



NATIONAL CENTER AGAINST VIOLENCE

Leave a safe future to the next generation



REPORT 2022-2023

MAIN GOAL

To influence the creation of an effective system that ensures the safety, inviolability, and independence of everyone, as well as the protection of survivors.



The National Centre against Violence



The National Centre Against Violence
The first organisation in Mongolia established in 1995 with the aim to protect women and children - survivors of domestic and sexual violence is the first, and to provide support and services to those affected.

A non-profit, non-governmental organisation that is serving the public interest, independent of any political parties and religious sects.



1 Shelter

1 Training and Counseling Center

5 Programmes

It operates with a combination of direct services and policy advocacy.

NOW IN ITS 29TH YEAR OF
continuous operation.



SERVICES PROVIDED BASED ON THE RIGHTS AND NEEDS OF VIOLENCE SURVIVORS



Temporary shelter



Psychological counseling and support



Social work services



Legal advice and legal assistance



Mediation services



Hotline for emotional support



Chatbot and online counseling



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PREFACE




Arvintaria N., Director

The primary goal of our organisation is to ensure the rights of everyone to safety, integrity, invulnerability and independence, as well as to advocate and influence the creation of an effective system for the protection of survivors of gender-based violence (GBV). Within the scope of this goal, the National Center against Violence (NCAV) provides comprehensive, tailored services at a professional level based on the rights and needs of children and women – survivors of violence. We cooperate with experts in other fields to eliminate legal loopholes and any distortions found during the provision of services. Continuously, we carry out evidence-based advocacy activities aimed at creating survivor-centered services and effective protection.

Over the past two years, we have provided counseling to nearly 7 thousand people on preventing and overcoming GBV, placed 285 people under protection in our temporary shelters, and provided professional training and employment to 48 individuals. Additionally, we have expanded cooperation with governmental, non-governmental organisations, and the private sector in the areas of training and retraining of specialists responsible for providing services to survivors of domestic violence. We provide them with support and guidance in professional methodology, while disseminating information on the prevention of domestic violence, and providing protection in our temporary shelters for survivors. In this context, nearly 3 thousand people, including multidisciplinary team members, temporary shelters and one-stop service centre (OSSC) employees, detectives, lawyers, teachers, civil servants, and non-governmental organisation employees, have been provided with the knowledge and skills to prevent and detect domestic and sexual violence and provide first-aid services to survivors. Classroom and on-the-job trainings have been organised in collaboration with relevant government organisations and independently by NCAV.

Notable progress has been made in Mongolia in the field of combating GBV and protecting survivors. For instance, in 2022, the Law on Legal As-



sistance and the Law on Criminal Procedure were revised and approved, respectively. These revisions opened legal opportunities for survivors of domestic violence, human sexual freedom and inviolability, and crimes against children to receive free legal assistance. Additionally, regulations for determining the degree of psychological harm caused by crime and establishing a compensation have been legalised.

The Labour Law, which came into force on January 1, 2022, requires employers to maintain employment for up to one year of employees who are under the protection of witnesses and/or survivors. Moreover, in addition to the prohibition of discrimination, harassment, violence, and sexual harassment in the workplace and other labour relations, employers are obliged to support the employee's work-life balance, and to implement child-friendly and child protection policies.

The Law on Personal Data Protection, which came into effect on May 1, 2022, establishes the basis and procedure for the collection, processing, use, and security of personal information, which is followed in our daily activities.

I am happy to mention that many improvements have been made on a practical level as well. For example, the “Combating Gender-Based Violence” project, jointly implemented by the Government of Mongolia and the UNFPA with the financial support of the Swiss Development Agency, was successfully completed in 2023. The project contributed to strengthening the capacity of government agencies from the grassroots levels to the local and national levels to prevent and respond to GBV, including domestic violence, coordination and institutionalisation of multi-sectoral collaboration, increasing and extending services and support for survivors. It is gratefully noted that it has made a significant contribution to ensuring stability, promoting equal social norms, and increasing public knowledge and understanding.

We would like to express our sincere gratitude to everyone from governmental and non-governmental organisations, international organisations, academics and experts, and our colleagues, donors, funders, and supporters who all are contributing to combating and preventing GBV, creating a survivor-centered legal environment, and strengthening services.

We wish all the best to our dear clients who have come to us in hope and trust.

2022 HIGHLIGHTS

- NCAV commenced working as a member of the Civil Society Council, tasked with supporting the activities of the National Human Rights Commission (NHRC).
- Monitored the implementation of duties of academic institutions mandated by the Law on Combating Domestic Violence (LCDV) and discussed the results.
- Collaborated with representatives of national non-governmental organisations to prepare a shadow report for the 82nd session of the UN CEDAW Committee.
- Trained 5 specialists of the Centre as national trainers to enhance the capacity of the Multi-disciplinary Team (MT), while 2 specialists obtained the master's degree in law by researching the legal environment of their professional field.
- Contributed to the development of the “Helping Child Survivors of Sexual Violence” manual commissioned by the NHRC, and served as the manual trainer at the regional training.
- Organised capacity building training in 11 provinces for specialists of OSSCs providing services to survivors of domestic and sexual violence.

