**­­Questionnaire on violence and its impact on the right to health**

Input from the Republic of Malta

1. **Please describe, share data and information on the characteristics, number of cases, and the profile of victims and perpetrators in your country/ies or region(s) regarding:**
   1. Gender based violence against women

The latest statistics (for year 2019) report 3,645 persons to have registered for seven DV victim services, a 20.18% increase from the previous year. The increase is attributed to changes in legal provisions. The majority of these users fell within the 30-to-49-year age bracket, were women and of a Maltese nationality[[1]](#footnote-1). More recent statistics from one of the main national stakeholders, the Foundation for Social Welfare Services (FSWS), report 2,200 DV reports to their agency alone[[2]](#footnote-2).

Recently noted trends include:

* A 56% increase in reports of DV on elderly persons[[3]](#footnote-3)
* Only a third of victims of sexual assault reporting their case to the police, despite receiving therapeutic support by an NGO[[4]](#footnote-4)
* Male victims of sexual abuse being more likely to have experienced this abuse during their childhood, whereas women victims are more likely to experience it during adulthood[[5]](#footnote-5).
* Psychological abuse making up 50% of DV cases reported to the police during 2019[[6]](#footnote-6)
  1. Gender based violence and other forms of violence against children:

As an indication, in August 2021, the Child Protection Directorate within FSWS claimed an estimate of 180 reports of child abuse are received by this Directorate each month [[7]](#footnote-7). However, information was not provided as to what portion of this abuse was motivated by gender-bias. One in three calls made to the child protection hotline are said to concern cyberbullying and one in seven concern sexting [[8]](#footnote-8). Alternatively, only 73 cases of physical and sexual abuse on children were reported to the police during the first 7 months of the year[[9]](#footnote-9). Additionally, an estimated 40% increase in reports on child abuse to child protection hotline was observed during the period in which schools were closed due to the pandemic [[10]](#footnote-10).

* 1. Gender based violence against LGBTI, and other persons based on real or imputed sexual orientation, sex characteristics and gender identity:

The change in attitudes, increased safety, and climate of acceptance in Maltese society for the LGBTIQ community has translated into a lower prevalence of physical or sexual assaults reported by LGBTIQ persons in Malta when compared to other EU member states – 6% as compared to the 11% EU average.

* 1. Violence against persons with disabilities, including GBV:

Not Available.

* 1. Gender Based Violence against Men:

According to national statistics for the year 2019, 508 men approached DV victim services for support, 19.8% of the total number of victims (see Footnote 1). This number was a 32.3% increase from the previous year. Moreover, in answer to a Parliamentary question, it was reported how 264 women were accused to have perpetrated DV for the first eight months of 2021, compared to the 821 men who have been accused of the same act[[11]](#footnote-11).

* 1. Conflict gender-based violence, including sexual violence:

Malta remained on TIER 2 in the latest publication (June 2021) of the US State Department’s Trafficking in Persons Report (as in previous years). In 2020, the police vice squad responsible for trafficking and other crimes, initiated 16 investigations: eight for sex trafficking and eight for labour exploitation. The government convicted three traffickers for sex trafficking in 2020, the same number as in 2019. Police and social workers identified six trafficking victims in 2020 compared with 11 in 2019, 24 in 2018, 30 in 2017 and 35 in 2016[[12]](#footnote-12). Malta continues to be primarily a country of destination for trafficked persons. Statistics provided by the Maltese authorities show that the total number of formally identified victims of trafficking in human beings in 2020 was four (one woman and three children). There were four formally identified child victims (one in 2018 and three in 2020) trafficked for the purpose of sexual exploitation and drug trafficking[[13]](#footnote-13).

* 1. Available evidence on the impact of Covid-19 on the above:

Malta’s crime rate for 2020 was 14% lower than that for 2019, yet DV cases still rose by 24%, accounting for 12.6% of all crimes[[14]](#footnote-14). 1,416 reports of DV were reported between March and December 2020, with an average of 142 reports per month (16% more than the average for the previous 12 months)[[15]](#footnote-15). NGOs and government officials had limited access to detention centres due to pandemic related restrictions in 2020. This may have resulted in some trafficking victims remaining unidentified within the law enforcement system.

