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CIVIL SOCIETY ORGANISATIONS INTERVIEWED

ALBANIA

Albanian Women Empowerment Network

The Albanian Women Empowerment Network works in the field of protection of human rights, in particular of the rights of women and girls. The main aim of this network is the social, economic, cultural and politic empowerment of Albanian women.

Gender Alliance for Development Centre

GADC works towards equality between women and men in Albania and realize this goal through advocacy, lobbying and training. With advocacy and lobbying GADC aims to improve the gender balance in decision-making and prevent the discrimination against women. The GADC mission is fulfilled through: collecting and processing opinions and views of groups that benefit from the planning, implementation and evaluation of different projects; raising the awareness of different groups on gender issues, while providing them with a new perspective; addressing problems that Albanian women face in different areas, such as: poverty, low participation in decision-making, domestic violence, trafficking, low access for information, gathering, processing and distributing information on social issues; consolidating the network of collaborators all over Albania; studying social problems from a gender perspective; promoting and supporting women participation in decision-making; increasing the beneficiaries' number (organizations and individuals) through expanding and improving services provided.

Counselling Line for Women and Girls

Counselling Line for Women and Girls is a non-profit organization/association and was founded in 1996. The mission of this NPO is to provide assistance to women and girls who are victims of physical, emotional and sexual violence and victims of trafficking. The main services provided by the association are: psycho-emotional support to victims of domestic violence and of trafficking; counselling on the phone, face to face and group counselling to help victims of domestic violence to make their own choices and to take responsibilities; sensitizing and awareness raising of public opinion on the phenomenon of gender violence and trafficking; Awareness of institutions and professionals to provide support to improve women raped and trafficked etc.

"Vatra" Psycho-Social Centre

Vatra is an Albanian non-profit organization that provides services and expertise for the prevention and protection of victims of trafficking and victims of violence in family and society. "Vatra" Psycho-Social Centre has started its activity as an institution since 1999. The mission of "Vatra" Psycho-Social Centre is: prevention of trafficking in human beings and violence in society, protection and social inclusion of the victims of these phenomena through information, education and advocacy programs and residential and community social services. The target groups supported by "Vatra" Psycho-Social Centre include the strata in need, especially women, girls, young people and children.

Roma Women's Rights Centre

The Roma Women's Rights Centre is a social group advocating for improving the social status of Roma and Egyptian women in Albania. It works with youth, women and men, girls and boys to advance the status of women among the Roma community from a social, economic and political perspective.

BOSNIA AND HERZEGOVINA

Center of Women's Rights

Center of Women's Rights (CWR) was established in 1996 as the Center of Legal Assistance for Women. In September 2017 the title of the organization was officially changed. The Center is a legal and advocacy organization dedicated to enhancing the position of women, advocating for gender-just and anti-discriminatory principles in all sectors of society. The Center's overarching goal is to protect, improve, and promote the human rights of women and gender equality and to tackle sexualized violence and all other forms of violence and discrimination.

Foundation of Local Democracy

The Foundation of Local Democracy is a local non-governmental organization that has 20 years of experience in designing, coordinating, managing, and providing technical and personnel support for various projects and programs. The primary focus of our work is the protection, promotion and advancement of human rights, especially the rights of victims of gender based violence. We achieve this objective through community building, building institutional capacity for development, and taking a lead role in multi-partner projects.

Medica Zenica

Working since 1993, Medica Zenica provides psychosocial and medical support to women and children victims of war and post-war violence, including victims of wartime rape and other forms of wartime torture. Medica Zenica also provides support to victims of sexual violence in peacetime, victims of domestic violence, and victims of sex trafficking. Medica Zenica has a shelter, SOS hotline, counselling centre, crisis centre, and children's home.

United Women Banja Luka

Nongovernmental, non-profit organisation "United Women" Banja Luka was founded on 16 August 1996, with the objective of improving the social position of women and women's right to live free from violence in private and public life. During the past several years, "United Women" Banja Luka has established itself as a recognizable civil society organization in Bosnia and Herzegovina, providing direct services to women victims of gender based violence through free and gender sensitive legal counselling, SOS telephone lines, and a safe house for women and children victims of violence. We have initiated and implemented numerous public advocacy programs aimed at improving laws and public policies on women's human rights and gender equality.