- Achieved approval and implementation of the procedure for determining the degree of damage caused to the human psyche as a result of a violent crime, and establishing compensation systems.
- Trained 2 NCAV specialists as trainers of the mid level course of “Gender Analysis and Policy Planning” organised by the National Committee on Gender Equality (NCGE).
- Renovated the office building to provide comfortable services for customers and good working conditions for employees.
- Received the Central Asian Economic Cooperation Programme (CAREC) award.
- 5 experts participated in the training of trainers to empower the experts of the multi-disciplinary team (MT) organised jointly by the Ministry of Labour and Social Protection (MoLSP) and the Ministry of Justice and Internal Affairs (MoJHA).
- Won bids for the provision of temporary care services in 2022 and 2023, signing agreements with the state for the provision of temporary shelter services.
- Initiated the piloting of integrating mental trauma-based services in temporary shelters.
- Signed a cooperation agreement with Sky Hypermarket LLC.

The “Legal Reform” programme contributes to improving the implementation of the LCDV by providing basic legal advice and legal assistance to survivors, conducting case monitoring and partial law enforcement monitoring, empowering legally-bound experts, and engaging in policy advocacy.

As part of this objective, partial monitoring has been conducted since 2018 to monitor the implementation of relevant laws aimed at combating domestic violence and proposing specific solutions to address issues in policy and practice. The results have been published in a report and are utilised in our advocacy work.

Monitoring

Article 14 of the LCDV outlines the functions of educational institutions. We monitored the implementation of the law in 11 schools in the capital and local areas. According to requirements, the curricula and standards must include information on non-violent conflict resolution, self-protection knowledge, communication skills, and their application. Furthermore, we evaluated the implementation of violence prevention procedures in educational environment and dormitories.

Key findings from the monitoring report

While it is commendable that the curriculum and standards of secondary education include content on non-violent conflict resolution, the LCDV provisions regarding to “self-protection knowledge and communication skills” are not fully and clearly reflected.

There is significant peer bullying and stressful conditions in the school environments for children, yet there is a lack of methodology for prevention and support for abused children. Schools do not adequately train teachers and staff in boarding schools. Furthermore, due to insufficient beds in boarding schools, herdsman often leave their children alone in the centre of a soum with a ger, which in turn puts the children at risk.

We developed recommendations based on the results of the monitoring, and invited relevant parties to participate in the discussion.



Consultation meeting: Presentation of the monitoring report

Subsequently, the III National Conference “Right to Education: Dormitories” was jointly organised by the Government Secretariat, NHRC, the National Coalition of Civil Society organisations – “All for Education”, the Human Rights - Advanced Policy Institute, the Human Rights Subcommittee of the Mongolian Bar Association, and the Lawyers Without Borders NGO. At this conference, the monitoring results and recommendations were presented and discussed.

**Сурч боловсрох эрх:
Дотуур байр**

Үндэсний II зөвлөгөөн

Эдгэр эгчүүд хүүхдээ унаанд дайгаар явуулчих гэдэг. Дотуур байрны багш бүтэжээ авчад л явуулснаар өөр арга байдаггүй. Бага насны хүүхдийн хувийг зараас гаргт зарчихч орон нутагт хэрэгжээгүй. Дотуур байрны багш, ажилтнууд бэлгийн нууцчилалдгүй хэлэлцээнд эргэн харжарцаж, жижиг хүүхдүүр арга хэмжээ авахаа мэдээгүй, арга хүй маш дутмаг байна эхрэг судалгааны үр дүн гарсан. Байгууллагын сайбар жондройн мэдээлэлээг тусгажарцаж, тусламжарцаж дотуур байрны сруулмаар байна.

С.БАЙГАЛМАА
ХҮЧИРХИЙЛИЙН ЭСРЭГ ҮНДЭСНИЙ ТӨВИЙН ХӨТӨЛӨӨРИЙН МЭНЭХЭР



S. Baigalmaa, Programme Manager of NCAV, presenting the monitoring report at the II National Conference “Right to Education: Dormitories”.

One. Legal reform programme

In the event that any law or regulation reform is related to the implementation of the LCDV, we prepare the necessary recommendations and submit them to the relevant working groups without delay, and strive to reflect the voices of survivors in government policies and decisions.

In the past, drafts of proposals for amendments to the Criminal Law and the Law on Infringements have been developed and submitted to the work-

ing group. We took part in the discussions organised by the MoJHA, and as a result, some of the proposals related to the liability for domestic violence cases were withdrawn by legislators.

The revised draft of the Law on Child Protection (LCP) and 23 propositions to be included in the submitted bills were prepared and submitted to the legal working groups of the MoLSP and the Standing Committee on Social Policy of the Parliament. Upon a request to the Minister of the Labour and the Social Protection, we were granted the place in the sub-working group responsible for preparing the revision for the LCP, discussions at the Standing Committee and the general session of the Parliament, and we worked to influence the formulation of the proposal into the draft law.

Formulations of proposals to be included in the revised draft of the Family Law were developed and submitted to the MoJHA, and were presented at the meeting organised by the MoJHA and MoLSP.

We prepared policy proposals to be included in the “Procedures for calculating variable costs per person in temporary protective placement services” project on child protection service cost norms and financing methods, and submitted them, along with the relevant documents and evidence to the working group established by the order of the MoLSP, along with the relevant documents and evidence.



We reviewed the “Evaluation of the implementation of LCDV and its accompanying regulations” report by the “Sudlaach (Researcher)” NGO and developed recommendations for the report.

We participated in the crime risk research training organised by NSO and prepared and submitted suggestions for the research questionnaire. Also, suggestions were developed and submitted to the draft standards “Standards for the Protection of Minor Witnesses and Survivors” developed by the Department of Standards and Metrology.

