

# NETWORKING AND CARING FOR MIGRANT AND REFUGEE WOMEN



Project funded by the European Union, within the  
Directorate-General for Justice and Consumers

(REC-AG-2018/REC-RDAP-GBV-AG-2018)

## Newsletter 1

February 2020

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# 1. What is Net-Care?

## 2. Objectives

### 1.-What is Net-Care?

Networking and Care for Migrant and Refugee Women (Net-Care) is a project funded by the European Union, within the Directorate-General for Justice and Consumers (REC-AG-2018/REC-RDAP-GBV-AG-2018) and the number of the Great Agreement is 856909. Net-Care started on 01 August 2019 and has a duration of 24 months.

According to International Agencies (UNHCR, UNFPA, WRC) “many refugee and migrant women, girls and children have already been exposed to various forms of sexual and gender based violence (SGBV) either in their country of origin, first asylum and to the journey to and in Europe”.

Coping with SGBV requires the involvement of key stakeholders at National and International level that establish a coordinated response system that protect women, girls, boys and children.

The Net-Care project aims at strengthening a multi-sectorial system of support and care for refugee and migrant victims of violence. The main goal of the project is to facilitate their access to existing services taking into account the risk of under-reporting, the issue of mistrust and the low level of attendance of the care and protection services by the target group in Greece, Italy and Spain.

Health, social and legal services in networks (including anti-violence centres, anti-trafficking agencies, reception centres, hospitals, emergency rooms, community services, legal offices and police stations) will be involved in Greece, Italy and Spain and will be endowed with the creation of a roster of key professionals.

The partner organizations intend to involve the key services providers, to strength their collaboration and to promote a defined and structured use of the cultural mediation service as a key strategy to reach the target group and to extend the emergency response on SGBV to migrant and refugee women, girls, boys and children.

The trained cultural mediators will organize at local and regional level direct interventions on awareness raising on SGBV protection and support, to sensitize and orientate the migrant and refugee communities on the existing services in network and referral channels. To organize effective awareness and education activities the cultural mediators will collaborate with reception centres, community centres, women clinics and migrants’ associations in Greece, Italy and Spain. During the project activities National events and a final international conference will be organized in order to disseminate through National and European channels the Net Care results and lesson learnt.

### 2.-Objectives

- To promote the participation and presence of women in political, social, economic, cultural life, etc.
- To improve the social and labor insertion of groups at risk of social exclusion.
- Networking with other social agents.
- To provide cultural and social services to improve the quality of life of the population.
- To establish permanent agreements for the exchange of information, methodologies, etc., with entities with similar purposes.
- Promoting equal opportunities between men and women

# 3. Project image

## 4. The partners of Net-Care

### 3.- Project image

Below it is shown the specific meaning of each characteristic of our logo:

- **Nodes form:** the idea of connection between the three countries involved in this project (Italy, Greece and Spain) is represented by the net picture.
- **Number of nodes:** there are seven nodes. Seven is the anthropological number that symbolize perfection and completeness. Moreover, the number seven has been tied for millennia to the perfect security and safety, and to the rest that these both feelings create as consequence.
- **Links:** The links represent not only the professional work between different interventions and aspects, but also the connection between the three countries and the elaboration of a common protocol to intervene more effectively.
- **Colour:** Purple is the colour that represent feminism and the fight for women's rights.
- **Opened white hand:** This represents "Stop violence" symbol.
- **"Net"- "Care" words:** The acronym of this projects appears in our logo, to emphasises the importance of a Net of cares in this work.
- **Net-Care link:** Both words are linked. No deep and efficient Care is possible in this work without creating a Net among professionals, elements and countries.

The result of all of the above is as follows:



### 4.-Oxfam Italia Intercultura

Via Piave n.5, Arezzo Italy /  
[www.oxfamitalia.org](http://www.oxfamitalia.org)

Oxfam Italia Intercultura (OII) is a social cooperative and is part of Oxfam Italia NGO. It was funded in 2010.

