



# AWARENESS AND ACCESSIBILITY OF SUPPORT SERVICES FOR VICTIMS OF VIOLENCE<sup>1</sup>

## Executive Summary

The Women's Fund "Sukhumi" conducted research in **10 targeted municipalities, between March and May 2024**, — Zugdidi, Tsalenjikha, Senaki, Tskaltubo, Khoni, Kutaisi, Baghdati, Chokhatauri, Samtredia, and Kobuleti— to study the "Indicator of Risks of Violence against Women." **1027 female respondents participated in the quantitative research interviews in total.**

**The use of support services for victims of violence plays** a significant role in identifying facts and risks of violence, as well as in reducing their frequency and impact. To ensure effectiveness, these services must be easily accessible, and the public should be widely informed about their availability. **The study has indicated gaps in both areas, necessitating efforts to raise public awareness about existing support services and improve access to them, including geographic accessibility.**

Chart №1

Do you have any information about support services for victims of violence?

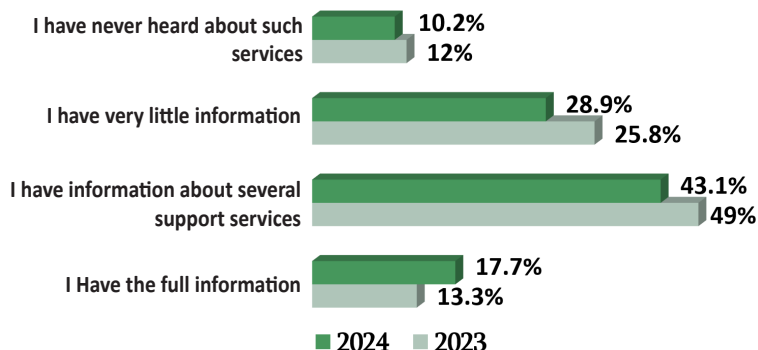


Chart №2

How accessible are support services for victims of violence?

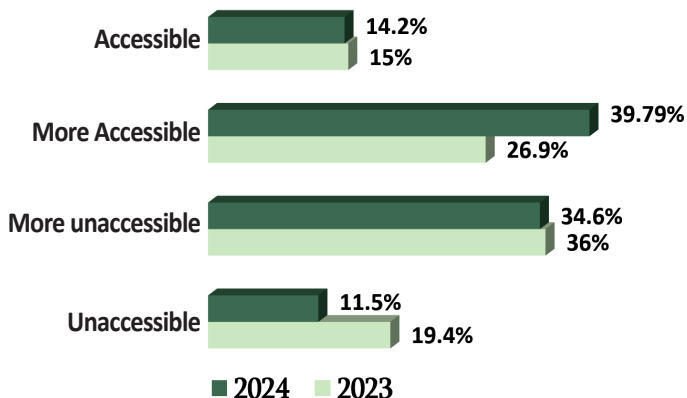
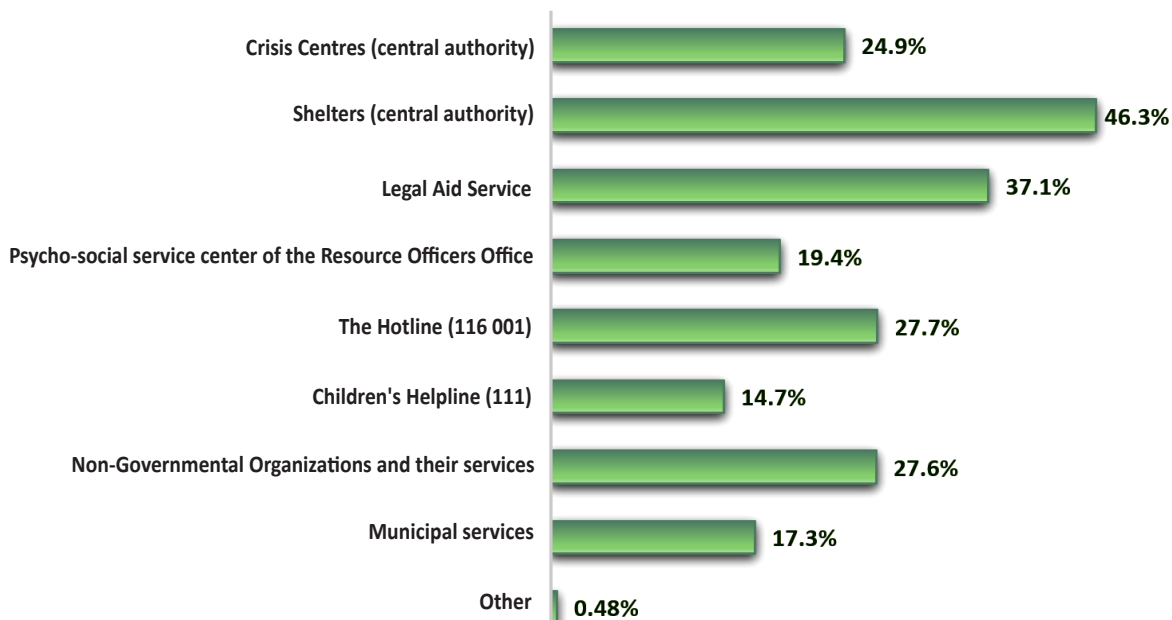


