



# Standard Operating Procedures for Coordination, Governance of Coordination and Referral Pathways for Women and Girls Subject to Violence



The National Commission for the Advancement of Women, Mothers and Children  
together with United Nations Population Fund



Ensuring rights and choices for all since 1969

September 2022

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**United Nations Population Fund (UNFPA):** is the UN's sexual and reproductive health agency, works in over 150 countries including Lao PDR, to achieve zero maternal deaths, zero unmet need for family planning and zero gender-based.

**National Commission for the Advancement of Women, Mother and Children:** is an organization of non-permanent government, and is responsible for developing national policies, strategies, legislation, national action plans and programs on women's and children's rights in Lao PDR. This includes working towards gender equality and the elimination of all forms of discrimination against women and violence against women and children in Lao PDR, by aligning with international human rights instruments (eg. CEDAW, CRC) and conducting monitoring, evaluation and reporting to the government and UN.

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## Foreword

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**H.E. Dr Inlavanh Keobounphanh,**  
**President of Lao Women's Union**  
**and Vice Standing Chairperson of NCAWMC**



On behalf of the National Commission for the Advancement of Women, Mothers and Children (NCAWMC), I am very proud to present the Standard Operating Procedure (SOP) for Coordination, Governance of Coordination and Referral Pathways for Victim-Survivors of Violence. This is a significant step forward for Lao PDR, ensuring that as a nation we are responding to violence against women (VAW) in a coordinated and collaborative way.

NCAWMC has worked in partnership with UNFPA, and in close consultation with relevant line ministries, to develop this comprehensive framework that will guide our professional and skilled GBV service providers all around the country. It is important that when a woman or girl subject to violence comes into contact with a service provider, they feel safe and respected, and are given agency and choice regarding the care and services they need.

The SOP has adapted international guidance to be grounded in the Laos context. The development of the SOP also falls well within national policy implementation and will fulfil priority actions under the National Plan of Action on the Prevention and Elimination of Violence against Women and Violence against Children 2021-2025 (EVAW NAP), especially the requirements of all sectors and line ministries to coordinate with other line ministries, as well as the responsibility to provide overarching governance of coordination. The SOP also contributes to Laos' international human rights commitments.

I look forward to the roll out of this SOP and training the VAW coordinators from health, social, justice and police sectors in the central level, target provinces and then nationwide, so we can continue to improve our response to the unique and complex needs of survivors of violence. This is the first publication and is an evolving document, and we will continue to monitor implementation and revise in the coming years.

With many thanks to the support from UNFPA and the Government of Australia, I will continue to monitor capacity building and implementation.





## Foreword

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### Ms Mariam A. Khan

Representative, UNFPA Lao PDR



I am delighted to share these Standard Operating Procedures for Coordination, Governance of Coordination and Referral Pathways for GBV (the Coordination SOP). The SOP was developed under leadership of NCAWMC, with support of the LWU and contributions from relevant sectors. It draws from global guidance, especially the Essential Services Package for Women and Girls Subject to Violence.

The 2014 National Survey on Violence Against Women in Laos, showed that 1 in 3 women experienced at least one (physical, sexual and/or emotional) type of violence in their lifetime, similar to the global average. Yet, only around 10% Lao women reported or sought services from authorities such as health centres, women's organisations, or police. This is due to lack of knowledge, trust, and limited availability of quality services.

This SOP aims to ensure that there is no “wrong door” for a survivor seeking help. A survivor may enter the system at many entry points - in person at the nearest health centre, the police, the nearest safe shelter if there is one, or calling the LWU's hotline. All service providers must be able to provide care based on their role and be trained to refer to other services and sectors.

The SOP guides the establishment of the national coordination mechanism - a high-level steering committee of key ministries that respond to GBV. It also sets up a Referral Pathway for GBV survivors - an agreed framework that helps service providers guide survivors of VAW/GBV, on where to seek assistance, what services are available such as medical, psycho-social support, police assistance and legal/justice support. This SOP provides the national coordination structure and complements the Health and Social Sector SOPs for response to VAW.

UNFPA supports Lao PDR to implement its international human rights commitments related to gender equality and prevention of GBV. The SOP supports realisation of Laos' commitments to CEDAW, Beijing Platform for Action, ICPD25 and ambitions for the SDGs.

I hope that with the roll out of this SOP, women and girls will receive quality timely care and response when they walk through any door. I thank NCAWMC and the Australian Government for establishing a system based response to violence against women and girls in Lao PDR.

# PART 1

## Introductions

### 1. Background

Globally, one in three women experience physical or sexual violence, mostly by their husband or intimate partner. Violence against women (VAW) constitutes a global epidemic that is a barrier to the realisation of human rights and undermines the achievement of sustainable development for all and the 'leaving no one behind' goal. Across the world, millions of women are affected by violence, with significant and lifelong consequences for the health, wellbeing and economic prosperity of individuals, families and communities and society as a whole.

The severity and consequences of this violence and calls for its elimination have been recognised in international legal standards and commitments that protect women and children and promote their rights, including the Convention on the Elimination of all Forms of Discrimination (CEDAW), the Beijing Platform for Action, the Convention on the Rights of the Child (CRC) and the as well as in Agenda 2030 and the Sustainable Development Goals.

In Lao PDR, violence against women and children also still exists in the society. The 2014 national prevalence study 'Women's Health and Life Experiences' found that in Lao PDR 11,6% of women have been physically abused by their husbands or intimate partners, 26.2% have been emotionally abused, 7,2% have been sexually abused, (12,9% of young people aged between 15-19). Physical and sexual abuses against women cover 15,3%, out of which 4,2% who have been physically abused and 5,3% sexually abused were girls aged 15 by other people.<sup>1</sup>

There is increasing awareness that diverse groups of women suffer from multiple and intersecting forms of discrimination and inequalities making them more at risk for violence. They include but are not limited to women with disabilities, women living with or affected by HIV; older women; lesbian, bisexual, transgender (LBT), women migrant workers, garment factory workers, entertainment workers, indigenous women, and women from religious or ethnic minorities. Social norms, stigma, and discrimination increase their risk of violence or challenges in accessing protections and services.

The government of Lao PDR has recognized the importance of eliminating violence against women and girls through the Law on Preventing and Combatting Violence against Women and Children No.56/NA of 2014, and the Five-Year National Plan of Action on the Prevention of Violence Against Women and Children (2021-2025).

Recognizing that the provision, coordination, and governance of essential health, police, justice, and social services can significantly mitigate the consequences that violence has on the well-being, health, and safety of women and girls' lives, assist in the recovery and empowerment of women, and stop the violence from occurring, these Standard Operating Procedures for the Governance of Coordination and Referral Pathway have been developed. The key assumption of a coordinated approach to responding to violence against women is that no single sector can effectively combat violence against women and girls in isolation, so coordinated responses strive to be multi-disciplinary and include all relevant essential services from the public and private sectors.

<sup>1</sup> Five-Year National Plan of Action on the Prevention of Violence Against Women and Children (2021-2025).

## 2. Legal Framework for a Coordinated Response

The coordination of services and response to violence against women and girls is guided by the

- Law on Preventing and Combatting Violence against Women and Children No.56/-NA of 2014.
- Five-Year National Plan of Action on the Prevention of Violence Against Women and Children (2021-2025).

Other related laws and policies are the:

- The Law on Anti-Human Trafficking (No. 73/NA, dated 17 December 2015);
- Law on Persons with Disabilities (No. 57/NA, dated 10 December 2018);
- Law on Criminal Procedure (Amended, No. 37/NA, dated 14 November 2017);
- Penal Code (No.26/NA, dated 17 May 2017);
- Decree on Legal Aid No. 77/Gov, dated 28 February 2018;
- National Strategy on the Social Protection;
- Law on Prevention and Combating Cyber Crime 2015

## 3. Purpose and Scope of the Standard Operating Procedures

The purpose of these Standard Operating Procedures is to guide an overall framework and procedures for the approach to coordination and referral for women and girls subject to violence in Lao PDR.

The scope of these guidelines includes coordination and governance of coordination between health, police and justice, and essential social services at the national level. This mechanism will be replicated at the national/central, provincial, district levels and village levels.

# PART 2 Common Terms, Definitions and Guiding Principles

## 1. Common Terms and Definition

**The terminology and definitions used in this document is for the purposes of the SOP only, and does not necessarily constitute Lao Law. Where Lao Law definitions are used, this is clearly referenced.**

**Coordination:** Coordination is a central element of the response to violence against women. It involves a collaborative effort by multi-disciplinary teams and personnel and institutions from all relevant sectors to implement laws, policies, protocols and agreements to prevent and respond to violence against women and girls.

**Governance of Coordination:** Governance of coordination has two major components. The first component is the creation/contribution to laws and policies required to implement and support the coordination of Essential Services to eliminate or respond to violence against women and girls. The second component is the process of holding stakeholders accountable for carrying out their obligations in their coordinated response to violence against women and girls and ongoing oversight, monitoring and evaluation of their coordinated response. Governance is carried out at both the national and local levels.<sup>2</sup>

**Violence against women:** The Law on Preventing and Combatting Violence against Women and Children 2014 states that violence against women and children is a behavior (action, neglect or negligence)

<sup>2</sup> Essential Services Package for Women and Girls subject to Violence, Module 5 Chapter 1 page 7.

that causes, or will cause, harm to women and children physically, emotionally, sexually, property or economically.<sup>3</sup>

The UN definitions further expands this definition and states that violence against women as any act of Gender-Based Violence that occurs in public or private life.<sup>4</sup>

There are four categories of violence against women and children under Lao Law<sup>5</sup> as follows:

- Physical violence
- Psychological violence
- Sexual violence
- Property or Economic violence.

**The Lao Law definitions are explained in further detail below:**

**Physical Violence/Abuse:** Physical violence/abuse is an intentional act such as abuse, torture, hitting, kicking, pushing, throwing a child that cause injures, bruises or no sign of the use of violence in some cases; mental health problems; disability or death.

**Emotional Violence/Abuse:** Emotional violence/abuse is an act, negligence or neglect that has an adverse effect on women and children such as polygamy, insults, gossip, defamation, humiliation, demeaning, adultery, neglect, bias, discrimination, separation from friends or family, disrespect, preventing someone from doing something, coercion or threats that harm [a person's] reputation, dignity, shame, lack of confidence, poor mental health, depression or suicide.<sup>6</sup>

**Sexual Violence/Abuse:** Sexual violence is an act or attempt to act that results in harm to the sexual rights of women and children such as rape, forced sex, any act of obscenity, sexually indecent assault, unwanted sexual comments or sexual touching; or sending of women or children to another person for sexual purposes.

**Property and Economic Violence:** Property and economic violence is an act, negligence or neglect that results in damaging property of family, property that belongs to a co-owner, property of individual women and children, or results in damaging the opportunity to earn an income or other economic benefits such as destruct, burning, house and materials destroying, hiding; illegal possession, transfer, use and division ; paying low wages for labour or apply the policy unequally compared to men, preventing [women and children] from participation or operation in any work/activity even that women and children has capacity to do and are in a condition to be able to do.

**Violence against Children:** has the same definition and Types of Violence as 'Violence Against Women', as explained above and as defined in the Law on Preventing and Combatting Violence against Women and Children 2014.

The UN Definition of violence against children includes all forms of physical or mental violence, injury and abuse, neglect or children negligent treatment, maltreatment or exploitation, including sexual abuse of a child (male or female under age 18).<sup>7</sup> It is important to distinguish between women and children as children and women have different decision-making capacity.

<sup>3</sup> Law on Preventing and Combatting Violence against Women and Children 2014.

<sup>4</sup> UN General Assembly Declaration on the Elimination of Violence Against Women, 20 December 1993

<sup>5</sup> As stipulated in Articles 12-16 of the Law on Preventing and Combatting Violence against Women and Children

<sup>6</sup> Law on Preventing and Combatting Violence against Women and Children

<sup>7</sup> UN Convention on the Rights of the Child Article 19

**Gender-based violence:** An umbrella term used by the international community for violence directed toward or disproportionately affecting someone because of their actual or perceived gender identity.

The term “gender-based violence” (GBV) is primarily used to underscore the fact that structural, gender-based power differentials around the world place women and girls at risk for multiple forms of violence. This includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty, whether occurring in public or private life. While women and girls suffer disproportionately from GBV, men and boys can also be targeted. The term is also used by some actors to describe targeted violence against lesbian, gay, bisexual, transgender, and intersex (LGBTI) populations, in these cases when referencing violence related to norms of masculinity/ femininity and/or gender norms.<sup>8</sup>

**Intimate partner violence:** is “the most common form of violence experienced by women globally and includes a range of sexually, psychologically and physically coercive acts used against adult and adolescent women by a current or former intimate partner, without her consent. Physical violence involves intentionally using physical force, strength or a weapon to harm or injure the woman. Sexual violence includes abusive sexual contact, making a woman engage in a sexual act without her consent, and attempted or completed sex acts with a woman who is ill, disabled, under pressure or under the influence of alcohol or other drugs. Psychological violence includes controlling or isolating the woman and humiliating or embarrassing her. Economic violence includes denying a woman access to and control over basic resources.”<sup>9</sup>

**Technology Facilitated Gender Based Violence (TFGBV):** Whilst there is no globally accepted definition of TFGBV, (also referred to as “online violence” or “digital violence”), it is generally understood to be violence perpetrated by one or more individuals that is committed, assisted, aggravated and amplified in part or fully by the use of information and communication technologies or digital media, against a person on the basis of their gender.<sup>10</sup> It is not currently defined in Lao Law.

This broader umbrella definition of TFGBV includes: online harassment, “doxxing” (publishing someone’s private information), cyber stalking, limiting and controlling a woman’s use of technology in relationships, or the use of drones and electronic surveillance to facilitate violence.

Of particular concern is technology facilitated sexual abuse, including non-consensual sharing of intimate images, deep fakes (manipulation of imagery using machine learning/AI, usually for pornography), child pornography and “up skirting” (taking non-consensual images up a skirt/dress/sinh).

**Victim:** A woman or child who is harmed physically, psychologically, sexually, property or economically from any act, negligence or neglect by the perpetrator of violence.<sup>11</sup>

**Survivor:** Survivor is a term for the individual who is subject to violence to abuse. Sometimes they may be referred to as victims. The term “survivor” is preferred to the term “victim” to reinforce the agency and empowerment of affected women and girls.<sup>12</sup> The use of the term “victim” should be used, however, in legal and court situations. This SOP will use the term “victim/survivor”, to align with both Lao Law and international standards.

<sup>8</sup> Inter-Agency Standing Committee, Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action: Reducing Risk, Promoting Resilience and Aiding Recovery (2015)

<sup>9</sup> UN Secretary-General's Study, supra note 1, para 111- 112.

<sup>10</sup> UNFPA, “Making all spaces safe: Technology Facilitated Gender-Based Violence”, December 2021.

<sup>11</sup> Law on Preventing and Combatting Violence against Women and Children

<sup>12</sup> International Commission for Jurists. Women’s Access to Justice for Gender-Based Violence: A Practitioners’ Guide, No. 12. 2016. (Geneva)



**Perpetrator:** a person who commits an act, negligence, or neglect that results in physical, psychological, sexual or property damage to women and children.

**Stakeholders** are all government and civil society organisations and agencies that have a role in responding to violence against women and girls at all levels of government and civil society. Key stakeholders include victims and survivors and their representatives, social services, health care sector, legal aid providers, police, prosecutors, judges, child protection agencies, and the education sector, among others<sup>13</sup>, such as migration actors, consular staff and migration resource centers.

**Violence against Women (VAW) Service Provider :**<sup>14</sup> There are two types of service providers- “generalist” and “specialist” that provide services to victim/survivors of VAW.

- Generalist service providers are universal services offered by public authorities such as social services, health services, employment services, which are not exclusively designed for the benefit of victims only.
- Specialist service providers are designed and proved to meet the needs of specific forms of violence against women and are not open to the general public. These can be services run by states or NGO such as safe shelters, legal aid, or other services.

**Essential services:** Essential Services encompass a core set of services provided by the health care, social service, police and justice sectors. The services must, at a minimum, secure the rights, safety and well-being of any woman or girl who experiences gender-based violence.<sup>15</sup>

**Multi-disciplinary response teams** are groups of stakeholders who have entered into agreements to work in a coordinated manner to respond to violence against women and girls within a community. These teams are focused on ensuring an effective response to the individual.<sup>16</sup>

**Survivor-centered approach:** A survivor-centred approach to violence against women seeks to empower the survivor by prioritising her rights, needs and wishes. It means that any engagement (response or prevention) prioritises the safety, autonomous decision-making, consent, and confidentiality of the survivor. It also means ensuring that survivors have access to appropriate, accessible and good quality services including:

- Healthcare,
- Psychological and social support,
- Security, and
- Legal services.<sup>17</sup>

**Referral:** Referral is the process of sending survivors to appropriate services. Referral can take place at two different levels as follows:

- 1) Survivors' self-referral: this occurs when a survivor makes direct contact with a service provider and is not referred or sent by another person.