The objective of Oxfam Italia Intercultura is to promote social and cultural interventions for the inclusion and the active citizenship of the migrant population in Italy. The values of Oxfam Italy are connected to solidarity, injustice, democracy, sobriety and human dignity.

OII provides accommodation and social service for asylum seekers and refugees in accordance with the reception model foreseen by the Italian Ministry of Interior. At the moment, the Cooperative is hosting around 120 people mostly in Tuscany region. Oxfam manages humanitarian corridors hosting families escaping from Syria who arrived in Italy from Lebanon refugee camps.

OII also hosts unaccompanied minors in specific educative centre.

Migrant women are involved in language classes and receive legal and psycho-social support in order to overcome the difficulties faced in their home countries and during the journey to Italy. OII is active in linguistic and cultural mediation services in many Tuscan cities collaborating with schools, hospitals and reception centres.



# 4. The partners of Net-Care

## 4.1 The Meyer Hospital-University

Florenzia en viale Gaetano Pieraccini, 24 / <http://www.meyer.it/index.php>

The Meyer Hospital-University (AOU Meyer) is a highly specialized pediatric hospital and a national reference center for its high pediatric complexity. AOU Meyer is part of the National Health Service and it's the reference pediatric hospital in Tuscany Region. It is also a teaching hospital integrated with the University of Florence, with which it carries out unitary functions of assistance, training and research.

The Global Health Center (GHC) of Tuscany Region, which has its operational headquarters at the Meyer Hospital, is the regional body responsible for the issues of international health cooperation, global health and migrants' health. Through a multisectorial approach, it has the objective to highlight the connections established between globalization and health in terms of equality, human rights, sustainability, diplomacy, and international collaboration.

Regarding migrants' health, the GHC is in charge of regional policies and, in the last few years, has been involved in many national and European projects with regard to this issue.

The members of the team involved in NetCare project are Maria José Caldés Pinilla (director), Nicole Mascia, Francesca Falzone Marsili and Giulia Borgioli.



## 4.2.-Asociación por el Empleo y la Integración Social

C/ Juan Pedro Gutiérrez Higuera, 7 Jaén - 23005 Spain / [www.aseislagarto.es](http://www.aseislagarto.es)

ASEIS (Partnership for Employment and Social Integration) works with people at risk of social exclusion in the province of Jaén, giving solutions to social problems

problems such as unemployment and supporting vulnerable groups such as long-term unemployed, immigrants, women victims of gender violence or former inmates among other groups.

ASEIS has been working with people at risk of social exclusion since 2006, attending groups to which the Net-Care Project is directed, such as refugees, asylum seekers, women victims of gender violence, ethnic minorities, inmates, former inmates as well as immigrants and drug addicts among others.

The members of the team are Aránzazu Díaz León (President), Francisco Lara Estrella (Secretary), Juana Parra Molina (Socio-labour counsellor) and Isabel Portilla Seiquer (Inclusion technique).



## 4.3.-Universidad de Jaén

Campus Las Lagunillas SN, Jaén • 23071 Spain / [www.ujaen.es](http://www.ujaen.es)

The history of the University of Jaén goes back the Modern Age, with the University of Baeza, and throughout the seventeenth century, in the brief period in which the General Study of Santa Catalina was transformed into a Pontifical University.

## 5. The partners of Net-Care

Since then, until now, the University of Jaén has consolidated and has not only adapted to its environment, but has transformed it. It is a current and active University; with a great international projection which is strongly committed to society and its environment.

The UJA team is interdisciplinary: Social Work and Social Services, Nursery and Psychology areas of knowledge.

The members of the team are Beatriz Montes-Berges (Project Director), María Aranda López (Project Director), Lourdes Castro Ortega (International Project Manager), Belén Agrela Romero (Expert in Migration, Gender Studies/Feminists, Social Work and Social Policy), Marta García Domingo (Expert on Social Exclusion, Diversity and Inclusive Policies), Teresa Fernández Contreras (Expert in Migration and Gender Studies), María Luisa Grande Gascón (Expert in Gender, Health, Migration and Development Cooperation), Juana María Morcillo Martínez (Expert in Gender, Dependency, Migrations and Social Exclusion) and David Moreno Molina (Communications).



