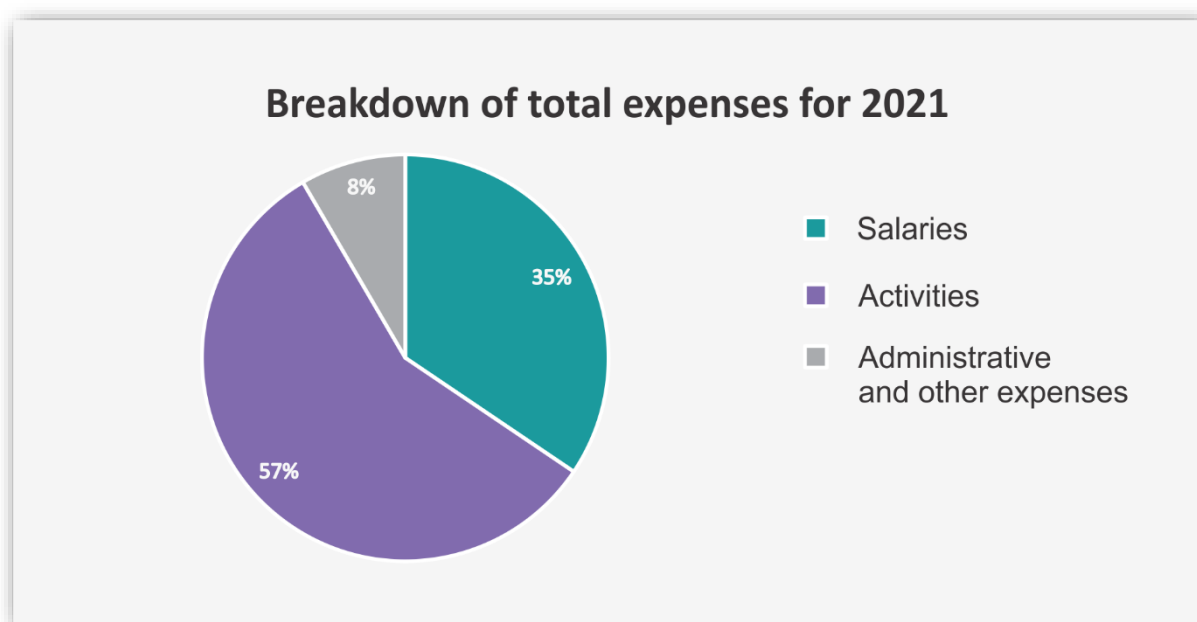
Breakdown of income by projects for 2021



- Balkan Trust for Democracy - "Counseling Centers for Women and Children Victims of Gender-Based and Domestic Violence"
- KtK-"On the Road to the EU: Ending Violence against Women in Republic of Macedonia"
- ADA-"Institutionalizing Quality Rehabilitation and Integration Services for Violence Survivors"
- UNICEF-"Establishment of National Helpline for Positive Parenting Counselling"
- City of Skopje-"Housing for women victims of domestic violence who have left the violent environment"
- FOOM-"Housing for women victims of domestic violence"
- WAVE-"Support the establishment and strengthening of regional platforms of civil society organizations"

Breakdown of total expenses 2021

Category	Breakdown of total expenses	Percentage
Salaries	4,889,082 MKD	35%
Activities	8,109,183 MKD	57%
Administrative and other expenses	1,191,599 MKD	8%



The Team of the National Network to End Violence against Women and Domestic Violence

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Elena Dimushevska – Executive Director

Silvana Ivanovska – Finance Manager

Ana Avramoska Nushkova – Project Coordinator

Maja Balshikjevska – Project Coordinator

Maja Kuzmanovska – Financial Assistant

Sandra Dukovska Novkovska – Project Assistant

Paula Kostadinovska – Communications Coordinator

Service Providers

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Bojana Lazarevska – social worker

Frosina Ivanovska – psychologist

Natasha Petrovska – legal advisor

Antigona Aljilji – legal advisor

Katerina Zlatanovska Popova – career counselor



DONORS



The Kvinna till Kvinna Foundation



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QYTETI I SHKUPIT

