



#StepUpWAVE #MigrantWomen #NoWomanIsIllegal

Checklist – How Accessible Is your Service for Undocumented Migrant Women and Women with Insecure Status?

Key Questions	yes	no
1. We do not turn women away from our service because they are undocumented.		
2. We do not turn women away from our service because they do not speak the country's official language.		
3. We provide training to our staff on how to support and advise migrant women, including those without status.		
4. We actively seek to recruit, hire and retain staff from migrant backgrounds.		
5. Publicity material about our service is available in multiple languages with visual imagery		
6. We use interpreters, when needed.		
7. We have information available in multiple languages through a free and confidential hotline about how to access our services, and where else migrant women might turn for assistance.		
8. Our publicity material is available at centres/organizations working for undocumented migrants and have a presence in areas which undocumented migrant women congregate.		
9. Our services are grounded in a universal fundamental human rights approach and the interests of undocumented migrant women are integrated into our development plans.		
10. We explain confidentiality and where our services lie in relation to immigration authorities.		
11. We meet women face to face and are aware of possible types of immigration status (refugee, asylum seeker, on visa, undocumented).		
12. When assessing migrant women's situation and needs, we are aware of familial and intimate partner relationships within and outside her current country of residence.		
13. We check promptly a woman's physical needs and possible injuries, and are aware that she may never have been to a hospital or seen a health professional, and may not be familiar with how to access health care services.		
14. We address needs arising out of destitutions, such as food, baby diapers, toiletries, bus fare and medication.		
15. We immediately seek to ensure a migrant woman has safe accommodation, looking at all possible options including women's shelters, bed and breakfasts, social services, asylum support, women's hostels, and safe friends.		
16. We support migrant women in accessing an immigration lawyer, and follow up to see what advice has been given.		
17. We provide migrant women a safe base, phone contact and regular meeting place to coordinate their support and assist her in tracking her progress.		
18. We have established cooperation with agencies and networks working for undocumented migrants		
19. When cooperating with other agencies or with the authorities, we are careful about confidentiality issues and do not disclose a woman's migration status		
20. We assist migrant women in finding a doctor or other health professional as soon as possible to provide physical and mental health support, and to provide evidence about health concerns arising out of violence that may be relevant for criminal, civil or administration proceedings.		
21. We don't assume migrant women know how systems and agencies work, and support them in contacting the relevant agencies in advance, with clear instructions, and with back up numbers in case they are lost or confused.		
22. We collect data on the needs of undocumented women and include them in research initiatives on prevalence of violence against women.		

23. We explain the immigration system as it is relevant to a woman's situation, her rights as a woman and the role of the police.		
24. We do not make assumptions about a migrant woman's religious practices and beliefs, or whether she has a faith or not.		
25. We do not use the immigration system against the perpetrator to protect a woman, and instead make use of criminal or civil law solutions.		
26. When taking phone referrals, we get as much detail as possible and provide as much information as possible in the first call, and do not assume that she will be able to call again.		
27. We work with migrant women to find out what the most suitable form of specialist agency or support would be for her, whether, for instance, a phone line for women of a certain ethnic group, or a local friend she trusts.		
28. We know that it is as important how we make a migrant woman feel, as how well we support her safety: valued, respected, believed.		
29. We are aware of racism in the institutions she needs help from, and experiences she may have had with the police, as a migrant woman who may also belong to a minority, in her country of residence as well as in her country of origin.		
30. We provide mandatory training to frontline staff on the issues, rights, experiences and barriers faced by migrant women with insecure migration status.		
31. We research ways in which we can fundraise, secure funding for and authorise migrant women's access to our service.		
32. We recognise the need to find long-term solutions for supporting migrant women experiencing gender based violence, and engage in campaigning to minimise the risk of women being forced to choose between living in violence or facing deportation and destitution.		
33. We recognise that migrant women's mental and psychological health is often overlooked, and work to support women in obtaining referrals to mental health support as a priority through a variety of specialist group work, therapy and counselling.		
34. We have developed protocols for staff working for undocumented migrant women on how to deal with complaints of gender-based violence and how to refer women to specialist support services		
35. We are lobbying funders for financial resources to make our service more accessible, for instance, in cases when women do not have recourse to public funds they can still stay in a shelter because of alternative available funds		
36. We have ongoing expert advice on how to make our service more accessible for undocumented migrant women		
37. In multi-agency training, for instance with police and justice, we include the needs of undocumented migrant women		
38. We respond to and consider the experiences of migrant women with insecure status in developing our service		
39. We are engaged in awareness-raising about the rights of undocumented migrant women through community outreach, empowerment and peer learning initiatives		
40. We are supportive of international and regional monitoring and reporting mechanisms to guarantee undocumented migrant women's rights		
41. We employ regular drop-in services for undocumented migrant women to develop knowledge and understanding of gender-based violence as well as provide information about legal aid and housing		
42. We offer group information sessions for undocumented migrant women to share experiences and respond to questions		
43. Our website is "perpetrator safe" by providing an option to 'hide the visit' so it cannot be traced via browsing history.		
44. In material for survivors in high-risk situations, there is also specific information for undocumented migrant women on effective survival and exit strategies, and on available services for their support and assistance		

This checklist is intended to stimulate discussion about how you could improve your service for undocumented migrant women. We are keen to hear any ideas or feedback you may have on this questionnaire or on your campaign addressed to kelly.blank@wave-network.org.

Reference: Safety4Sisters (2016), Migrant Women's Rights to Safety Pilot Project, UK. (Available at <http://www.southallblacksisters.org.uk/wp-content/uploads/2016/11/Safety4Sisters-North-West-Report.pdf>)