Vive Zene

Vive zene is a non-governmental organisation focused on providing psychosocial support to victims of wartime torture and violence and strengthening the capacity of NGOs and relevant institutions. Vive zene uses a multidisciplinary, democratic, and participatory approach in working with traumatised families and individuals.

Zene sa Une

The Association "Women from Una" was established in 1992, during the war in Bosnia and Herzegovina and first officially registered in 13 September 1994.

Over the past 18 years the association has focused on strengthening the social, economic, democratic, cultural, educational and health interests of marginalized groups of citizens. In particular, Zene Sa Une runs a safe house for female victims of gender based violence and also provides free legal advice to vulnerable populations.

KOSOVO

Kosovo Women's Network

The Kosova Women's Network (KWN) mission is to support, protect and promote the rights and the interests of women and girls throughout Kosova, regardless of their political beliefs, religion, age, level of education, sexual orientation and ability. KWN fulfils its mission through the exchange of experience and information, partnership and networking, research, advocacy, and service.

Representing the interests of 127 diverse women's organizations throughout Kosova, KWN is a leader

among civil society organizations in Kosova and the region. Our members are of various ethnic groups, ages, abilities and geographic areas. They work on issues important to people, particularly women and girls, within their communities.

Kosova Rehabilitation Centre for Torture Victims

The Kosova Rehabilitation Centre for Torture Victims (KRCT) is an independent, non-governmental and non-profit organization that was founded in 1999 with the mission to provide treatment and rehabilitation for Kosovar torture victims. KRCT continuously works to expand its staff's and the public sector's capacity to provide services on trauma and torture related issues. KRCT continues to pursue its mission by helping survivors obtain justice; advocating with government, parliament and international organizations on the need to respect the prohibition of torture and working in partnership with like-minded organizations around the world to eradicate torture. A strong focus of their work relates to women survivors of conflict-related violence.

Women Wellness Centre - Safe House

Women Wellness Center - Safe House (WWC - S.H) is a non-governmental organization working in Pejë/Peć region, in order to improve the health, well-being and status of Kosovo women and girls by responding to their practical needs as survivors of violence; and by protecting, sheltering, advocating and raising awareness for their rights and interests as residents of Kosovo. From December 2002 WWC opened the closed type of shelter and offers accommodation, food and clothing, medical assistance, psychosocial support, emotional support, awareness rising and empowerment trainings, and other relaxation activities for women victims of domestic violence. The capacity of safe house is 18 beds.

Kosovar Institute for Policy Research and Development

Kosovar Institute for Policy Research and Development (KIPRED) promotes democratic values in Kosovo and in the region through independent research, capacity development and institution building. A strong focus of their work relates to gender-based violence and domestic violence.

Hand to Hand/Ruka ruci

The Association for free legal aid Hand to Hand/Ruka ruci is based in Ugljare village in Fushë Kosovë/Kosovo Polje. Its work focuses on the support to women and girls from non-Albanian ethnic communities, mainly to women and girls from the Serbian and Roma community in central Kosovo

FYR MACEDONIA

National Network to End Violence against Women and Domestic Violence

National Network to End Violence against Women and Domestic Violence "Voice against Violence" was formed on December 7, 2010, by 20 civil society organizations dealing with the issue of violence against women and domestic violence, working in the field of prevention and protection from violence against women. The mission of the Network is to coordinate the actions of the civil society organizations in order to improve the policies and practices for dealing with the issue of violence against women and domestic violence. The Network strives for recognition of women's human rights and their promotion in the Republic of Macedonia.

EcHO Education Humanitarian Organisation

EcHO is a non-governmental organization founded in April 2003 as direct response to a citizens' initiative, bringing together people with rich experience in non-profit sector and bags of enthusiasm for promoting new practices and ideas. EcHO mission is to advocate, assist and provide conditions for improving of socio-economic status of citizens with special emphasis on active citizen participation in policy-making and protection of human rights. EcHO is focused on increasing citizens' participation in creation of policies. It's already implemented activities show EcHO's members commitment and expertise in engagement, advocacy and lobbying for citizens' interest, in context to offering advisory and consultative services, researches the needs and problems of marginalized and vulnerable social

groups and educational sessions for variable legal, social and health themes. The organization has respectable experience in monitoring of local governing in the area of corruption, transparency and accountability.

