



Family Protection Authority
Male', Maldives

General Regulation on Prevention of Domestic Violence

Chapter One

Introductory Provisions

Introduction and Short
Title

1. (a) This is a regulation enacted pursuant to the Section 66 (a) of the Law Number 3/2012 (Prevention of Domestic Violence Act).
- (b) This regulation may be cited as “General Regulation on Prevention of Domestic Violence”.

Purpose

2. The purpose of this regulation is as follows:
 - (a) To establish the mechanism for the coordination of work done by various stakeholders in the Maldives towards the prevention of domestic violence;
 - (b) To establish the standards of service that health care professionals must adhere to;

- (c) To establish the standards of service that social workers must adhere to;
- (d) To establish the standards for the provision of victim support;
- (e) To establish the standards for various programmes and activities that are aimed towards perpetrators and survivors of domestic violence;
- (f) To establish the standards of service that temporary shelters and similar establishments that provide services to survivors must adhere to;
- (g) To establish the procedures which the Family Protection Authority shall follow in monitoring the various services and programmes related to domestic violence.

Chapter Two

General Principles of Provision of Services

General principles of provision of services

3. Activities conducted by all parties' workings towards the prevention of domestic violence in the Maldives shall be based upon the following general principles.
 - (a) Open mindset:

(1) Recognizing that acts of domestic violence are perpetuated within unequal relationships, having various factors involved in them, whether hidden or apparent, and that such acts affect survivors in various ways and to various degrees, and in cognisance of this, provide services in the most beneficial way to survivors.

(2) If the survivor is a minor, or a person with a disability or any other similar special need, or a person requiring special protection, care shall be exercised to provide services in a manner befitting the ways and the extent to which the survivor is affected by domestic violence due capacity or situation.

(b) Protection, security and human dignity:

(1) All services and measures taken shall ensure the protection, security and human dignity of the survivor, service provider, person who reports an act of violence, witnesses, and persons who assist by any other means to prevent domestic violence.

(c) Equality and non-discrimination:

- (1) Facilitating the provision of services in an equal and non-discriminatory manner, cognisant of the different backgrounds, experiences, mindsets, and other differences of survivors, and making available of services to all in emergency situations to the benefit of all survivors. In this regard, the services provided by the State shall be made available free and on a 24 (Twenty-Four) hour basis.

(d) Confidentiality:

- (1) Information acquired from the survivor shall be treated and protected as personal information and confidential, and where any such information acquired is subject to disclosure to a third party under the law or any other Act of the Parliament, the survivor shall be informed of such requirements.
- (2) The sharing of information to a relevant body that works for the prevention of domestic violence to expedite services for the benefit of the survivor shall not be

construed a breach of the principle of confidentiality.

(e) Coordination between service providers and prevention of re-victimisation of the survivors:

- (1) In the provision of services in the prevention of domestic violence, services shall be organized in a manner to prevent re-victimisation of survivors. In this regard, information received by the relevant bodies shall be recorded in sufficient detail, assistance to the survivor shall be provided in coordination with the relevant service providers, whereby such coordination shall be done in a healthy and constructive manner through sharing of information and provision of adequate services in the interest of survivors.

(f) Empowerment:

- (1) Service providers shall ensure a conducive environment for the survivor to share their experiences, to have knowledge of the rights guaranteed to them and to make informed and dignified decisions.

(g) Participation:

- (1) Taking into account the interest of the survivors, services provided by service providers shall be designed, implemented and reviewed in a participatory manner.

(h) Accountability:

- (1) Service providers shall ensure that services are provided in a transparent manner, with assistance from relevant professionals, and shall be accountable in relation to the particular services that are provided.

(i) Holding perpetrators accountable:

- (1) Services that are provided shall afford assistance and protection to the survivor, and shall be a means to holding perpetrators accountable.

