

Municipal Shelter Service for Gender Violence Victims

WHAT IS IT?

It's a service aimed at sheltering women who are victims of gender violence and their minor children who have suffered this type of violence, are homeless or must leave their homes for safety reasons.

Guidance work is done to help them overcome the gender violence situation they have lived in and start a new life.

TARGET PUBLIC

The service is for women who are victims of gender violence over the age of 18 living in Palma and their minor children.

No official complaint against their aggressor is required.

THE SHELTER TEAM

A coordinator, social workers, a social educator, psychologists, a job counsellor and activity leaders.

WHAT WE OFFER

The shelter services include housing at a centre and in flats, social benefits and interdisciplinary professional support.

The service offers individualized attention including social services, psychological care, job training support, socioeducational support and the handling of community living issues within the centre.

Throughout the stay, residents will work on: the initial intake, which must provide self-confidence and normalization, personal recovery and development.

HOW TO ACCESS

Directly or through a referral from an external professional service.

By phone: 971 465 809

HOURS

24 hours a day, 365 days a year.

Ajuntament  de Palma



A programme that works with women affected by sexist violence from their partner or ex-partner

WHAT IS IT?

It's a programme aimed at guaranteeing social care for women who have suffered gender violence in Palma from an integrated network approach with various personal attention services.

TARGET PUBLIC

Women who have suffered gender violence who are residents of Palma.

Information and care service professionals who work with gender violence cases

HOW TO ACCESS

Directly or through a referral from an external professional service.

Personally:

C/ Ferreria, 10, 3º piso

By phone: 971 227 400

Email: violenciagenere@palma.es

WHAT WE OFFER

- Information, guidance and advice for women and the professionals who work with them.
- Social attention to facilitate awareness, leaving violent living situations and recovery of the victims' autonomy.
- Guidance services: personalized guidance through all procedures related to the situation.
- Mobile remote assistance service: offers 24 hours attention and protection for victims with protective orders.
- Processing voluntary registrations in the 112 emergency services records to facilitate immediate attention in the event of a risk.

HOURS

Monday to Friday 9 a.m. to 2 p.m.
Tuesdays 4 p.m. to 6:30 p.m.
or any other afternoon due to a need for attention.

THE SHELTER TEAM

Social workers, guidance specialists and an information assistant.

Ajuntament  de Palma

A programme for men who would like to enjoy non-violent couple relationships

WHAT IS IT?

It's a municipal psychosocial attention service aimed at men who are or have been violent against their partner and want to end the violence.

The purpose is to work to eliminate or reduce mistreatment.

TARGET PUBLIC

Men over the age of 16 from Palma who are or have been violent against their partner or ex-partner and voluntarily seek the services.

HOW TO ACCESS

Directly or through a referral from an external professional service.

By phone:

971 773 478 / 654 062 602

Email:

violenciagenere@palma.es

THE SHELTER TEAM

Psychology professionals.

WHAT WE OFFER

A place to get advice and treatment, working on self-awareness, emotion identification and control, conflict resolution, communication and empathy towards others, responsibility for one's own actions, self-esteem and an understanding for the phenomenon of violence.

This intervention focuses on:

- Attention for those requesting the services, professionals and society at large.
- Individual psychological care.
- Group psychological care (25 two-hour sessions a week).
- Post-intervention monitoring.
- Advice for the partners or ex-partners of the aggressors served to improve their situation.

HOURS

Information or appointment by phone:

Mornings: 9 a.m. to 2 p.m.

Afternoons: Tuesdays and Thursdays 3:30 p.m. to 8:30 p.m.

Interview times will be arranged with the interested person.

C/ Josep Tous i Ferrer, 6, 1º B

For general information on municipal gender violence services:
971 227 400



A programme that serves children who have suffered from sexist violence within their families

WHAT IS IT?

A psycho-social programme that serves boys and girls who have suffered from gender violence within their families. The aim is to help them identify positive maternal and paternal models to help them construct new ways of relating to others to prevent the repetitive cycle of violence and foster new patterns based on non-violence and gender equality.

TARGET PUBLIC

Boys and girls who live in Palma between the ages of 4 and 17 who have suffered gender violence within their families.

The referring adult will authorize the services in writing and facilitate the children's participation in the programme as well as commit to participating in the activities proposed by our team of specialists.

THE SHELTER TEAM

A psychologist, a child psychologist and a social educator.

WHAT WE OFFER

Intervention to prevent the repetition of violent patterns in adulthood and increase the children's capacity to overcome the violent situations they have experienced.

There are three approaches to this work:

- Group work by age (4-8; 9-13 and 14-17). 15 two-hour sessions. Another support group for mothers or guardians is held at the same time.
- Individual work with the mother and minors: intake interviews, individual guidance sessions and monitoring.
- Family work: (mother and children) to work together on the aspects deemed necessary.

HOW TO ACCESS

Directly or through a referral from an external professional service.

Personally:

C/ Sant Miquel, 39, 2ºD

By phone: 971 722 856

Email: violenciagenera@palma.es

HOURS

Monday to Thursday 9 a.m. to 2 p.m. and 4 p.m. to 8 p.m.

Fridays 9 a.m. to 2 p.m.

For general information on municipal gender violence services:
971 227 400