HERA – Health Education and Research Association

HERA – Health Education and Research Association was established back in 2000. In the very beginning, its efforts were put primarily towards HIV prevention and providing support for people living with HIV. It didn't take long before HERA identified the need to promote the concept of both sexual and reproductive health and sexual rights, thus accepting it as a comprehensive approach.

Women's Forum Tetovo

Women's Forum-Tetovo (WF) is a non-governmental, nonpartisan, non-profitable and humanitarian association, established in January 2001 in Tetovo, with the register number 1/2001 by the name The Forum of Albanian Woman (FAW).

WF is based in Tetovo, but its activities are realized in a broader region in the southern and northern parts of Macedonia. WF counts 40 members who are actively engaged in the activities of the association. Members of the WF have experience in working with women and children. They have participated and worked in a lot of seminars and projects for the education of the women and children. Women's Forum-Tetovo strives on the women emancipation, especially from the rural areas, raising awareness of women and raising awareness of its unequal status in the society, protection of the human rights and gender equality. Mission: Women's Forum-Tetovo is a non-governmental association which works in the southern and northern parts of the Macedonia in raising awareness of the smooth integration in the social mainstream. Main Aim: Promotion of women as equal partners in decision making and contribute to the strengthening of women in taking important roles in the development of civil society in Macedonia.

Women's citizen initiative „Klea“ Bitola

Klea's mission and main focus as a women's CSO that is functioning in Pelagonia planning region (south-west part of the country) is on creating conditions for gender balanced community development through economic, political and social empowerment of women. Most of the efforts have been invested in political participation of women on local level, gender responsive budgeting and prevention of VAW and DV.

NGO LEGIS

LEGIS is a humanitarian Non-Profit Civil Society Organization that provides necessary humanitarian aid and assistance to refugees, asylum seekers, IDPs, irregular and detained migrants and people in need. We exist to protect life, alleviate suffering and oppression and ensure dignity, respect for human rights and social justice. We are active in two transit shelters (camps) on the border crossings of Macedonia and also in the border region Lipkovo that is used for irregular migration. Legis also keeps rights of refugee and asylum seeking women in focus.

MONTENEGRO

SOS Hotline for Women and Children Victims of Violence Nikšić

Autonomous, local, independent NGO founded in 1998. Since 2012, running a shelter for women and children. SOS Hotline coordinates the national helpline in Montenegro, open 24/7. SOS Niksic helps positive development and use of capacities and potentials of women and children in family and society, through improvement and protection of women's and children's rights.

Women's Rights Centre, Podgorica

NGO 'Women's Rights Center' (WRC), based in Podgorica, was founded on the 3rd of May 2012. It was established on the basis of the founders' long-term experience in providing support to women victims of domestic violence and other violations of women's human rights. WRC is a non-profit, non-

partisan, non-religious organisation that fights for the elimination of all forms of violence against women, helping women access justice, and developing the gender-equal democratic practice in cooperation with all relevant national and international stakeholders in Montenegro.

Women's Safe house, Podgorica

Women's Safe House (Montenegro) is dedicated to the right of women and children to a life without violence. Respecting and promoting international principles on women's and children's human rights, promotes the status of women and children victims of domestic violence. They provide comprehensive support to women and children, engage in advocacy and public outreach.

Center for Roma Initiatives, Niksic

Center for Roma Initiatives grew out of a project of SOS Hotline for Roma women and girls. In 2004, CRI was registered as a separate organisation. CRI informs Roma women about different types of violence against women and distributes information on where abused women can receive help. Thanks to their work, 90 per cent of Romani women in Niksic now have personal documents; the national average for Romani women in this respect is estimated at 60 to 75 per cent. Less than 5 per cent of Niksic Romani women now give birth at home, compared to 60 per cent prior to Centre's activities. The Centre also took part in the process of creating the National Action Plan on Gender Equality, and in drafting of the National Action Plan on Romani Women.