Chapter Three

Coordination Framework

Coordination framework

4. (a) The framework for coordination of the works done by various stakeholders in the Maldives towards the prevention, protection and provision of

assistance to survivors comprises of 2 (two) tiers.
They are:

- (1) Steering Committee on matters related to domestic violence
 - (2) Technical Committee on matters related to domestic violence
- (b) The committees stated in subsection (a) shall work under the Family Protection Authority. The work of the committees shall be administered by the Family Protection Authority.
- (c) The committees stated in subsection (a) shall be formed within a maximum period of 1 (One) month from the date this regulation becomes effective.
- (d) The committees stated in subsection (a) shall be convened within a maximum period of 2 (Two) months from the date this regulation becomes effective.
- (e) The committees stated in subsection (a) shall enact rules of procedure for their operation within a maximum period of 6 (Six) months from the date this regulation becomes effective.

Steering committee on
matters related to
domestic violence

- 5.** (a) The domestic violence steering committee is the primary organ of the framework for coordinating domestic violence prevention work done by various stakeholders.
- (b) The domestic violence steering committee shall convene bi-annually at minimum. The duration between the two meetings shall not exceed a period of 8 (Eight) months.
- (c) In the event of an emergency, or due to the increase in the committee's work, subsection (b) does not restrict the early convening of the committee, nor the convening of the committee more than the number of times stipulated in said subsection.

Composition of the
steering committee on
matters related to
domestic violence

- 6.** (a) The steering committee on matters related to domestic violence comprises of 9 (Nine) members representing the bodies working for the prevention of domestic violence.
- (b) The steering committee stated in subsection (a) comprises of the following persons.
- (1) Chairperson of the Board of the Family Protection Authority;

- (2) Member of the board designated by the Board of the Family Protection Authority;
 - (3) Deputy Minister or policy level executive designated by the Minister of Gender and Family;
 - (4) Deputy Minister or policy level executive designated by the Minister of Health;
 - (5) Deputy Prosecutor General designated by the Prosecutor General;
 - (6) Deputy Commissioner of Police designated by the Commissioner of Police;
 - (7) Policy level executive designated by the Local Government Authority;
 - (8) 2 (Two) members representing civil society organisations that work for the prevention of the domestic violence and are registered in accordance with the law of the Maldives.
- (c) The 2 (Two) members of the steering committee representing civil society shall be selected through

an open call to civil society organisations working for the prevention of domestic violence to join the committee. If more than 2 (Two) such organisations express an interest to join the steering committee, members will be selected out of the total applicants by the Family Protection Authority.

- (d) The steering committee on matters related to domestic violence stated in subsection (a) shall be presided over by the Chairperson of the Board of the Family Protection Authority or by the member representing the Family Protection Authority.

Functions of the steering committee on matters related to domestic violence

7. The functions of the domestic violence steering committee are:

- (a) Advising the domestic violence technical committee on the provision of service, programmes and activities in accordance with the national policy on prevention of domestic violence;
- (b) Providing guidance to the technical committee on overcoming or navigating the challenges faced in the provision of service, programmes and activities in the prevention of domestic violence;

- (c) Reviewing and advising on matters referred to the steering committee by the Family Protection Authority;
- (d) Reviewing and advising on matters referred to the steering committee by the technical committee; and
- (e) Providing instructions to those who work in a specific sector represented in the steering committee, on measures or actions that are required to be taken in those specific sectors, either directly through the initiative of the member representing the sector or through the technical committee.
- (f) Matters submitted to the steering committee, or decisions relating to a case of domestic violence shall be decided in accordance with the rules of procedure of the steering committee by the resolution of the majority.

Technical committee on
matters related to
domestic violence

- 8.**
- (a) The domestic violence technical committee is a professional organ comprising of technical persons working in various areas for the prevention of domestic violence.
 - (b) The domestic violence technical committee shall convene at least 6 (Six) times per year. The

duration between meetings convened in this manner shall not exceed 3 (Three) months.

- (c) In the event of an emergency, or due to any other similar reason, subsection (b) does not restrict the early convening of the committee, nor the convening of the committee more than the number of times stipulated in said subsection.

Composition of the
technical committee on
matters related to
domestic violence

- 9. (a) The domestic violence technical committee comprises of persons representing the institutions and civil society organisations that work for the prevention of domestic violence.

- (b) The technical committee stated in subsection (a) comprises of members representing the following bodies.