We joined the working group consisting of representatives from the Na-

tional Human Rights Protection Committee, the MoLSP, NHRC and the National Committee for the Protection of Children to conduct an open inspection of the implementation of relevant laws, rules, regulations, and standards on child rights and child protection in Mongolia. The joint team inspected the activities of day care and welfare centres, prepared conclusions and recommendations, and presented them to the counterparts. The overall results of the inspection were presented at the parliamentary inspection hearing on issues related to the protection and provision of children's rights.

In 2021, we monitored the state of implementation of the duties assumed by the MTs under the LCDV. The results of the monitoring were presented and discussed at the national consultation meeting of the MTs organised by the MoJHA.



Undrakh Z., Programme Coordinator of the Network of Temporary Shelters, presented and discussed a report on “Current situation of social & psychological services provided to survivors of domestic violence, and issues to be considered” at the “Multidisciplinary Cooperation in Combating Domestic Violence” National Conference organised by the MoJHA.



In recent years, the number of people with hearing impairment has been increasing in our centre. One of the main problems faced by these people is the difficulty in making calls, reporting, and providing information in case of assault or violence. Most people with hearing impairment also cannot speak, thus they are still unable to access emergency services. Therefore, to increase the opportunities for hearing-impaired people who have experienced domestic and sexual violence to report and provide information, and to improve prompt response services, NCAV and the National Association of People with Disabilities organised a meeting with the MoLSP to discuss solutions.



Subsequently, a memorandum of cooperation was established with “Hand Pro” LLC, which is designing and developing a virtual sign language interpreter for people who use sign language and those who want to communicate with them. The testing and developing e-technology based calling and information services for deaf people are in progress.

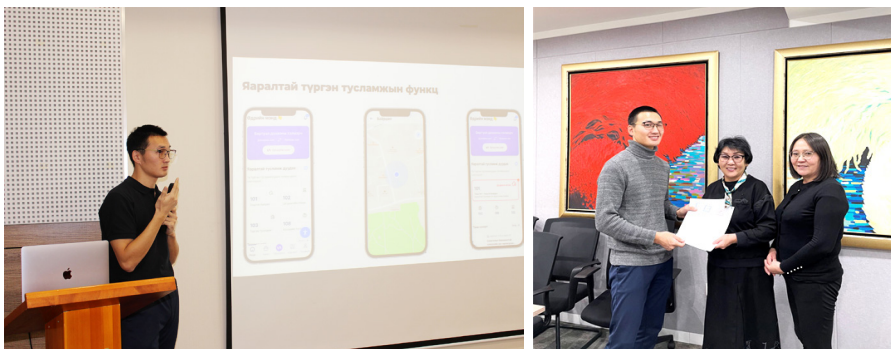


Image. Signing of an MoU with Hand pro LLC

“Making reports and information services accessible to persons with hearing impairments” consultation meeting was organised in cooperation with the NHRC.



Image. Consultation session

SHADOW REPORT

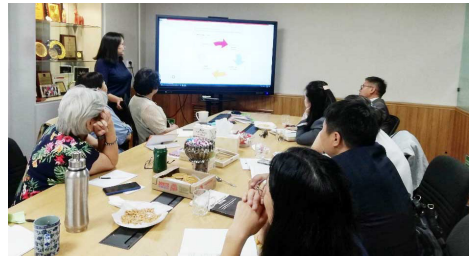
As part of our advocacy work to improve the implementation of the United Nations Convention on the Elimination of All Forms of Discrimination against Women (CEDAW), we worked on the civil society shadow report development and prepared and submitted information on the situation of domestic violence in Mongolia and the measures to be taken in the future.

Our representatives were present at the 82nd session of the UN CEDAW held in Geneva, Switzerland in June 2022. We provided evidence-based responses and additional information to the inquiries of the CEDAW Committee members and jointly developed relevant recommendations to the Government of Mongolia.



Public interest advocacy

With the financial support of the Open Society Forum, under the scope of the “Making Criminal Proceedings Accessible to Citizens with Hearing Impairments” advocacy programme, we selected and empowered plaintiffs, formed a team of attorneys to discuss advocacy strategies, collected information from relevant government agencies, observed and documented cases, and organised consultation meetings of civil society organisations that work on the protection of the rights of the persons with hearing impairments and related government agencies.



Progress has been made in the services of emergency calls and information for citizens with hearing impairments, as the Information and Emergency Management Centre of the General Police Department introduced a service for receiving emergency calls via video call and SMS. However, there are discrepancies in the information provided by government agencies, and there has been no significant change in the issues related to the training of sign language interpreters to participate in the criminal proceedings and hearings, further improving accessibility, and allocating the cost of interpreters and translators in budgets. Therefore, NCAV is continuing its advocacy efforts to achieve real, positive change.

Paralegal Programme

A Paralegal programme was implemented to provide basic legal information and assistance to remote and the most vulnerable survivors of domestic or sexual violence. As part of the programme, 8 people were selected and trained as legal advisors. Trained advisors

have acquired the knowledge and skills to provide basic legal information to abused children and women, explain their legal and basic rights, and liaise with relevant government agencies and law enforcement agencies for the provision of protection provided under laws.

Team of attorneys

The Legal Reform Programme has been working with a team of qualified attorneys since 2010. In addition to providing free legal services to survivors of domestic and/or sexual violence, attorneys also make valuable contributions to establishing court practice for emotional damages compensation and developing proposals for amendments to relevant laws.