1. **Please describe whether the legal framework prohibits and sanctions these forms of violence and the definitions and forms of violence included in the legal system. Please explain redress options for survivors of violence, (the pathway they go through if they decide to file a complaint), levels of impunity and if access to comprehensive physical and mental care for GBV-survivors is recognized as a form of reparation.**

The relevant Maltese legal provisions were last updated in 2018 in order to bring its legal framework up to the standards proposed by the Istanbul Convention. The former Domestic Violence Act was repealed and replaced by the Gender-Based Violence and Domestic Violence Act (Cap. 581). The latter provides an expanded definition of GBV, meaning “all acts or omissions that are directed against a person because of their gender, that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life”. Despite the fact that most cases of such violence disproportionately involve women as victims, the act maintains a gender-neutral approach in order to ensure the universality principle of Maltese legislation. The Act also specifies state obligations towards the fight against these forms of violence, especially with regard to policy formation and the role of CGBVDV. In addition, the Istanbul Convention also requires that other legal provisions beyond this Act are also made to confirm with its principles, which led to the revision and amendment of articles in the Criminal Code, the Civil Code, the Police Act, the Probation Act and the Victims of Crime Act. Collectively, Maltese law prohibits and sanctions.

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| **Type of GBV** | **Relevant Legal Acts** |
| Domestic Violence | Gender-Based Violence and Domestic Violence Act (Cap. 581) |
| Stalking | Criminal Code (Cap. 9) |
| Rape & sexual violence | Gender-Based Violence and Domestic Violence Act (Cap. 581) & the Criminal Code (Cap.9) |
| Forced Marriage | Criminal Code (Cap. 9) |
| Female genital mutilation | Criminal Code (Cap. 9) |
| Forced abortion ad forced sterilisation | Criminal Code (Cap. 9) |
| Sexual harassment | Criminal Code (Cap. 9) |
| LGBTI or other persons based on real or imputed sexual orientation, sex characteristics, and gender identity: | The Gender Identity, Gender Expression and Sex Characteristics (GIGESC) Act |
| Children | Gender-Based Violence and Domestic Violence Act (Cap. 581) & Criminal Code (Cap. 9) |
| Persons with disabilities | Vide reference to Article 83B of the Criminal Code |

First points of contact for victims may be various (e.g., emergency department, 179 helpline, district police, etc.). With the establishment of the GBV and DV Unit within the Police force, official complaints are now all filtered and channelled by the specialised police officers within the Unit and the FSWS social workers who are called upon to carry out a process of DASH or SARA risk assesment. The Istanbul Convention requires that reports of GBV and DV are processed ex-officio, meaning that they are investigated and prosecuted regardless of whether the victim files or withdraws the complaint or choses to testify or otherwise. Depending on the outcomes of this assessment, the victim is referred to the appropriate services whilst the police issue charges against the perpetrator. Situations which qualify as high-risk might also involve the release of a protection order by the appointed magistrate.

Local prosecution levels for all forms of GBV are low when compared to the total number of reports that are made, let alone when compared to the total number of incidents (most of which remain unreported). Nevertheless, victims’ access to physical and mental care is generous, with public and non-governmental service provision or a combination of both. For example, the Sexual Assault Response Team (SART) is a team made up of public healthcare professionals, social workers and police officers on the one hand and private therapists and legal representatives on the other. Sociopsychological support is provided by various other state and non-governmental entities in the form of residential services, victim support services and social work interventions. Victims may also contact Aġenzija Appoġġ, within the national Foundation for Social Welfare Services. In such cases, a social worker informs the victim of the possibility to report the case to the police. If the victim does not want to report the case to the police, arrangements are made with a lawyer working for the NGO Jesuits Refugee Services to provide information about victims’ rights, with assistance of an interpreter provided by Appoġġ.

1. **Please share examples of the types of structural and institutional violence with origins within the State, (perpetrated or condoned by the State) or perpetrated by those not representing or affiliated to the state in your country/is of region, and who is affected. In particular, describe structural/institutional violence in medical settings against women and girls, LGBTI persons and persons with disabilities or any other individuals or groups relevant in your country/is or regions.**

Not Applicable.