<sup>13</sup> UN Women, UNFPA, WHO, UNDP, UNODC Essential Services *Package for Women and Girls Subject to Violence* accessed at <https://www.unwomen.org/en/digital-library/publications/2015/12/essential-services-package-for-women-and-girls-subject-to-violence>

<sup>14</sup> Kelly, L. (2018). *Mapping Support Services for Victims of Violence against Women in line with the Istanbul Convention Standards*. Accessed at [16808ec66b \(coe.int\)](https://www.coe.int/t/t201808ec66b)

<sup>15</sup> Ibid

<sup>16</sup> Ibid

<sup>17</sup> UNFPA *Managing Gender-based Violence in Emergencies: E-learning Companion Guide, 2012*.



2) Referral between the sectors: referrals that take place among agencies. For example, referrals from legal aid organisations to shelter based institutions or referral from state agencies to non-governmental institutions.

The purpose of the referral is to provide systematic protection and assistance, aiming at protection of the rights and interests of the victims of violence.

**Referral pathway:** An agreed framework that facilitates stakeholders to have information on how to respond to VAWC cases and to guide survivors of VAW on where to seek assistance and what services are available at different referral points such as medical care, psycho-social support, police assistance and legal/justice support.<sup>18</sup>

**Mandatory Reporting** refers to legislation passed by some countries or states that requires individuals or designated individuals such as health-care providers to report (usually to the police or legal system) any incident of known or suspected domestic violence or intimate partner violence. In many countries mandatory reporting applies primarily to child abuse and maltreatment of minors, but in others it has been extended to the reporting of intimate partner violence.

**Informed Consent:** The victim/survivor agrees to services on the basis of their having full information, including risks and benefits; them being competent to decide; and no coercion, threats or promises of benefits being used to secure that consent.<sup>19</sup> If there is a requirement for mandatory reporting to the police or other authorities the adult woman should be informed in this process.

**Assent:** Legally children are not able to give consent until they are 18. However, based on the principle of child participation, children (based on age) should be informed of options, and their opinion considered when developing interventions. A general guide on age is:

- Children 16 years old and older are generally sufficiently mature to provide significant input to in decisions.
- Children between 14 and 16 are presumed mature enough to make a contribution by sharing their views related to decision-making.
- Children between 8 and 14 can meaningfully participate in the decision-making procedure but maturity must be assessed on an individual basis.
- Children younger than 9 have the right to give their opinion and be heard. They may be able to participate to a certain degree, but caution shall be advised to burdening them by giving them the feeling of having to take responsibility for making decisions.
- Framework for the SOPs
- Ultimately, however the recommendation is that the views of the child shall be weighed and decision on a case by case basis depending on his/her age, level of maturity, and developmental stage and cultural, traditional and environmental factors and that the best interest of the child should be most important in all decisions.

## 2. Guiding Principles

The Guiding Principles provide the foundation for a coordinated response. They are universal and apply to all services.

<sup>18</sup> Adapted from Inter-Agency Standing Committee Sub-Working Group on Gender and Humanitarian Action *Establishing Gender-Based Violence Standard Operating Procedures (SOPs) for Multi-Sectoral and Inter-Organisational Prevention and Response to Gender-Based Violence in Humanitarian Settings, 2008.*

Inter-Agency Standing Committee. *Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action: Reducing Risk, Promoting Resilience and Aiding Recovery, 2015.*

<sup>19</sup> Documentation of survivors of gender-based violence (GBV) - GSDRC

**Humanitarian:** Individuals, legal entities, organizations that perform the duties of protection, assistance and referral of victims of violence must consider the human rights of the victim/survivor to a life free of violence and the States obligation to intervene as central. Identification of victims must be done holistically, fully, objectively and timely. For adults (over 18) their consent to services and interventions is required.

**Culturally and age appropriate and sensitive:** All victims have equal rights to be protected by relevant actors based on national and international laws without discrimination based on their political and socio-economic status, nationality, race, religion, ethnicity, language, gender, age, etc.

**Victim/survivor-centered approach:** In protection, assistance and referral of victims of violence, the sectors involved must consider the rights, needs and desires of the women as the central focus of service deliver. This requires consideration of the multiple needs of victims and survivors, the various risks and vulnerabilities, the impact of decisions and actions taken and ensure the responses are tailored to the unique requirements of each woman based on her wishes and in accordance with laws and regulations that are in line with international standards.

The best interests of the victim/survivor includes access to information and services including, social welfare assistance, counseling, shelter, childcare, legal aid, justice services, health services, education and vocational training, economic support and reintegration to the family and society.

**Confidentiality and Safety:** To ensure safety of victims, officers and victim assistance sectors must maintain confidentiality on the status, address, health information, education setting, workplace, etc., including concealment of victim's personal information. The safety and security of the victim/survivor must be the priority to avoid causing her further harm.

**Advancing gender equality and victim/survivors empowerment:** Services must ensure that violence against women will not be condoned, tolerated or perpetuated. Individuals, legal entities, organizations working on protection, assistance and referral of victims of violence must prioritize the emotional well-being, education, professional training and employment for victims of violence, so that they will have adequate education, proper profession and stable income, improved livelihoods and be able to normally reintegrate to their families and/or society, as well as to prevent them from being re-victimized.

**Perpetrator accountability:** Where appropriate hold perpetrators accountable. For those victims/survivors who wish to pursue justice in the court system, provide meaningful access, promote her capacity of acting or exerting her agency, while ensuring that the burden or onus of seeking justice is not placed on her but the state. Because not all victims wish to participate in the criminal justice system, other means of safety and accountability are also essential, including easy access to enforceable protection order mechanisms, and perpetrator programs aimed at changing belief systems that facilitate violence.

**Coordination of Services:** Individuals, legal entities, organizations that work on protection, assistance and referral of victims of violence against women and children must coordinate harmoniously, including interaction and cooperation with foreign countries.

### 3. Common Characteristics of Protection, Assistance and Essential Support to Victim/Survivors

In providing initial protection and assistance and essential support to the victims, concerned individuals, legal entities and organizations organization is based on the consent of the victim or refusal to accept assistance and including paying attention on the following common characteristics:

**Availability of services:** Essential health, justice sectors and policing must ensure sufficient quantity and quality without discrimination against the victim's social status, birth origin, social class, gender, ethnicity, age, religion, language, geographical setting, residence, etc.

**Accessibility to services:** Assistance services to the victims must ensure an easy access to social, health, legal aid services, including economic support and information, based on actual conditions and ability of the victims without discrimination.

**Appropriateness and Adaptability of the services:** Providing of the services must be based on impact of violence on different groups, respond to the needs, ensuring humanitarian principles, confidentiality and the respects the dignity and culture of the victim/survivor.

**Prioritization of the victim's safety (risk assessment and safeguard of the victims):** Providing security for victims who are currently facing violence and will continue to be at risk in the future requires assessments, case management, based on the severity of the violence, systematic identification of methods and coordination between the social, health and justice sectors.

**The consent and confidentiality of the victims:** Victims should be provided with information, information about protection and assistance services, as well as risk factors and benefits to be gained from such services, in order to determine whether or not to receive assistance.

Assistance services provided to the victims must protect their privacy, ensure confidentiality, and prohibit the disclosure of personal information without consent of the victims. It is because the information about the violence encountered by the victims is the most sensitive issue, if it is disclosed in an inappropriate way, it can cause serious damages and threats to the victims as well as to those provided assistance to the victims.

**Effective communication and involvement of relevant sectors in planning, implementation and assessment of victim support:** All victim/survivors want to know if the issues of violence occurred would be listened to and understood, whether their needs are acknowledged and acted upon. Providing information and a good communication method can empower victims, and such communication must honor and respect the victims.

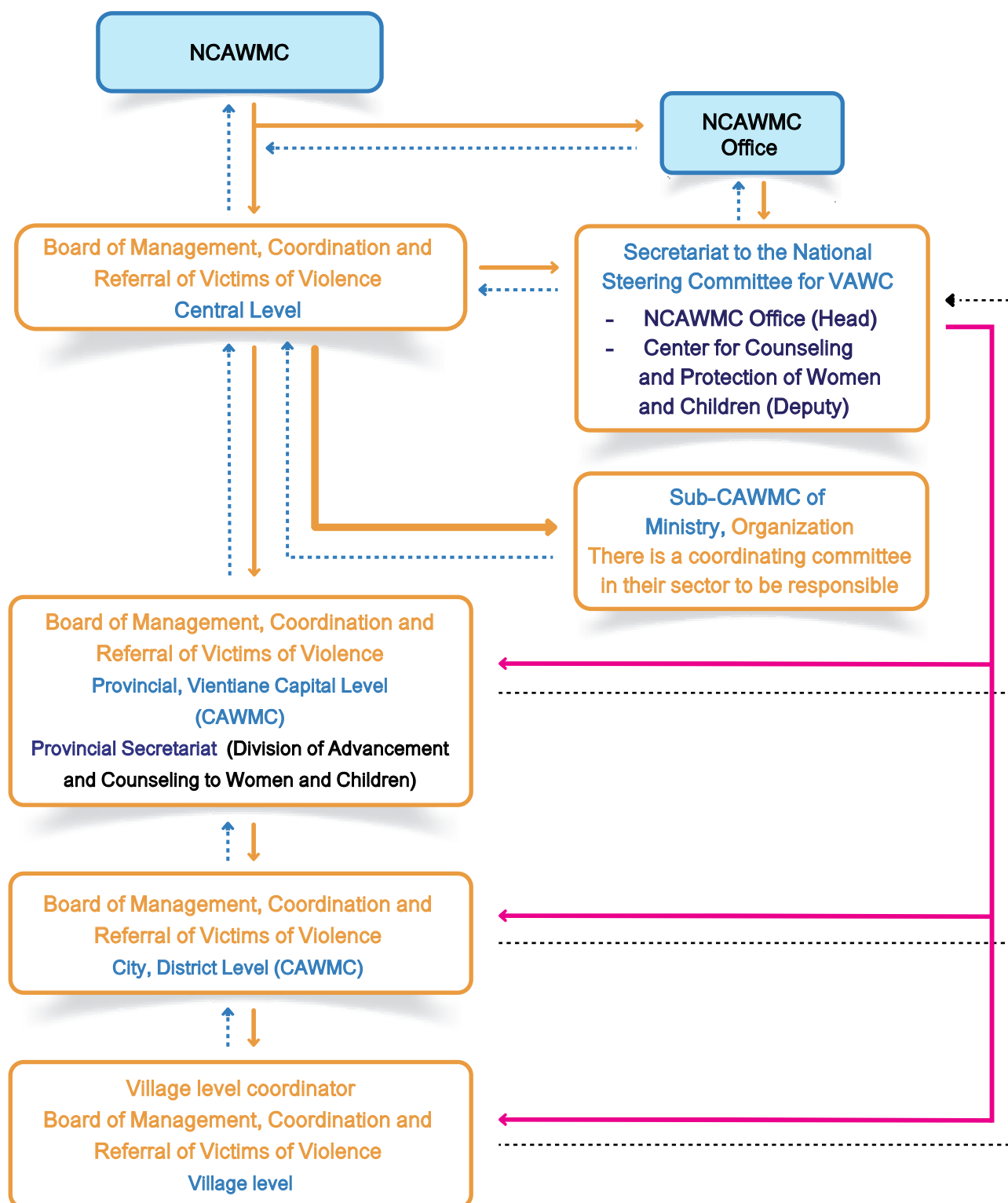
**Collecting, managing and storing information:** Accurate and continuous data collection about the assistance services is an important factor in continuing to improve the assistance services. In the assistance process, information of the victim must be recorded and the information on the assistance services must be clear, accurate, treated with confidentiality and safely stored.

**Coordination with relevant sectors and referral:** Relevant sectors working on protection, assistance and referral of the victims of violence must coordinate timely; ensure the referral meets the set standards, various kinds of essential services are in place, and are easy accessed to. To ensure all these aspects, legislations on coordination must be in place to define clear responsibilities among different sectors - social, health and justice, involved in referral.

## PART 3 National and Subnational Coordination Body

### 1. Government Coordination and Coordination Steering Committee

FIGURE 1: COORDINATION AND GOVERNANCE OF COORDINATION STRUCTURE FROM CENTRAL TO DISTRICT LEVEL



Based on the Law on Preventing and Combatting Violence against Women and Children, the leadership of national coordination body is mandated to the National Commission on the Advancement of Women, Mothers and Children (NCAWMC). The governance structure for the Coordination Mechanisms from the national to the subnational level at the ministry level, organizations around the center, province, Vientiane capital, city, district, municipality and village.

The national coordination body is responsible for coordination and governance of coordination between key actors engaged in the prevention and response to violence against women. Among its key roles are to:

- Overall guidance, management, coordination and referral of victims of violence to ensure harmony and compliance with the law on combating and preventing violence against women and children and the national action plan to prevent and eliminate violence against women and children in each period including monitoring, inspection and evaluation of implementation.
- Closely guide the sectors and localities, both vertically and horizontally, on setting priorities and integrating the work of violence into the national economic-social development plan and the development plan of the sectors and localities according to the actual conditions in each period.
- Mobilize technical support and funding from development partners, international organizations, non-governmental organizations, civil society and the private sector both domestically and internationally. The steering committee organizes a meeting at least once a year, with the President of LWU, Vice Standing of NCAWMC to chair and lead the meeting.
- Summarize the work report of protection, assistance and resolution of violence to the Ministry of Defense on a quarterly, 6-month, 9-month and yearly basis.
- **Lead the governance of the coordinated response** between relevant stakeholders such as line ministries, NGO service providers and any relevant stakeholders.
- Training on violence against women including the dynamics of violence against women, its causes and consequences, child protection issues, and applying survivor centered and evidence-based approaches for effective responses approaches for effective responses between all members of the National Coordination Body.
- **Set standards for coordination** to ensure that participants agree on a common set of standards for a national, provincial and local levels.
- Be technical in determining/promoting standards for quality services in each sector (health sector, justice and police sector and social sector) including disadvantaged groups such as women with disabilities, migrant workers or other groups that have barriers to access services or face stigma and discrimination.
- Monitor and evaluate coordination at the central, provincial and district levels, analyze the results of coordination, identify obstacles to successful coordination and possible solutions.
- Monitor, inspect and evaluate the protection, help, solve the problem of violence in each sector.
- Facilitation of monitoring and evaluation of the coordination at the national, provincial and district levels, analysing outcomes of the coordinated response, identifying barriers to successful coordination and possible solutions.
- The technical team organizes the internal and international consultation meetings on protecting, helping and resolving victims of violence at least 2 times a year or as required by the work.
- Participate in follow-up meetings related to violence related to the region and inter nationally in conjunction with the secretariat of the Central Steering Committee.

National Commission for the Advancement of Women has the key rights and duties (among others):

- To be central coordination, support and monitor line ministries, local administration, and other relevant sectors in relation with the implementation of combatting violence against women and children.
- Attracting financial and technical support from friendly countries, international organizations, social organizations, individuals, legal entities to be used in the implementation of work to prevent and eliminate violence against women and children.

2. **Members of the steering committee for management, coordination and referral**

The key sectors for an effective coordinated response to VAWC include both government and civil society actors in health, police and justice, social services and any others that play a central role in the delivery of VAW services.

FIGURE 2: MEMBERSHIP OF COORDINATION MECHANISMS





**Relevant Ministries:** In the *Law on Preventing and Combatting Violence against Women and Children* (the Law) ministries are identified that the roles of the ministries in managing violence against women cases. The identified ministries in the Law are Ministry of Health, Ministry of Labor and Social Welfare, Ministry of Education Youth and Sports, Ministry of Information, Culture and Tourism, Ministry of Justice, Ministry of Public Security, Lao Women's Union and NCAW. Others that have the right to attend are Lao National Front, and the Lao Federation of Trade Unions.

**Other members:** The Law states that others may have roles in eliminating violence against women. Some other key actors that can be considered to participation in the coordination mechanism are:

- **Other ministries** that represent group that are increased risk for VAWC or with barriers to access services such as women with disabilities, women migrant workers, women in indigenous or ethnic minority communities, young or older women, or other groups can participate. These might include the Ministry of Natural Resources and Environment, Ministry of Agriculture and Forestry, Office of the Supreme People's Prosecutor and others deemed relevant.
- **Civil Society Organisations:** International and national civil society organisations play an important role in providing safe shelter, legal services, psycho-social support and other services. referral pathway, service directories and coordination mechanism.

### 3. Secretariat

Based on the Law the Secretariat of the Governance of Coordination and Referral Pathway mechanism will be at the NCAWMC. Some of the tasks for the Secretariat related to national coordination will be to:

- Ensure regular meetings are held for coordination, minutes taken.
- Provide orientation and training to all members of the coordination mechanism.
- To help all members develop a common understanding of violence against women and relevant service guidelines, laws and policies, and other resources.
- Sharing information about resources, guidelines, and other materials.
- Discussion and problem-solving about prevention and response activities, including planning these activities and engaging with other relevant coordinating and leadership bodies
- Collaborative monitoring and evaluation.
- Identifying programme planning and advocacy needs, and sharing those among other actors, coordinating bodies, and leadership structures.
- Ensure that the development of laws and policies informed by an understanding of gender equality, non-discrimination and the experiences of women survivors.
- Facilitate and contribute to the development of national plans, guidelines, protocols and other tools.
- Link as appropriate with foreign countries to prevent and respond to violence against women and children.

Regular meetings of the Coordination Mechanism will be held quarterly. The Secretariat of the Coordination body will be responsible for setting meeting dates, leading the meetings, taking minutes and other tasks to coordinate successful meetings.

