



TOOLKIT FOR SURVIVORS

English & Malti



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It is violence that takes place within the family or home



The perpetrator may, or may not, still be living in the same residence with the victim

What is domestic violence?



It could happen in same-sex couples



It could be between current or former partners, or among family members, including child-to-parent violence and sibling-to-sibling violence.

If you are experiencing domestic violence...



Don't blame yourself... it's not your fault!

No one deserves violence!



There is no provocation that justifies violence!

You deserve better!



You can find help

There are various services that are ready to help you!

Forms of domestic violence...



Physical abuse
on the person, objects
or animals



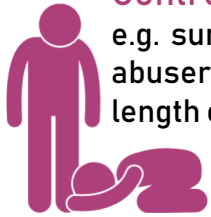
Economic abuse
e.g. taking survivor's money



Psychological / emotional abuse
e.g. threats and intimidation, making
survivor feel guilty or worthless



Verbal abuse
e.g. insults



Control
e.g. survivor having to ask permission to shower;
abuser not letting survivor go out; or controlling
length of time the survivor remains out



Drug abuse
e.g. forcing / encouraging
survivor to take drugs



Sexual abuse
e.g. rape (even within
marriage), forced prostitution



Other forms of abuse
e.g. forced marriage, forced abortion

What if you leave the matrimonial home?



You won't lose your rights on the home, since the reason of leaving is to protect yourself.



You need to file a police report



The Court has the power to ask the perpetrator to leave the house

How can one seek professional help?



You may start by calling Supportline 179 National Helpline or Domestic Violence Unit of Aġenzija Appoġġ on 2295 9000

A social worker will guide you throughout the whole process.



You may also go to the nearest police station and file a police report. They have the duty to take report and investigate.

Make sure you have a receipt and a report number.



The police Officer must contact Domestic Violence Services of Aġenzija Appoġġ to conduct a risk assessment. If this is not done, you may ask the police officer to do so.



In any case, the risk assessors will ask you whether you would like to receive support from a social worker from Domestic Violence Services.

If you are found to be at high risk, the police may request the duty magistrate to issue a temporary protection order. The perpetrator will not be able to make any contact with you and the perpetrator might be asked to leave the house.



The victim cannot decide whether s/he wants to proceed to court or not. Each report of domestic violence is *ex-officio*, it means that if the police investigation results that there was domestic violence, they will have to prosecute the perpetrator in Court.

Should you require more information you may contact Supportline 179 National Helpline or Domestic Violence Unit, Aġenzija Appoġġ on 2295 9000.

Where can I find a shelter where I will be safe?



In Malta, there are **2 emergency shelters** and other **long-term shelters**.



You may call:



179 Supportline, National Helpline



2295 9000 Domestic Violence Unit of Aġenzija Appoġġ



2144 0035 Dar Merħba Bik



The social worker will guide you.



Will I be able to take my children with me to a shelter?

Yes, these shelters accommodate children as well.

Will I be able to take my pets with me to a shelter?



There are **some shelters that might accept** your pets



Discuss this matter with the social worker.



Can I apply for social housing during the separation process?

Yes; you will need a letter from your lawyer confirming the ongoing separation process.



If I experienced **domestic violence and homelessness**, which are the services that I might require?



You may **discuss this list with a social worker** to choose the service/s that is most suitable to you or call **Supportline 179 National Helpline**, or **Aġenzija Appoġġ** on **2295 9000**.