SOS Podgorica

SOS Podgorica (SOS telephone for women and children victims of violence – Podgorica) is Montenegrin NGO founded in 1997. and has 17 years of experience in gender related programs. Organization aim is elimination of all kinds of violence and discrimination against women and children through educational programs, providing help and support to the victims of violence, and cooperation with governmental institutions through initiation of law amendment regarding VAW and its adequate enforcement in practice.

SOS Podgorica has special focus on youth with the goal to support, educate and inform young people in order to strengthen youth activism.

SERBIA

Association of Roma Women's OSVIT

Association of Roma Women's Osvit is a regional women's civil society organization founded in 2005. which contributes to the achievement of gender equality, the creation of a society without discrimination and equal access to public services. URoOsvit empowers women with experience of violence, especially Roma women, to leave the circle of violence. Osvit works with competent institutions and decision-makers on the development and implementation of national and local policies for combating and preventing violence against women. We provide the service of SOS phones in Romani and Serbian language. It excites, strengthens and spreads Roma culture, thus contributing to understanding among communities and the culture of non-discrimination. 2005.god. we have established the first SOS telephone in Romani language in Europe. 2017.god. we have accredited the program "Support for the improvement of the position of Roma women" for the training of professionals in order to improve the quality of local services in the institutions in which Roma women exercise their rights. 2018.god. We licensed the SOS phone service. . The organization's support programs provide the following services: telephone and individual interviews, psychological and legal assistance, participation in self-help groups, as well as educational and other workshops. The SOS line is available on the free telephone number 0800/100909 from all fixed and mobile networks and the working hours are 24/7.

Women's Centre UZICE

Since its inception (1998), the Women's Center of Uzice has been improving the position of women from vulnerable groups, creating various programs of economic empowerment and social inclusion. An important segment of our work is the monitoring and development of public policies and their implementation at the local and regional level. We actively participated in building mechanisms for gender equality at the local level. We also participate in the development of strategies related to

women's position and campaigns to combat violence against women. Since 2015, we provide the SOS phone service for victims of domestic violence, this year we received a national license for the SOS phone service. We provide legal and psychosocial support for victims of domestic violence through individual consultation. SOS phone is available on business days from 8 am to 8 pm (0800333445), calls are free for all fixed telephone and mobile networks.

Center for Support of Women, Kikinda

is a non-partisan, non-governmental and non-profit organization whose goal is to improve the status of women and to contribute to the establishment of gender equality and equal opportunities policy, especially in the local community and the region, through organizing different educational, promotional, advisory, research and other activities.

Center for support of women was established in March 2004 with the mission to creating and implementing programs that contribute to the elimination of all forms of discrimination against women and the establishment of the principle of gender equality as the key one in building a modern, democratic and just society.

...Out of Circle – Vojvodina

...Out of Circle – Vojvodina is a women's civil society organization established in March 2007. The organization's work is especially aimed at giving support to women with disabilities who are exposed to gender-based violence and raising public awareness about the multiple discrimination women with disabilities face. Through professional support and dissemination of information on women and men with disabilities in Vojvodina, we create more opportunity for their equal participation in society. The organization's SOS Line 021/447-040 and 066/447-040 are intended for women with and without disabilities exposed to domestic violence. The Line offers support and information and is available every workday from 9 am to 4 pm. Free legal aid is given to all interested persons with disabilities, regardless of the type or degree of disability, as well as their immediate family members, who live in Novi Sad or the vicinity. This service is available every Wednesday from 5 pm to 7 pm at the organization's office in Bulevar vojvode Stepe 67, or by phone at 021/447-040, or e-mail office@izkrugavojvodina.org. For more information about the work of the organization visit its website (<http://www.izkrugavojvodina.org/>) and its Internet media - Disability Portal (<http://portaloinvalidnosti.net/>).

NGO Atina

Since its establishment in 2004 Atina has been the only organization in Serbia conducting programs for long-term social inclusion of trafficking victims with complete participation of beneficiaries. We also have active participation of state institutions so as to make the system of assistance a sustainable solution leading to complete recovery and full integration. The organization's support programs provide the following services: medical, psychological and legal aid; support for education and resolving citizen/legal status; temporary accommodation, participation in self-help groups as well as educational and other workshops. Atina provides education in the aim of strengthening institutions and organizations in order to give adequate support to trafficking victims. Atina also participates in research projects examining the phenomenon of trafficking. NGO ATINA's SOS Line is available work days from 9am to 5pm – 011/3220-030 and 061/638 - 4071 every day 24 hours.