## PART 4 Reporting and Referral Mechanism

### 1. Help-Seeking and Referral Pathway

The diagram on the next page describes the initial process that all sectors must follow when a woman discloses. The first step is receiving the disclosure, then providing crisis intervention and immediate response. Then based on the needs of the victim/survivor she can be referred to other service providers based on her needs and agreement.

FIGURE 3: POSSIBLE HELP-SEEKING PATHWAY



**“ The first door is the right door ”**

A woman survivor of violence may enter the help-seeking system at multiple entry points. She may go to the police, or to the health center, or the Lao Women’s Union for example. To ensure that **“the first door is the right door”** all service providers must be able to provide supportive care, be aware of their own capacities and understand the roles and responsibilities of other service providers, **so they can provide information on options and referrals to other services.**

Not all VAWC survivors want or need assistance. But for some, services such as urgent health care, forensic examinations, psycho-social support, and other social services such as safe accommodation, economic support, material support will be of benefit. This process is called a **survivor centered approach.**

If you have received a notification and are not a VAW specialist you should communicate sensitively and refer the victim/survivor based on their needs and agreement to the Lao Women's Union, Police or other service provider.

The Lao Women's Union serves a central role in cases management and follow-up for cases. **However, if a woman does not want to be referred to the Lao Women's Union or other service provider she has the right to refuse and only accept the services she wants**

All service providers must assess urgent health care needs such as for injuries or forensic examination, and assessment and planning for safety.

Some key procedures that should be in place for a survivor centered approach at each point of entry are:

- **Information on Options:** Service providers will inform the victim/survivor of what assistance they can offer and clearly relate what cannot be provided or any limitations to services, to avoid creating false expectations. **This links with the Service Directory.** For service providers not specialising in VAW, they can refer to the Lao Women's Union or other service provider based on the woman's consent.
- **Informed Consent:** There should be a specific process agreed upon for obtaining informed consent and a standard consent form used. The informed consent process should include honest and complete information about possible referrals for services. This includes being made aware of any risks or implications of sharing information about her situation. She should be informed for example of the mandatory reporting requirement health sector to report to the police. For children this process is assent and based on their age, as consent only be given at 18. A non-offending parent, guardian, or representative of the Ministry of Labor and Social Welfare can provide consent
- **Right to Refuse Services:** The adult (over 18) victim/survivor has the freedom to choose whether to seek assistance, what type(s) of assistance, and from which organisations (except in the case of a minor).

Applying this approach, it is helpful to identify a referral pathway for survivors of VAWC to access different services based on their needs and wishes.

The steps in the referral pathway are to assess with the woman her immediate and longer-term needs and response. The Referral Pathway is then linked with the Service Directory with key contacts.

Each organization/sector where the woman seeks help will have their own case management procedures for managing the case. This SOPs does not include the procedures for individual sectors, but outlines an overall process that all should follow and identifies roles and responsibilities of each sector, so that when a woman seeks help from one sector, that sector will know about others roles and responsibilities and can refer to them based on her needs.

## 2. Disclosure of Violence against Women and Children

- **Disclosure of violence by an adult to family or friend:** Disclosure of violence against women to a family or friend is common. When this disclosure happens a referral or notification to the Lao Women's Union, the Police, NGO service provider or other authority. This should be based on the agreement of the woman.
- **Disclosure of violence of a child to a family or friend:** Disclosure of violence against children by a child to a family or friend is also common. When this disclosure happens, the notification should be made to the police, or Social Welfare or the Child Protection Network.
- **Disclosure by the victim/survivor herself:** The victim/survivor may also disclose and see help directly from a service provider.

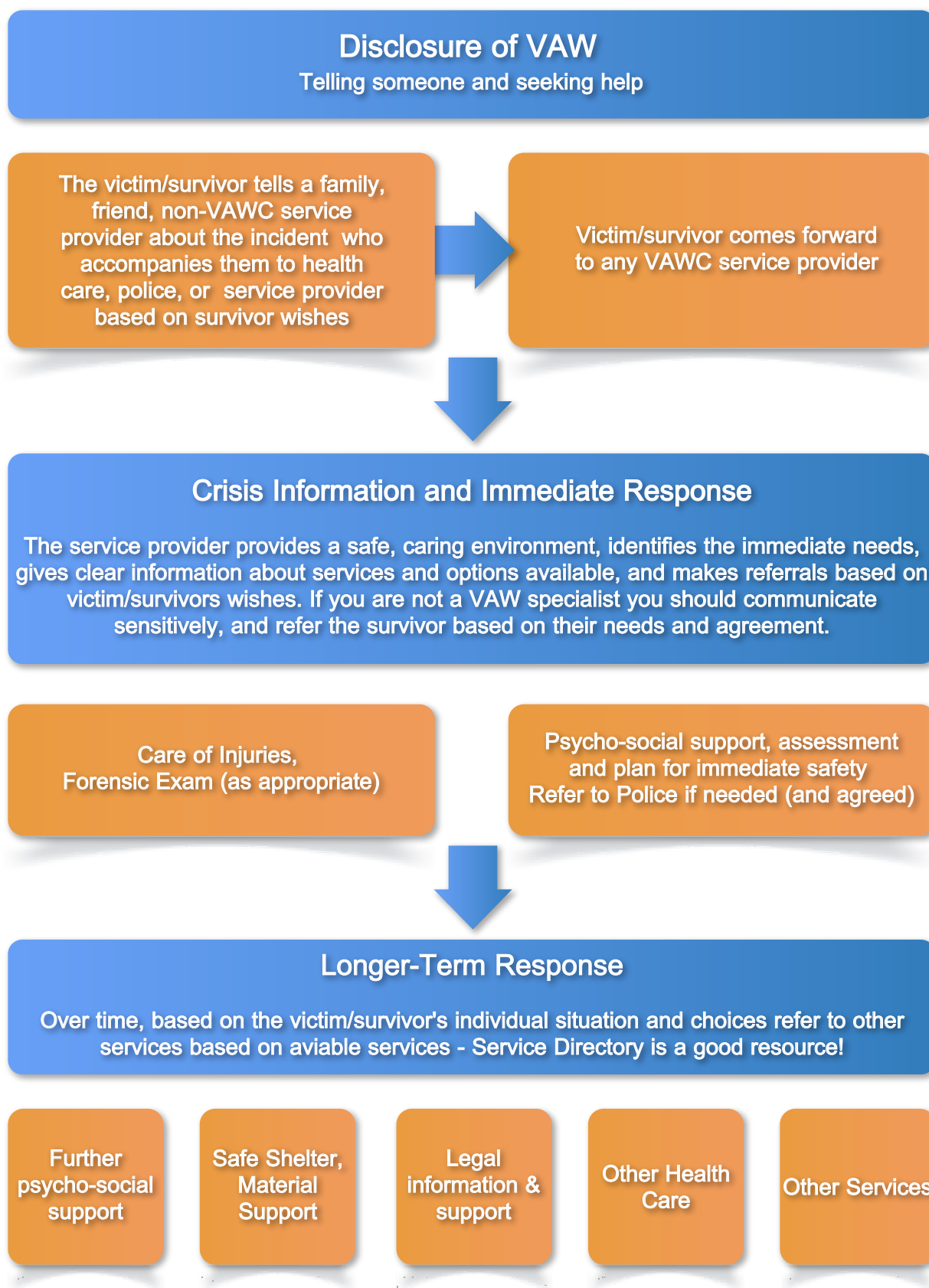
## 3. Crisis Intervention and Immediate Response

When a VAWC service provider in any sector receives a notification, they must provide a safe, caring environment, identify the immediate needs, gives clear information about services and options available, and makes referrals based on victim/survivors' consent for adults and assent for children based on age.

## 4. Longer Term Response

Once the immediate crisis is responded to the victim/survivor must have access to longer-term services and interventions by specialist VAWC service providers. Services may include but are no limited to psycho-social support, safe shelter, material support, legal information and support, other health care, and other services as needed.

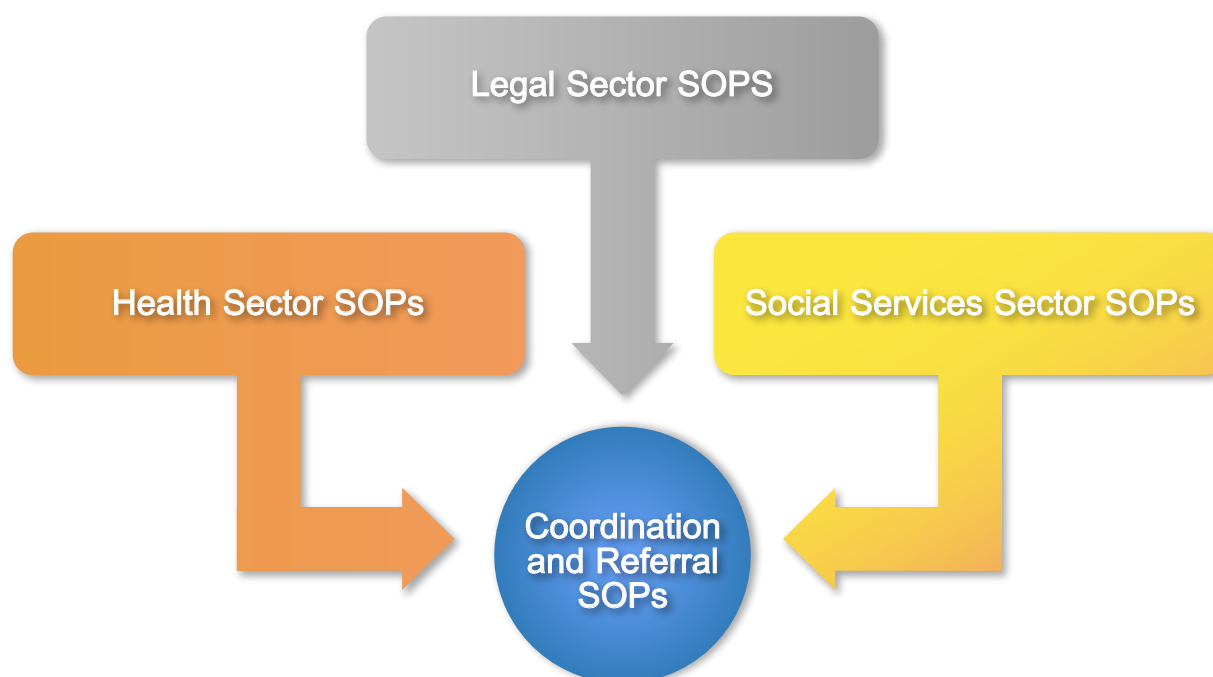
These services are provided best through a case management process led by a specialist VAWC service provider. The roles of service providers are provided in the section on Roles and Responsibilities of Service Providers. Remember services are based on women's and children's needs, their wishes and their consent and/or assent.

**Figure 4: Disclosure and Response to VAWC**

Adapted from Inter-Agency Standing Committee Sub-Working Group on Gender and Humanitarian Action. *Establishing Gender-Based Violence Standard Operating Procedures (SOPs) for Multi-Sectoral and Inter-Organisational Prevention and Response to Gender-Based Violence in Humanitarian Settings*. 2008.

## 5. Responsibilities of Service Providers for Provision of Services

Each of the different key actors have roles and responsibilities in service provision. These are guided by the mandates of the service provider and the standard operating procedures for that sector in responding to VAWC. These roles and responsibilities are outline in the Law o



Each service provider must be aware of other available services and have systems for referral based on the victim/survivors' needs and wishes. This will link to the Standard Operating Procedures for each sector which will provide more detailed guidance.

Key actors in provision of services and response to violence against women and girls are:

### Lao Women's Union:

The Lao Women's Union holds a in carrying out activities to prevent and respond o violence against women and children. In this role the Lao Women's Union can receive referrals from any service provider for a case of VAWC and serve as the central case manager based on the consent of the victim/survivor.

Some of the critical services that Lao Women's Union can provide as outlined in the Law on Preventing and Combatting Violence against Women and Children are as follows:

- Provide counseling and protection for women and children in order that women and children receive assistance, know about conditions and ways to access the justice process.
- To provide assistance on counselling, safe temporary shelters, legal assistance, education, vocational training, and re-integration into the community for victims and represent victims during judicial proceedings free of charge.
- To coordinate, support and monitor ministries, local administrations and other concerned agencies in implementing work to prevent and combat violence against women and children



## Ministry of Health:

The Ministry of Health in carrying out activities to prevent and combat violence against women and children has the following responsibilities according to the Law on Preventing and Combatting Violence against Women and Children

- To supervise and manage the health care services, and primary health care education as necessary for families, organizations and in particular victims of physical, psychological and sexual violence,
- To create favorable conditions for women and children to access health care.
- To establish and manage medical services to provide assistance to victims and accompanied children at the same place.
- Coordinate and refer survivors of violence against women and children, between provincial and central hospitals, between ministries and other sectors.

Healthcare facilities may be the first or only point of contact outside the home for women and children that have experience violence or abuse. Health care providers are strategically placed to provide information and assistance, and counsel and refer survivors and their families.

Health services are provided at the:

### *District Health Center:*

- Provide first line support
- Provide urgent health care for women and children with injuries,
- Referral to other services based on needs of women and children.

### *Provincial Hospital:*

- Provide urgent health care for women and children with injuries
- Provide first line support
- Provide additional care for women and girls subject to sexual violence. This includes preventive treatments for sexually transmitted infections,
- Provide forensic examinations for medico-legal documentation for women and girls subject to violence

Other responsibilities include to coordinate with other sectors

## Ministry of Justice:

The agencies working in the areas of legal case proceedings are investigation authorities, Office of the People's Prosecutor, and the People's Court, all of which are under the Justice umbrella. The Ministry of Justice based on the Law on Preventing and Combatting Violence against Women and Children has the responsibility to

- To disseminate laws, regulations on preventing and combatting violence against women and children
- Prosecute crimes of violence against women and children.
- Organize training and increase legal knowledge related to work against and preventing violence against women and children for officials related organizations such as District Justice Office, Lao Bar Association, Village Dispute Mediation Committees.

*Village Mediation Committees*

- Village Mediation Units are available at the local level and authorized to conduct mediation in cases that are not criminal offenses. Mediation should only be conducted with the consent of the victim and an admission by the perpetrator of violence. (see the Decree of Village Mediation Units and Legal SOPs)

**Ministry of Public Security:**

The Ministry of Public Security includes the Police and based on the Law on Preventing and Combatting Violence against Women and Children they have the responsibility to:

- Monitor, search, collect information and prosecute perpetrators of violence against women and children in a clear, accurate and prompt manner.
- Re-educate and mediate minor violence (not criminal cases).
- To supervise and manage the use of methods and measures of investigation-interrogation or protection measures of victims, such as the arrest, detention, remand or prohibition of perpetrators to be close to the victims.
- Assist and rescue victims of violence against women and children as well as coordinate with other sectors.

**Supreme People's Prosecutor:**

Monitor the implementation of the law and the investigation of the investigative agency, order the perpetrators to court and monitor the implementation of the law in court proceedings.

**The People's Supreme Court:**

- Consider and decide cases, judge the case correctly, educate and punish those who violate the law.
- Issuing orders, rulings, restrictions and suppression of violations of the law.
- Educate and mediate.
- Finding, eliminating the causes and conditions that lead to wrongdoing. Consider as a legal elimination stage the case at the Court of Appeal which is requested to be eliminated by the parties or is opposed by the public prosecutor. Consider in a step-by-step manner the decision of the court that has been used decisively according to the proposal of the People's Prosecutor's Office.

**Ministry of Technology and Communication (MoTC):**

- Surveillance, monitoring, guidance, notify and response to computer emergencies.
- Receive notification and report of computer system offenses to the investigative agency or public prosecutor's organization and related sectors.
- Notify service providers and data custodians to facilitate and provide information on computer crimes.
- Advising and recommending preventive measures and technical solutions to reduce data loss, data disruption, computer system malfunctions, prevent the spread of computer viruses and data destruction in computer systems.

- The Ministry of Technology and Communications (MoTC) (formerly the Ministry of Post and Telecommunications (MoPT)) has the role and responsibilities under the Law on Preventing and Combating Cyber Crime (2015) to respond to incidents of cybercrime, including technology-facilitated GBV (TFGBV). This may involve issuing a warning notice, a consultation, an emergency notification or a formal incident response. The MoTC also has powers to refer a cybercrime case to the police or the prosecutors' office to investigate a cybercrime case. Consequences for the perpetrator may include warnings, re-education, disciplinary measures, paying financial compensation or fines, and criminal sanctions.
- The MoICT also has power to block and close websites and images related to pornographic media by coordinating with companies that provide internet services to Lao PDR.

### Ministry of Labor and Social Welfare:

The Ministry of Labor and Social Welfare as outline in the Law on Preventing and Combatting Violence against Women and Children has the responsibility to:

- Establish and manage the Child Protection and Assistance Networks or Committees for the Protection and Assistance of Children to Protect and Assist Child Victims
- To set up coordination mechanisms and systems to provide timely assistance to child victims and coordinate with other authorities to provide and monitor the necessary protection and assistance.
- Provide vocational training, enhance labor skills and seek employment for victims
- Supervise and manage work of preventing and combatting violence in factories, enterprises and other working spaces.