1. **Please also share information on the impact of criminalization of sex work, same sex relations, transgender persons, abortion, drug abuse, harmful practices in obstetric care, female genital mutilation on the violence experienced by the affected individuals and their enjoyment of the right to health.**

Prostitution in Malta is legal, but certain aspects are criminalised, such as the running of a brother and/or loitering. Back in 2019, a Public Consultation was launched on reforming prostitution and human trafficking laws.

A Prostitution Reform Technical Committee was set up with the task of evaluating the outcomes of the Public Consultation process, carrying out further consultations and developing a legal and policy framework. The framework aims to decriminalise sex work, ensure the safety and well-being of sex workers by protecting them from coercion, exploitation, and other violence, safeguard the human rights of sex workers and protect them from exploitation, promote the welfare, health and safety of sex workers, while at the same time providing a framework that is conducive to public health, which includes the promotion and adoption of safer sex practices by sex workers and their clients.

The Technical Committee closely assessed the submissions received during the Public Consultation period and as a result, made several recommendations. These recommendations have been collated in one document – Government’s Response to the Consultation on the Reform on Human Trafficking and Prostitution. The Committee discussed many aspects of the current situation, including the existing laws, the stigma faced by sex workers in Malta and the lack of knowledge and consequentially adequate support provided to sex workers in Malta. The committee recognises that legal reform must be accompanied by a National Strategy and Action Plan on Sex Work grounded in an understanding of the complexities and intersections of sex work. The National Strategy and Action plan will inform programmes and services for sex workers and an approach that reflects sex workers’ lived realities.

In 2020, the Human Rights Initiatives Unit within the Human Rights Directorate was established to centralise Government efforts against human trafficking and spearhead the sex work reform. The need for a centralised unit has also emerged through the Consultation feedback to achieve better results in this sector, pursue effective policy initiatives and engage governmental and non-governmental stakeholders in the field. In addition to this Unit, the Technical Committee also identified the urgent need for the relevant authorities to set up a support service that focuses entirely on the needs and issues of sex workers. This service was set up within the Foundation for Social Welfare Services in 2020 who hired the relevant social welfare professionals.

Beside the Public Consultation process, the Technical Committee held other consultation meetings, including with civil society organisations in Malta and abroad, individual sex workers who work in Malta, trade unions representatives and representatives from the public sector, especially from services of immediate relevance to safeguarding the wellbeing of sex workers in Malta.

The Prostitution Reform Act Bill being proposed is informed by the consultations and recommendations mentioned above. This bill aims to decriminalise prostitution, safeguard the rights of sex workers, and protect them from exploitation whilst promoting their welfare and safety in a manner conducive to public health and implements other ancillary reforms. It is to be noted that the proposed bill will not legalise or regularise brothels. Pimps, traffickers, and violent clients will continue to be punishable by law. The proposed bill is centred around the protection and wellbeing of sex workers.

To date, only one study, commissioned by NCPE[[16]](#footnote-16), has fully concentrated its efforts on local understandings and implications of FGM. Whilst the negative implications on victims’ physical health are universal and cannot be disputed, the psychological implications of this practice are more subjective. The study hints at the interesting argument of cultural relativism, and the fact that Malta’ prohibition of this practice might cause more emotional distress in the culturally-sensitive person than if she were to undergo the procedure itself. Thus, state comments on the impact of criminalisation of FGM are inadvertently biased towards Maltese norms and the country’s Western interpretation human rights. Nevertheless, migrant women who were interviewed in this study expressed their opposition to this practice even though they were brought up in the cultural narrative which sustains its perpetration.

1. **Please share information on the health and other type of responses provided by the State and/or other actors in your country/ies or regions in focus to survivors of each/some of the aforementioned forms of violence. Please assess what works well and not so well, and whether COVID-19 impacted response and how.**

Health responses to GBV are largely provided by public health services through primary health care centres and the A&E department. These services are often the first points of contact for victims and also serve as a gateway for social, therapeutic and legal service provided by the state and non-governmental organisations. For example, victims of sexual assault and sexual violence are supported by the SART if they so wish, efficiently expanding standardised medical responses to include social work, therapeutic and legal interventions as well. Victims of DV also benefit from specialised state services, including the Domestic Violence Unit within the Foundation for Social Welfare Services (FSWS) and the Gender-based Violence and Domestic Violence Unit within the Malta Police Force. For other forms of GBV (e.g., FGM), victims benefit from more generalized victim support and advocacy services provided by both the state (e.g., Victim Support Agency and Legal Aid) and non-governmental organisations (e.g., Women’s Rights Foundation and Victim Support Malta). National assistance to national and foreign trafficking victims is provided by Aġenzija Appoġġ, a government office within FSWS that also works closely with NGOs as well. Specialised social workers at Appoġġ assess the long-term needs of each victim.