- (1) Family Protection Authority;
- (2) Ministry of Gender and Family;
- (3) Ministry of Health;
- (4) Prosecutor General's Office;
- (5) Maldives Police Service;

- (6) Department of Judicial Administration;
 - (7) Local Government Authority;
 - (8) Indira Gandhi Memorial Hospital;
 - (9) Civil society organisations and private service providers working for the prevention of domestic violence.
- (c) The technical committee stated in subsection (a) shall be formed within a maximum period of 1 (One) month from the date this regulation becomes effective.
- (d) The technical committee formed as stated shall comprise of no more than 15 (Fifteen) members. The technical committee shall be constituted by 1 (One) member representing each institution and 2 (Two) members representing the civil society organisations and private service providers working for the prevention of domestic violence in the Maldives.
- (e) The technical committee stated in subsection (a) shall be presided by the member representing the Family Protection Authority. Whereas the member from the Family Protection Authority is not

present, then such meeting shall be presided by the member determined by the members present at the meeting.

Functions of the technical committee on matters related to domestic violence

10. The functions of the domestic violence technical committee are stated below.

- (a) In consultation with the steering committee and the members of the technical committee, organising the provision of services, programmes and activities to the best extent possible in consideration of the resources available;
- (b) Making referrals for the advice of the steering committee on how to overcome or navigate challenges faced in the provision of services, programmes and activities in the prevention of domestic violence;
- (c) Designing the training programmes aimed at various sectors for the prevention of domestic violence;
- (d) Designing information and awareness programmes aimed at various sectors for the prevention of domestic violence;

- (e) Advising various sectors in the areas which those sectors need to strengthen for the prevention of domestic violence;
- (f) Providing information on measures and actions that are required to be taken by those who work for the prevention of domestic violence;
- (g) Reviewing detailed information provided by service providers on the types of services they offer and their operating procedures and providing technical recommendations to the Family Protection Authority in order to ensure adequate standards are upheld.
- (h) Developing regulations and standards in consultation with stakeholders and submitting them to the Family Protection Authority for its endorsement.

Coordination by
additional means

- 11.** In order to ensure adequate coordination, the prevention of domestic violence and public awareness on the issue, to provide services required by the survivors, to strengthen the efforts of the institutions and civil society organisations working in prevention, and to ensure the benefits of such efforts are in fact attained by those aimed at, this regulation does not prohibit coordination with institutions and civil society organisations that work for the prevention of

domestic violence using additional means, which are not expressly stated in this regulation, provided that such additional means do not contradict with this regulation, national policies on the prevention of domestic violence and the advice and recommendations issued by the steering committee and technical committee on matters related to domestic violence.

Resource pool

- 12.** (a) In the instances where the Family Protection Authority, steering committee and technical committee require specialized technical opinion, the Family Protection Authority shall establish a resource pool of specialized professionals and maintain their information for the purpose of providing information and consultation in such instances.
- (b) The areas, professions, persons and the types of services and extent of services which will be sought from the resource pool stated in subsection (a) shall be determined by the Family Protection Authority.
- (c) For the purpose of subsection (b), the Family Protection Authority shall ensure that the professionals in the resource pool are those with experience in the prevention of domestic violence, or specific training or long-term work experience in the field.

Chapter Four

Standards to be Maintained by Health Service Providers

Standards for the
provision of services to
survivors of domestic
violence

- 13.** (a) Health service providers shall provide their services to survivors of domestic violence.
- (b) Health service establishments of the State shall ensure services to survivors of domestic violence are made available for free and on a 24 (Twenty-Four) hour basis.
- (c) Health service providers shall provide services to survivors of domestic violence with care, to the best standard available, and shall conduct all the investigations which are required in the interest of the survivor and take all necessary measures.

Developing standards of
procedure

- 14.** (a) The rules and standards of procedure that health service providers shall maintain in the provision of health services to survivors, including the details of services that must be made available, shall be developed by the Ministry of Health. Within 2 (Two) months from the date this regulation becomes effective, the Ministry of Health shall submit the standards of procedure to the Family Protection Authority and procure the written approval of the Authority.