### Ministry of Education, Youth and Sports:

Based on the Law on Preventing and Combatting Violence against Women and Children they have the responsibly to:

- Create conditions for women to have access to education at all levels, research and include content on gender equality, non-discrimination and prevention of violence against women and children into the curriculum.
- To supervise and manage work to prevent and combat violence against women and children in the schools and education settings.
- To provide training for staff members, teachers, and professors to work to prevent and combat violence against women and children.

### Ministry of Information, Culture and Tourism:

Based on the Law on Preventing and Combatting Violence against Women and Children they have the responsibly to:

- Advertise, disseminate policies, laws and regulations on work to combat and prevent the use of violence against women and children.
- To disseminate information about negative impacts of violence against women and children

- To combat the production of pornographic content that violates the law, regulations and good customs of Lao nation, limit advertising, publishing things that cause violence against women and children.
- To provide training and enhancement the knowledge of media workers at all levels on preventing VAWC.

### NGO Service Providers:

Non-governmental organizations provide a wide range of services including safe temporary shelter, psycho-social support, health, legal aid and other services. Non-governmental organization service providers in the community must be identified and included in the list of services directory.

## 6. Interagency Referral Process

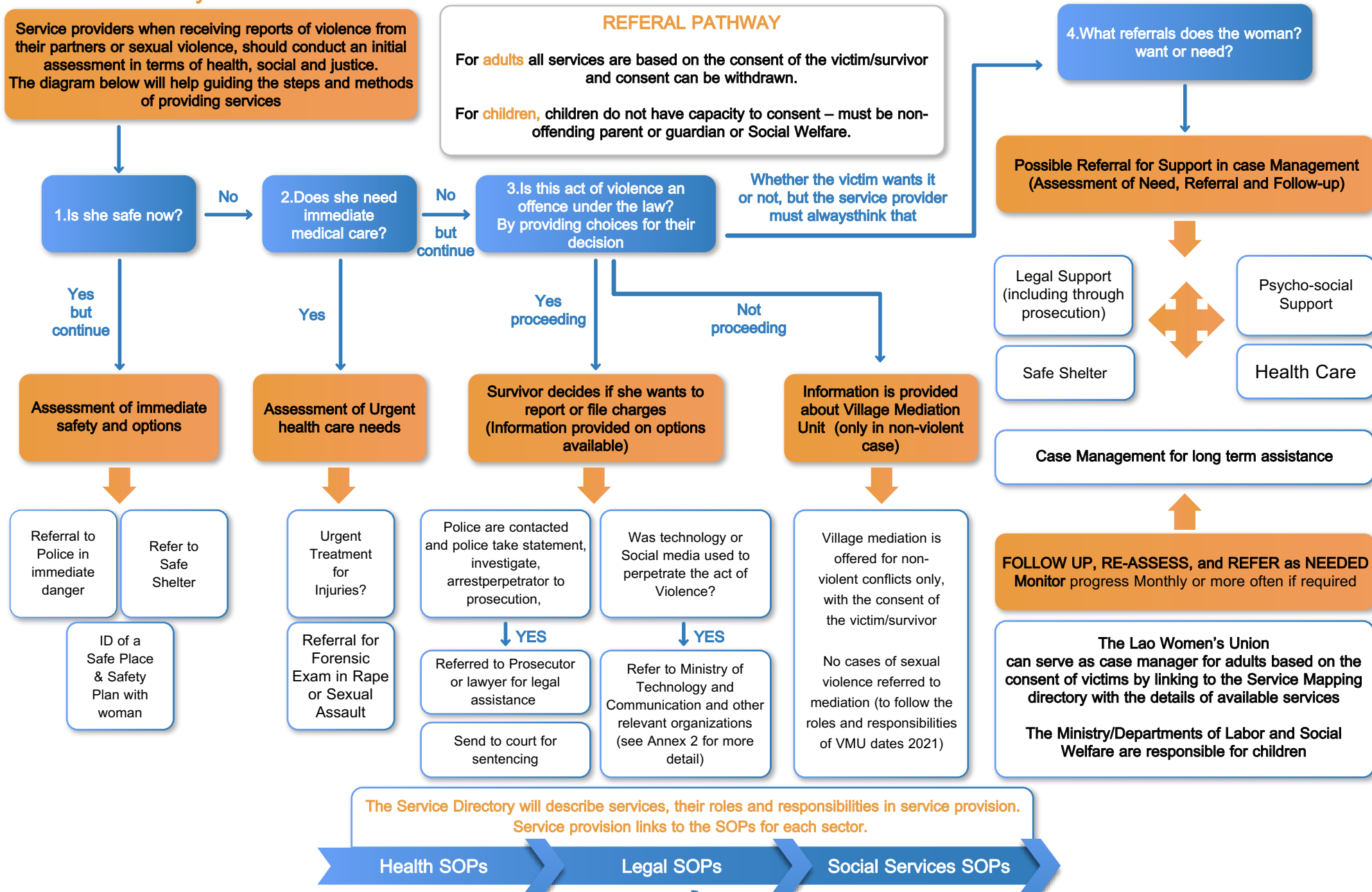
Service providers often specialize in a particular service or have a particular mandate. Service providers must be aware of their limitations of their own services. After the immediate consideration of safety of the survivor and urgent health care, further services may be required based on consultation with the survivor. Referrals must be made on a case-by-case basis based on the needs and consent of the victim/survivor.

**Consent for Information Sharing:** After victim/survivors have been informed of service options, are provided information about the referral, information can only be shared with the referral source with the victim/survivor's informed consent. A consent form must be completed and signed to ensure that the victim/survivor has been provided information on what information will be shared to whom. For children that are not of the age to consent, a non-offending parent or guardian or if not available the Ministry of Labor and Social Welfare has the responsibility for children.

**Coordinate the Referral:** Based on the victim/survivor's consent contact the referral source to make a plan for the survivors' referral such as making an appointment, arranging transportation or other logistics.

**Documentation:** Document the referral using the Note for a Record of Referral or other procedures.

## 7. Referral Pathway



## 8. Ensuring that women in Marginalized groups have access to essential services

There is increasing awareness that diverse groups of women suffer from multiple and intersecting forms of discrimination and inequalities making them more at risk for violence. They include but are not limited to women with disabilities, women living with or affected by HIV; older women; women migrant workers, garment factory workers, entertainment workers, and other female employees, indigenous women and women from religious or ethnic minorities. Social norms, stigma and discrimination increase their risk of violence or challenges in accessing protections and services.

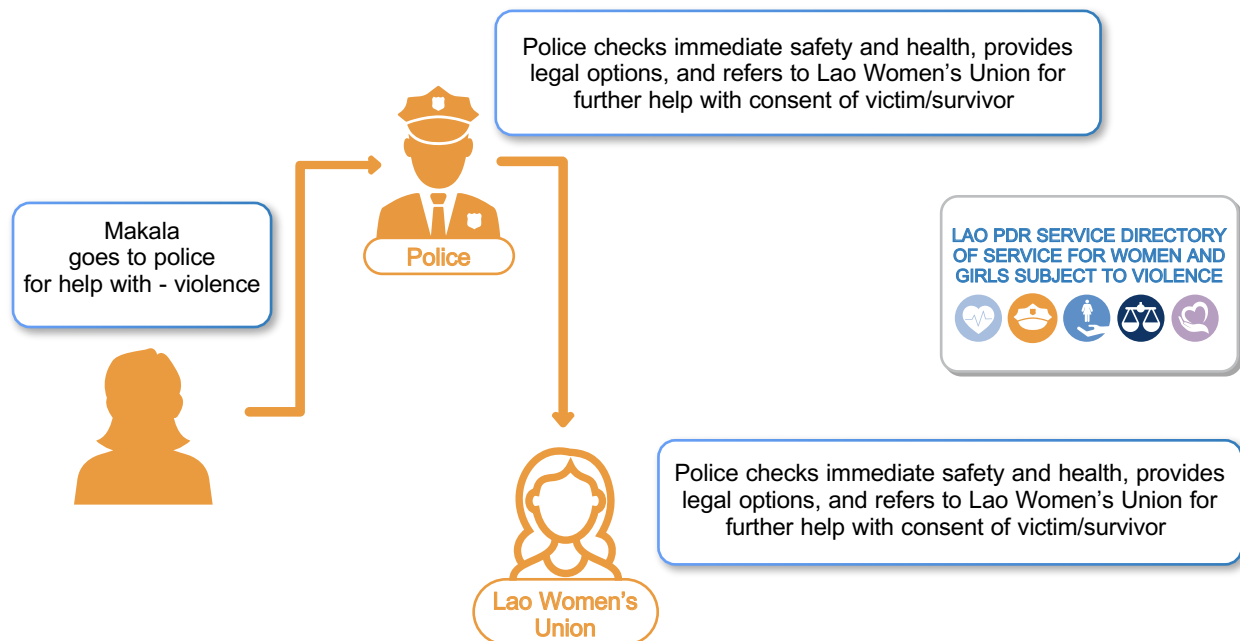
Based on the principles that underly all service delivery it is the responsibility of service providers at the service delivery level and at the coordination level to strive to make services accessible and available to all groups of women. Importantly on-ongoing analysis must be conducted to ensure women are able to access services. Barriers may include cost, language, distance, or other factors. Some strategies for removing barriers to access to services include:

- Tackle discriminatory social norms that result in stigma and discrimination for different groups in the community – through sensitizing the community, duty bearers and rights holders
- Identify groups through gender, disability and social inclusion analysis to understand the situation in different communities of women that are marginalised or at increased risk to identify and tackle their barriers to services
- Gathering input from victim/survivors themselves on barriers for services and develop strategies to respond.
- Make service such as translation routine in areas where multiple languages are spoken or there are high numbers of migrant workers.
- Remove physical barriers at points of service such as hospitals, health centers, legal facilities, safe shelters etc.



## 9. Applying a survivor centered approach to the Referral Pathway

A survivor centered approach means the victim/survivor can enter the “system” at any point from any service provider. The first tasks (described earlier in N.7 Referral Pathway) are to check on immediate health and safety, then assess longer term needs. Since all service providers don’t have all services, they are guided by the Service Directory. The Lao Women’s Union can also act as the central coordinator or services with the victim/survivor’s consent. Following are a few scenarios that demonstrate this approach.



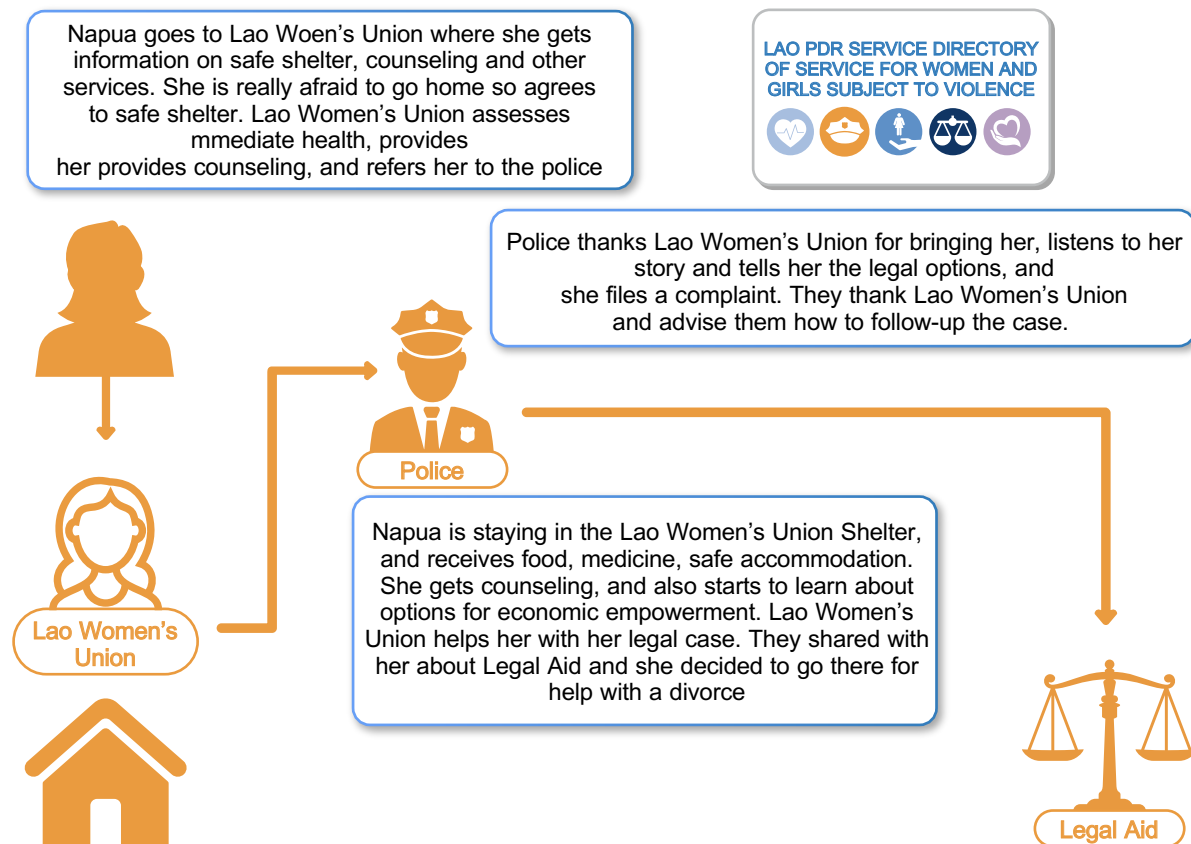
Makala has been beaten by her husband. Her mother suggests she go to the Police. She goes to the Police.

Police: Makala, thank you for coming to me for help. I want to tell you about your options, but first I want to make sure you are ok. “Do you have any injuries? Do you need medical care now?” So you don’t need to go to a doctor right now?

I want to ask you about what happened, This will help me to understand your options so I can give you information (Gets information on her, description of the incident, perpetrator). So it sounds like your husband hit you and this is not the first time. Let me tell you about your legal options. (Gives information on legal options and Makala agrees to file legal charges against her husband)

Makala, I only have information on legal options, but there are other services that can be helpful to you. The Lao Women’s Union provides services such as counseling, safe shelter, economic empowerment and others. They can even help you follow-up with your legal case. If you let me refer you to them, they would be able to give you allot of information and more help. Is it ok if I refer you to the Lao Women’s Union?

Makala says yes, and the police refer her to the Lao Women’s Union where she receives a comprehensive assessment. Makala decides the only helps she needs right now is to follow-up her legal case. Lao Women’s Union says they will help her and make a plan for that



Napua has been beaten by her husband. This is not the first time. She is really scared he will hurt her more so she leaves and goes to the Lao Women's Union. She saw a poster that said they can help women like her.

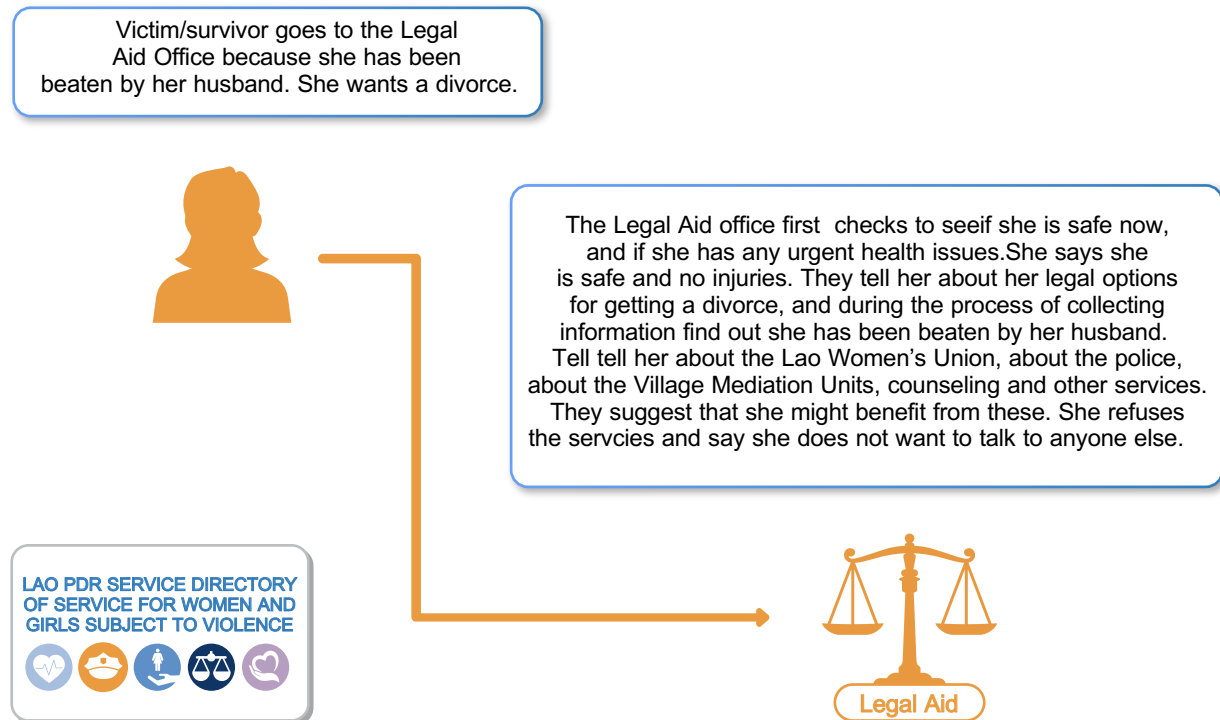
Lao Women's Union: thank you for coming to me for help. I want to tell you about your options, but first I want to make sure you are ok. "Do you have any injuries? Do you need medical care now?" So you don't need to go to a doctor right now?