Article 12(c) of the Victims of Crime Act provides a list of minimum services for victims of crimes, amended in 2018 to include medical treatment and protection measures against the risks of intimidation and retaliation. The Minor Protection (Alternative Care) Act covers various aspects of child protection, including a review of the childcare system, protection of children during judicial procedures, the availability of children’s advocates and issues related to foster care.

The Victim Support Agency (VSA) composed of a multidisciplinary team which includes members of the Police, Probation and Parole, Psycho-Social Professionals, Legal Professional and Public Officers, acts as the National Contact Point for Victims of Crime. It can thereby provide for information on ongoing cases, notifications in cases where the aggression is released from custody, emotional support, and legal guidance (see LN 418 of 2020). A service user may either opt to go directly to the VSA or else be referred. Service users referred to Emotional Support are assessed by the Case Officer and a care plan is developed and monitored. The objective of the VSA is to restore the former quality of life which can be lost due to the traumatic experiences caused by the Criminal Offence. Some services may also require specialised attention and are referred to other entities qualified and capable to provide for specific professional services.

Despite the myriad of free services available for victims, fragmentation and insufficient collaboration were found to jeopardise their quality. A number of interagency protocols and memoranda of understanding are already in place to facilitate victims’ timely access to services and allow collaborative multidisciplinary interventions. The second national strategy on GBV and DV plans to further introduce tried and tested means with which to improve such services, especially through the MARAM mechanism and multiagency guidelines.

The Covid-19 situation in Malta led to restricted access to services at a time where GBV (especially DV) was on the increase. Induced aversions to health settings, restricted travelling and partial lockdowns fueled this imbalance in service demand and supply. Nevertheless, a number of measures were taken to make up for restricted access, including (CGBVDV, 2021):

* a shift from face-to-face interventions to phone and online contact to ensure the continued delivery of support services
* the Courts given the power to order the hearing of urgent cases which included cases of DV, despite their closure during the partial lockdown
* continuation of risk assessments by the social workers at the police stations when a person filed a DV report at the district stations or online, as required
* The Ministry for Social Accommodation extending its Private Rent Housing Benefit Scheme to victims of DV, thus giving them the opportunity to leave their homes as opposed to remaining confined with their perpetrators
* government entities and non-governmental organisations launching helplines to broaden the support available to victims of GBV and DV during the partial lockdown period
* dissemination of informative material such as posters, leaflets, and business cards with the contact numbers of service providers to pharmacies, supermarkets, grocers, banks, local councils, police stations and healthcare centres across Malta and Gozo
* airing of radio clips with informative messages as part of the ‘COVID awareness raising campaign’
* awareness raising campaigns about how homes might not be safe for all during the partial lockdown period and thus encouraging persons experiencing abuse to seek help and report.

1. **Please specify the budget allocated in your country/ies in focus, to health related response to survivors of all/some forms of violence mentioned above. Please indicate the percentage of the national budget devoted to this; the percentage of the international aid provided or received for this. Please explain the impact of Covid 19 to the funding of responses to all/some forms of violence in your State/institution.**

Not Applicable.

1. **Please describe the needs of survivors of the abovementioned forms of violence as identified by your State/institution. Please share survivor-self identified needs and those of their families, with a focus on health emergency and long-term needs.**

Victims of human trafficking who are no longer under their traffickers’ control generally find themselves in a position of great insecurity and vulnerability. Two common features of victims’ situation are helplessness and submissiveness to the traffickers, due to fear and lack of information about how to address their situation. As a result, victims are to be given counselling and information, in particular as regards their legal rights and the services available to them, in a language that they understand.

According to the Basic Principles on the right to an effective remedy for victims of trafficking in persons, the right to an effective remedy is considered to include restitution, compensation, rehabilitation, satisfaction and guarantees of non-repetition. All victims of trafficking require access to appropriate and effective remedies, starting with access to justice. The provision of effective remedies serves multiple purposes. The remedy of compensation, for instance, for any injury, loss or harm sustained, can provide critical support in victims recovery and empowerment, help their social inclusion, and prevent re-victimisation. The remedy of rehabilitation can similarly help in victim’s recovery, as well as social inclusion.