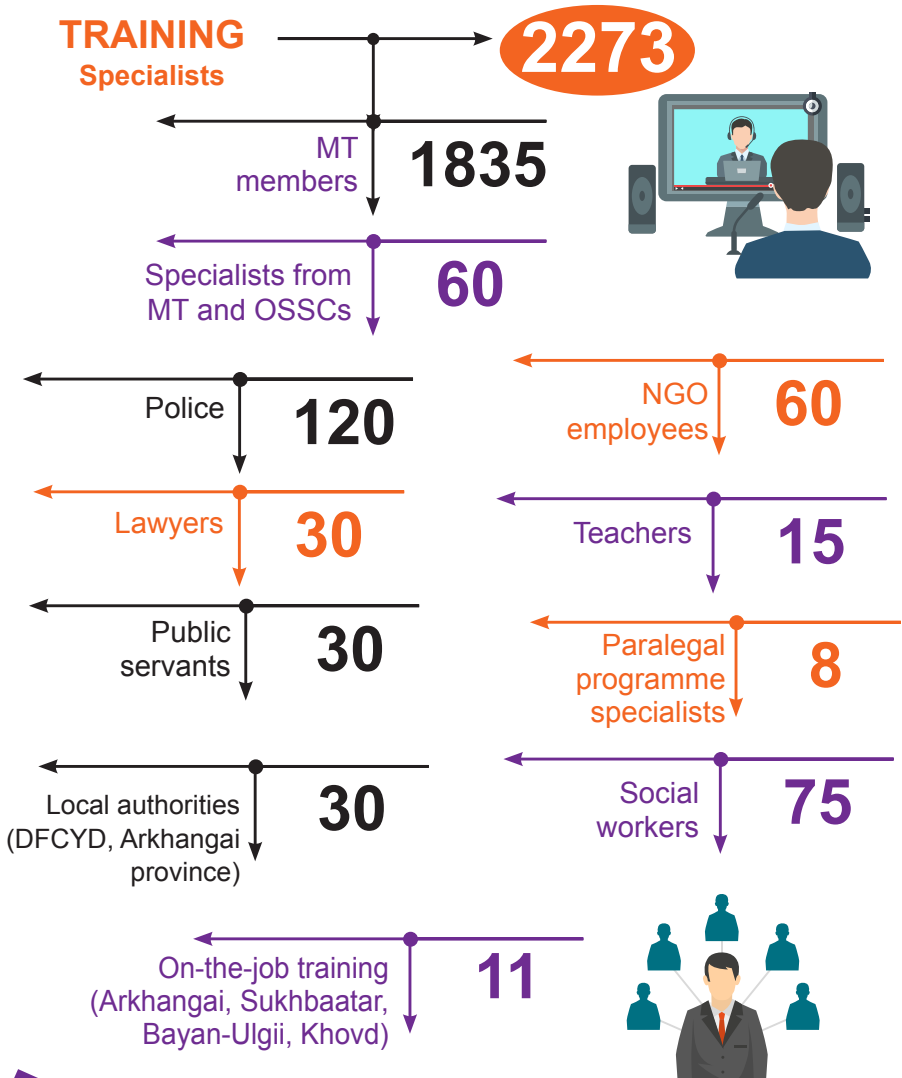
In 2022-2023, our team of attorneys provided free legal services to 45 survivors and successfully helped resolving their cases.

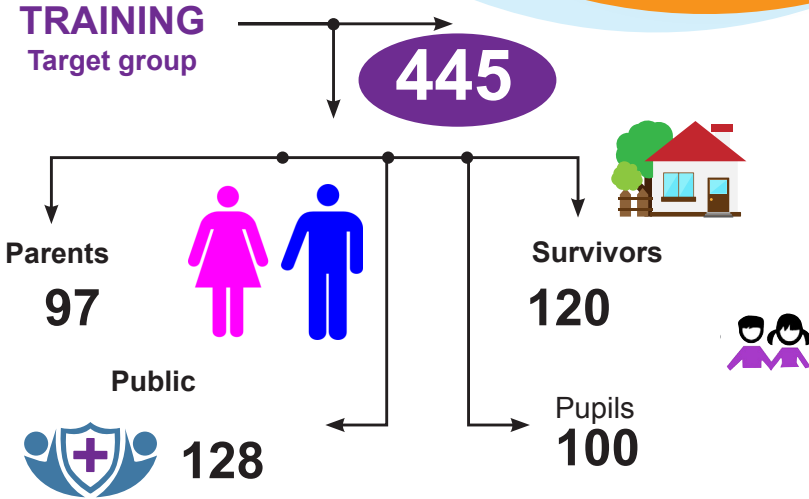
Two. Training, information and methodology programme

According to Article 22 of the LCDV, non-governmental organisations are allowed to carry out following duties on a contractual basis: preparing employees responsible for providing services, retraining or providing professional methodology to them, disseminating information on the prevention of domestic violence to the public, and organising trainings and advocacy activities for public awareness. Within the scope of this clause, our training, information and methodology programme has continuously implemented multifaceted measures in the field of retraining specialists, providing professional methodologies, and disseminating news and information on domestic violence prevention to the public.

Training and information

Training for professionals is organised in the forms of classroom, online, and on-the-job, in collaboration with the government organisations such as MoLSP, the Crime Prevention Coordination Council (CPCC), NHRC, the Legal Assistance Centre, and the Department of Family, Children, and Youth Development. A total of 2,265 specialists and 445 children and women of the target group participated in the training we conducted.





