



# COMMUNITY RESPONSE & REFERRAL GUIDELINES

BASIC GUIDELINES FOR RESPONDING TO CASES  
OF GENDER-BASED VIOLENCE AND CHILD  
WELFARE REPORTS DURING COVID-19

Version 2, updated as of 24 April 2020

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## Guidance Note

This resource kit is a supplementary document to the [Fiji National Service Delivery Protocol for Responding to Cases of Gender Based Violence: Standard Operating Procedures for Interagency Response among Social Service, Police, Health and Legal/Justice](#).

The purpose of this **community referral and response kit** is to provide community workers and others who may come across disclosures of gender-based violence (GBV) or child welfare cases and some very simple guidance on how to handle these disclosures and refer cases appropriately.

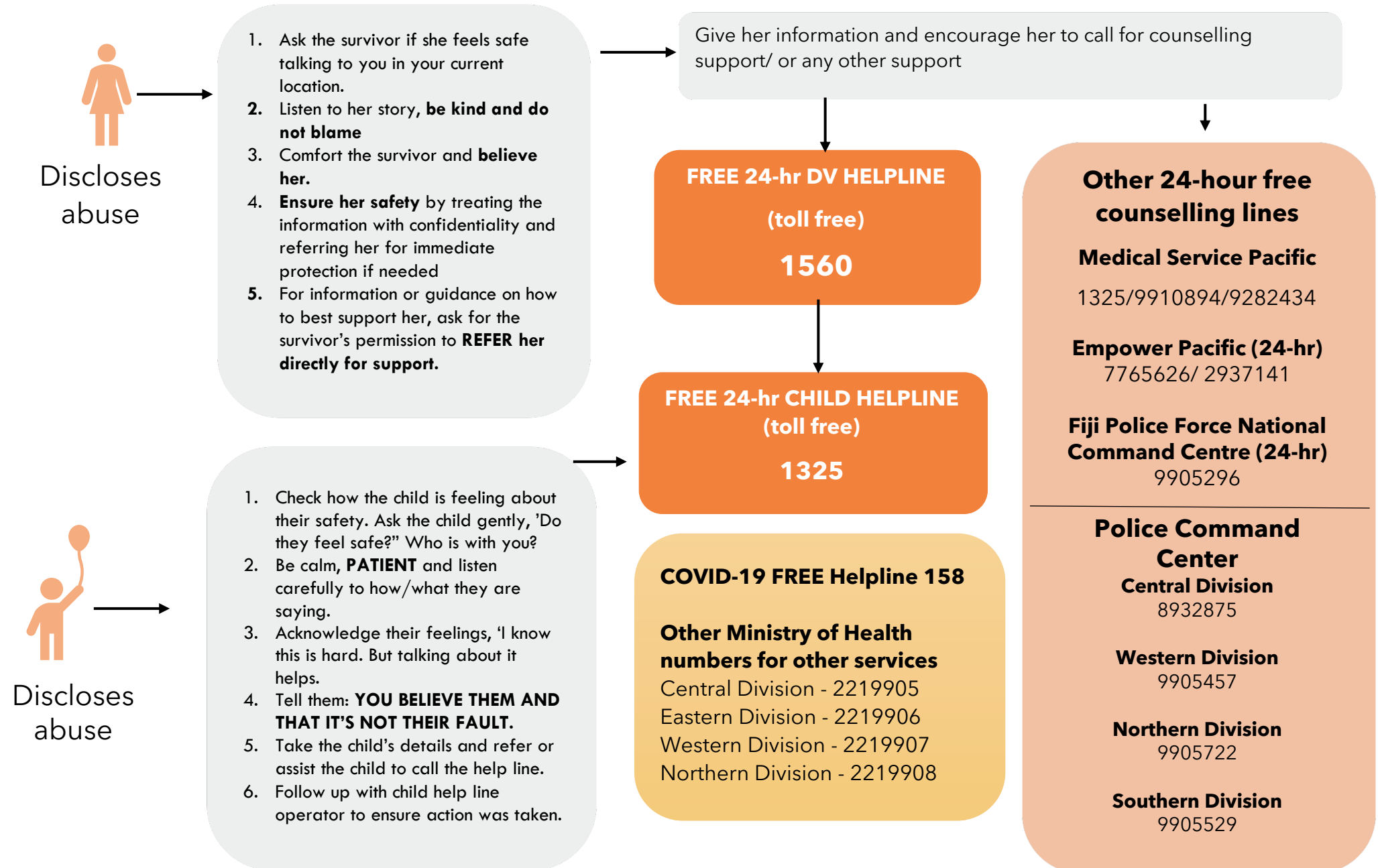
This is a simplified, community based version of a more detailed Resource Kit for Gender and Protection Cases during the period of COVID developed by the Fiji Ministry of Women, Children Alleviation in partnership with the Fiji Women's Crisis Centre, Medical Services Pacific, Empower Pacific, Salvation Army, Social Welfare and other key frontline service providers.

UN Women<sup>1</sup> and UNICEF provided technical support in the development of the materials.