Chart №3

Which support service for victims of violence are you most familiar with?



## Findings

- The percentage of women who are **uninformed or less informed about support services for victims of violence remains nearly unchanged**: approximately 38% in **2023** and about 39% in **2024**. Additionally, most respondents (43% in 2024) are **aware only about a few services**.
- Among the support services for victims of violence, women **are most familiar with two**: shelters (46.3% of cases) and Legal Aid Services (37.1% of cases). Non-governmental organizations and hotlines (116,006) were ranked third, with approximately 30% of cases.
- **The trend in 2023 remained unchanged** in 2024 regarding the **main sources of information** about support services for victims of violence. Non-governmental organizations continue to play an important role, with 63.3% in 2023, and 59% in 2024. Social media came in second with 57.5% in 2023 and 48.1% in 2024. Women receive information about available services **least often during meetings with the representatives of the central government** (11.7% in 2024).
- **In 2023, more than half of the female respondents (55%) indicated limited or complete unavailability of support services for victims of violence. By 2024, this number decreased slightly to 46.1%.**
- In 2024, **three** main reasons hindering access to services were identified: limited and inadequate transport infrastructure (26.4%), lack of information about available services, and unqualified or poor-quality services (approximately 25%).

Chart №4

### What factors hinder access to services in your area?

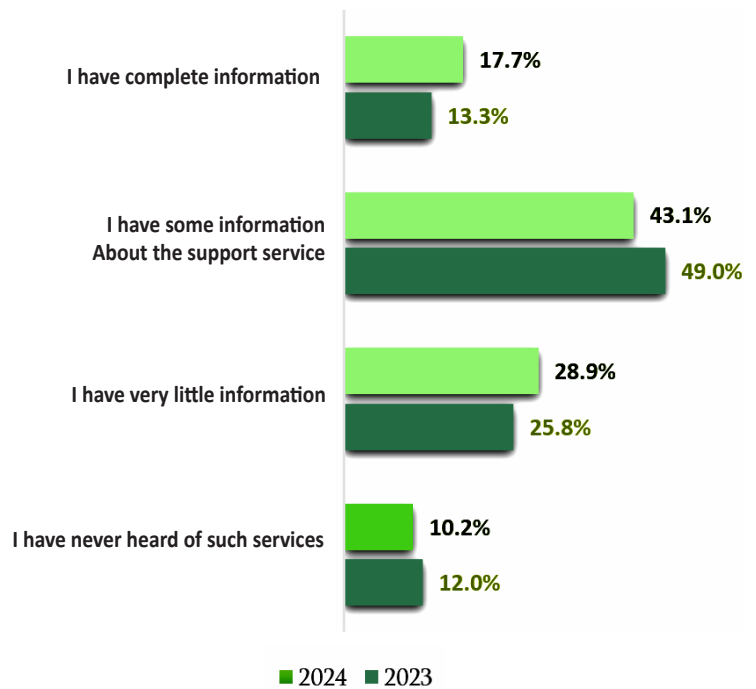
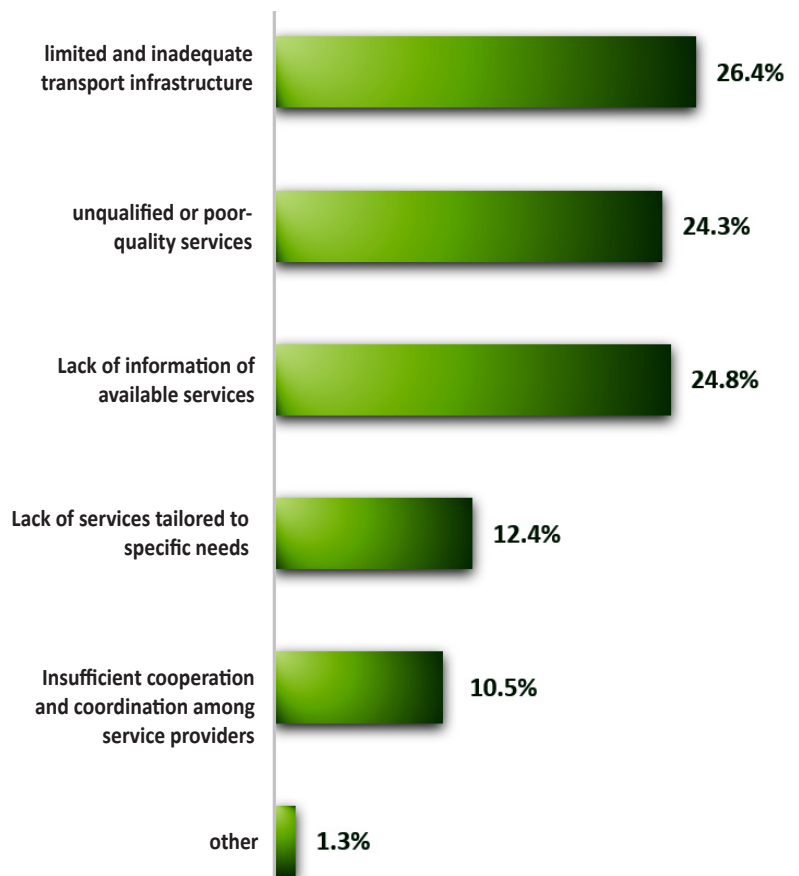


Chart №5

### What factors hinder access to services in your area?



## Recommendations

### Information campaigns regarding available services

- Raising public awareness about support for victims of violence through various means such as meetings, individual conversations, social media campaigns, flyers, booklets, etc.;
- As a result of disseminating information through various channels, expanding the coverage area of beneficiaries, and attracting more participants;
- Providing information to referral entities responsible for handling issues of violence against women—such as doctors, teachers, police, and social workers—more comprehensively about existing domestic violence services (both municipal and non-governmental), and working with them to widely disseminate this information to the general public.

### Increasing the quality of services

- Conducting a needs assessment survey among current beneficiaries. Based on the feedback received, adapting programs and assistance to the maximum extent possible, to better meet the needs of women affected by violence;
- Raising awareness of the population, particularly to representatives of vulnerable families, about the support available to victims of violence provided by non-governmental organizations;
- Ensuring the Monitoring and Evaluation of current programs/assistance, including measuring beneficiary satisfaction levels and improving support services based on feedback.

### Increasing the availability of services

- Increasing the accessibility of assistance programs for victims of violence, both in terms of financial support and geographic coverage.
- Development of a program for vulnerable women and their children to address limited mobility in accessing support services.



# STOP

**VIOLENCE  
AGAINST WOMEN!**