TURKEY

7 women's CSOs working in different parts of Turkey were interviewed for the report. Titles and brief descriptions of all except one which requested to remain anonymous are provided below.

Association for Struggle Against Sexual Violence

Officially founded in 2014 in Istanbul on the basis of a collective struggle against SV under Women's Platform Against Sexual Violence since 2009, Association for Struggle Against Sexual Violence¹ (Cinsel Şiddetle Mücadele Derneği in Turkish) is a queer and feminist organization that involves trans and non-trans women, trans men and gender non-conforming individuals of various sexual orientations. The organization fights with all forms of SV through awareness and visibility projects regarding injustice towards survivors of SV, monitors court cases and campaigns for the establishment of SV crisis centres.

Foundation for Women's Solidarity

Based in Ankara, Foundation for Women's Solidarity² (Kadın Dayanışma Vakfı in Turkish) works to eliminate gender-based violence through advocacy, trainings and awareness-raising, and by empowering women to decide the course of their lives. The Foundation opened Turkey's first independent Women's Counselling Centre in 1991, and Turkey's first independent women's shelter in cooperation with a municipality in 1993. The organization also operated a shelter for trafficked women from 2005 to 2016.

Purple Roof Women's Shelter Foundation

Purple Roof Women's Shelter Foundation³ (Mor Çatı Kadın Sığınağı Vakfı in Turkish) was founded in 1990 in Istanbul, out of feminist activism of the 1980s to struggle with DV. Through its shelter and solidarity centre, the organization provides social, psychological and legal support and feminist solidarity to women and support them in their efforts to build a new life free of DV. In addition, the organization monitors VAW, conducts trainings and undertakes lobbying and campaigning against VAW.

Women's Centre Foundation

Women's Centre Foundation⁴ (Kadın Merkezi Vakfı – KAMER in Turkish) was established in 1997 in Diyarbakır to struggle with violence and discrimination against women. The organization provides awareness workshops for women's human rights, an emergency support program for women survivors of violence, early childhood education programs to struggle with gender discriminatory norms, women's entrepreneurship programs, as well as support to refugee women and children. The organization currently works in 23 provinces in Southeast and Eastern Turkey.

Women for Women's Human Rights – New Ways (WWHR)

Founded in 1993 in Istanbul, Women for Women's Human Rights – New Ways (WWHR)⁵ (Kadının İnsan Hakları-Yeni Çözümler Derneği in Turkish) aims to promote women's human rights, equality and non-discrimination in Turkey and internationally, through activism, advocacy and networking. The organization has significantly contributed to numerous legal reforms and awareness-raising processes in Turkey to improve women's human rights, as well as undertaking advancement of sexual and bodily rights in Muslim societies and promoting women's human rights at the United Nations level.

Women's Solidarity Foundation

Women's Solidarity Foundation⁶ (Kadınlara Dayanışma Vakfı in Turkish) arose out of the women solidarity network established with women and children survivors of the devastating Marmara Earthquake of 1999 in Turkey. Based in Istanbul, the organization supports women survivors of

¹ See <http://cinselsiddetlemucadele.org/en/> for the English website of Association for Struggle Against Sexual Violence (accessed October 25, 2018).

² See <http://kadindayanismavakfi.org.tr/eng/> for the English website of Foundation for Women's Solidarity (accessed October 25, 2018).

³ See <https://www.morcati.org.tr/en/> for the English website of Purple Roof Women's Shelter Foundation (accessed October 25, 2018).

⁴ See <http://www.kamer.org.tr/eng/> for the English website of Women's Center Foundation (accessed October 25, 2018).

⁵ See <http://www.wwhr.org/> for the English website of Women for Women's Human Rights–New Ways (WWHR) (accessed October 25, 2018).

⁶ See <http://www.kadav.org.tr/?lang=en> for the English website of Women's Solidarity Foundation (accessed October 25, 2018).

violence, works in the field of women's labour and employment, and, since 2010 the organization has extended its support and solidarity work to those who face multiple discrimination, mainly, immigrant women (all status), imprisoned women and LGBTIQ people.