

CENTRO MUNICIPAL DE ATENCIÓN A LA MUJER  
(MUNICIPAL WOMEN'S CENTRE)

1. Presentation:

Violence against women is one of the most serious social problems happening in every country in the world and the number of new victims is rising every day. It is a phenomenon that affects every woman, regardless of our culture, social class, profession, age, etc.

We have the following autonomous community and state legislation to tackle this social problem:

**Law 1/2007, dated 26 November, on Measures for the Prevention of and Protection against Gender-Based Violence in Andalusia**, defines the concept in article 3: *"Gender-based violence is that which, as a manifestation of discrimination, the situation of inequality and power relationships between men and women, is inflicted on a woman simply because she is one."*

**Organic Law 1/2004, dated 28 December, on Comprehensive Protection Measures against Gender-Based Violence**, in article 19 specifies that *"women that are victims of this type of violence have a right to a **comprehensive social service**", and that "The authorities must not ignore gender-based violence, which is one of the most flagrant attacks on fundamental rights, such as freedom, equality, life, safety and non-discrimination stated in our Constitution"*.

As a result, the Centro Municipal de Atención a la Mujer has outlined the social, legal and psychological work it performs. The objective is to help women who consult us to try to change the external and internal circumstances that limit and damage them.

First, we aim for women to feel safe and for their lives not to be in danger. Second, we provide them with some economic, social and legal resources that enable them to change the situation they are trapped in. Lastly, we help them to recover and rebuild their lives with an extended period of psychological treatment.

The Centro Municipal de Atención a la Mujer, specialised in Gender-based Violence, has the following **professionals** to achieve their goals:

Ø An Equality Officer  
Ø A Social Worker  
Ø Two Psychologists  
Ø and a Legal Advisory Service

The aim of the Centre's work, performed with a **gender-based focus**, is for women to fully recover by offering them:

**Ø Information and Social Services with processing and referral to resources:**

- economic
- protection
- housing
- care for the children of the women seen

### Ø Individual psychological treatments:

- with a gender-based perspective
- without waiting lists to be seen
- in weekly sessions, adapted to the women's schedules
- with no therapy time limit, until the woman feels that she has recovered
- with a play centre for their children during the sessions

### Ø Specialised legal advisory services:

We also have:

Ø **Interpreting service** from other languages and the Spanish Sign Language

To be seen at the Centre:

Ø All you have to do is call 958 24 81 16 and **ask for an appointment** with the female Social Worker (normally an appointment will be given for the same day or the following day).

Ø **You do NOT need to have made a formal complaint** or plan to do so, or be in the process of a separation, divorce, etc.

Ø **All the data that every woman provides are confidential**, and no action will be taken unless she requests this.

*Any woman who feels or thinks she is in a relationship (whether living together or not) in which she feels psychologically, physically or sexually assaulted, and who wants to understand what is happening, gain strength and/or change this situation, will be seen at the Centre.*

## 2. Services:

### 2.1. Equal Opportunities Information Service:

This service provides information about all the resources in the Municipal District related to Equal Opportunities between Men and Women, as well as services for women. It also provides shelter for women suffering gender-based violence.

Among other areas, information is provided on programmes and activities run by the Concejalía de Igualdad de Oportunidades (Department of Equal Opportunities between Men and Women), as well as on work/life balance, employment, housing, social resources, subsidies...

This Equal Opportunities Information Service has some decentralised "Information Points for Women". These Information Points are to be found at:

<b>Beiro Civic Centre</b> <b>Plaza Ciudad de los Cármenes</b> <b>Telephone: 958208301</b> Wednesday and Friday from 9:30 to 13:30	<b>Chana Civic Centre</b> Carretera Antigua de Málaga 75 Urbanización "Las Perlas" Telephone: 958200918 Monday and Friday from 9:30 to 13:30
<b>Norte Civic Centre</b> Plaza Jesús Escudero García 2 Telephone: 958172188 Tuesday and Wednesday from 9:30 to 13:30	<b>Zaidín Civic Centre</b> Carretera de la Zubia Telephone: 958130985 Monday and Thursday from 9:30 to 13:30

**Ronda Municipal Centre of Social Services**  
C/ Julio Verne (next to Plaza de la Ilusión)  
Telephone: 958207284  
Tuesday and Thursday from 9:30 to 13:30

## 2.2. Social Service:

### INTENDED RECIPIENTS

This service immediately takes in women that have suffered or are suffering from **gender-based violence**.

The social intervention begins with this first contact with the woman, establishing a relationship that listens, that detects the needs stemming from the violent situation to try to return the situation to the way it was before the woman was suffering, or at least to alleviate its effects. It also assesses the risk the woman may be in to preserve the right to physical integrity.

### ASSISTANCE

Ø The social service is performed by a female **Social Worker with specific training** in gender-based violence.

Ø It is provided from **Monday to Friday, in the morning**. An appointment must be made by calling: 958 24 81 16.

Ø **You do not need to have made a formal complaint** or plan to do so, or be in the process of a separation, divorce, etc.