Multi-disciplinary team member empowerment training

Our five experts participated in the “Training of Trainers” organized by the MoJHA. They worked as trainers, contributing to the empowerment of 1,835 specialists from MTs in Bayanzurkh, Songinokhairkhan, and Khan-Uul districts, as well as Darkhan-Uul, Gobi-Altai, Dundgobi, Zavkhan, Orkhon, Arkhangai, Uvurkhangai, Dornod, Sukhbaatar, Khentii, and Govisumber provinces.



Upon request from the Department of Family, Children, and Youth Development of Arkhangai province, a training session was organized to empower local MT members. Thirty-five team members participated in the training, focusing on resolving cases of domestic violence.

Training for lawyers

With financial support from the Mongolian Women's Fund (MONES), a two-day training session was organized for 30 lawyers from the Legal Aid Centre. The training covered topics such as the legal status of human rights defenders, practical application of the Law on Legal Assistance, human rights, gender, the nature of GBV, and methods of providing survivor-centered services.



Training for detectives

In collaboration with UNICEF, we partnered with the NHRC to develop the “Assisting Child Survivors of Sexual Violence” manual. Our four experts participated as trainers in regional training sessions held in Orkhon, Bayankhongor, Sukhbaatar, Dundgobi, Bulgan, and Khovd provinces. A total of 120 police detectives and children’s officers were trained in methods to ensure the safety of sexually abused children, referring them to relevant services, and filing for compensation for damages.

БӨЛГИЙН ХҮЧИРХИЙЛЛИЙН
ХОХИРОГЧ ХҮҮХДЭД
ТУСЛАЛЦАА ҮЗҮҮЛЭХ НЬ

ЦАГДААГИЙН АЛБА ХААГЧИД ДЭРЖИЙСЭН ГАРЫН АНГАА

2022



Training for teachers

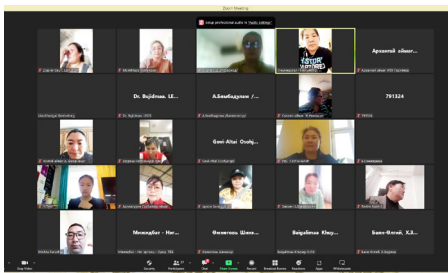
Children and women with disabilities are particularly vulnerable to violence and often lack awareness and knowledge about available assistance and support. To address this, we organized a training session to raise awareness and knowledge about GBV prevention for 15 teachers from General Education School #29 in the capital city.



Capacity building training for non-governmental organisation professionals

In collaboration with the Liberal Women's Brain Pool (LEOS) NGO, we conducted two training sessions for coordinators and employees of the local chapter. The aim was to increase participation of local NGOs in assisting girls and women affected by GBV, strengthen their capacity to work in MTs, and provide them with understanding and knowledge about human rights, gender, GBV prevention, and survivor protection. Sixty people participated in the training sessions.


TRAINING, INFORMATION AND METHODOLOGY PROGRAMME




“ХОХИРОГЧ ХАМГААЛАЛ: ТӨРИЙН БУС БАЙГУУЛЛАГЫН ОРОЛЦОО” цахим сургалт

2022-06-09


Санхүүжүүлэгч:



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Учрах NCAV

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Орхон ЛДЭС Боолууриг

Case supervision

Case supervision, involving collaborative discussions among experts, was organized 24 times with relevant committees from Songinokhairkhan and Bayanzurkh districts. We provided methodical support in problem-solving during these sessions.



Dissemination methodology

With official approval from Mental Health and Human Rights Info (MHHRI), we translated and distributed their comprehensive training guide “Mental Health and Gender-Based Violence” for survivors of sexual violence. We are currently testing the methodology outlined in the manual within our services and disseminating it to professionals working in the field through a series of GBV prevention trainings.

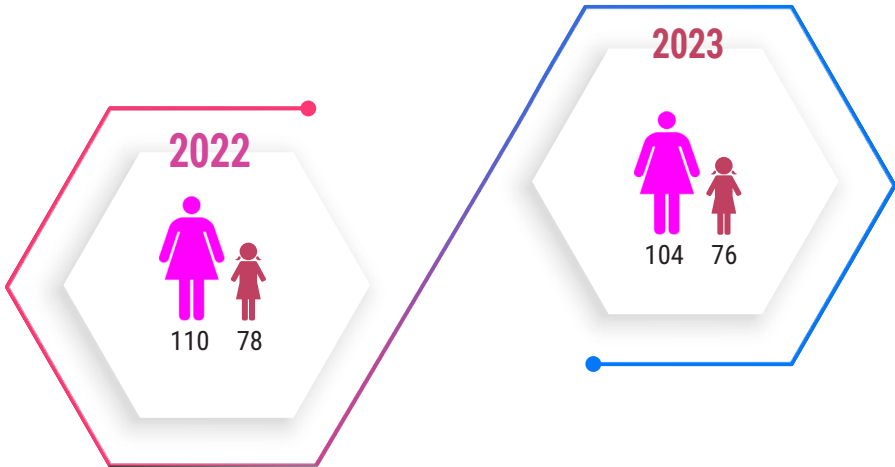


The aim of the Network programme of temporary shelters is to protect the safety of children and women whose lives and wellbeing are at risk, and to provide them with the necessary services.

Our shelter provides comprehensive services to survivors of violence as mandated by the LCDV, as well as continuously providing survivor empowerment programmes.

Clients in temporary shelters

In 2022-2023, a total of 214 clients were protected and provided with health, legal, social and psychological services. 73.08% of clients were children and 26.92% were adult women.