- (b) The responsibilities of the health service providers stated in Section 12 of the Prevention of Domestic Violence Act shall be included in the standards of procedure stated in subsection (a).
- (c) Where the information stated in subsection (a) is submitted to the technical committee by the Family Protection Authority, the technical committee shall provide its guidance and recommendation. In providing guidance and recommendation, the technical committee can propose to amend or remove a specific matter. The Family Protection Authority shall have the discretion to issue instructions as to cease the practice of such matter or grant a period to rectify the matter.

Working in collaboration

- 15.** In order to create new pathways, opportunities, access to information for survivors seeking health services, health service providers shall work in collaboration with social service providers, legal service providers, shelters, and any other parties that work in the prevention of domestic violence with the purpose of finding the most beneficial pathway to the survivor.

Training

- 16.** Health care professionals working at health service providers shall be trained on prevention of domestic violence and shall possess knowledge on the topic.

Chapter Five

Standards to be Maintained by Social Service Providers

Services that shall be
provided

- 17.** (a) The Ministry shall provide the following social services with respect to the prevention of domestic violence:
- (1) Helpline service;
 - (2) Providing information and guidance;
 - (3) Psychosocial support.
- (b) The services stated in subsection (a) shall be provided by the Ministry free of charge.
- (c) This regulation does not prohibit private entities from providing one or more services stated in subsection (a) in coordination with the Family Protection Authority and various bodies that work in the prevention of domestic violence and in accordance with the standards stated in the Act and regulation.
- (d) Notwithstanding subsection (b), a private entity shall provide one or more services stated in

subsection (a) after registering such service with the Family Protection Authority.

Helpline service

- 18.** (a) For the purpose of providing the helpline service stated in Section 17(a)(1) of this regulation, the Ministry shall establish and make public a phone number which can be accessed on 24 (Twenty-Four) hour basis by any person for assistance.
- (b) The Ministry shall determine the number of persons and phone lines required to operate the helpline service based on the population and the demand for the service.
- (c) In order to ensure the quality of the helpline service stated in Section 17(a)(1) of this regulation, the following shall be fulfilled in a continuous manner:
- (1) Training specialised technical employees to operate the helpline;
 - (2) Providing crisis support in emergency situations or emergency psychosocial support and any other assistance;
 - (3) Openly making available the helpline service number at hospitals, health service providers and any other places through the

use of radio, TV and any other devices
used for the dissemination of information.

Providing information
and guidance

19. In order to ensure the quality of the provision of guidance and information stated in Section 17(a)(2) of this regulation, the following shall be fulfilled in a continuous manner by any institution or private entity providing such a service:

- (a) Social workers and any other persons working in the prevention of domestic violence shall be those with adequate knowledge about the service, who are trained to and capable of providing information to those who seek services or information, and have the ability to provide pathways to such persons and make referrals to other service providers;
- (b) Persons providing information and guidance shall be able to provide clear and precise information on the civil and criminal justice procedures, reporting pathways and rights of the survivor seeking help;
- (c) Persons providing information and guidance shall receive training at least once a year on knowledge and skills required to perform the tasks to the best extent.

Psychosocial support

20. (a) Psychosocial support services stated in Section 17(a)(3) shall be provided to those who request for such help and those who are identified as requiring

such help following an incident of domestic violence. An institution providing such service shall ensure that there is an adequate number of staff to provide psychosocial support based on the population and demand for such services.

- (b) This regulation does not prohibit the Ministry from soliciting civil society organisations in the provision of psychosocial support in accordance with this regulation. However, where the service provided in this manner, it is the responsibility of the Ministry to guarantee the quality of the service being provided.
- (c) In order to ensure the quality of provision of psychosocial support stated in Section 17(a)(3) of this regulation, the following shall be fulfilled in a continuous manner:
 - (1) Preparing a plan designed uniquely for the survivor seeking help;
 - (2) Persons providing psychosocial support shall be trained professionals;
 - (3) When making referrals to other services, referrals shall be made to those who provide adequate quality of services.

- (4) Referrals are made to those bodies which work in the prevention of domestic violence.