Shelters for Homeless

1. **YMCA (NGO)** operates Dar Nikki Cassar, Msida, which accommodates women, men and children – 2767 5278
2. **Dar Maria Dolores** is an emergency shelter run by Fondazzjoni Dar il-Hena – Triq Fleur-de-lys, B'Kara – 2144 5431 / 7702 6644
3. **Tereza Spinelli** is a home that accommodates women and children. It is run by Suret il-Bniedem, a Church-run NGO – Valletta – 2122 2786
4. **Reach Residential Home** is a long-term residential shelter which is run by Fondazzjoni Dar il-Hena – 2144 5431 / 7702 6644
5. **Dar Emmaus** is a shelter for homeless in Gozo which accepts women, men and children. It is run by Fondazzjoni Kenn u Tama (NGO) and it is Church-run – Triq il-Belliegħa, Victoria, Gozo – 2155 2390

Other Services



1. **Victim Support Unit** – The Malta Police Force – provides victims of crime with additional information and support – 2122 4001
2. **Legal Aid Services** – it offers free legal services to victims – 2567 4330 (Malta) or 2215 6650 (Gozo)
3. **Victim Support Malta (VSM)** – it provides practical assistance and legal information to victims of crime – 2122 8333
4. **Women's Rights Foundation** – it offers support and free legal advice – 7970 8615
5. **SOAR (SJAF)** – it is a survivor-led service that works towards enabling survivors of violence in intimate relationships and domestic violence to rebuild their lives – 2180 9011 / 2180 8981 / 2767 2367
6. **STOP! The Violence and Abuse** – it aims at assisting men who are abusive in intimate relationships to become aware of, understand and take responsibility for their behaviour, thus encouraging change – Aġenzija Appoġġ – 2295 9000.
7. **Commission on Gender-Based Violence and Domestic Violence** – it aims at increasing awareness on domestic violence – 2590 7190

Other Services



8. **Housing Authority** – it is responsible for the allocation of housing units – 2299 1000 / 8007 2232 (Malta); 2215 6801 (Gozo)
9. **Social Security** – it can provide information about social assistance and social benefits – 153
10. **Community Chest Fund** – it assists families in need of financial support to cover medical expenses or other necessary expenses that they cannot afford, such as essential home appliances – 2124 0568 (Malta); 7936 3927 (Gozo)
11. **Foodbank Lifeline Foundation Malta** – it provides food to those in need – 9915 4654
12. **Malta Foodbank Foundation** – it provides food for those in need – 7905 2888
13. **Millennium Chapel** – it offers professional counselling services and other help to those in need – 2135 4464
14. **Kitchen Soup** – Franciscan Friary, 40, Ursola Str, Valletta – it provides free meals to those in need (not necessarily everyday).
15. **Child Care Facilities** – free child care services – 2598 1167 / 2598 1168
16. **Alcoholic Anonymous (Malta)** – members meet regularly to share their experiences in recovery from alcohol abuse – 2123 9264, 7923 9264
17. **Narcotics Anonymous Malta** – members meet regularly to share their experiences in recovery from drug abuse – 24-hour mobile line – 7946 6566
18. **Agency for the Welfare of Asylum Seekers (AWAS)** – manages reception facilities and provides information programmes in employment, housing, health, welfare and education – 2568 7200
19. **Jesuit Refugee Service Malta** – helps and defends the rights of asylum seekers – 2144 2751
20. **Migrant Women Association Malta** – 7952 8945
21. **Office of the Commissioner for the Elderly** – promotes the rights of the elderly.
22. **The Commission for the Rights of Persons with Disability (CRPD)** – 2226 7600
23. **Malta Gay Rights Movement** – 9925 5559

Childcare facilities which offer services outside normal hours:



There are some but no list of these childcare facilities exists. For further information, you might need to contact [Jobsplus – Free Childcare Scheme Office on 25981167 / 2598 1168.](#)

Mental Health



Due to past or present **traumas**, survivors of domestic violence and / or homelessness may also experience mental health problems.



There is nothing to be ashamed of! Remember, **it's not your fault!**



You may **contact a doctor** whom you trust or **contact helplines** of the following list:

Helplines



Support line 179 – National Helpline
Short Intervention Services 1770 – (Richmond Foundation)
kellimni.com – (SOS Malta)
Violet – vso.org.mt
Crisis Resolution Malta – free consultation line – 9933 9966

Mental Health Services

If you are experiencing a mental health problem, **start by visiting a general practitioner** at the nearest **health centre** or a **family doctor**, who may refer you to the mental health services.