Government contracted services

In 2022-2023, based on the criteria outlined in the “Procedure for the provision of welfare services based on public participation”, NCAV was awarded the bid for “Temporary care services”. Subsequently, we collaborated under a service provision cooperation agreement in the districts of Bayangol, Khan-Uul, Chingeltei, Sukhbaatar, Songinohairkhan, Bayanzurkh, Bagakhangai, Baganuur and Nalaikh.

EMPOWERING SURVIVORS

Support group

Children’s and women’s support groups are organised according to the client’s age, mind-set, and personality using a trauma-based approach. The aim is to stabilize their psychological state and encourage them. Through these support groups, we assist women and children living in temporary shelters to socialise, empower, improve their communication skills, and share their experiences, knowledge, and skills with others.

In the past, 77 children and women participated in both open and closed support groups, where they shared their problems with others, which helped them to realize that they are not alone in this situation, and it boosted their confidence.





In addition to organising visits to museums and art galleries, support groups are also organised in various environments, based on their interests in arts and/or sports. For instance, flower planting, painting, and crafts making were included.

Programme for girls and women with hearing impairments

Within the framework of this programme, 5 series of programmes were implemented. Eight deaf women participated in the program, gaining an understanding of the nature of domestic violence, its causes, influencing factors, learning to protect themselves and others from risks, and gaining energy and motivation to express themselves.

Program for economic empowerment of the marginalised



One of the challenges in dealing with domestic violence is that clients are unskilled, have no salaries or income, and are economically dependent on others. Therefore, we have implemented an economic empowerment programme for survivors to support them in gaining employment and have a regular income.

Within the framework of the program, in 2022-2023, a total of 60 women were empowered through professional orientation training and, through mediation, were able to secure stable jobs.

TEMPORARY SHELTER NETWORK PROGRAMME

A total of 18 women were trained as seamstresses and embroiderers at the NCAV sewing workshop and received support in acquiring employment or opening their own small business.

Our women produce “Khelkhee brand” children’s clothes and supply their products to the domestic market and also dress children in our temporary shelters.

With the financial support of the Canadian Embassy, the project “Strengthening the economic capacity of survivors of GBV to work, to live independently, and to improve their quality of life” was successfully implemented, resultin in 6 survivors and 2 men with disabilities securing stable jobs.

By including clients in support groups and empowerment programmes, our clients:

- Became more conversational and learned to express opinion freely.
- Gained understanding and knowledge about healthy family relationships.
- Acquired basic psychological knowledge and learned suitable methods for coping with anger and stress.
- Gained knowledge and information on how to protect themselves in risky situations.
- Gained knowledge on how to turn the acquired knowledge, professions, and skills into economic profit.



OUTREACH SERVICES TO TARGET GROUP

In 2022 - 2023, 240 individuals received healthcare and social services, as well as basic psychological and legal counselling as a result of our outreach programme.



CAPACITY BUILDING PROGRAMME

We strive to establish the basic resources necessary for the sustainable development of the organisation, support the professional growth of our employees, foster a qualified and stable human workforce, and enhance the capabilities and management of the organisation.

To strengthen the capacity of employees, we conduct internal training sessions once every fortnight. Additionally, we offer a monthly stress management programme for employees directly involved in providing services to our clients. Annually, we organise a group travel programme, where in 2022, we visited Khuvsgul Lake, and in 2023, we travelled to Xinin – Huhhot, PRC.



In line with the internal regulations of the organisation and considering employees' stable working time, we support the professional development of our team members. Specifically, three employees were supported in their professional development endeavours, with two of them undertaking master's programs.



Strategic planning and experience sharing meeting between APWLD and civil society organisations

NCAV is a proud member organisation of the Asia-Pacific Network on Women, Law and Development (APWLD). In 2023, representatives from APWLD and various civil society organisations participated in a strategic planning and experience-sharing meeting held in Seoul, the capital city of the Republic of Korea. During this event, we collaborated with other member organizations to develop a long-term strategic plan project and exchanged valuable experiences.



Combating GBV: study tour to the Kingdom of Sweden

In September 2022, the International Development Law Organisation (IDLO) organised a field trip to Stockholm and Malmö, focusing on “Learning

from the experience of the Kingdom of Sweden in Strengthening Cooperation between State and Civil Society Organisations in the Fight Against Gender-Based Violence”.

Undrakh Z., Coordinator of the Temporary Shelters Programme, participated in the study tour and gained insights from Sweden’s



Study tour group

successful model of joint response to gender-based violence involving both state and non-state organisations.

During the trip, she explored the activities of various institutions in Sweden, including prisons, non-custodial institutions, victim support associations, men's centres, the National Information Centre for Male Violence against Women at Uppsala University, and the Association of Temporary Shelters. Drawing from this experience, we began to introduce trauma-based services to our clients and updated the organisation's client registers and forms to align with the best practices observed during the study tour.

Asian Conference of Women Shelters

On September 12-14, 2023, the Garden of Hope Foundation in Taiwan and the Asian Network of Women's Shelters (ANWS) jointly organised the conference on "Tackling GBV through E-platforms and Technology" in Taipei, Taiwan. Our Coordinator, Undrakh Z., participated in this event and had the opportunity to explore experiences of other organisations.