Organizing social services
and information sharing

- 21.** (a) Each State institution providing social services to survivors of domestic violence shall develop detailed information of the services which it provides, rules and standards of procedure, and submit that information to the Family Protection Authority within 2 (Two) months from the date this regulation becomes effective.
- (b) Upon the entry of this regulation into force, a private entity shall provide social services to survivors after sharing detailed information of the services which it provides, rules and standards of procedure with the Family Protection Authority and procuring the Authority's written approval.
- (c) The responsibilities of social service providers stated in Section 13 of the Prevention of Domestic Violence Act shall be included in the standards of procedure stated in subsections (a) and (b).
- (d) Where the information stated in subsections (a) and (b) is submitted to the technical committee by the Family Protection Authority, the technical

committee shall provide its guidance and recommendation.

- (e) In providing guidance and recommendation, the technical committee can propose to rectify or cease the practice of a specific matter. The Family Protection Authority shall have the discretion to issue instructions to grant a period to rectify the matter, or cease the practice of such matter.

Working in collaboration

- 22.** In order to create new pathways, opportunities, access to information for survivors seeking social services, social service providers shall work in collaboration with health service providers, legal service providers, shelters, and any other parties that work in the prevention of domestic violence with the purpose of finding the most beneficial pathway to the survivor.

Chapter Six

Victim Support

Victim service providers

- 23.** In relation to each report of domestic violence or case submitted, every institution within the criminal justice system shall provide victim support services to survivors of domestic violence in a manner befitting the circumstances.

24. (a) Victim support programmes aimed at survivors of domestic violence shall provide the following forms of assistance.

- (1) Crisis intervention;
- (2) Providing information on various stages of the criminal justice mechanism and the procedures involved in each stage;
- (3) Prepare the survivor for trial;
- (4) Making referral for other services available to survivors of domestic violence;
- (5) Taking necessary protection measures within the means of the institution or in coordination with other institutions;
- (6) Accompanying the survivor to court during the trial, where possible. In this situation, the victim support officer will operate within the ambit permitted by the court to such officer.

(b) The service stated in subsection (a)(1) shall be provided by the institution which receives a report

of domestic violence or by institutions that provides first response to cases.

Organizing victim support
services and information
sharing

- 25.** (a) Where a State institution provides victim support service, all such institutions shall develop rules and standards of procedure of provision of such service and submit that information to the Family Protection Authority within 2 (Two) months from the date this regulation becomes effective.
- (b) Upon the entry into force of this regulation, a private entity shall provide victim support service to survivors after sharing detailed information of the services, rules and standards of procedure with the Family Protection Authority and procuring the Authority's written approval.
- (c) Where the information stated in subsections (a) and (b) is submitted to the technical committee by the Family Protection Authority, the technical committee shall provide its guidance and recommendation. In providing guidance and recommendation, the technical committee can propose to rectify or cease the practice of a specific matter. The Family Protection Authority shall have the discretion to issue instructions as to grant a period to rectify the matter or cease the practice of such matter.

Working in collaboration

- 26.** In order to create new pathways, opportunities, access to information for survivors seeking victims support service, victim support service providers shall work in collaboration with social service providers, health service providers, legal service providers, shelters, and any other parties that work in the prevention of domestic violence with the purpose of finding the most beneficial pathway to the survivor.

Chapter Seven

Standards for programmes and activities aimed at perpetrators of domestic violence

Aim of programmes

- 27.** The general aims of programmes and activities conducted for perpetrators of domestic violence shall be:
- (a) Protecting and safeguarding survivors of domestic violence;
 - (b) Helping perpetrators to transform their attitudes and mindsets;
 - (c) Helping perpetrators take responsibility for their actions on their own accord;
 - (d) Assisting perpetrators to rehabilitate;

- (e) Helping perpetrators to reintegrate into the society as responsible persons.

Information to be
provided in programmes

28. Programmes and activities that are aimed at perpetrators shall provide the following information.

- (a) Equality and respect that underpin domestic relationships;
- (b) Impact on the survivor and those surrounding due to domestic violence and other implications that may arise due to violence.

Standards to be
maintained when
conducting programmes

29. (a) Programmes which are aimed towards perpetrators shall be conducted in coordination with the programmes aimed towards survivors.