Mental Health Clinics

Cospicua, Floriana, Gżira, Mosta, Mtarfa, Paola and Qormi

Crisis Intervention Services

it operates from the Accident and Emergency Department of Mater Dei Hospital from Monday to Sunday from 7am till 5.30pm – 2545 3950

Richmond Foundation

21224580 / 21482336 / 21480045

Sokkors Fil-Pront (Immediate Help)

no number yet

Crisis Resolution Malta

9933 9966 (fees may apply)

Victim Support Malta

SPOT (Suicide Prevention, Outreach and Therapeutic Services) – 2122 8333

St. Jeanne Antide Foundation

180 8981

Mental Health Association

SMS only – 7980 0080 (Malta) / 7953 8151 (Gozo)

Office of the Mental Health Commissioner

2592 4304



Disclaimer: These notes should be used as guidelines only and they should not be considered as a professional advice. In case of doubt, or you need more information, contact a professional or a specialised agency.



Hija vjolenza fil-familja jew fid-dar



L-aggressur jista' jkun għadu, jew ma għadux, joqgħod taħt l-istess saqaf mal-vittma

X'inhì vjolenza domestika?



Tista' tigrì anke bejn koppji tal-istess sess

Tista' tkun bejn il-partners li għadhom, jew ma għadhomx, flimkien, jew bejn membri tal-familja. Tinkludi vjolenza mill-ulied fuq il-ġenituri tagħhom jew bejn l-aħwa

Jekk qed tesperjenza vjolenza domestika...



Mhux tort tiegħek!

Ħadd ma jistgħoqqlu vjolenza!



L-ebda provokazzjoni ma tiġġustifika l-vjolenza!

Inti jixraqlek aħjar!



Tista' ssib l-għajjnuna.

Hemm diversi servizzi li lesti li jgħinuk!

Tipi ta' violenza domestika...

Fiziku

fuq il-persuna, oġġetti jew animali



Psikoloġiku / emozzjonali

eż. theddid u intimidazzjoni; għira; il-vittma tiġi mgiegħla tħossha li mhi tajba għal xejn; il-vittma mgiegħla tħossha hatja għal affarijiet trivjali bħal meta tixtri ħwejjeġ bi flusha stress



Kontroll

eż. il-vittma jkollha titlob permess biex tieġu shower; ma titħallix toħroġ; il-perpetratur iżomm kontroll fuq it-tul tal-ħin li l-vittma ddum barra



Abbuż sesswali

eż. stupru, (anki fiż-żwieġ), prostituzzjoni sfurzata



Abbuż mid-droga eż. il-vittma tiġi mgiegħla jew imħajra tieġu d-droga

Oħrajn

eż. żwieġ sfurzati u abort sfurzati



Jekk nitlaq mid-dar biex niproteġi lili nnifsi, nista' nitlef id-drittijiet tiegħi fuq id-dar?



Le, ma titlifx id-drittijiet tiegħek fuq id-dar għaliex inti se titlaq mid-dar biex tiproteġi lilek innifsek



Ikollok bżonn tagħmel **rapport** lill-pulizija



Il-Qorti għandha l-poter li tordna lill-agressur biex jitlaq mid-dar

Kif tista' issib għajnuna professjonali?



You Tista' tinda billi ċċempel lis-Supportline 179, Helpline Nazzjonali, jew lid-Domestic Violence Unit, Aġenzija Appoġġ, fuq 2295 9000

Ikun hemm social worker biex inti tkun megħjun tul il-proċess kollu.



Tista' wkoll tmur fl-eqreb għassa tal-pulizija **biex tagħmel rapport**. Il-pulizija għandhom id-dmir li **jieħdu r-rapport u jinvestigaw**.

Il-pulizija għandhom jagħtuk **irċevuta u n-numru tar-rapport**.