I want to ask you about what happened, This will help me to understand your options so I can give you information (Gets information on her, description of the incident, perpetrator). So a couple of things I think it is important for you to understand. First it sounds like you are not safe to go back home. Do you have family or friends to stay with? If not we have the Lao Women's Shelter where you can stay. While there we help you learn about your options, provide services such as counseling, provide safe shelter accommodation, and help you get ready to live in the community safely. Napua says yes she wants to go to the safe shelter. She is admitted following Lao Women's Union procedures.

Napua, I want to share with you now that because of the type of violence you have experienced you can file legal charges against your husband. If you want to do that – or learn more about it I can take you to the police. Napua decides she wants to go to the police and Lao Women's Union takes her.

Later once the immediate crisis is over Lao Women's Union does a more comprehensive assessment and Napua decides she wants a divorce. Lao Women's Union refers her to the Legal Aid.

Lao Women's Union supports Napua throughout her case and helps her reintegrate into the community in a few months.



Meena wants a divorce. She has been beaten by her husband. She has seen a poster about Legal Aid and goes there.

Legal Aid: Meena, thank you for coming to us. So you want a divorce. Let me find out a little more about your case. Meena tells him she wants a divorce because her husband beats her. The Legal Aid office stops and thinks about what he should do. He remembers that he should check on her urgent health and safety. Meena – I want to make sure you are ok before we talk more. “Do you have any injuries now? Do you need medical care now?” So you don’t need to go to a doctor right now?

The Lawyer gives Meena information on how to get a divorce. But since there was violence he wants to make sure she knows about other services. He has a Service Directory with available services and he asked her if there is anything she needs. She says no. But he tells her anyway about the Lao Women’s Union, Health Service, Police, counseling and others. He tells her if she wants she can go to the Lao Women’s Union because they know about all services.

Meena says no she only wants a divorce. The Lawyer tells her that if in the future she wants other services he will be happy to refer her.

## 10. Adapting in Humanitarian Emergencies or Crisis

During humanitarian emergencies or crisis is critical. A humanitarian crisis can result from a natural disaster, a pandemic, or other disruption. In the very time that services may be disrupted, the risk for violence due to increased stress, trauma and other factors increases. To ensure continuity of services, important actions for the Coordination Mechanism and Service Providers are:

- As national response plans are developed ensure that violence against women and girls response is prioritized at the highest levels.
- Identify the changing risk for violence against women and girls through a risk assessment
- Develop a risk mitigation strategy to address the increased risk
- Conduct a rapid assessment of the referral pathway and update to ensure continuity of service provision and protections.
- Support capacity development to respond to the emergency
- Provide economic support as necessary.

## PART 5 Data Collection and Reporting

Administrative data that is routinely collected in the delivery of services are an important source of information that can be analyzed provide information on VAWG survivors' access to services, patterns of violence reported, response made, availability and quality of the services. To be able to collect quality data that can be used for this analysis and systems improving it is important that all key actors providing services begin to collect a minimum set of data so the data can be analyzed to inform improvements in the service response system. At the same time, it is important to ensure safety measures for protecting the data, developing systems for sharing that protect confidentiality and privacy and systems for analysis and reporting.

### 1. Minimum Data Set

Each organization will have its own case management or data collection system. However, to ensure that a minimum set of data is collected to understand the victim/survivors seeking help, and promote comparability between organizations and analysis, each organization agrees to collect a minimum set of data as follows:

**Type of violence:** be uniform in all sectors to be able to collect comparable data (in accordance with international legislation and Lao law), as follows:

- Sexual Violence
  - Rape (including gang rape, spousal rape)
  - Sexual harassment or assault (including attempted rape, or other acts, gestures or written words of a sexual nature)
  - Forced marriage

- Physical Violence
  - Physical violence/assault (including slapping, kicking, pushing, non-sexual violence)
- Economic Violence
  - Economic/financial abuse
  - Denial of resources or inheritance, income, access to school, destruction of property)
- Emotional Violence
  - Psychological/emotional abuse (threats of physical or sexual violence, forced isolation)
- Others
  - Non Gender-Based Violence.
- Date reported violence occurred
- Information about the survivor: sex, age, occupation, and survivor-perpetrator relationship, country of birth, country of citizenship, disability status
- Information about the perpetrator: age group (as reported by the survivor) and sex (as reported by the survivor). If the service provider/administrative system has contact with the perpetrator, actual age of the perpetrator, sex, occupation, country of birth, country of citizenship, disability status.
- Registration: date of registry of violence; registering entity/person and their sector (if service provider)
- Geographical reference: where violence occurred (e.g. city/village, province)
- Location of event: e.g., home, school, work, public space, abroad
- Identify if violence was perpetrated using a computer (cybercrime)
- Response: services provided (yes/no/not applicable/ survivor declined/survivor decided to come back later); referral (yes/no/not applicable/survivor declined/ referral to which services)
- The minimum data set contribute to the national reports of SDG, CEDAW, Beijing that the ACWC regularly report. Ensure that the form of reporting covers key indicators of the abovementioned reports if appropriate.

## 2. Data Storage

Case data that includes identifying information must be stored securely. If the data/case files are paper, they must be stored in a locked file cabinet with access only by authorized staff. If the data/cases files are stored electronically, data protection systems must be implemented that prevent access to data – especially identifying information.

A data storage protocol must be developed for each organization.

## 3. Data Sharing

As noted above data can only be shared with identifying information with the victim/survivor's permission.

Client case files are only shared within the context of a referral and with the consent of a survivor.

For reporting on the basic information in the minimum data set, aggregate data can only be shared without identifying information. For example on the number and types of cases, but without names or addresses.

The minimum data set should be linked with the existing database of the government. However, women have the right to refuse services, receive services from specific service providers, so the data privacy must be respected.

#### 4. Reporting

A system must be developed for each organization to report non-identifying data based on the minimum data set. Each participating organization must report annually to the coordination mechanism on summary of the minimum data set for analysis.

#### 5. Data Analysis

Periodically understanding the data collected can help to identify trends in types of VAWC survivors seeking help, frequency, and severity of the types of violence experienced, patterns in access to services to guide further service system improvements.

Analysis of this summary data collected from each sector will guide the continuous development of prevention and response actions.

## PART 6 Training

Members of the Coordination and Referral Mechanism require an understanding of their own role, other roles, and the principles and guidance in the for good practice in response to VAWC. This requires a systematic training and capacity development. Some considerations for training are:

- Understanding VAW, dynamics, causes and consequences
- Orientation to SOPs for each sector
- Orientation to ESP Package
- Ensuring at-risk, vulnerable, and marginalised groups are able to access information and services
- Basic communication skills
- Applying a survivor centered approach
- Safety assessment and planning
- Data collection and management



## Annexure 01 – Service Mapping Directory

|  | Target beneficiaries   | Services provided   | Location                               | Entity providing service       | Availability  | Funds + costs to survivors?  | Accessibility   | Safety and confidentiality   | Referral pathways  |
|--|--|---|--|--------------------------------|---|--|---|--|--|
| <b>SOCIAL SECTOR</b>   |  |   |  |                                |   |  |   |  |  |
| <b>Vientiane LWUs Women's Protection Shelter</b><br><br>Hotline: #1362<br><br>Phone:<br>#(856-21)771 302 and<br>#(856-21)771 303 | Survivors of GBV, DV, IPV, human trafficking, sexual exploitation and other disputes | Shelter/accommodation, medical assistance, legal assistance, MHPSS counseling, vocational training and reintegration assistance | Outskirts of Vientiane (confidential). | Government – Lao Women's Union | National scope, hotline and shelter available 24/7      | Government , UNFPA, UNICEF and donor funds<br><br>No cost to survivors | Facilities predominantly on ground floor<br><br>Generalist hotline with some GBV specific staff, walk-in, referrals, other contact modalities TBC (eg. website, Whatsapp) | Guards and Police presence<br><br>Confidentiality policies<br><br>Location is confidential | Hospital for medical assistance or severe psychosocial needs<br><br>Police for investigation<br><br>Legal aid<br><br>Court for justice process |
| <b>Savannakhet LWUs Women's Protection Shelter</b><br><br>Hotline: #1362   | Survivors of GBV, DV, IPV, human trafficking, sexual exploitation and other disputes | Shelter/accommodation, medical assistance, legal assistance, MHPSS counseling, vocational training and reintegration assistance | Savannakhet Capital (confidential).    | Government – Lao Women's Union | Survivors in Savannakhet Province and nearby provinces. | Government , UNFPA and donor funds (UK and SDC)                        | Some rooms accessible on ground floor, some rooms upstairs<br><br>Middle of city.<br><br>Walk-in, referrals<br><br>Mobile phone is process of being procured              | In a visible location in Savannakhet capital<br><br>No budget for guards as at 03/21       | Hospital for medical assistance<br><br>Police for investigation  |

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| <b>Center for Counselling and Protection of Women and Children</b>   | Official returned women from China (human trafficking and labor exploitation), domestic VAW cases | Accommodation, food, health, counseling and vocational training   |   | Government                              | 8:00-16:00<br>Mon-Fri  |  |  |  |  |
| <b>Sengsavang shelter</b><br><br>Tel/fax: +856 41 260 276<br>Email: <a href="mailto:info@sengsavang.org">info@sengsavang.org</a>   | Human trafficking and sexual exploitation, including those at risk, and GBV in Savannakhet        | Accommodation, medical assistance, legal assistance, education and vocational training, reintegration support | Ban Oudomvilay - Kayson Phomvihane District - Savannakhet Province. | Non-government<br><br>Local association | 8:00-16:00<br>Mon-Fri in principle but they can provide services out of working hour case by case  | Non-government, donor funds<br><br>Land and campus belong to MoLSW | Facilities predominantly on ground floor   | In a visible location in Savannakhet capital | Referral to psychologist                                       |
| <b>Village Focus International (VFI)</b><br><br>Phone: +856 21 312519<br><br>+85631 260153 (Champasak)<br><br>Email: <a href="mailto:communications@villagefocus.org">communications@villagefocus.org</a><br><br>Facebook.com/villagefocus | Human trafficking and vulnerable/at-risk women and children from abuse - nationwide               | Safe shelter, vocational training, education, health assistance, counselling and schools to children          | Vientiane capital and Champasak province                            | International CSO                       | 8:00-16:00<br>Mon-Fri in principle but they can provide services out of working hours case by case | USAID, Winrock   | Phonsavan Tai Village, Sisattanak District, Vientiane Capital<br><br>Huayangkham Village, Nakhonpakse District, Champasak Province |  | Refer to the Protection Center of LWU, and Lao BAR association |
| <b>Interwoven</b><br><br>+85620 58016005   | Vulnerable women within   | Accommodation, food, health,  | Oudomxay  |   | 8:00-16:00<br>Mon-Fri in principle but   |  |  |  |  |

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|   | Oudomxay province  | counseling and vocational training  |  |                                | they can provide services out of working hour case by case |                  |   |  |  |
| <b>LWU Provincial Protection and Counselling Offices/service</b><br><br>Boulikamxay: #054 1362<br><br>Khammouane: #041 1362 | GBV- IPV, domestic violence, human trafficking and sexual exploitation | MHPSS counseling, social, health and legal assistance through referring and coordinating with police, justice office and courts, labor and social welfare as well with the Protection Center for Women and Children at the central level. | Vientiane Capital and 17 provinces across the country. | Government – Lao Women’s Union | Survivors of violence nationwide and within provinces      | Government funds | Access can be difficult, as some provinces share office with other government offices (eg. 6 <sup>th</sup> floor)<br><br>Sharing with other offices means survivors are less likely to visit offices in person, especially if have visible injuries |  | Protection Center for Women and Children at the central level if the case cannot be solved at the provincial level.<br><br>Hospital for medical assistance or Police for investigation<br><br>Justice offices/courts |
| <b>District Protection and Counselling service</b>  | GBV- IPV, domestic violence, human trafficking and sexual exploitation | MHPSS counseling, social, health and legal assistance through referring and coordinating with police,   | 148 districts across the country                       | Government – Lao Women’s Union | Survivors of violence within districts                     | Government funds | Access can be difficult, as some provinces share office with other gov’t offices (eg. 6th floor)<br><br>Sharing with other offices means survivors  |  | Hospital for medical assistance<br><br>Police for investigation<br><br>Justice offices/courts  |

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|   |   | justice office and courts, labor and social welfare as well with Provincial Protection and Counselling Offices |  |                    |   |   | are less likely to visit offices in person, especially if have visible injuries         |  | Labor and social welfare  |
| <b>Vientiane Youth Center of LWU Vientiane Capital (VYC)</b><br><br>Hotline: 1361 for women and 137 for men<br>Phone: +856 21 252 887<br>WA:02052174490   | Youth (male and female) and LGTBQ+  | MHPSS and counselling on sexual and reproductive health, + health clinic                                       | Vientiane Capital  | Government - LWU   | National scope, hotline and office open working hours 9 am-17pm Mon-Fri<br>Health clinic open :8:30-16:30 Mon-Fri | Funded by UNFPA + Vientiane Capital LWU<br><br>Free phone calls counseling, some health check ups have low fee rate | Facebook page, hotline, drop in at office<br><br>Isolated building, mainly ground floor | Separate private rooms for confidentiality | Refer cases to LWU protection shelter, police and other sectors like RCN (formal channels with police/justice) and informal |
| <b>Lao Youth Union</b><br><br>Hotline #1554<br><br>Tel: (+85620) 77880044, 55360978, 55361055, 55132507, 55132303, 54016336, 55360961, 55133045, 55132046 | Youth throughout the country (issues around stress, anxiety, romantic and sexual relationships) | MHPSS counselling, Mental health and psychosocial support and referral to respective organizations             | Phonthan Village, Sisattanak District, Vientiane Capital | Hotline Team       | 24 hours but responses to incoming Whatsapp for further mutual agreed schedules                                   | Funded by UNFPA, UNICEF and UNDP  | Hotline, telephone, Facebook page   | Confidentiality policies applies           | Refer cases to LWU and other organization as required   |
| <b>Bank of Laos</b>   | All Women   | Encourage and empower  | All branches   | Business banks and | Monday – Friday (8:00-16:00)  | Business banks and  | 021 213109<br>021 241269  |  |   |

|                                  |   |   |                           |   |                  |   |   |   |   |
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|                                  |   | women to access financial services (credit)   |                           | financial institutions  |                  | financial institutions                                  |   |   |   |
| <b>Labour and social welfare</b> | Those in marginalized group and those who are victims of violence in the family-society | Providing safe accommodation, food, clothing, counseling on life skills and social skills, vocational training, providing funds and equipment for occupation, support to attend general education and | Vientiane and Savannakhet | Cooperation between the Ministry of Labor and other organizations (Plan International, VFI, Seng Swang and Winrock) | 24 hours service | Support from 3 organizations on financial and technical | Department of Social Sciences<br>Call and fax: 021 213005 | There is a data storage form and confidentiality policies applied | Hospitals, in case of serious injuries. For minor injuries, the center has basic first aid<br><br>Some cases will be forward to the legal authorities when deemed necessary |

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|                                       |  | vocational education line including basic vocational training. Then evaluate to send back to family and society |  |            |                               |   |                               |   |  |
| <b>Lao Federation of Trade Union</b>  | Members of Lao Federation of Trade Union, workers, employees/employers | Provide legal advice on labor protection, welfare, compensation and social security in the workplace            | Lao Federation of Trade Union office (9 provinces) | Government | Monday to Friday (8:00-16:00) | The government budget and international support | 9 counseling office           | There is a data storage form and confidentiality policies applied | Advice and refer to relevant authorities depending on cases. |
| <b>Migrant Worker Resource Centre</b> | Migrants   | Information and legal advice on   | Vientiane capital, Champasak,                      | Government | Savannakhet Vientiane capital | Government (MoLSW) and ILO and                  | Offices in 4 target provinces | Accessible by local people in                                     | Refer within social and labor                                |



|  |   |   |  |     |  |                             |  |                  |                                   |
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| Xayabouly: +856 202 999 7710 (hotline); Tel: +856 7421 1085; +856 2055 778 363;<br><a href="mailto:mrc6321xayaboury@gmail.com">mrc6321xayaboury@gmail.com</a><br><br>Savannakhet Province<br>+856 30 2270219; +856 20 91667204<br><a href="mailto:mrc.savannakhet@gmail.com">mrc.savannakhet@gmail.com</a><br><br>Champasak: +856 31212050; +856 2055635189; +856 309913101;<br><a href="mailto:mrc999cps@gmail.com">mrc999cps@gmail.com</a><br><br>LuangPrabang: +856 2098018455; +856 302005478;<br><a href="mailto:kammabanlpb@gmail.com">kammabanlpb@gmail.com</a> |   | safe migration and provide supporting documents for migrant workers                     | LuangPravang and Xayabouly provinces                         |     |  | other donors (DFAT, Canada) |  | target provinces | department and Sengsavang shelter |
| <b>HOPE Center</b><br><br>+85630 7732142   | Vulnerable people and children  | Accommodation, food, health, counseling and vocational training and schools to children | Kountathong Village, Sikottabong District, Vientiane Capital | NGO | 9:00-16:30 Mon-sat<br>8:30-12:00 Sunday                              |                             |  |                  |                                   |
| <b>Friends International</b><br><br>+856 21 261 389<br><br><a href="mailto:laos@friends-international.or">laos@friends-international.or</a>  | Vulnerable youth/ children and their families living in Vientiane Capital and LuangPrabang Province | Accommodation, food, health, counseling, vocational training and                        | Phai Nam Road – P.O. Box 10688, Vientiane, Lao PDR           | NGO | 8:00-16:00 Mon-Fri in principle but they can provide services out of |                             |  |                  |                                   |