Children also need special support to access remedies, the best interests of the child being the primary consideration in all actions concerning child victims. In fact, the appointment of legal guardians to represent unaccompanied or separated children plays a vital role in enabling child victims to access justice and remedies. Furthermore, facilitating family reunification can be an important element of restitution. For transnational crimes such as human trafficking, effective international co-operation is essential for fulfilling the obligations regarding the right to justice and effective remedies. This also includes co-operation in tracing and seizing criminal assets, and in returning confiscated proceeds for the purpose of compensation.

With regards to other GBV, through inter-ministerial committee discussions, general developments and needs are noted, these include safety, housing, employment, social benefits, access to childcare as the most common needs expressed by service users. These vary according to individuals and the type of violence they experienced.

1. **Please share examples of good practices and examples of comprehensive health responses to survivors of violence and indicate efficient multi-sectorial efforts at the community, national, regional and international levels by State or non-State actors.**

Primary health-care professionals working at Malta’s public health services have an information booklet at their disposal which specifies the standardised procedures with which to identify victims of domestic violence, preserve evidence of violence in documents and make reports to the police. A separate standardised care path applies to the management of rape and sexual assault cases. Both paths bring in other professionals (e.g., social workers and police officers) for case management in order to provide service users with the most holistic, effective and efficient treatment. The pending establishment of multiagency guidelines and MARAM are to improve on these practices and adapt them to other forms of violence for which no standardised protocol is available in healthcare as of yet (e.g., FGM).

At the regional level, when it comes to children subjected to the crime of THB, reference must be made to the Nordic Barnahus model. Children exposed to violence and abuse are highly vulnerable and in need of multiple services. Consequently, there is a growing international recognition of the increasing need for child-friendly multi-disciplinary and interagency services to be made available for child victims and witnesses of violence. The Nordic Barnahus model, which has been implemented in the Nordic countries, attempts to meet the child’s needs by offering various services in a child-friendly environment and “under one roof”. The name Barnahus, which means “a house for children”, originated in Iceland in 1998, and its development was built on the experience acquired from the Children’s Advocacy Centres in the USA. The model combines multidisciplinary and interagency services and is designed to respond to child violence and witnesses of violence. The need to implement such a model arose out of the long-lasting concern for the protection of children at risk and for the way children’s needs were being left unmet during criminal investigations. The lack of coordinated follow-up services for children and families that request treatment and support related to the child’s experience also fuelled the drive to come up with such an approach.

The result of the work conducted under the Barnahus Model shows similarities with the Children’s Advocacy Centres in the USA but differs in two important aspects. Firstly, the Barnahus Model became part of the judicial system in the sense that the child’s testimony was given under circumstances that conformed with the principles of due process. This allowed the child not to repeat his or her statement multiple times, nor risk being subjected to confrontation in a courtroom should the case be prosecuted. In fact, a key role of the service offered in the Barnahus Model is assisting the production of valid evidence for judicial proceedings by eliciting the child’s confession. Secondly, the Barnahus Model became vital in the institutional landscape of the child welfare system, ensuring the rights to publicly funded services that should be made accessible to all children without any discrimination. In this regard, the child receives support and assistance, including medical evaluation and treatment and therapeutic evaluation and treatment. The common criteria of the Barnahus Model are the following:

1) Forensic interviews carried out according to an evidence-based protocol

2) The evidentiary validity of the child’s statement by appropriate arrangements in line with the principles of ‘due process’

3) Availability of medical evaluation for forensic investigative purposes, as well as to ensure the child’s physical well-being and recovery

4) Availability of psychological support and short- and long-term therapeutic services for trauma to the child and non-offending family members and caretakers

5) Assessment of the protection needs of the victim and potential siblings in the family. [[17]](#footnote-17)

Today, the model is recognised by the Lanzarote Committee at the Council of Europe as a good practical example for a child-friendly multi-disciplinary response. In the 2015 implementation report, the Committee of the Parties to the Lanzarote Convention referred to the Icelandic Barnahus Model as an example of a promising practice whereby the activities are based on a partnership between the State Police, the State Prosecution, the University Hospital and the local child protection services, as well as the Government Agency for Child Protection which is responsible for its operation. The basic concept of the model is to avoid subjecting the child to repeated interviews by various agencies in different locations.[[18]](#footnote-18)