- (b) Programmes which are aimed towards perpetrators shall not be conducted at the same venue as the programmes aimed towards survivors.

- (c) Participating in a programme aimed towards perpetrators does not absolve the person from the criminal allegations made against such a person.

- (d) Programmes aimed towards perpetrators shall accommodate those who request such a service on

voluntarily and those who are ordered to participate by an administrative or court order.

(e) Programmes aimed towards perpetrators shall not include mediation for domestic relationships or services specific to drug users. However, this regulation does not prohibit providing instructions within the programme to work with those who offer such services or seek such services from another institution.

(f) When conducting programmes aimed towards perpetrators, risk assessment on those who seek the services shall be done within a specified timeframe. The risk assessment shall be done by those who conduct such a programme.

Organizing programmes
and information sharing

30. (a) Each private entity which conducts programmes aimed towards perpetrators, shall share information on the type of programmes offered and develop rules and standards of procedure of provision of such service, and submit that information to the Family Protection Authority within 2 (Two) months from the date this regulation becomes effective.

(b) Upon the entry of this regulation into force, a private entity seeking to provide programmes aimed towards survivors and perpetrators shall

provide such a service after sharing detailed information of the services, rules and standards of procedure with the Family Protection Authority and procuring the Authority's written approval.

- (c) Where the information stated in subsection (b) is submitted to the technical committee by the Family Protection Authority, the technical committee shall provide its guidance and recommendation. In providing guidance and recommendation, the technical committee can propose to rectify or cease the practice of a specific matter. The Family Protection Authority shall have the discretion to issue instructions as to grant a period to rectify the matter or cease the practice of such matter.

Chapter Eight

Standards to be Maintained at Temporary Shelters and Similar Establishments

Standards to be
maintained at shelters

- 31.** Standards that shall be maintained at temporary shelters or similar establishments that are designated to shelter survivors of domestic violence shall be published by the Family Protection Authority within 2 (Two) months from the date this regulation becomes effective.

Admission to the shelter

- 32.** (a) Any institution that operates a temporary shelter or similar establishment shall develop an eligibility

criterion for admission and re-admission to such a shelter following an incident of domestic violence, and submit such criterion to the Family Protection Authority's information within 2 (Two) months from the date this regulation becomes effective.

- (b) A decision to grant or refuse admission, or to grant re-admission to a temporary shelter or similar establishment to a person following an incident of domestic violence shall be based on the following factors.

- (1) Physical abuse;

- (2) Sexual abuse;

- (3) The person has been threatened of abuse or whether abuse is imminent;

- (4) The person has been threatened using a weapon;

- (5) Details of physical abuse inflicted on the person within the domestic relationship existing at the time;

(6) Isolation: isolation from the family, and obstruction from resources and health services.

(7) Psychological and/or emotional abuse.

(c) A decision to grant or refuse admission to a temporary shelter or similar establishment shall not be made based on information received by an employee in personal capacity or the employee's own perception of affairs.

Factors that shall not be considered in refusing admission

33. None of the following factors shall be a reason for refusal for admission or residing in a temporary shelter or similar establishment following an incident of domestic violence.

- (a) Having no place to reside following an incident of domestic violence;
- (b) Failure to report the incident of domestic violence to any authority;
- (c) Past refusal to accept services after requesting to seek services;
- (d) Past admission to a temporary shelter or similar establishment, and having being discharged in accordance with the rules;

- (e) Existence of an underlying medical condition other than contagious diseases which may affect others residing in the shelter;
- (f) Request to reside in the shelter with children under the age of 18 (Eighteen) years;
- (g) Reunification with the perpetrator;
- (h) Non-cooperation to receive services or non-acceptance of services.

Fundamental principles in
the operation of shelters

34. The following fundamental principles shall be adhered to in housing survivors in a temporary shelter or similar establishment:

- (a) Maintaining records of admission and discharge from a temporary shelter or similar establishment;
- (b) Upon admission to a temporary shelter or similar establishment, conducting a medical check-up of the person and maintaining the record of such check-ups together with the person's health records;
- (c) Where more than one member belonging to the same family resides in the shelter, facilitating them

to reside in a family unit within the shelter where such a request is made by them. For women who are admitted into the shelter with their children, special arrangements shall be made for them to reside in a separate family unit with their children.