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|  |   | schools to children   |  |            | working hour case by case |  |  |  |                              |
| <b>Centre of Social Welfare in Vientiane Capital</b><br><br>#021 265068<br><br>Write a letter or document to district Labor and Social Welfare | Homeless people, beggars, those with mental health issues, neglected people | Shelter (separate houses for women and men), food, health, counseling, and vocational training (mini agriculture)   | Somsangha Village, next to the Xaysetha District Court | Government |                           |  |  |  |                              |
| <b>Lao Federation Trade Union Hotline (Government)</b><br><br>#1512 hotline  | All public countrywide  | Information on jobs available, labor laws and rights, labor exploitation, anti-human trafficking laws complaint and legal referral. Those who experience sexual harassment in a factory can also seek support from the committee. |  | Government | 24/7                      |  |  |  | Complaint and legal referral |
|  |   |   |  |            |                           |  |  |  |                              |
| <b>JUSTICE &amp; POLICE</b>  |   |   |  |            |                           |  |  |  |                              |

|   | Target beneficiaries                          | Services provided   | Location   | Entity providing service | Availability       | Funds + costs to survivors?                                       | Accessibility   | Safety and confidentiality  | Referral pathways   |
|---|---|---|--|--------------------------|--------------------|---|---|---|---|
| <b>Police (Ministry of Public Security)</b><br><br>National hotline: #1300  | All people needing safety and security        | Assist the survivor to get to safety, gather evidence, conduct investigations and assist with criminal prosecutions   | National – in every province                         | Government               | 24/7               | Government funded, no cost to survivor                            |   |   | MPS conducts interviews of survivors with LWU   |
| <b>Association for Development of Women and Legal Education (ADWLE)</b><br><br>Women's Assistance & Counselling Office:<br>Tel: #021 262 698 or Lawyer 020 2949 2979<br><br>Legal Aid Clinic for Vulnerable Women and Children: <a href="tel:0305262011">Tel:# 030 5262 011</a><br>Lawyer 020 5895 7785<br><br><a href="mailto:inthana.bou@gmail.com">inthana.bou@gmail.com</a><br><a href="http://www.adwlelaos.org">www.adwlelaos.org</a> | Survivors of violence (DV, human trafficking) | Legal advice, document filing and representation in court<br><br>For emergency, the clinics can support food allowance, transportation, accommodation and necessarily things for survival eg. medicine, clothes, mobile SIM cards | Xaythany and Saysettha districts, Vientiane capital, | Local CSO                | 8:00-16:00 Mon-Fri | EU and Helvitas, TAF, BftW and UNICEF<br><br>No cost to survivors | Two legal offices:<br>1). Legal Aid Clinic for Vulnerable Women and Children (LACVWC) at Nongsonghong village, Xaythany district<br><br>2) Women 's Assistance Counselling Office (WACO) at Chommany village, Saysettha district. | There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help. | Refer to districts, Vientiane capital judicial office, MoJ for further collaboration of legal assistance and representation, and the LWU Protection Center for other assistance – letter sent to LWU to receive the case if need shelter. If need only legal counselling and representative in the court, ADWLE |

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|   |  |                                     |   |                             |  |  |   |   | lawyers enable to do it by Lao Bar Association nomination. |
| <b>Legal Aid</b><br><br>Vientiane: (+85620) 55624757, 58964896, 55623818, 55697701, 55468300, 55604250, 59525829, 55431835, 54814973, 55123994, 22255656. 93713338, 54013020<br><br>Oudomxay: +85620 59252489; 030 543 7578<br><br>Xayabouly: (+85620) 54246664; 98062666; 22553311; 077 211272<br><br>Xiangkhouang: (+85620) 55544161; 54443293; 061 213 572<br><br>Huaphan Province: +85664 312728; and (+85620) 55776700; 55583835; 56782890; 55565216; 54400015; 56684019; 99114147; 99843912; 55827255; 064 312 728<br><br>Bokeo: +85684 211709; +85620 28747572<br><br>LuangNamtha: (+85620) 22391034; 54483628 | Eligible for free legal aid if fall under 7 categories:<br><b>1. People who are poor</b><br><b>2. People who are vulnerable (eg. cannot read or write, low education, homeless, ethnic groups,</b><br><b>3. People with disability</b><br><b>4. Children who need special protection</b><br><b>5. Survivors of human trafficking</b><br><b>6. Women and children survivors of violence or experienced violence</b><br><b>7. Offenders</b><br><br>(Legal Aid Decree). | Legal assistance and representation | All 148 districts across the country (sits under MoJ at central level, each province has offices) | Government, INGOs, CSOs, UN | Monday to Friday 8:00-16:00<br>National access if fall under 7 categories. | MoJ, Asia Foundation, Lao Bar Association, LuxDev, UNDP, Babseacle, Cegga<br><br>No cost to survivors, as they fall under the eligibility criteria | All 148 districts across the country (sits under MoJ at central level, each province has offices) | There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help. |  |

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| <p>Bolikhamxay: +85620 97777455</p> <p>Khammouane: +85651 212433, +85620 99425784</p> <p>Champasak: +85630 5437580, +85620 95464708</p> <p>Xekong: +85620 99476239; +56478899; (+85630) 9974056; 9912837; 9368460; 036 211 600</p> <p>Attapeu: (+85620) 99105644, +85620 92014163</p>                              |  |  |  |  |  |  |  |  |  |
| <p><b>Ministry of Justice</b></p> <p>Ministry of Justice (national coverage): #021414 106</p> <p>Lawyer Committee Office: #021 353 953</p> <p>Legal Assistance Service - Department of Justice, Vientiane Capital: #021 363 763, 020 555 18521</p> <p>Department of Justice/ Department of Provincial Justice:</p> |  |  |  |  |  |  |  | <p>There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who</p> |  |

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| <ul style="list-style-type: none"> <li>• Vientiane Province: #020 5569 7701; 030 520 8411</li> <li>• Vientiane Capital: #020 221 1015</li> <li>• Oudomxay: #030 5437 578; 030 520 8410</li> <li>Xayyabuly: #074 211 272; 030 520 8411</li> <li>• Bolikhamxay: #020 9777 7455</li> <li>• Khammoun: #051 212 433</li> <li>• Savannakhet: #020 9554 4885; 030 520 8552 and Sanamxay District #020 9561 5925</li> <li>• Attapeu: #020 9910 5844</li> <li>• LuangNamtha: #020 5448 3628</li> <li>• XiengKuang: #061 213 572</li> <li>• Phonsaly: #088 210 227</li> <li>• Saravan: # 020 9910 5844; 030 520 8550; 020 9192 2220</li> <li>• Champasak: #030 5437580; 030 520 8549</li> <li>• LuangPrabang: #030 520 8394; 030 520 8003</li> <li>• Bokeo: #020 2874 7572</li> <li>• Huaphan: #064 312 728</li> </ul> |  |  |  |  |  |  |  | come to ask for help. |  |
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| <p>Office of District Justice Assistance:</p> <ul style="list-style-type: none"> <li>• Chanthabuly District: #030 520 8422; 030 520 8496</li> <li>• Sikhottabang District: #030 520 8428; 030 520 8497</li> <li>• Saysettha: #030 520 8440; 030 520 8499</li> <li>• Sisattanak: #030 520 8441; 030 520 8501</li> <li>• Naxaythong: #030 520 8445; 030 520 8505</li> <li>• Saythany: #030 520 8459; 030 520 8514</li> <li>• Haysayfong: #030 520 8460; 030 520 8519</li> <li>• Sangthong: #030 520 8463; 030 520 8522</li> <li>• Pakgnum: # 030 520 8466; 030 520 8544</li> </ul> |  |  |  |  |  |  |  |   |  |
|  |  |  |  |  |  |  |  |   |  |
| <p><b>Office of the Supreme People's Prosecutor</b></p> <p>NB: Does not provide direct service to survivors, but can be contacted by other service providers (eg. LWU, police).</p> <p># 021 353 648</p>   |  | Does not provide direct service to survivors, but can be contacted by other service providers (eg. LWU, police). | People's Supreme Court, Rue Thadeua, Vientiane |  |  |  |  | There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they |  |

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|  |  |  |  |  |  |  |  | have to keep the confidentiality of those who come to ask for help.   |  |
| <p>Lawyer Committee<br/>Office: #021 353 953</p> <p>Lawyer Committee<br/>Office (Provincial):</p> <p>Luangprabang: #030 520 8394<br/>Oudomxay: #030 520 8410<br/>Xayabouly: #030 520 8411<br/>Vientiane Province: #030 520 8417<br/>Savannakhet: #030 520 8552<br/>Champasak: #030 520 8549<br/>Saravan:#030 520 8550</p> <p>Lawyer Committee Head<br/>Office ( Vientiane<br/>Capital):</p> <ul style="list-style-type: none"> <li>• Chanthabuly District: #030 520 8422</li> <li>• Sikhottabang District: #030 520 8428</li> <li>• Saysettha: #030 520 8440</li> <li>• Sisattanak: #030 520 8441</li> <li>• Naxaythong: #030 5208445</li> </ul> |  |  |  |  |  |  |  | There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help. |  |

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| <ul style="list-style-type: none"> <li>• Saythany: #030 520 8459</li> <li>• Haysayfong: #030 520 8460</li> <li>• Sangthong: #030 520 8463</li> <li>• Pakgnum: # 030 520 8466</li> </ul>   |  |  |  |  |  |  |  |   |  |
| <b>Provincial Department of Justice &amp; District Department Justice</b><br><b><u>Phongsaly Province:</u></b> 088 218 225<br>Phongsaly District: #030 520 7860<br>Mai District: #030 520 7868<br>Khao District: #030 520 7870<br>Samphan District: #030 520 7886<br>BounNeu District: #030 520 7905<br>YotOu District: #030 520 7906<br>Boun Tai District: #030 520 7910<br><br><b><u>Luangnamtha Province:</u></b><br>#020 5448 3620<br>Sing District: #030 520 7912<br>Long District: #030 520 7929<br><br><b><u>Oudomxay Province:</u></b><br>+85620 59252489; 030 547 7578 |  |  |  |  |  |  |  | There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help. |  |

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| Xay District: #030 520 7931<br>La District: #030 520 7951<br>Na Mor District: #030 520 7958<br>Nga District: #030 520 7972<br>Bang District: #030 520 7973<br>Houn District: #030 520 7984<br>Pakbang District: #030 520 7987<br><br><b><u>Luangprabang Province:</u></b><br>#030 520 8003<br>XiengNgern District: #030 520 8009<br>Nan District: #030 520 8028<br>Pak Ou District: #030 520 8036<br>Nam Bark District: #030 520 8038<br>Ngoi District: #030 520 8047<br>Pak Sang District: #030 520 8047<br>PhonXay District: #030 520 8052<br>Chomphet District: #030 520 8068<br>Viengkham District: #030 520 8074<br>Phoukhoun District: #030 520 8084<br>Phonthong District: #030 520 8095 |  |  |  |  |  |  |  |  |  |
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| <p><b><u>Xayabouly Province:</u></b><br/> (+85620) 54246664;<br/> 98062666; 22553311;<br/> 074 211 272<br/> Xayyabouly District: #030<br/> 520 8099<br/> Kop District: #030 520<br/> 8104<br/> Hongsa District: #030<br/> 520 8112<br/> Ngern District: #030 520<br/> 8116<br/> Xienghorn District: #030<br/> 520 8125<br/> Pheing District: #030 520<br/> 8126<br/> Paklai District: #030 520<br/> 8135<br/> Khainthao District: #030<br/> 520 8156<br/> Borthen District: #030<br/> 520 8160<br/> Thongmixay District:<br/> #030 520 8161<br/> Xaysathan District: #030<br/> 520 8170<br/> <b><u>Vientiane Province:</u></b>#020<br/> 5569 7701<br/> Phon Hong District: #030<br/> 520 8185<br/> Thulakhom District: #030<br/> 520 8196<br/> Keooudom District: #030<br/> 520 8199<br/> VangVieng District: #030<br/> 520 8204<br/> Foung District: #030 520<br/> 8206<br/> Sanakham District: #030<br/> 520 8207</p> |  |  |  |  |  |  |  |  |  |
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| <p>Viengkham District: #030 520 8231</p> <p>Meun District: #030 520 8236</p> <p><b><u>Savannakhet:</u></b> (+856 20) 9554 4885</p> <p>Outhomphone District: #030 520 8255</p> <p>Atsaphangthong District: #030 520 8256</p> <p>Sephon District: #030 520 8258</p> <p>Nong District: #030 520 8275</p> <p>Thaphangthong District: #030 520 8280</p> <p>Songboully District: #030 520 8286</p> <p>Xayboully District: #030 520 8287</p> <p>Viraboully District: #030 520 8289</p> <p>Atsaphone District: #030 520 8295</p> <p>Phalanxay District: #030 520 8308</p> <p><b><u>Saravan Province:</u></b>( +856 20) 9192 2220</p> <p>Saravanh District: #030 520 8309</p> <p>Ta Oi District: #030 520 8310</p> <p>Toom Lan District: #030 520 8312</p> <p>Nakhonphen District: #030 520 8315</p> |  |  |  |  |  |  |  |  |  |
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| Vaphy District: #030 520 8324<br>Khongsedon District: #030 520 8328<br>Laongam District: #030 520 8335<br>Samoi District: #030 520 8343<br><br><b><u>Champasak Province:</u></b><br>+85630 5437580<br>Pakse Capital #030 520 8347<br>Sanasomboun #030 520 8355<br>Bachiangchalernsouk District #030 520 8356<br>Paksong District #030 520 8358<br>Phathumphone District #030 520 8360<br>Phonthong District #030 520 8364<br>Champasak District #030 520 8366<br>Soukhuma District #030 520 8380<br>Munlaphamok District #030 520 8382<br>Khong District #030 520 8384 |  |  |                          |                         |                       |  |                |  |  |
| <b>Village Mediation Units (VMU)</b><br><br>Generally their contacts are posted at the chief of village offices.   | Non-severe domestic violence and family issues<br><br>NB: It is not recommended for mediation to | Mediation - For VAW cases happening at village level, the VMU in each village is | Located in every village | Government, semi-formal | Survivors of violence |  | Village office | There is a legal professional requirement under the Decree on Legal Aid, Article 18, |  |

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|  | be provided in cases of sexual violence or IPV                                    | often the first point of contact.                               |  |  |                    |  |  | Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help.  |  |
| <b>Law and Development Partnership</b><br><br>Tel: +856 21 465015<br><br><a href="https://www.facebook.com/LawyerLtd/">www.facebook.com/LawyerLtd/</a> | Generalist – assists all types of vulnerable people that require legal assistance | Free legal advice, document filling and representation in court | Phonthan Village, Xaysetha District, Vientiane Capital |  | 8:00-16:00 Mon-Fri |  |  | There is a legal professional requirement under the Decree on Legal Aid, Article 18, Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help. |  |
| <b>Songvilay Law Services Co.,LTD.</b><br><br>Tel: +85630 5803585, +85620 22221910<br><br>Facebook: Songvilay Law                                      | Generalist – assists all types of vulnerable people that require legal assistance | Free legal advice, document filling and representation in court | Phonthan Village, Xaysetha District, Vientiane Capital |  | 8:00-16:00 Mon-Fri |  |  | There is a legal professional requirement under the Decree on Legal Aid, Article 18,  |  |



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| www.songvilaylaw.com<br>Long@songvilaylaw.com |  |  |  |  |  |  |  | Clause 5 - The rights and duties of a person to provide legal aid is that they have to keep the confidentiality of those who come to ask for help. |  |
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| HEALTH/MHPSS   |                      |  |   |                          |  |  |   |   |  |
|--|----------------------|--|---|--------------------------|--|--|---|---|--|
| Name of service providers  | Target beneficiaries | Services provided  | Location  | Entity providing service | Availability   | Funds + costs to survivors?  | Accessibility   | Safety and confidentiality  | Referrals  |
| <b>Ms Magda Peters</b><br>(Swedish psychologist residing in Laos and speaks Lao)<br>+8562055286062<br><a href="mailto:magda.peters@protonmail.com">magda.peters@protonmail.com</a> | Anyone is eligible   | Free psychologist consultation (can provide counselling in English or Lao) | Chomcheng Village, Sisattanak District, Vientiane Capital | Private                  | As scheduled (flexible with times)<br>Can provide service in-person or via Whatapp | Free, so far service provided on voluntary basis. Depends on the extent of requests. | Services provided in home, or where the client is comfortable. House is 6km south of the city centre and is accessible by public bus. | Digital casebooks are on an encrypted hard drive. Practitioner follows Swedish ethical standards as far as possible (licensing framework). Ensures confidentiality. | To psychiatrists when medication is to be prescribed |