Australian Federal Government Scholarship Programme

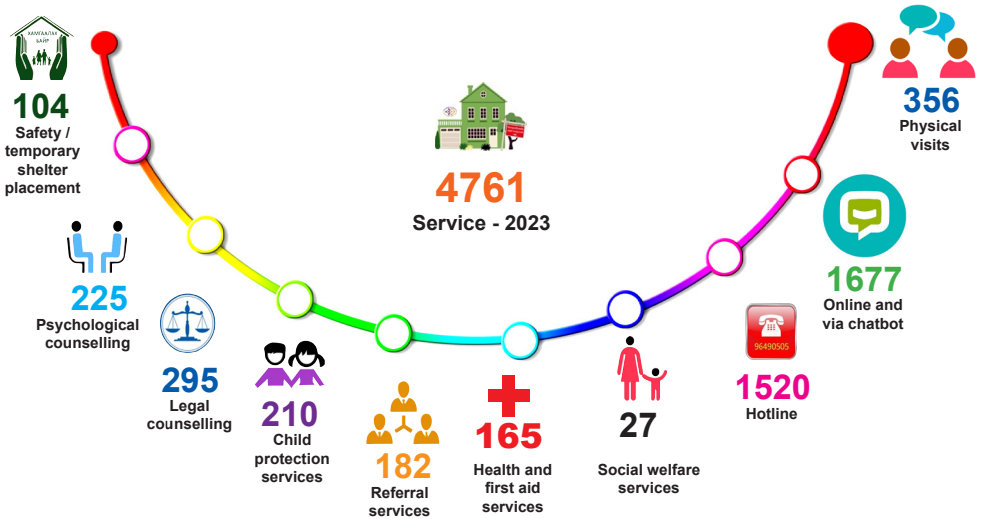
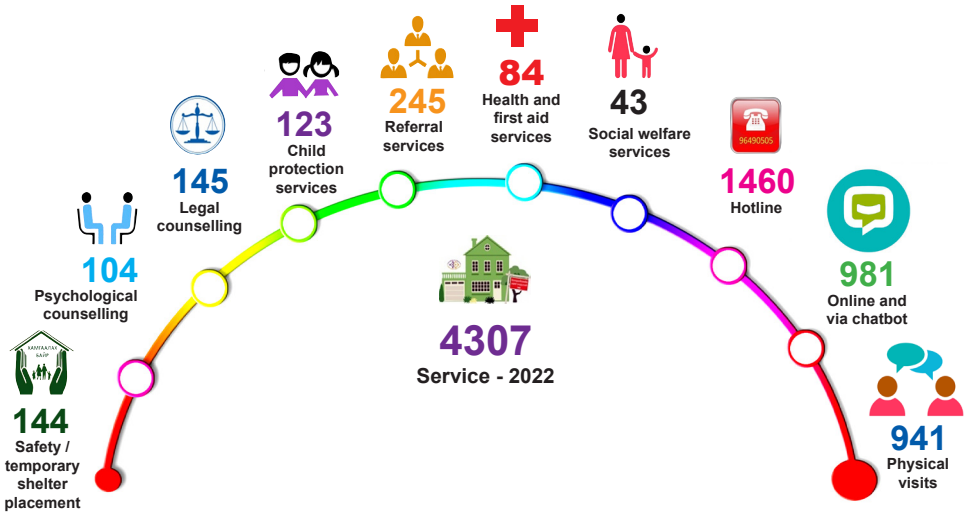
From September 15 to October 8, 2023, the NHRC of Mongolia, in collaboration with Flinders University, organised the training programme titled “Human Rights Issues in the Electronic Technology Era” with financial support of the Government of the Commonwealth of Australia. The Director of the Centre, Arvintaria N., was selected by civil society organisations to attend this training. During her visit to cities such as Adelaide, Canberra, and Sydney, she gained new knowledge and insights on various topics, including promoting a human rights-based approach to development in the digital age, government involvement in data protection, human rights-based decision-making in government agencies, safeguarding children’s rights in the digital age, addressing human rights issues for people with disabilities and the elderly, protecting whistle-blowers, and human rights defenders in the digital age.

Furthermore, she had the opportunity to familiarise herself with the activities of shelters, prisons, elderly care and welfare centres, and the Parliament House of Australia. She later shared this valuable information with the community.



Visit to St. Vincent de Paul Community Winnie Crisis Centre

Service statistics - 2022

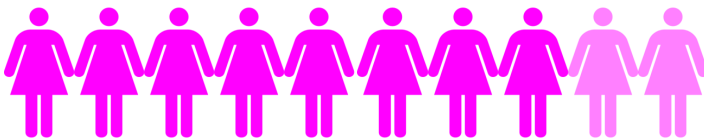
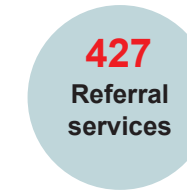


Service statistics- 2023

In addition to offering legal and psychological counselling to clients in person at the counselling centre, we also provide online counselling, operate a reliable hotline, and offer assistance through a chatbot platform, available every day. The Centre has implemented outreach services to connect with MTs and citizens residing in remote areas of the city.