Il-pulizija huma fid-dover li jikkuntattjaw lid-Domestic Violence Services tal-Aġenzija Appoġġ biex jaraw il-livell tar-riskju li hemm. Jekk dan ma jsirx, inti tista' tgħid lill-pulizija biex jikkuntattjaw lid-Domestic Violence Services biex jiġi stabbilit il-livell tar-riskju.



Wara li jiġi stabbilit il-livell tar-riskju, ikun xi jkun il-livell li jirriżulta, se jistaqsuk tridx **tirċievi għajnuna mis-social worker** mid-Domestic Violence Service u, skont kif tkun tixtieq inti, dan jiġi komunikat lis-Servizz.

Jekk jinstab li inti qiegħda **f'riskju għoli**, il-pulizija jkomplu jinvestigaw u jistgħu jitolbu lill-maġistrat tal-għassa biex tinħareġ **ordni ta' protezzjoni temporanja**. Dan ifisser li l-aggressur ma jkun jista' jagħmel l-ebda kuntatt miegħek u jista' jiġi ordnat joħroġ hu mid-dar.



Bħala vittma, mhux inti tiddeċiedi jekk il-każ jittellax il-qorti jew le. Kull każ ta' vjolenza domestika huwa ex-officio, jiġifieri l-pulizija għandha d-dmir li **tinvestiga** u, jekk ikun hemm vjolenza domestika, **itellgħu lill-perpetratur il-qorti**.

F'każ li għandek bżonn ta' iktar informazzjoni, inti tista' ċċempel lis-Supportline 179 Helpline Nazzjonali, jew tikkuntattja lid-Domestic Violence Unit, Aġenzija Appoġġ, fuq 2295 9000.

Fejn nista' nsib post sigur għalija?



F'Malta hemm **żewġ xelters ta' emerġenza** li jassistu nisa li qed jesperjenzaw vjolenza domestika. Hemm ukoll **xelters li joffru akkomodazzjoni iktar fit-tul**.



Jekk għandek bżonn tuża wieħed minnhom, is-social workers jiggwidawk skont il-bżonn



Tista' ċċempel:



lis-Supportline **179** Helpline Nazzjonali



Domestic lid-Domestic Violence Unit,
Aġenzija Appoġġ, fuq **2295 9000**



Dar Merħba Bik fuq **2144 0035**



Inkun nista' nieħu t-tfal miegħi f'xi xelter?

Iva, dawn ix-xelters jakkomodaw tfal ukoll.

Inkun nista' nieħu l-pets tiegħi miegħi f'xi xelter?



Hemm **xi xelters li jaċċettaw il-pets** ukoll.



Iddiskuti dwar dan mas-social worker.



Nista' napplika għas-social housing waqt il-proċess ta' separazzjoni?

Iva, ikollok bżonn ittra mingħand l-avukat li tikkonferma li l-proċess ta' separazzjoni jkun għadu għaddej.



Jekk esperjenzajt **vjolenza domestika** jew **spiċċajt bla saqaf fuq rasi**, liema huma s-servizzi li nista' niġi bżonn?



Hawn taħt għandek issib lista ta' servizzi li jista' jkollok bżonn. Tista' **tiddiskuti mas-social worker** biex tagħżel l-aħjar servizz għalik. Tista' ċċempel **Supportline 179 National Helpline** jew Aġenzija Appoġġ fuq **2295 9000**



Xelters għal min ma għandux saqaf fuq rasu

1. **YMCA (NGO)**, li tmexxi Dar Nikki Cassar, Msida, li tista' takkomoda nisa, irġiel u tfal – 2767 5278
2. **Dar Maria Dolores** huwa xelter għall-emergenza mmexxi mill-Fondazzjoni Dar il-Hena – Triq Fleur-de-lys, B'Kara – 2144 5431 / 7702 6644
3. **Dar Tereza Spinelli** takkomoda nisa u tfal. Titmexxa mill-Fondazzjoni Suret il-Bniedem – Il-Belt Valletta – 2122 2786
4. **Reach Residential Home** toffri akkomodazzjoni fit-tul. Id-dar titmexxa mill-Fondazzjoni Dar il-Hena – 2144 5431 / 7702 6644
5. **Dar Emmaus** hi xelter f'Għawdex li tilqa' nisa, irġiel u tfal. Ix-xelter hu mmexxi mill-Fondazzjoni Kenn, Victoria, Għawdex – 2155 239