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| <b>Vientiane Rescue</b><br>Hotline: 1623, 1624, 1628<br><a href="https://www.facebook.com/Vientianerescue1623/">https://www.facebook.com/Vientianerescue1623/</a><br><a href="https://vientianerescue.org/">https://vientianerescue.org/</a> | Public living in Vientiane Capital, Vientiane and Sayabouli Provinces | Emergency rescuing for accident cases and immediate physical needs  | Vientiane Capital, Vientiane and Sayabouli Provinces                  | NGO – Volunteer Personnel | 24/7                 | Free  |  |  |  |
| <b>Mental health Division, Mahosot Hospital</b><br>+85620 22337041,<br>+85620 28544250   | No specific target beneficiary, open to public                        | Mental health consultation and treatment  | Quai Fa Ngum, Phiavat village, Sisattanak District, Vientiane Capital | Government                | 8:30-16:30<br>7 days | Free  |  |  |  |
| <b>Mahosot Hospital</b><br>+85621 213 903<br>+85620 22208557   |   | Forensic examination to women from sexual abuses  | Quai Fa Ngum, Phiavat village, Sisattanak District, Vientiane Capital | Government                | 24 hours             | Free  |  |  |  |
| <b>103 or Military Hospital</b><br>+85620 55613572   |   | Mental health and psychosocial support unit, as well as generalized forensic examination and clinical care to survivors | Phontanh Village, Sisattanak District, Vientiane Capital              | Government                | 24 hours             | Eligible for subsidized services if comes under criteria (poor) |  |  |  |
| <b>Psy-Med Center</b><br>+85620 59536080<br>+85621 418028  |   | Mental health consultation and treatment  | PhontongSavath Village, Chanthaboury District,                        | Private clinic            | 8:30-16:30<br>7 days | Costed consultations  |  |  |  |

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| <a href="mailto:mthikeo@yahoo.com">mthikeo@yahoo.com</a>    |  |   | Vientiane, Lao PDR                                   |            |          |   |  |  |   |
| WhatsApp: (856-20) 59536080                                 |  |   |  |            |          |   |  |  |   |
| <b>109 or 5<sup>th</sup> May Police Hospital</b>            |  | Forensic examination and clinical care to survivors of violence | Khouvieng Road, Vientiane Capital                    | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  | Information collected and kept confidentially by the responsible officer | Refer to 103 Hospital or Mahosot Hospital on a case by case basis |
| +85621 970 499<br>+8562056925954<br>+8562055402945          |  |   |  |            |          |   |  |  |   |
| <b>Mittaphab Hospital</b>                                   |  |   | Phontong Road, Ban Phonsavang, Vientiane Capital     | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  |  |   |
| +856 21 710 003<br>+85620 5555283<br><br>amfatov@laotel.com |  |   |  |            |          |   |  |  |   |
| <b>Sethathirath Hospital</b>                                |  | Forensic examination and clinical care to survivors of violence | Donkoi Village, Xaysetha District, Vientiane Capital | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  | Information collected and kept confidentially by the responsible officer | Refer to 103 Hospital or Mahosot Hospital on a case by case basis |
| +856 21 351 159<br>+8562055612925                           |  |   |  |            |          |   |  |  |   |
| <b>Phongsaly Provincial Hospital</b>                        |  |   | Phonsaly   | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  |  |   |
| (+85688) 210108, 212050                                     |  |   |  |            |          |   |  |  |   |
| <b>Louangnamtha Provincial Hospital</b>                     |  |   | LouangNamtha   | Government | 24 hours | Eligible for subsidized services if                             |  |  |   |

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|--|---------------------------------------|--|--|------------|----------|---|--|--|--|
| (+85686) 211753-4  | No specific target,<br>open to public |  |  |            |          | comes under<br>criteria (poor)  |  |  |  |
| <b>Oudomxay Provincial<br/>Hospital</b><br><br>Tel:(+85681) 212505,<br>212975<br>Fax: 856-81 31 2505 |                                       |  | Donkeo Village,<br>Xay District,<br>Oudomxay<br>Province | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Sayabouli Provincial<br/>Hospital</b><br><br>(+85674) 211081, 211901                              |                                       |  | Sayabouli  | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Bokeo Provincial Hospital</b><br><br>(+85684) 212121, 212131                                      |                                       |  | Bokeo  | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Huaphan<br/>Provincial Hospital</b><br><br>(+85664) 312858, 310252                                |                                       |  | Huaphan  | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Xiengkhouang<br/>Provincial Hospital</b><br><br>(+85661) 211228, 213358                           |                                       |  | Xiengkhouang   | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |

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| <b>LuangPrabang Provincial Hospital</b><br>(+85671) 254 023-6     |  |  | Ban Phoumok,<br>LuangPrabang<br>District,<br>LuangPrabang | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Xaysomboun Provincial Hospital</b><br>(+85626) 210045-6        |  |  |   | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Vientiane Provincial Hospital</b><br>(+85623) 431011, 431191   |  |  |   | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Bolikhamxay Provincial Hospital</b><br>(+85654) 212149, 212154 |  |  | Bolikhamxay   | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Khammouane Provincial Hospital</b><br>(+85651) 212084, 250277  |  |  | Khammouane  | Government | 24 hours | Eligible for<br>subsidized<br>services if<br>comes under<br>criteria (poor) |  |  |  |
| <b>Savannaket Provincial Hospital</b><br>(+85641) 212171, 252060  |  | Forensic<br>examination<br>and clinical<br>care to | Savannaket  | Government | 24 hours | Eligible for<br>subsidized<br>services if                                   |  |  |  |

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|  |  | survivors of violence            |  |            |          | comes under criteria (poor)                                     |  |                                     |   |
| <b>Champasak Provincial Hospital</b><br><br>(+85631) 214712, 252009,<br>+85620 5553 2990 |  |                                  | Lakmeuang Village, Pakse District, Champasak     | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  |                                     |   |
| <b>Salavan Provincial Hospital</b><br><br>(+85634) 211059, 211869                        |  |                                  | Salavan  | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  |                                     |   |
| <b>Xekong Provincial Hospital</b><br><br>(+85638) 211020, 211812                         |  |                                  | Xekong   | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  |                                     |   |
| <b>Attapeu Provincial Hospital</b><br><br>(+85636) 210148-9                              |  |                                  | Attapeu  | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  |                                     |   |
| <b>Mother and Newborn Hospital</b>   |  | Counseling and general treatment | Nong Phaya Village, Chaitani District, Vientiane | Government | 24 hours | Eligible for subsidized services if comes under criteria (poor) |  | Information are kept confidentially | Refer to 103 Hospital or Mahosot Hospital on a case by case basis |

## Vocational training

| Name of service providers   | Target beneficiaries                        | Services provided   | Location  | Entity providing service | Availability       | Funds + costs to survivors? | Accessibility  | Safety and confidentiality |
|---|---|---|---|--------------------------|--------------------|-----------------------------|--|----------------------------|
| <b>ARDA Skill Development Center</b><br><br>+85621 316009<br><br><a href="http://www.buildtheirfuture.org/contact-us/">http://www.buildtheirfuture.org/contact-us/</a>                    | Youth from 17-25 years old from rural areas | Vocational skillset (tailoring, pastry, Agriculture, mechanic and electrician) and boarding/meals during the enrolment          | Chomcheng Village, Sisattanak District, Vientiane Capital | NGO                      | 8:00-16:00 Mon-Fri | Free                        | Located less than 10 minutes drive from the city centre and accessible by public transport |                            |
| <b>Dongkhamxang Agriculture Technical School (DATS)</b><br><br>Tel/Fax: (+856) 21 480510, 020 55420710 020 55722149<br><br><a href="mailto:Vilay222@hotmail.com">Vilay222@hotmail.com</a> | Youth (Primary                              | Free vocational skillset (tailoring, cooking, beauty salon, mechanic and electrician) boarding and stipend during the enrolment | Hatsayfong District, Vientiane Capital                    |                          | 8:00-16:00 Mon-Fri |                             |  |                            |
| <b>Vientiane Province Technical College</b><br><br>+85623 400152, +85620 22250460   |   |   | Nakeua Village, Viengkham District, Vientiane Province    |                          | 8:00-16:00 Mon-Fri |                             |  |                            |
| <b>Khammouane Technical-Vocational College</b>  |   |   | Donekeaunxang Village, Thakheak                           |                          | 8:00-16:00 Mon-Fri |                             |  |                            |

|   |                                      |   |  |  |                    |  |  |  |
|---|--------------------------------------|---|--|--|--------------------|--|--|--|
| Tel: +85651 212538,<br>+85620 55119060<br>Fax: +85651 250772<br><br><a href="http://www.kmtvc.com">www.kmtvc.com</a><br><a href="mailto:admin@kmtvc.com">admin@kmtvc.com</a>  | school to graduation level)          |   | District, Khammouane Province  |  |                    |  |  |  |
| <b>Savanakhet Technical Vocational College</b><br><br>+85641 212149, Fax<br>+85641 212120<br><br><a href="mailto:Savanh.tech@gmail.com">Savanh.tech@gmail.com</a>   |                                      |   | Huameaung Tai Village, Kaysonephom vihan District, Savannaket Province |  | 8:00-16:00 Mon-Fri |  |  |  |
| <b>PakpasakCollege</b><br><br>Tel: +85621 213142,<br>+85621 213030<br><br>Fax 021 218167<br><br><a href="http://www.tvet-laos.org/college.php?idd=74">http://www.tvet-laos.org/college.php?idd=74</a><br><a href="mailto:pakpasak@yahoo.com">pakpasak@yahoo.com</a> |                                      |   | Sihom Village, Chanthabouly, Vientiane Capital                         |  |                    |  |  |  |
| <b>Vientiane-Hanoi Friendship, Technical-Vocational College</b><br><br>Tel: +85621 412 461<br><br><a href="mailto:vihatec@yahoo.com">vihatec@yahoo.com</a>  |                                      |   | Naxay Village, Sayetha District, Vientiane Capital                     |  | 8:00-16:00 Mon-Fri |  |  |  |
| <b>Lotus Educational Fund</b>   | Girls and young women in rural areas | Vocational training, life skills training, school& university | Savannakhet province   |  |                    |  |  |  |



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| <a href="http://lotuseducationalfund.com/">http://lotuseducationalfund.com/</a><br><br><a href="https://www.facebook.com/lotuseducationalfundltd">https://www.facebook.com/lotuseducationalfundltd</a>   |  | scholarships, material support, mentoring.                 |   |  |                      |  |  |  |
| <b>Polytechnic College</b><br><br>Tel / Fax: 021 312420<br><br><a href="http://polytechniclaos.blogspot.com/p/blog-page_61.html">http://polytechniclaos.blogspot.com/p/blog-page_61.html</a> FB: ວິທະຍາໄລເຕັກນິກສັບພະວິຊາສັບພະວິຊາ<br><a href="mailto:polytechnic.college.laos@gmail.com">polytechnic.college.laos@gmail.com</a> | Youth (Secondary school to graduation level) |  | Sokpalouang Village, Sisattanak District, Vientiane Capital |  | 8:00-16:00 Mon-Fri   |  |  |  |
| <b>Don Bosco Youth Vocational Training Center</b><br><br>Tel: +85621 739015, +85620 55468080   | Vulnerable youth                             | Partially free courses (tailor, beauty salon and mechanic) | Danxang Village, Xaythany District, Vientiane Capital       |  | 8:00-16:00 Mon-Fri   |  |  |  |
| <b>Non-Formal Education Development Centre</b><br><br>(856-21) 312631, 352454, (856-21) 314446<br><a href="https://nfedi.org/admin/nfedclao@gmail.com">https://nfedi.org/admin/nfedclao@gmail.com</a>  | Youth with no or limited literacy skills     | Basic vocational skills with fees varied based on courses  | Hadsaykhao Village, Hatsayfong District, Vientiane Capital  |  | 8:00-16:00 Mon-Fri   |  |  |  |
| <b>Bank of Laos</b><br><br>856-21-213-109  | Available for all women,                     | Promote accessibility for women to                         | All over the country  |  | 8:00 – 16:00 Mon-Fri |  |  |  |

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| <a href="mailto:BOL@bol.gov.la">BOL@bol.gov.la</a><br>www.bol.gov.la | not specifically survivors of violence. | get access to financial services, and provide loans.   |                  |  |                       |   |  |  |
| <b>Lao Youth Center</b>  | Youth (both female and male)            | Vocational training such as: beauty and salon, tailoring, electricity, motorcycle-auto repair and steel repair | Lao Youth Center | Lao Youth Center and Youth Professional Development Department | 8:00-16:00<br>Mon-Fri | Lat Lao Company Limited, sole proprietor<br><br>There is no cost. Only after the training will the funds be returned (without interest) | 021 413530<br>Lao Youth Center and Youth Professional Development Department<br>accessible by public transport |  |

## SPECIALISED SUPPORT SERVICES FOR SPECIFIC GROUPS (MARGINALISED AND AT-RISK)

### Adolescent and Youth Friendly Health Care Services

|  |                                    |  |                                       |            |   |   |  |  |   |
|--|------------------------------------|--|---------------------------------------|------------|---|---|--|--|---|
| <b>Savannakhet Province</b><br><b>Kaisone Youth Center</b><br>020 9963 3973<br>020 9170 8506<br><b>Sepon District Hospital</b><br>020 9815 6463<br>020 9991 9298<br><b>Champhone District Hospital</b><br>020 9974 3744<br>020 5549 4339<br><b>Zonbuly District Hospital</b><br>030 4478 706<br>030 9794 930<br>030 2003 119<br><b>Ardsaphungthong District Hospital</b><br>030 5291 824<br>020 9173 3010<br><b>Xaiphuthong District Hospital</b><br>020 9991 8289<br>020 9743 2191<br><b>Xaibouly District Hospital</b><br>030 9556 294<br>020 9701 2088<br><b>Ardsaphone District Hospital</b><br>020 5544 0008<br>020 5504 0641<br>020 9360 1877<br><b>Vilabouly District Hospital</b><br>020 9164 8299 | Youth (male and female) and LGTBQ+ | MHPSS and counselling on sexual and reproductive health, + health care service | Each district of Savannakhet province | Government | Provincial scope, hotline and office open working 8 am-16pm Mon-Fri | Funded by UNFPA + Department of health Savannakhet province phone calls counseling, some health checkups have low fee rate and Free | drop in at office<br>mainly ground floor | Separate private rooms for confidentiality | Refer cases to LWU protection shelter, police and other sectors like RCN (formal channels with police/justice) and informal |
|--|------------------------------------|--|---------------------------------------|------------|---|---|--|--|---|

|   |                                    |  |                                     |            |   |   |                   |  |   |
|---|------------------------------------|--|-------------------------------------|------------|---|---|-------------------|--|---|
| 020 9580 0864<br><b>Outhoumphone District Hospital</b><br>020 5455 2559<br>020 5505 8969<br>020 9949 6123<br><b>Thapangthong District Hospital</b><br>020 9298 9298<br>030 9303 646<br><b>Pharlanxay District Hospital</b><br>020 9948 5599<br>020 9829 8534<br>030 9575 686<br>020 9996 9443<br><b>Nong District Hospital</b><br>020 9831 0399<br>020 5596 0876          |                                    |  |                                     |            |   |   |                   |  |   |
| <b>Champasak Province</b><br><b>Champasak Province Hospital</b><br>020 97981999<br>020 56166659<br>020 96033332<br><b>Sanasomboun District Hospital</b><br>020 22277119<br><b>Paksong District Hospital</b><br>020 52288318<br>020 99177867<br><b>Champasak District Hospital</b><br>020 96696691<br>020 55550322<br><b>Moumlapamok District Hospital</b><br>020 55847171 | Youth (male and female) and LGBTQ+ | MHPSS and counselling on sexual and reproductive health, + health care service | Each district of Champasak province | Government | Provincial scope, health care service office open working 8 am-16pm Mon-Fri | Funded by UNFPA + Department of health Champasak province phone calls counseling, some health checkups have low fee rate and Free | drop in at office | Separate private rooms for confidentiality | Refer cases to LWU protection shelter, police and other sectors like RCN (formal channels with police/justice) and informal |

|   |                                     |  |                                       |            |   |   |                   |  |   |
|---|-------------------------------------|--|---------------------------------------|------------|---|---|-------------------|--|---|
| <b>Pakse District Hospital</b><br>020 59080359<br>020 22264644<br><b>Phonthong District Hospital</b><br>020 55831348<br><b>Pathoumphone District Hospital</b><br>020 59036348<br>020 96280405<br><b>Khong District Hospital</b><br>030 9825999<br>020 96724390<br><b>Sanasomboun District Hospital</b><br>020 78169869<br><b>Sukhuma Community Hospital</b><br><b>020 96119611</b><br><b>020 97614446</b> |                                     |  |                                       |            |   |   |                   |  |   |
| <b>•Bolikhamsai province :</b><br><b>Bolikhamsai Provincial Hospital</b><br><b>020 5565 2484</b><br><b>Borlikhun District Hospital</b><br><b>020 2210 0707</b><br><b>Tharphabath District Hospital</b><br><b>020 2211 0385</b><br><b>Veingthong District Hospital</b><br><b>020 9989 7898</b><br><b>Khamkerd District Hospital</b><br><b>020 9559 8820</b><br><b>Xaychamphone District Hospital</b>       | Youth (male and female) and LGBTIQ+ | MHPSS and counselling on sexual and reproductive health, + health care service | Each district of Bolikhamxay province | Government | Provincial scope, health care service office open working 8 am-16pm Mon-Fri | Funded by UNFPA + Department of health Bolikhamsai province phone calls counseling, some health checkups have low fee rate and Free | drop in at office | Separate private rooms for confidentiality | Refer cases to LWU protection shelter, police and other sectors like RCN (formal channels with police/justice) and informal |