1. **Please describe State and other actors initiatives and measures to prevent these forms of violence, specific budget allocated to prevention, and good practices in this regard.**

Moreover, in 2015 Malta introduced the Gender Identity, Gender Expression and Sex Characteristics Act which established the right for all citizens as well as refugees, and those with protected status, to gender identity and bodily integrity, after sexual orientation and gender identity protections were introduced in 2012. A law based on the principles of self-determination and de-pathologisation that greatly facilitated access to legal gender recognition for trans persons, both adults and children, and that, among other provisions, also extended protection against hate crimes to the grounds of gender expression and sex characteristics. This Act also introduced the possibility for those in detention who could not access legal gender recognition in their country of origin, to be treated according to their gender identity throughout the period of detention. The Correctional Services also adopted a policy on the treatment of trans, gender variant and intersex inmates. This ensured the full respect of the right to gender identity in areas such as which section of the prison the inmates were housed; the clothing they were allowed; the way body searches were conducted as well as access to support services.

A policy on trans, gender variant and intersex students was also adopted by the Education Department ensuring that trans and gender variant students were able to safely transition. Supporting measures accompanying this policy included the training of student support service professionals and educators and the dissemination of educational resources in schools.

In 2018 mainstreaming efforts were also extended to the sphere of health with the setting up of a Gender Wellbeing Clinic managed by a multi-disciplinary team of healthcare practitioners. The Clinic adopted a model of healthcare based on informed consent and since its inception has seen over 250 referrals. Over the past two years the Ministry for Equality in partnership with the Ministry for Health has also been involved in a capacity building project called TRANSFORM, providing training to healthcare practitioners to ensure inclusive healthcare practices as well as a specialised website on trans healthcare.

Prevention of all forms of violence increased with the legislative amendments carried out in 2018, bringing the Maltese legal framework in line with the Istanbul Convention. Shifts in onus and harsher penalties are meant to serve as deterrence for potential offenders. Additionally, CGBVDV and other stakeholders are tasked with investing in public awareness raising campaigns on all forms of violence. The aims of these campaigns are to educate society to recognise, condone and actively act against the perpetration of GBV, with hopes to one day achieve zero-tolerance towards this form of crime. Examples of prevention campaigns for this year alone include:

* #ilkollumani / #weareallhuman: A campaign aimed at raising awareness on gender-based violence in LGBTI relationships through raw videos featuring messages from members of the LGBTI community
* Stickers on beauty products and messages on advertisement spaces on milk cartons to raise awareness on access to Malta’s national helpline
* “Id-diżabilita’ tiegħi ma ttikx id-dritt li tabbużani” – “My disability does not mean consent for abuse” – A campaign aimed at raising awareness on the intersectionality in gender-based violence and disability through raw videos featuring messages from persons with a disability
* The Many Faces of Violence: A series of animated videos featuring exrepts from interviews with victims of domestic violence to raise awareness of their realities
* Il-Vuċi Tiegħek Tista’ Teħilsek/Your Voice Can Set You Free: The Commission’s chosen theme for the 16 days of activism, during which numerous activities take place, including information sessions, training for professionals and collaborative activities amongst stakeholders (e.g. donations of books by the National Book Council to various shelters)
* Piloting of Safe Dates Programme: This programme is being piloted in national schools as part of the Personal, Social and Emotional Development subject. It aims to educate school-aged young people about the differences between healthy and unhealthy romantic relationships and how to navigate different circumstances.

CGBVDV is financed through two budget lines, one for administrative expenses and general running costs (€290,000.00) and the other which is to be used to implement the national strategy on GBV and DV during 2021 (€75,000.00). In 2020, a dedicated unit was also set up within the Human Rights Directorate, under the Ministry of Equality, Research and Innovation, to monitor the implementation of the National Strategy to combat THB (to be launched) and co-ordinate the work of stakeholders involved in the fight against this crime. The Directorate also carries out research and awareness raising on this phenomenon. The budget allocated from national funds in 2021 for these purposes was that of €300,000.

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