Servizzi oħra



1. **Victim Support Unit** – unit fi ħdan il-Pulizija li joffri informazzjoni u sapport addizzjonali lill-vittmi ta' reati kriminali.
2. **Servizz ta' Għajnuna Legali (Malta)** – joffri għajnuna legali lill-vittmi bla ħlas – 2567 4330 (Malta) / 2215 6650 (Għawdex)
3. **Victim Support Malta (VSM)** – toffri assistenza Prattika u tagħti informazzjoni legali lil vittmi ta' reati kriminali – 2122 8333
4. **Women's Rights Foundation** – toffri sapport u pariri legali bla ħlas – 7970 8615
5. **SOAR (SJAF)** – servizz immexxi minn nisa li darba kienu vittmi. Jaħdem biex vittmi ta' vjolenza jerġgħu jqumu fuq saqajhom u jibnu ħajjithom mill-ġdid b'reżiljenza, dinjità u benessri – 2180 9011 / 2180 8981 / 2767 2367
6. **STOP! The Violence and Abuse** – servizz li jassisti rġiel li huma abbużivi f'relazzjonijiet intimi biex isiru konxji, jifhmu u jieħdu responsabbiltà ta' mgibithom u jinbidlu – Aġenzija Appoġġ – 2295 9000.
7. **Il-Kummissjoni dwar il-Vjolenza Abbażi tal-Ġeneru u l-Vjolenza Domestika** – tippromovi sensibiltà akbar dwar il-vjolenza domestika – 2590 7190

Other Services



8. **L-Awtorità tad-Djar** – responsabbli għall-allokkazzjoni tad-djar – 2299 1000 / 8007 2232 (Malta) / 2215 6801 (Għawdex)
9. **Sigurtà Soċjali** – jista' jipprovdi informazzjoni dwar assistenza u benefiċċji soċjali – 153
10. **Community Chest Fund** – tgħin familji li jkollhom bżonn għajjnuna finanzjarja biex ikopru spejjeż relatati ma' kura medika jew spejjeż oħra li ma jkunux jistgħu jaffordjawnhom, bħal apparat domestiku essenzjali – 2124 0568 (Malta); 7936 3927 (Għawdex)
11. **Foodbank Lifeline Foundation Malta** – jipprovdi ikel lil dawk fil-bżonn – 9915 4654
12. **Malta Foodbank Foundation** – jipprovdi ikel lil dawk fil-bżonn – 7905 2888
13. **Millennium Chapel** – toffri servizzi ta' counselling professjonali u għajjnuna oħra lil dawk fil-bżonn – 2135 4464
14. **Kitchen Soup**, Kunvent Frangiskani, 40, Triq Santa Ursola, Il-Belt Valletta – tipprovdi ikliet b'xejn lil dawk fil-bżonn (mhux neċessarjament kuljum).
15. **Facilitajiet ta' Child Care** – servizzi ta' child care b'xejn – 2598 1167 / 2598 1168
16. **Alcoholic Anonymous (Malta)** – il-membri jiltaqgħu fuq bażi regolari biex jaqsmu bejniethom l-esperjenzi tagħhom ta' fejqan (mill-alkoħol) – 2123 9264, 7923 9264
17. **Narcotics Anonymous Malta** – il-membri jiltaqgħu fuq bażi regolari biex jaqsmu bejniethom l-esperjenzi tagħhom ta' fejqan (mid-droga) – 7946 6566
18. **Agency for the Welfare of Asylum Seekers (AWAS)** – tmexxi diversi facilitajiet ta' akkoljenza għall-immigranti u tipprovdi informazzjoni fl-oqsma tax-xogħol, l-akkomodazzjoni, is-saħħa, l-għajjnuna soċjali u l-edukazzjoni – 2568 7200
19. **Jesuit Refugee Service Malta** – tgħin u tiddefendi d-drittijiet ta' dawk li jfittxu l-ażil – 2144 2751
20. **Migrant Women Association Malta** - 7952 8945
21. **Uffiċċju tal-Kummissarju għall-Anzjani** – jippromovi d-drittijiet tal-anzjani
22. **Kummissjoni għad-Drittijiet tal-Persuni b'Dizabilita' (CRPD)** – 2226 7600
23. **Malta Gay Rights Movement** - 9925 5559