|  |   |   |  |            |   |   |                      |   |  |
|--|---|---|--|------------|---|---|----------------------|---|--|
| 020 9444 9315<br>Hongxay Community<br>Hospital<br>020 5217 7056  |   |   |  |            |   |   |                      |   |  |
| <b>Oudomxay<br/>Province</b><br>Oudomxay Province<br>Hospital<br>020 55798188<br><br>Namngen Health Care<br>Center<br>020 99808192<br>020 58606997<br>Pangsa Health Care<br>Center<br>020 91697589<br>Bankhouang Health Care<br>Center<br>020 93077886<br>020 54119806<br>Phouaom Health Care<br>Center<br>020 52625813<br>020 98015545<br>Phakham Health Care<br>Center<br>020 77653505<br>020 52236782<br>Sangae Health Care<br>Center<br>020 58232896<br>030 4907175<br>Kornoy Health Care<br>Center<br>020 99960332<br>020 99891091<br>Houaynamnga Health<br>Care Center | Youth (male and<br>female) and<br>LGTBIQ+ | MHPSS and<br>counselling<br>on sexual<br>and<br>reproductive<br>health, +<br>health care<br>service | Each district of<br>Oudomxay<br>province | Government | Provincial<br>scope, health<br>care service<br>office open<br>working 8 am-<br>16pm Mon-Fri | Funded by<br>UNFPA +<br>Department of<br>health<br>Oudomxay<br>province<br>phone calls<br>counseling,<br>some health<br>checkups have<br>low fee rate<br>and Free | drop in at<br>office | Separate<br>private rooms<br>for<br>confidentiality | Refer cases to<br>LWU<br>protection<br>shelter, police<br>and other<br>sectors like<br>RCN (formal<br>channels with<br>police/justice)<br>and informal |

|  |                                    |  |                                 |            |   |   |                   |  |   |
|--|------------------------------------|--|---------------------------------|------------|---|---|-------------------|--|---|
| 020 54837771<br>020 56522772<br>Tangkok Health Care Center<br>020 9165 1488<br>020 5697 2250<br>Namor District Hospital<br>020 5544 5622<br>Huanambak Health Care Center<br>020 5456 9128<br>Chormong Health Care Center<br>021 788 113  |                                    |  |                                 |            |   |   |                   |  |   |
| <b>Bokeo Province</b><br><br>Bokeo Province Hospital<br>020 9977 6691<br>Houayxaay District Hospital<br>030 2874 598<br>Tonpherng District Hospital<br>020 5453 5222<br>Merng District Hospital<br>020 2258 2244<br>Paktha District Hospital<br>020 9965 2202<br>Phaudom District Hospital<br>020 2980 2566<br>020 5982 5483 | Youth (male and female) and LGTBQ+ | MHPSS and counselling on sexual and reproductive health, + health care service | Each district of Bokeo province | Government | Provincial scope, health care service office open working 8 am-16pm Mon-Fri | Funded by UNFPA + Department of health Bokeo province phone calls counseling, some health checkups have low fee rate and Free | drop in at office | Separate private rooms for confidentiality | Refer cases to LWU protection shelter, police and other sectors like RCN (formal channels with police/justice) and informal |

## DISABILITY SPECIFIC SUPPORT SERVICES

|  |  |   |   |  |   |  |   |  |  |
|--|--|---|---|--|---|--|---|--|--|
| <b>Women with Disabilities Association</b><br><br>Telephone: 856-21-812282<br><br>HR person contact : 856-2056770690 (call/Whatsapp)<br><br>Vocational training manager contact: 856-2052575022 (call/Whatsapp)<br><br>Admin person contact: 020 99494300<br><br>Gender and Disabilities Inclusion Development contact: 02056137282<br><br>Email address contact: <a href="mailto:info@laodisabledwomen.com">info@laodisabledwomen.com</a><br><a href="mailto:villaivanh@laodisabledwomen.com">villaivanh@laodisabledwomen.com</a><br><a href="mailto:kinnalone@laodisabledwomen.com">kinnalone@laodisabledwomen.com</a> | Women with disabilities, including women survivors with disability, and their families and disadvantaged women | Support people with disability – can provide legal support, ensure inclusion in education, employment + social services, and work to eliminate VAWC (eg. law dissemination, sensitization to rights). Also provide vocational training for people with disability, including people with autism, with sensory impairments and physical disability | Thadeua Road, Dongphosy Village, Hatsayfong District, Vientiane< Lao PDR. | CSO  | Currently only available in Vientiane Hospital, plans in future to extend to Luang Prabang and Attapeu and the South of Laos. However, LDWDC have a network across the country so nationwide scope. | Funded by TBM, Lao Voice, Global Voice, JPL Korea<br><br>No charge to survivors with disabilities (at this time) | Premises has ramps and accessible bathrooms – plans to improve further<br><br>Sign language interpreter available<br><br>For vision impairments – collaborate with the Eye Centre and associations for people with vision impairments | Base policies/procedures on Law on People with Disability and CRPD – disclosure of confidential information is not permissible, and seek consent for disclosure to third parties | LWU, MoLSW, MoJ, MoH and local authorities |
| <b>Disability service center in Lao PDR [DSC]</b><br><br>Dongdok campus, Xaythani district, VTE capital, Lao PDR.  | People with all type of disabilities, youth and women.   | Disability service provider, disability inclusive education   | Vientiane capital, Champasak and nationwide                               | Lao-GOV, INGOs, CSOs, organization of person with disability [OPDs], | Specialize on disability consultant, inclusive methodology, assistive device  | Charged by services, free on specific services and external funding  | Supporting on sign-language accessible building, personal assistant   | Respect on privacy, safety and non-violence, safeguarding policy for child   |  |



|   |   |   |                     |                     |   |                                   |   |                            |  |
|---|---|---|---------------------|---------------------|---|-----------------------------------|---|----------------------------|--|
| e-mail: info@dsclao.org<br>cellphone/WhatsApp:<br>+85620 9999 3423<br>+856304919555<br>https://www.dsclao.org<br><br>https://www.facebook.com/dsclao            |   | consulting,<br>vocational<br>training,<br>assistive<br>device<br>technology<br>services   | outside<br>services | community<br>lever. | technology<br>providers,<br>disability<br>inclusive<br>development<br>[community<br>inclusive<br>development] | support<br>eligible               | available,<br>accessible<br>software or IT<br>system. | and women<br>are existed   |  |
| <b>LGBTQIA+ support</b>   |   |   |                     |                     |   |                                   |   |                            |  |
| <b>Proud To Be Us Laos</b><br><br>proudtobeus.laos@gmail.com<br>Facebook.com/proudtobeuslaos<br>Twitter.com/proudtobeuslaos<br><br>Whatsapp number 020 77809937 | LGBTQIA+ survivors and those at risk of GBV | No formal service support, but can provide assistance and guidance to LGBTQIA+ individuals who raise concerns about GBV, violence, discrimination, diversity and inclusion. |                     | CSO                 | National scope  | Oxfam<br><br>No cost to survivors | Social media via Facebook page. WhatsApp group.       | Confidentiality is assured | Basic counselling before referring to legal aid<br><br>Referral to legal aid |

# ANNEXURE 1: MULTI-SECTORAL GBV REPORTING TEMPLATE

## **Explainer: Six Core Types of GBV**

The six core GBV types were created for data collection and statistical analysis of GBV across different sectors.

1. **Rape:** non-consensual penetration (however slight) of the vagina, anus or mouth with a penis or other body part. Also includes penetration of the vagina or anus with an object.
2. **Sexual Assault:** any form of non-consensual sexual contact that does not result in or include penetration. Examples include: attempted rape, as well as unwanted kissing, fondling, or touching of genitalia and buttocks. FGM/C is an act of violence that impacts sexual organs, and as such should be classified as sexual assault. This incident type does not include rape, i.e., where penetration has occurred.
3. **Physical Assault:** an act of physical violence that is not sexual in nature. Examples include: hitting, slapping, choking, cutting, shoving, burning, shooting or use of any weapons, acid attacks or any other act that results in pain, discomfort or injury.

4. **Forced Marriage:** the marriage of an individual against her or his will.

5. **Denial of Resources, Opportunities or Services / financial/economic violence:** denial of rightful access to economic resources/assets or livelihood opportunities, education, health or other social services. Examples include a widow prevented from receiving an inheritance, earnings forcibly taken by an intimate partner or family member, a woman prevented from using contraceptives, a girl prevented from attending school, etc.

6. **Psychological / Emotional Abuse:** infliction of mental or emotional pain or injury. Examples include: threats of physical or sexual violence, intimidation, humiliation, forced isolation, stalking, harassment, unwanted attention, remarks, gestures or written words of a sexual and/or menacing nature, destruction of cherished things, etc.

1. Period of activity conducted (eg.1 January - 30 April 2022):
2. Name of Organisation/Line Ministry:
3. Type and forms of Gender-Based Violence of reported cases

| Type of GBV     | No. Girls (≤ 17 years) | No. adult women (≥ 18 years) | No. of boys (≤17) | No. of adult men (≥18) | Total No. Girls/ Women | Total no. men/ boys | Technology or social media used to perpetrate violence | # of survivors that have a disability?<br>(physical, intellectual, sensory, mental health etc) |        |         |        |             |        |        | # of survivors of diverse ethnicity |           |                 |             | Form of Violence (Lao Law)   |  |
|-----------------|------------------------|------------------------------|-------------------|------------------------|------------------------|---------------------|--|--|--------|---------|--------|-------------|--------|--------|-------------------------------------|-----------|-----------------|-------------|------------------------------|--|
|                 |                        |                              |                   |                        |                        |                     |  | physical   | Seeing | Hearing | Mental | Intelligent | Memory | Others | Lao-Tai                             | Mon-khmer | Hmong - Eiymien | China-Tibet | Perpetrated by Family member | Perpetrated by non-family member (other) |
| Sexual violence |                        |                              |                   |                        |                        |                     |  |  |        |         |        |             |        |        |                                     |           |                 |             |                              |  |
| Rape            |                        |                              |                   |                        |                        |                     |  |  |        |         |        |             |        |        |                                     |           |                 |             |                              |  |

|   |  |  |  |  |  |  |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|--|--|--|--|--|--|
| <b>Sexual assault</b>                     |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Sexual harassment</b>                  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Forced marriage</b>                    |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Physical violence</b>                  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Physical violence /assault</b>         |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Economic violence</b>                  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Economic/ Financial abuse</b>          |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Denial of resources/ opportunities</b> |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Emotional violence</b>                 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| <b>Psychological/ Emotional abuse</b>     |  |  |  |  |  |  |  |  |  |  |  |  |  |

|                               |  |  |  |  |  |  |  |  |  |  |  |  |  |
|-------------------------------|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Other                         |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Non-GBV                       |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Sub-Total                     |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total number of GBV incidents |  |  |  |  |  |  |  |  |  |  |  |  |  |

4. Perpetrator sex

| Perpetrator/s sex | Male | Female | Both | Unknown |
|-------------------|------|--------|------|---------|
| Total number      |      |        |      |         |

### 5. Perpetrator/survivor relationship

| <b>Perpetrator relationship with survivor</b> | <b>Intimate partner/former partner</b> | <b>Family</b> (parent, sibling, family-in-law) | <b>Known person in the community</b> (friend, neighbour) | <b>Known person who has duty of care of survivor</b> (eg. Supervisor/Employer, Teacher, caregiver) | <b>Peer in workplace/school/training/service provider</b> (colleague, co-worker, student, waitstaff) | <b>No relation (stranger) / unknown</b> |
|---|--|--|--|--|--|---|
| <b>Number of cases</b>                        |  |  |  |  |  |   |

### 6. Services provided or referrals made

| <b>Types of Services</b>                         | <b>Services Provided Directly and Referrals Made</b> |   |              |
|--|--|---|--------------|
|  | <b>Provided Directly</b>                             | <b>Referred to Other Organization (specify)</b> | <b>Total</b> |
| Counseling (mental health/ psychosocial support) |  |   |              |

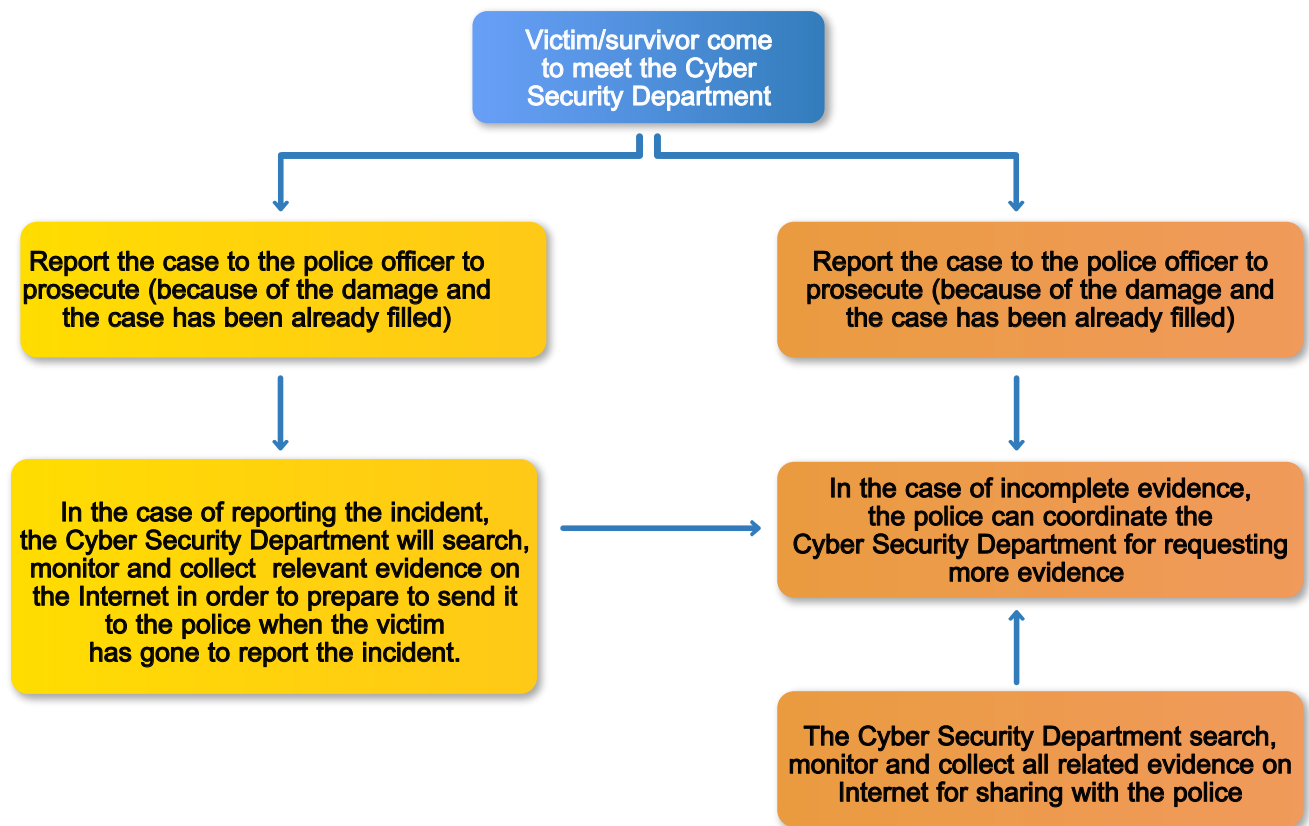
|                                     |  |  |  |
|-------------------------------------|--|--|--|
| Legal Assistance/Legal Aid          |  |  |  |
| Safe Shelter                        |  |  |  |
| Child Care                          |  |  |  |
| Medical Care                        |  |  |  |
| Economic assistance                 |  |  |  |
| Educational and vocational training |  |  |  |
| Reintegration to family and society |  |  |  |

Collated/prepared by:

Director of Responsible Organization/Line Ministry:



## ANNEXURE 2: Reporting when technology is used in violence against women and children



**Example of notification (indirectly):** Ms. A had been tricked by a person or group of people into working as a prostitute. Ms. A has become a victim/survivor. Later, Ms. A went to inform the police officer to prosecute the person or group of people who lied and deceived her. In this case, the police officer found that the evidence is still incomplete because most of the contact information is on the Internet. Therefore, police officers contact the Cyber Security Department to request additional evidence of individuals or groups of people to search, monitor and gather relevant evidence on the Internet, then the Cyber Security Department will compile the information to send back to the police officers to be included in the investigation.

**Example of notification (directly):** Ms. A had been tricked by a person or group of people into working as a prostitute. Ms. A has become a victim/survivor. Later, Ms. A reported the incident to the Cyber Security Department to ask for advice and to search, track and compile relevant evidence on the Internet to prepare to send it to the police. When she went to inform the police authorities and the police need more related internet evidence, the Cyber Security Department can help gathering them to the best of their ability so that they can be used in the prosecution in a timely manner.

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