Information about the
services provided from
the shelter

- 35.** (a) Information related to the type of shelter and rules and standards of procedure involved in the operation of the shelter shall be developed by each institution providing such services and shared with the Family Protection Authority within 2 (Two) months from the date this regulation becomes effective.
- (b) Upon the entry of this regulation into force, a private entity seeking to operate a temporary shelter or similar establishment shall provide such a service after sharing detailed information of the services, rules and standards of procedure with the Family Protection Authority and procuring the Authority's written approval.
- (c) Where the information stated in subsection (b) is submitted to the technical committee by the Family Protection Authority, the technical committee shall provide its guidance and recommendation. In providing guidance and recommendation, the technical committee can propose to rectify or cease

the practice of a specific matter. The Family Protection Authority shall have the discretion to issue instructions as to grant a period to rectify the matter or cease the practice of such matter.

Working in collaboration

- 36.** In order to create new pathways, opportunities and access to information for survivors, shelters shall work in collaboration with social service providers, health service providers, legal service providers, shelters, and any other parties that work in the prevention of domestic violence with the purpose of finding the most beneficial pathway to the survivor.

Trained professionals

- 37.** (a) Temporary shelters or similar establishments shall have a sufficient number of trained professionals to provide adequate counselling or psychosocial support to those who reside in such shelters.
- (b) Temporary shelters or similar establishments shall have at least 1 (One) dedicated staff to manage children's health and safety.

Presence of staff on a 24
(Twenty-Four) hour basis

- 38.** To manage residents residing at a temporary shelter or similar establishment, employees must be present at such a shelter on a 24 (Twenty-Four) hour basis.

Training of employees

- 39.** Employees working at a temporary shelter or similar establishment shall be trained on prevention of domestic

violence and they shall adequately benefit from regular training or information.

Chapter Nine

Responsibility of the State

Responsibility of the State

- 40.** (a) Depending on the need, the Ministry shall establish an adequate number of temporary shelters or similar establishments across the country to accommodate survivors and children below the age of 18 (Eighteen) years who require such accommodation and shall provide services from such shelters free of charge.
- (b) Temporary shelters stated in subsection (a) shall be established within 1 (One) year from the date this regulation becomes effective. Where services are provided to survivors from temporary shelters or similar establishments, such services shall comply with this regulation.
- (c) The Ministry shall ensure to create an adequate number of temporary shelters stated in subsection (a) with enough staff, proportionate to the population and demand.
- (d) This regulation does not prohibit a private entity from operating a shelter stated in subsection (a) in

coordination with the Family Protection Authority and various service providers working for the prevention of domestic violence.

- (e) A private entity shall operate a shelter stated in subsection (a) after registering such a service with the Family Protection Authority.

Chapter Ten

Monitoring by Family Protection Authority

Monitoring of service provision

- 41.** The Family Protection has the power to take one or more of the following measures to monitor the various services and programmes relating to domestic violence.

- (a) Monitoring compliance of the services with Law Number: 3/2012 (Prevention of Domestic Violence Act), this regulation, and the rules developed by the service provider;
- (b) Gathering periodic information on activities or data samples from social service providers, health service providers, legal service providers, temporary shelters or similar establishments, or any other parties that work for the prevention of domestic violence;

- (c) Monitoring quality of service by conducting site visits;
 - (d) Monitoring quality of service by any other means other than those mentioned in this section.
- Reporting on findings of monitoring
- 42.** (a) After monitoring various services and programmes relating to domestic violence, the Family Protection Authority shall share its findings with the relevant service provider. In its findings, the Authority shall identify areas that are compliant, areas needing improvement, areas of concern, and matters that must be immediately ceased.
- (b) For the purpose of monitoring the quality of services and maintaining records, service providers working for the prevention of domestic violence shall submit their annual report to the Family Protection Authority.
- Accountability measures
- 43.** Where a service provider fails to rectify a matter or an area of concern that the Family Protection Authority has instructed to rectify, or fails to cease the practice of a matter which has been instructed to be ceased, the Authority shall take measures in consultation with the steering committee to hold such a service provider accountable.