## 4.4.-Generation 2.0 RED

Eleftherias Square 14, Athens, 10553 / <https://g2red.org/>

Generation 2.0 for Rights, Equality & Diversity (G2RED) is an initiative launched by a group of young people with migrant origins. Operating as an informal group as far back as 2006, referred to as 'Second Generation', our mission had been focused on securing the rights of the otherwise invisible generation of children, born and/or raised in Greece from migrant backgrounds. Today, G2RED is a nonprofit organisation and consists of an interdisciplinary team, representing a mix of ethnicities and social backgrounds, sharing the common vision that all of us have the right to equal and active citizenry on an individual and communal level. G2RED mission focuses on equal participation in a diverse society following a holistic approach with action and research, aiming to promote human rights, equality and diversity and fight against racism, xenophobia and discrimination.

The members of the team are Thanasis Tsaldaris (Project Director), Ismini Karydopoulou (Researcher), Fenia Biniari (Communications Officer), Katerina Kapnisi (Coach) and Jackie Abhulimen (Cultural Mediator).





# 4. The partners of Net-Care

## 4.5.-KMOP

Skoufa 75, Athina 106 80, Grecia / <https://www.kmop.gr/>

Since 1977, KMOP has been working with people at all levels of society to help empower lives and build resilient futures. People differ in their susceptibility to risk depending on their social group, gender, ethnic or other identity, age, as well as other factors and characteristics. This makes them vulnerable as their ability to anticipate, cope with, resist and recover from the impact of a hazard decreases.



It is therefore essential to develop their capacity to build resilience.

Building resilience strengthens the ability of vulnerable households and communities to adapt to changing circumstances, manage an increasingly complex and risk-prone social environment, and cope with crises they cannot avoid.

Against the backdrop of a changing world, and building on our core strengths, our work focuses on driving the solution-oriented, knowledge-based interventions that are crucial to building resilience. In doing so, we leave behind a legacy of organizations that can continue our work once we are gone.

KMOP has long been committed to strengthening people's resilience to the socio-economic and psychological risks associated with unemployment and social exclusion by working closely with national and local governments, the private sector and civil society in defining priorities for promoting employment and social inclusion and supporting measures.

The members of the team are Fotis Roussakis (Financial manager), Alexandra Harkay (Project manager), Christiana Avarli (Researcher) and Giorgos Koulouris (Communications Officer).

## 4.6.-Alice Società Cooperativa Sociale Onlus

Via Pistoiese, 245, 59100 Prato / <https://www.alicecoop.it/it>

Established in 1979, the Alice onlus social cooperative was born from a communion of ideas of 11 people: some already employed looking for a different job and others, younger, unemployed, who gave life to the Cooperative to make it a meeting point to promote activities.

Through research and social planning, the Cooperative promotes qualitative innovation in local welfare systems. It is also committed to supporting the development of services aimed at people and processes of social integration/interaction as a resource and an integral part of a territorial network of interventions that promote and improve the autonomy, social and cultural well-being of citizens and the community in general. The main objective has always been the creation of quality jobs and the promotion of quality in work, both in terms of employment of employees and management of services.

The members of the team are Filippo Balistreri, Francesca Ranaldi and Elisa Maurizi.



# 4. The partners of Net-Care

## 5.- Activities

### 5.-Works Packages

WP	Description	Start (months)	End (months)
1	MANAGEMENT AND COORDINATION OF THE PROJECT	1	24
2	NEED ANALYSIS AND MUTUAL COOPERATION PROTOCOL DEVELOPMENT	2	14
3	TRAINING COURSE DEVELOPMENT AND TESTING	8	17
4	EMERGENCY RESPONSES AND AWARENESS RAISING	9	22
5	DISSEMINATION AND COMMUNICATION	3	23

### 5.1- Management and coordination

Creation of Management and Evaluation Committees to plan, coordinate, manage and evaluate activities and their results. Internal management of project members



### 5.2-Needs analysis

- Focus groups: Analyzing the situation of aid systems in participating countries to respond to gender-based violence in immigrant and refugee populations.