Hemm **facilitajiet ta' childcare** li joffru servizz barra mill-ħinijiet tas-soltu?



Iva, hemm. Sfortunatament, ma teżisti l-ebda lista ta' dawn is-servizzi. Tista' tikkuntattja lil **Jobsplus – Free Childcare Scheme Office** fuq **25981167 / 2598 1168** għal iktar informazzjoni.

Saħħa Mentali



Minħabba **trawmi** tal-passat jew tal-preżent, persuni li jgħaddu minn vjolenza domestika jew jispiċċaw bla saqaf fuq rashom jistgħu jgħaddu minn problemi ta' saħħa mentali.

Ma fihix minn xiex tistħi li jkollok problemi ta' saħħa mentali! **Ftakar li inti ma għandek l-ebda tort!**



Tista' **tikkuntattja lit-tabib** tal-fiduċja tiegħek u flimkien tiddiskutu l-problemi mentali tiegħek jew tista' **tikkuntattja helplines imnizien hawn:**

Helplines



Support line 179 – National Helpline
Short Intervention Services 1770 – (Richmond Foundation)
kellimni.com – (SOS Malta)
Violet – vso.org.mt
Crisis Resolution Malta – linja ta' konsultazzjoni bla ħlas – 9933 9966

Servizzi tas- Saħħa Mentali

Min ikun għaddej minn xi problema mentali, **għandu l-ewwel ikellem tabib fl-eqreb ċentru tas-saħħa** jew **lit-tabib tal-familja** biex jiġi riferut għas-servizzi ta' saħħa mentali.



Kliniki ta' Saħħa Mentali

Bormla, Floriana, Gżira, Mosta, Mtarfa, Raħal Ġdid u Qormi

Crisis Intervention Services

jitmexxa mid-dipartiment tal-emergenza fl-Istpar Mater Dei mit-Tnejn sal-Ħadd mis-7am sal 5.30pm – 2545 3950

Richmond Foundation

21224580 / 21482336 / 21480045

Sokkors Fil-Pront (Għajnuna fil-Pront)

għalissa bla numru

Crisis Resolution Malta

9933 9966 (jista' jintalab xi ħlas)

Victim Support Malta

SPOT (Suicide Prevention, Outreach and Therapeutic Services) – 21228333

St. Jeanne Antide Foundation

21808981

Mental Health Association

SMS biss – 79800080 (Malta) / 7953 8151 (Għawdex)

L-Uffiċċju tal-Kummissarju għas-Saħħa Mentali

25924304



Disclaimer: Dawn in-noti għandhom jintużaw biss bħala linjigwida u ma għandhomx itqiesu bħala parir/i professjonali. F'każ ta' dubju, jew għal iktar informazzjoni, kkuntattja persuna professjonali jew aġenzija speċjalizzata.



Mission Statement:

"Seeking to promote the vision to build a more just society. Its mission includes, but is not limited to, working amongst and empowering young people and providing services to the neediest members of the community"

The YMCA movement was originally founded in England by George Williams in 1844. In Malta, it was founded in 1976 and since then it operates through four local YMCAs in Pieta, Msida, Valletta & Zabbar. Our operations are founded through four main streams: the Residential Programme, Wellbeing Programme, Youth Empowerment Programme & the Social Business Programme. For more information about our services find us on our National YMCA website:

www.ymcamalta.org

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