Maintaining the registry
of service providers

- 44.** The Family Protection Authority shall maintain a registry of all service providers related to domestic violence.

Chapter Eleven

Miscellaneous Provisions

Continuation of existing
services

- 45.** (a) This regulation does not prohibit the continuation of the existing services that fall within the mandatory services stated in this regulation before rules and standards of procedure in accordance with this regulation are reviewed by the Family Protection Authority and until such services can be provided in accordance with this regulation.
- (b) Notwithstanding subsection (a), where a service provider fails to take measures to comply with this regulation and lapses timelines stated in this regulation, the Family Protection Authority has the power to order the cessation of services or to take specific actions to ensure compliance with this regulation.

Obligation to report act of
domestic violence

- 46.** (a) Where a state authority providing social or health services receives information about past or ongoing domestic violence, such information shall be reported to the police and Family Protection Authority through a referral.

- (b) It is the responsibility of a civil society organisation that receives information about past or ongoing domestic violence to report such information to the Family Protection Authority through a referral.
- (c) The referral stated in subsections (a) and (b) shall be prepared including the following information along with any other information that such institution or civil society organization determines.

- (1) Relationship between the perpetrator and survivor.

- (2) Sex.

- (3) Educational qualification.

- (4) Employment.

- (5) Time of report.

- (6) Date of report.

- (7) Investigating body.

- (8) Whether a child or person with disability is involved in the act of domestic violence; if involved including the following information.

- 1- Name

- 2- Identification Card Number

- 3- Age/ Date of Birth

- 4- Sex

- 5- Permanent Address

- 6- Current Address
- 7- Phone Number
- 8- Mother's Name and Address
- 9- Father's Name and Address
- 10- Guardian's Name and Address
- 11- Details of the disability

- (9) Act of violence committed.
- (10) Measures taken to address the case.
- (11) Where a protection order has been issued, date and details of the order.
- (12) Any other information required regarding how the act was committed, situation at the time the act of committed and reasons for such act.

Definitions

47. Unless otherwise stated in this regulation, to achieve the purposes of this Act, the following words and terms shall have the meaning given below.

- (a) "Crisis intervention" means, [immediate or](#) short-term physical, psychological and emotional assistance required for survivors or persons affected in emergency situations relating to domestic violence.
- (b) "Referral" means referring a case of domestic violence to service providers to investigate, review or to take any other measures.

- (c) “Psychosocial support” means the support provided to survivors or persons affected by to an incident of domestic violence to resume ordinary life by providing encouragement or empowerment, or offering solutions whilst being cautious of possible implications that may arise due to their situation.
- (d) “Temporary shelter or similar establishment” means, temporary shelters, safe homes in secret locations or any others shelters that are established to fit the needs of survivors and persons affected due to domestic violence with the purpose of providing safety and security to them and are operated to accommodate or house them in accordance with set rules.
- (e) “Ministry” means, Ministry of Gender and Family, or the ministry at the time mandated to provide social services to women, children, persons with disability or with other special needs or persons requiring special protection.
- (f) “Helpline” means the telephone number service which operates for reporting violence and assistance in such cases.

- (g) “Victim support” means, providing information, pathways, counselling services and any other services that aid survivors or persons affected due to domestic violence.
- (h) “Risk assessment” means, the assessment done to determine the danger or harm a person may inflict.
- (i) “Mediation” means resolution efforts carried out through consultation between the parties of a case of domestic violence.
- (j) “Preparation for trial” means the assistance given by the victim support officer to the survivor to the extent permitted by the court during the preparation of the survivor for trial and witness testifying stage.
- (k) “Relevant situations” mean, situations determined as relevant by institutions investigating the case based on the specific situation, surrounding circumstances, and seriousness of the case.
- (l) “Law” means, Law Number: 3/2012 (Prevention of Domestic Violence Act).

Commencement of
regulation

48. This regulation shall enter into force on the day it is published on the Maldives Government’s gazette.