3 GF: private entities, public entities and immigrant and refugee communities.

- Coordination meetings: 3 meetings to define possible network actions, a protocol for the implementation of processes and the management of cases at an institutional level and private entities that work in health, legal and social services with gender and immigration violence.

- Creation and promotion of an action protocol. Protocol of mutual agreement to work with refugees and immigrants who are victims of gender violence (especially women, children and LGTB).

### 5.3-Training course

Who is it? The health system, immigrant care services, gender violence centres and services.

#### Training

Specialization Course in Cultural Mediation. 25-hour classroom and practical training at the UJA (5 modules) on cultural mediation for 30 professionals.

Online course on the prevention of gender violence and the responses of cultural, social, legal and health mediators.

#### Training evaluation

Course evaluation. Organization of 5 training sessions with the professionals trained in the course (3h with at least 20 professionals from services and institutions)

# 5.- Activities

Creation of a list of cultural mediators

List of the 30 professionals trained in cultural mediation and gender-based violence available to support the activities of public and private services to combat gender-based violence, human trafficking, etc.

## 5.4.- Emergency Responses

Code of Conduct for Cultural Mediators  
Development and transmission of a Code of Conduct for Cultural Mediators

### Interventions

100 interventions of the cultural mediators trained in the course with immigrants and refugees, especially women and children victims of gender and sexual violence.

### Education and awareness

Development of education and awareness tools for professionals (brochures, etc.) to communicate with victims of gender violence. 4 awareness-raising meetings: 125 professionals working with immigrants and refugees

## 5.5.- Dissemination and communication

To communicate and disseminate the main outcomes and advancements of the project: an action that will cover almost the entire period of the project and that will be prepared on several levels using appropriate means of communication: websites of the involved partners, social medias and events in order to disseminate the project results, ensure the visibility and the use of the distance learning course to be inserted in national and EU learning platforms.

In national events, public Authorities at regional and National level will be involved to give visibility to the project, to

exploit project's results and to disseminate best practices.

One in each partner country is foreseen in different phase of the project in order

1. to give visibility to the project,
2. To monitor and exchange practices,
3. To evaluate the results achieved during all the life-cycle of the activities.

Anti-violence networks, relevant stakeholders (Migration and Gender Public Departement at regional/national level),

policy makers, MR communities (Associations and representatives) will participate in the events to promote the action,

the Protocols and to exploit the project results beyond the life time of the project. The final event in Brussels will target

European networks and Institutions: policy makers working on GBV prevention and support; sharing situation and data

on the existing phenomenon, proposing best practices to prevent violence and to protect MR victims.

## 6.-Expected outcome

Indications on beneficiaries and target group: qualitative and quantitative data

- At least 120 cultural mediators trained.at least 325 migrants, women, men, boys and girls victims of violence.
- At least 400 migrants and refugees sensitized to gender-based violence.at least 240 social, legal, health and anti-violence and anti-trafficking operators trained.



# 6. Expected outcome

## 7. Events

- At least 315 professionals (from institutions and CSOs working on migration, health and gender-based violence) sensitized.
- At least 40 policy makers sensitized.

Expected results/qualitative data to achieve:

Increased capacity of services to protect victims of migrant/refugee violence. Increased capacity and behavior change of key professionals involved. Increased capacity of the migrant/refugee community to prevent and respond to gender-based violence

## 7.-Launch Event in Spain

During the first months, several launch events have been carried out with the aim of establishing a first contact with the different public and private entities, giving them all the information about the project and so they can get involved in the Net-Care project.

The different launch events have involved and captured the interest of different public and private entities that work with immigrants and refugees, especially women, girls and boys who are victims of gender and sexual violence, all under the premise of optimizing resources and professional actions in the intervention.