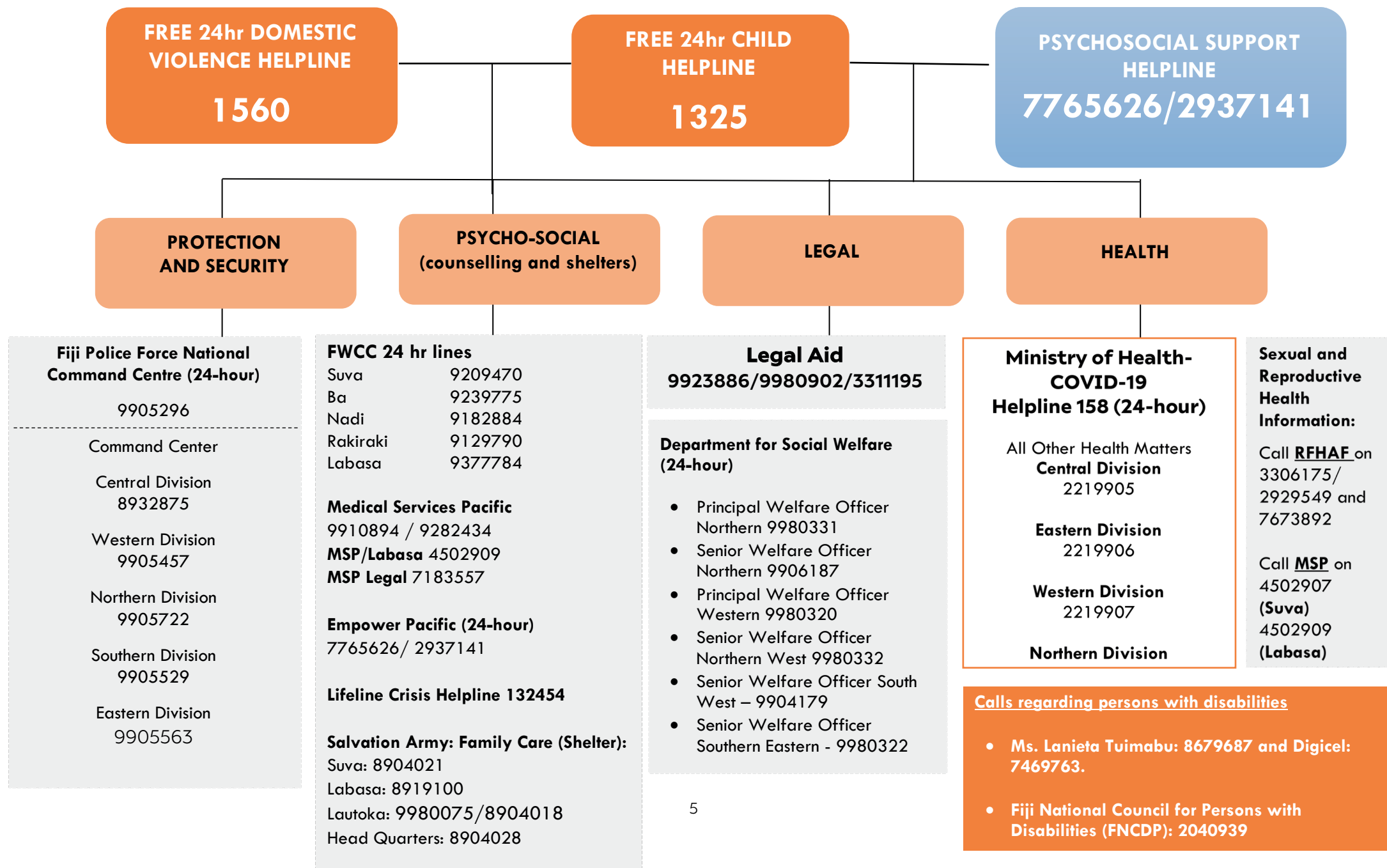
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<sup>1</sup> UN Women's technical support is through the Pacific Partnership to End Violence Against Women and Girls, supported by the European Union, and the Governments of Australia and New Zealand.

# Fiji Community Referral Guide for Women and Children



# Gender & Protection Emergency Phone Tree



# Steps to Obtain Domestic Violence Restraining Order (DVRO) Over the Phone

Keep the survivor online.

Service Provider calls the police nearest to them and provides the details of the violence. The police may need to speak to the survivor.

## FIJI POLICE FORCE



DVRO application form to be completed before applying.



**If possible, without** causing delay in making the application, transmit a copy of the completed form to the magistrate/judge by fax



If the Respondent is at the location then invite him/her to be present, or if he/she is in custody then unless there is a reason not to, then arrange for him/her to be present.

When on the phone with the Magistrate/Judge inform them if the Respondent is present or not.



It is important to highlight to the Magistrate or Judge the reason you are making the DVRO

## JUDICIARY



In the event that Police cannot fax the form to the Magistrate/Judge, the Magistrate/Judge can fill the DVRO form with information received over the phone.



Once an order is given, they will inform the police officer by phone and fax (if possible) the terms of the Order, the reasons for making it and the next court date and time.



If the Respondent is present, then the above explanation will also be given to him/her.

## FIJI POLICE FORCE



The Police Officer must, during the phone hearing, write on the DVRO application any additional information that was provided to the Magistrate/ Judge.



If the orders cannot be faxed over then police may have to fill out the orders as directed by the Magistrate/ Judge in the prescribed form.



The orders must then be served to the Respondent and a copy to be given to the Applicant.