

Services offered by the Ministry of Gender Equality, Child Development and Family Welfare

Family Support Bureaux

The Ministry of Gender Equality, Child Development and Family Welfare (MGECDFW) offers its **services** to victims of Gender-Based Violence (GBV) and to people having family problems through an institutional mechanism: Family Support Bureau (FSB).

Currently, there are **six regional** Family Support Bureaux (FSBx) around the island falling under the aegis of the **Family Welfare and Protection Unit**. The opposite table depicts the **list** and **contact numbers** of the FSBx.

Opening days and hours of FSBx

Monday to Friday- from 0900 hrs to 1600 hrs.

Domestic Violence and **Family problems** can be reported through the hotlines **139** and **119** respectively.

Services

These FSBx offer services such as:

- (1) first hand counselling;
- (2) psychological counselling;
- (3) legal advice;
- (4) assistance to victims of domestic violence; and
- (5) counselling services to perpetrators.

	Name of Family Support Bureau (FSB)	Domestic Violence (Number)	Family Counselling (Number)
1	Port-Louis FSB 2 nd Floor, SILWF Building, Edith Cavell Street, Port-Louis	213 0001 213 0002	213 0737
2	Flacq FSB Flacq Women Centre, Royal Road, Flacq (near Auguste Volaire Stadium)	413 6467	413 2322
3	Goodlands FSB 2 nd Floor, NPF Building Royal Road, Goodlands	283 3000	283 7240
4	Bambous FSB Royal Road, Bambous	452 1200	452 5081
5	Phoenix FSB National Women Development Centre, Royal Road, Phoenix	698 3609	697 9940
6	Rose-Belle FSB Mohun Building Mongelard Road, Rose Belle	627 2829	627 8089
HOTLINES		Domestic Violence: 139 Family Problems: 119	

(1) First Hand Counselling

Family Counselling Officers and Family Welfare and Protection officers provide victims of GBV with information such as: what are their rights; the law pertaining to domestic violence; and services offered by FSBx.

(2) Psychological Counselling

Victims and perpetrators undergo psychotherapy sessions in strict confidentiality with **Psychologists**.

(3) Legal Advice

A **Legal Resource Person** provides victims and perpetrators of GBV with information on matters pertaining to legal issues.

(4) Assistance to victims of domestic violence

Family Welfare and Protection Officers assist victims of domestic violence to the nearest District Court for application of **Protection/ Occupation/ Tenancy** orders under the **Protection from Domestic Violence Act (PDVA)**.

(5) Counselling services to perpetrators

According to the Protection from Domestic Violence (Amendment) Act 2007, District Court Magistrate can refer perpetrators of domestic violence for Psychological counselling to FSBx.

Police Family Protection Unit (PFPU)

In addition to the six regional FSBx, the Ministry of Gender Equality, Child Development and Family Welfare maintains an inter-agency coordination and interact with the Police Family Protection Unit (PFPU) to deal with cases of domestic violence.

- The PFPU enforces the Protection from Domestic Violence Act;
- Victims are offered support and are advised on court procedures, and assisted in courts for application of Protection/Occupancy/Tenancy orders in accordance with the PDVA; and
- The PFPU refer victims of family violence for psychological support, counselling and legal advice to the respective FSB.

The PFPU provides its services on a regional basis as follows:

PFPU	Contact Numbers
Head Quarters	210 2116 / 210 2122
Abercrombie	217 3379
Piton	264 9133
Moka	433 2289
Rose Belle	627 2840
Rose-Hill	466 2212
Vacoas	696 4058 / 59
Flacq	401 1325
HOTLINE	251 2730

Hotlines of the Ministry of Gender Equality, Child Development and Family Welfare

Domestic Violence		139
Family Problems		119
Child Abuse		113

OTHER HOTLINES

SAMU		114
Police Emergency Assistance		112
Police Information		999
Life Plus Unit		188 4665310
Police Hotline		148
Fire Services		115
Welfare and Elderly Persons Protection Unit		172 199
Environment Police		2105151 2105252
CEB		130

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Child Development Unit (CDU)

The CDU deals with the cases of:

- (a) Child Abuse
- (b) Child Abduction
- (c) Foster Care
- (d) Tardy Declaration
- (e) Early Childhood Development (ECD)

Intervention is carried out:

- To make enquiries where it is suspected that a child is being exposed to harm or danger.
- To provide advice and counselling to parents with problems leading to ill-treatment of children.
- To make and keep regular contacts with problem families with a view to ensuring that the children are not exposed to harm of any kind.
- To brief District Magistrates on cases requiring Emergency Protection Orders and Committal Orders.
- To provide information to the public at large about the Child Protection Act and the possible consequences of non-compliance with the provisions of the Act through talks, lectures, seminars,

and workshops in Youth Clubs, Schools, Social Welfare Centre Community Centres etc.

Types of Services offered by the CDU

- Intervention into cases of child abuse
- Counselling
- Legal Advice
- Rehabilitation & Reintegration of Children in their Families
- Placement of children in place of safety
- Psychological support
- Referral services

Emergency Contact Numbers

Child Development Services		
Hotline		113
Child Protection Services (CPS)	Port Louis	213 0668
	Goodlands	283 4900
	Bambous	452 5900
	Flacq	413 1390
	Rose Belle	627 1600
	Vacoas	698 3700