The launch event that took place at the University of Jaén was attended by a total of 51 people representing different entities; among which we can mention Jaén Solidarity, Meridians, Foundation Diagram, Spanish Red Cross, Foundation Margins and Links, College of Social Work, World Village, among others.

A first launch event was held on 12 December 2019 at the University of Jaén.



### 7.1.-Focus groups in Spain

In general, the basic/emergence needs of refugee and migrant people seem to be covered in a welfare level. Also, the UJA team, in collaboration with ASEIS, organized 8 discussion groups in which representative communities and public and private institutions participated.

However, an important part of this work is transferred to the NGOs because there are not specific services to immigrants (or enough budget of professional hired to their attention). This derivation is based on notions like: NGOs are much more specialized than public administrations; NGO have more staff and time. Much remains to be done, because other necessities are detected, among them: residence (shelter houses), administrative and bureaucratic access documentation, support, adaptation of the education system, job, language knowledge, greater confidence in the Security Forces and Corps, so that they can act to protect these women, labor conciliation, through the bank of hours or play centres, social support network, knowledge of the resources at your fingertips.

## 7. Events



Some participants, especially those who work with minors, comment that the child protection policy sometimes clashes violently with the opportunities that the Foreign Law can generate, so that minors between 16 and 18 are left without work when your priority and motivation to be in Spain.

Depending on the political dye of each Autonomous Community, this way the intervention with this group is resolved more effectively and efficiently.

In addition, the importance and necessity of not generalizing the figure of the Cultural Mediator for all cultures was emphasized, but it is essential to understand that each culture has a different code of conduct, and therefore here appears the debate on the opportunity of having a Cultural Mediator by specific country (this topic refers to the misunderstandings about what culture is, the weight of cultural to personal decision makings/understandings, the essentialization and categorization of migrants according to their country/culture).

The main needs of the migrant and refugee victims are the basis ones: work, a place to live in, food, etc. Moreover, having legalized their situation in the country is crucial for them. Only when above mentioned needs are covered, they ask (and realize) about other problems such as GBV. They also need time, time to learn the language, to adapt to the host culture, to find a job, to recover

from the hard process of fleeing their homes. Most of these needs are not complete covered, although in some area the resources are better implemented and extensive than other. For instance, coverage regarding international protection is well established. Humanitarian NGOs that work in the arrival zones (costs, refugee's centres, etc.) try to cover basis needs (e.g., food, clothing, initial advice.), but this is possible just for a very short period. After this first intervention, many of the migrants and refugees have no regular support.

The network among organizations is consider essential by all participants, so that the access to the resources for the collective could be improved. The majority of the entities have channels of communication with other similar organizations. In some cases, they have well established working protocols. However, contact public entities very scarce.



### 7.2.- Focus groups in Italy

In Italy (Tuscany Region), Oxfam Italia Intercultura, Alice Soc. Coop. and the Global Health Centre organized 7 Focus groups which involved a plurality of actors in order to contribute to the definition of the problem, identifying its causes and consequences.

The strength of the private sector came out to be: a multi-dimensional care of the

# 7. Events

migrant and refugee person (housing, psycho-social support, work inclusion) especially in case of women and girl victims of SGBV (trafficking, domestic violence, forced marriage, FGM).

These competences and experiences acquired by professionals working in the sector have been dismissed by the last Security Decree: for the participants, due to the decrease of resources for reception centres the worsening quality of the protection system and consequently the capacity to identify and contrast to the phenomena of SGBV among migrant and refugee survivors and victims.

The problems faced by social operators were also: the difficulty in interacting with the public sector in particular with the Social Services and the Mental Health System.



Despite this, the associations and entities involved reaffirm the importance and the need for the involvement of public institutions which are considered as the first and final entities responsible for the protection of the population (including migrants and refugees who are victims of SGBV), their role is also considered important for the creation of a network and for not being self-referential.

Social operators highlighted how SGBV brought some victims to suffer of psychological and psychiatric distress: these cases should be in charge to the public mental health services. Nevertheless, this process is difficult and still ineffective: due to lack of training in the ethno-psychology of the professionals (doctors, psychologists). In these cases, the presence of a cultural

mediator would be essential to talk with refugee survivors and to assess their health, perception and feelings.

