

**CITY OF BANJA LUKA  
ADMINISTRATIVE SERVICE**

**Center for Public Security Banja Luka  
Center for Social Work Banja Luka  
NGO United Women Banja Luka**

***PROTOCOL ABOUT ACTIONS OF TEAM FOR  
ASSISTANCE AND SUPPORT FOR VICTIMS  
OF DOMESTIC VIOLENCE***

(Unofficial Translation)

Banja Luka, April 2007

## **INTRODUCTION**

The purpose of this Protocol about actions of team for assistance and support for victims of domestic violence (in further text: Protocol) is to secure conditions for efficient and comprehensive work of signatory parties of the Protocol for immediate protection of victims of domestic violence. Implementation of this Protocol represents responsibility of the Team for assistance and support for victims of domestic violence (in further text: Team).

Implementation of measures from this Protocol presupposes prompt establishment of cooperation of the Team with authorized bodies and other subjects that participate in identification and fighting violence, and primarily offering prompt assistance and support for persons exposed to any form of domestic violence. Apart from intensive cooperation of police, Center for Social Work and NGO United Women Banja Luka, the Team also cooperates with other institutions that can help in protection of victims of domestic violence. With subjects of protection that are regulated by the Law for Protection from Domestic Violence, such are health institutions, prosecutors' office and court, cooperation will be established also with educational institutions and units of local self-governance and all other relevant institutions and individuals that can help in the process.

The Team has been established with objective of prompt and efficient protection of victims of domestic violence, and undertaking adequate measures of prompt protection of victims and necessary activities for initiating judicial procedure against persons who carried out domestic violence.

The team for assistance and support for victims of domestic violence is composed of following subjects:

- Representatives of police - police officers that are authorized for region where a case of domestic violence is reported;
- Representative of the Center for Social Work;
- Representative of NGO United Women Banja Luka.

Representative of the Center for Social Work is attending on the mobile telephone and official car, and upon call from the police calls representative of NGO United women Banja Luka that is integral part of the Team. Together they go on the field intervention on the place where domestic violence has been reported. Shifts of the Team are from 3:00 PM to 7:00 AM on working days and 24 hours on holidays and weekends.

Representative of NGO United Women Banja Luka that is on shift is involved in the Team upon call from representative of the Center for Social Work, and together they go on the place where domestic violence occurred.

## **ROLE AND TASKS OF THE TEAM MEMBERS**

1. Upon acquiring information or report about domestic violence, police patrol goes on the field intervention and conducts investigation about level of danger of victims of domestic violence. The police will inform Center for Social Work about all cases of reported domestic violence.

2. If a victim of violence has visible injuries or there is a danger of repeated violence, attending police officer will call attending social worker on the mobile telephone no \_\_\_\_\_ that is active for 24 hours.

3. The team will become active on the call of police!

4. Upon arrival on the place where domestic violence occurred, each member of the Team undertakes activities that are within his/her authority.

**Police:**

- Secures the place where domestic violence occurred
- Secures victims from repeated violence
- Secures undisturbed work of the team members
- Upon provided opinion of the Team members for a need, secures safe transport of a victim of violence to urgent medical assistance and safe house
- Makes official note/report about undertaken activities related to and after acquiring information that domestic violence occurred.

**Representative of the Center for Social Work:**

- Informs a victim of domestic violence about her legal rights and possibilities of support
- Enables and organizes for a victim to, without fear and disturbance, say all the facts relevant for reported domestic violence
- Makes oral decision for prompt protection of security of a victim of domestic violence, especially children, and organizes implementation of a decision without delay
- If a victim of domestic violence is a child, social worker will immediately (during the field intervention) make suitable measure of legal protection and present it orally to parents or guardians of a child
- If there is a need for accommodation of a victim of violence in the safe house, organizes transport of a victim to the urgent medical service for medical examination and issuing medical certificate/injury list, and afterwards organizes transport of a victim to the safe house
- Makes official note/report about all undertaken activities after acquiring information that domestic violence occurred.

**Representative of NGO United Women Banja Luka:**

- Enables for a victim to, without fear and disturbance, say all the facts relevant for reported domestic violence toward her and children
- If there is a need for immediate accommodation of a victim of domestic violence in the safe house, accompanies together with the representative of the Center for Social Work in medical examination and afterwards to the safe house
- Secures procedure of accommodation of a victim of domestic violence in the safe house
- Makes official note/report about all activities undertaken after acquiring information that domestic violence occurred.

**Signatories of the Protocol:**

Administrative Service of the City of Banja Luka - Major

Dragoljub Davidović \_\_\_\_\_

Head of the Center for Public Security Banja Luka

Zoran Stanišljević \_\_\_\_\_

Director of the Center for Social Work Banja Luka

Borka Vukajlović M.A. \_\_\_\_\_

President of the United Women Banja Luka

Nada Golubović M.A. \_\_\_\_\_

**In Banja Luka, June 2007**