Ø All the **data that every woman provides are confidential**, and no action will be taken unless she requests this.

Ø It has an **interpreting service** from other languages and the Spanish Sign Language.

### DESCRIPTION OF THE SERVICE:

This service makes it possible for women to:

Ø **Receive advice** on the actions they can take and their rights.

Ø Access personal **protection resources**, such as Remote Assistance.

Ø Access the various types of **accommodation** (emergency, temporary shelter, refuge centres, etc.) where their safety is guaranteed and their basic needs are met.

Ø Find out about and contact the services they can access and receive **material assistance** (financial aid, food, etc.) legal advice, psychological and **social** assistance for them and **their children**.

Ø Obtain training in specific programmes to **make it easier for them to join or rejoin the job market**.

Ø Find out about the process for requesting a **duty solicitor (free justice)**.

In short, appropriate actions are performed that can help women in this situation receive as much psychosocial and legal support as possible for as long as it takes them to definitively achieve their objective, and, at the same time this centre's top priority as well, which is their total recovery.

### 2.3. Psychological Service

#### INTENDED RECIPIENTS

The Psychological Service is for those women who have suffered in the past or are suffering at the moment **violence at the hands of their partners** in any of its forms: psychological abuse, physical abuse, sexual abuse and financial abuse.

Women who **in the past have been sexually abused** and who have not yet recovered or who are still suffering the consequences, those who have suffered a **sexual assault**, as well as those who are being **sexually harassed at work** may also attend.

The Social Worker will schedule the first appointment with the female psychologists for those women who request one.

#### ASSISTANCE

Ø Two female psychologists work in this service, who, as stated in current legislation, have **specific training in gender-based violence**.

Ø Furthermore, their training as **clinical psychologists** enables them to perform psychological therapies that encourage women to fully recover.

Ø This psychological support is provided in **sessions** that are **weekly** at first, lasting approximately one hour, for a period of time that is adapted to every woman's requirements and internal process. As they begin to recover from their experience, these sessions are spread further apart until they feel safe and in control of their lives.

Ø Naturally, every woman is **always allowed to take her own time** and no one is pushed into making a decision that they do not think is right.

Ø The service is provided from **Monday to Friday, in the morning**, with scheduled appointments made when the women are available.

Ø **You do not need to have made a formal complaint** or plan to do so, or be in the process of a separation, divorce, etc.

Ø All the **data that every woman provides are confidential**, and no action will be taken unless she requests this.

Ø There is a **play centre service for their children during the sessions**.

Ø It has an **interpreting service** from other languages and the Spanish Sign Language.

## DESCRIPTION OF THE PSYCHOLOGY SERVICE

The general purpose of the psychology service is to help the women that use it to **rebuild their lives**, to discover what they want, need and wish for. To become aware of their limits and their strengths and based on them learn to relate to themselves and to others differently, in a relationship without suffering and destruction.

This process of **general empowerment** is defined in a series of stages, although they do not have to be in chronological order:

- ☐ Help women to **find safety and protection**.
- ☐ **Identify, assess and label the abuse and its effects** so that they understand why this situation has happened or is happening in their lives.
- ☐ **Overcome the psychological impact** of previous traumatic situations, including childhood experiences.
- ☐ Understand how the **models of how to behave with people** that they have learnt have had an influence on them.
- ☐ Help them to overcome the **consequences of abuse**.
- ☐ Manage to **repair their relationships with their children and close family members**, which have been deteriorated by isolation, misunderstanding or even violence against them.
- ☐ **Restore their friendships**.
- ☐ **Create new healthy interpersonal relationships** that are not going to damage them again.
- ☐ Prepare them psychologically to **face situations** that can create anxiety, **such as going to court, making a formal complaint**, etc.
- ☐ **Make them stronger** so that they can make their own decisions, etc.
- ☐ **Promote self-help groups** to create new support networks.
- ☐ **Issue psychological reports** when requested to do so by public administrations.
- ☐ And, above all, **help them to understand that gender-based violence does not happen because of their personality** or the way they are, that it can be stopped and that they can lead their own lives.

### 2.4. Legal Advisory Service

## INTENDED RECIPIENTS

This service is for any woman that requests it, and especially for those women that have suffered from gender-based violence.

## DESCRIPTION

The service provides **legal information and guidance on every woman's rights, on procedures that women could and/or should start** to make a formal complaint, request protection measures and/or restraining orders for herself and her children, child support, separation or divorce, child contact arrangements, separation of property, etc.

## ASSISTANCE

Ø The advisory services are provided by five practising solicitors, once a week: On **TUESDAYS, from 10:00 to 13:00. An appointment must be made** by calling 958 24 81 16, or by asking the Equality Officer, Social Worker and Psychologists directly, if treatment is being received.

Ø **You do not need to have made a formal complaint** or plan to do so, or be in the process of a separation, divorce, etc.

Ø **All the data that every woman provides are confidential**, and no action will be taken unless she requests this.

Ø It has an **interpreting service** from other languages and the Spanish Sign Language.