The participants stated that the continuity and regularity of both public and private protection services would ensure a better stabilization and recovery of migrant and refugee people who have experienced violence or still live in serious conditions of vulnerability to various forms of violence and exploitation.

Many people said that the role of cultural mediation should also be to help migrants and refugees understand the new context and women's rights, which are not always something acquired or widespread.

Some men (asylum seekers and refugees) stressed that the independence of women is often limited by their role in the family; they can only take care of the children and the house: this situation can lead to isolation, which can increase their dependence on the perpetrator and overall vulnerability.

Everyone said they needed interpretation, when they had newly arrived in order to be oriented and to understand the new context of their environment and its dynamics.



## 7.3.- Focus groups in Greece

The following main ideas can be drawn from the different focus groups held in Greece:

1. Representative of the municipal services: A communication bridge should be

# 7. Events

SGBV and the respective authorities in order to receive the protection entitled.

2. Participant from the National Centre For Social Solidarity: The vulnerabilities of the victims of SGBV increase, as their cases remain underreported.

3. Participant working with an international organisation: The code of conduct of the interpreters should always be considered when requested to provide their services as they should avoid any prejudice and remain neutral.

4. Participant from the Research Centre for Gender Equality: Educational trainings and seminars of professionals who deal with SGBV victims will play a key role on the integration of the victims in the society.

5. Member of the Greek Council for Refugees stated the Importance of educational trainings to both genders with the aim to further understand the notion of gender equality.

6. The representative of the Centre for Research on Women's Issues mentioned: Integration and education programs will empower the victims of SGBV.

7. A member of the United African Women Organization stated: Enhancing the cooperation among state authorities, organizations and communities in order to support the SGBV victims is a necessity.

8. The Syrian-Greek Youth Forum representative said: Female victims are hesitating to report incidents of SGBV, as they fear of being stigmatized.

9. A member of the Afghan Community mentioned: Social inclusion of the female victims will empower their position into the society and will enable them to understand their rights and report acts of SGBV.

## 7.4.- Meetings in Florence

In November of this year 2019, the components of the different partners of the Net-Care project met in a first meeting in Florence (Italy) to make themselves known and to specify the work groups that would be carried out during the first months of the project.



This meeting, in addition to being a first contact between the participants, served as a starting point to establish what would be the key steps and the first activities to be carried out by each of the partners.

In addition, at the meeting in Florence, the final design of the Net-Care project logo was finalized, as well as the corporate image that should be used in each and every one of the communications that take place as of this moment.



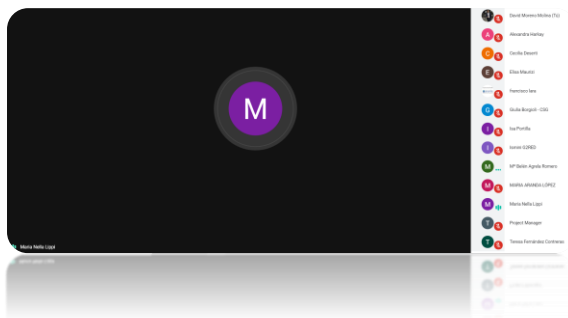


# 7. Events

# 8. Networking

## 7.5.- COVID-19

*The Net-Care project is still in the gap!! We had a meeting with the different partners from Greece and Italy, to find new ways to advance in our main objectives in view of the current situation. From home we go on working. #StayHome #Net-Care #immigrants #refugees #GenderViolence*



Instagram: @projectnetcare



Twitter: @ProjectNetCare



## 8.-Networking

In order to develop dissemination elements of the project and to ensure its dissemination, as well as to distribute the contents generated from the Net-Care project making them accessible to the whole community we have the following social networks.

Page of Facebook:

Net-Care: Networking and Care for Refugee and Migrant Women

Instagram: @projectnetcare



Website:

<https://net-care.wixsite.com/website>



QR code giving direct access to the website