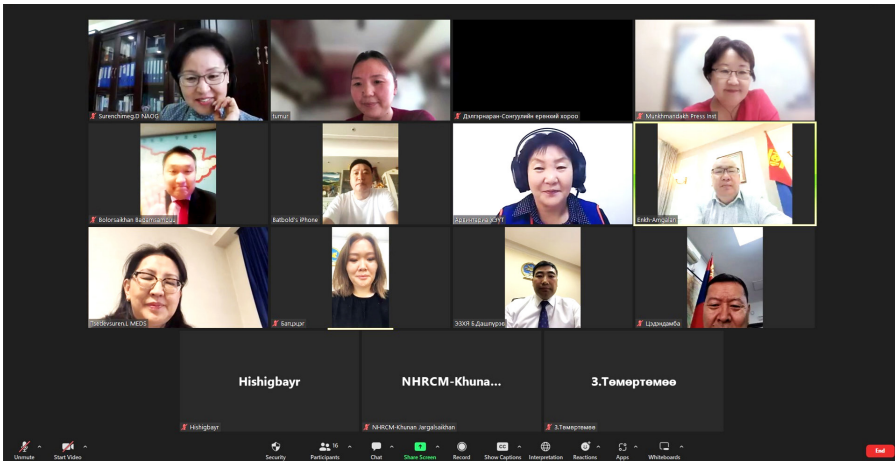
During the period of 2022-2023, a total of 1,297 individuals received 101 counselling sessions, while 5,638 people sought information and counselling online, utilising our chatbot and hotline services.

Total Service statistics 2022-2023 **9068**



Cooperation

The NHRC comprises an 18-member Civil Society Council consisting of representatives from civil society organisations actively engaged in human rights issues. This council plays an important role in ensuring multi-stakeholder representation in NHRC activities, with its composition renewed every three years. Newly appointed members of the council were announced on 17 May, 2022. The Civil Society Council supports the implementation of the Commission’s statutory functions, contributes proposals for upholding human rights in draft laws and administrative acts, and collaborates in the dissemination of human rights education.



NCAV operates as a member organisation of NCGE, participating regularly in the “Committee Members’ Time” meeting organised by NCGE staff every fortnight. These meetings aim to implement the interdisciplinary strategic plan for gender equality (2022-2031), facilitate Committee member cooperation, and exchange information. At a recent meeting, a presentation was prepared highlighting NCAV’s contribution to the implementation of the NCGE plan.

In collaboration with E-mart, we have established a cooperative responsibility programme supporting our centre's services and temporary shelters, offering stable employment opportunities for survivors, and organising training and information sessions on domestic violence prevention for employees.



As part of our social responsibility, we supported the National Movement "Billion Trees", initiated by the President of Mongolia, U.Khurelsukh. Alongside Green Light for Green Development NGO, we participated in planting 50 trees on the slopes of Bayanzurkh Mountain.

In 2016-2023, our organization acted as one of the implementing partners in the project “Combating Gender-Based Violence in Mongolia,” supported by the Government of Mongolia with technical assistance from UNFPA and funding from the Swiss Confederation. To review project results, Deputy Minister of Foreign Affairs of Switzerland, Ambassador Patricia Dancy, and Director General of the Swiss Development Agency, along with other representatives, visited our temporary shelter and observed our operations.



Since 2010, Soroptimist Mongolia, an international organisation, has been supporting our activities by donating to the needs of temporary shelters annually and participating in the 16 Days of Activism campaign to fight violence against women and girls. In 2023, foreign representatives of the organisation visited our centre to familiarise themselves with our activities.



In 2022, Nandin Zurkh NGO started collaborating with us, providing support to the temporary shelter by donating complete art supplies and school supplies for the training of the support group.



Major Drilling Group International Inc., a company operating in the mining industry, has been cooperating with us for the past three years through its social responsibility program. They support our services and distribute food packages to 100 families of our clients. Additionally, the company provides food aid to our temporary shelters.



“Sain saikhan Medical” hospital cooperates with us by providing free health care services (diagnosis, examination, treatment) to survivors under a cooperation memorandum. They also offer treatment for hymen repair to girls who are victims of sexual violence.

To celebrate the 25th anniversary of NCAV, we launched the book “Loving Responsibly” written by former director Chuluunbaatar Sosormaa. The launch event was attended by representatives, activists from national women’s and children’s rights organisations, guests, and the media. An event was also held where representatives of three generations of NCAV met and shared lessons learned, achievements, and experiences.



Foreign volunteers

Full name	Term	Contribution
Romkje Anderson Australia	2021/09 - 2022/08	Teaching English to staff as a capacity building programme support
Mark Donnelly Australia	2023/08 - 2023/10	“Influencing male psyche and behaviours” training programme, training for the support group for survivors of violence
Tara Laufert USA	Since March, 2023	Training for the support group for children and English language classes for the staff

Information and awareness

- At the “UFE Volunteer Fair 2023” hosted by the University of Finance and Economics, we conducted an open day activity to showcase our organisation and encouraged participation in volunteer work opportunities.
- We provided training sessions at NCAV for 14 students majoring in social work, psychology, and law from various universities, including Ot-gontenger, MNU, Science and Technology University, Educational University and Ider.

PR AND AWARENESS

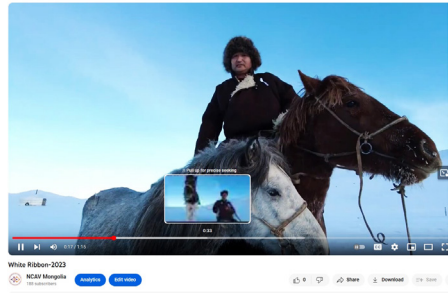
- As part of the project “Protecting girls from violence and exploitation” by Save the Children NGO, our Centre offered counselling services. We collaborated with the Capital City Police Department to organise the “You Are Not Alone - Don’t Hide” workshop targeting girls aged 12-18 in schools 13, 40, 31, and 24. The workshop focused on raising social awareness. Following the workshop, five children received individual counselling, and teachers and social workers received methodological support to identify and report children experiencing domestic and/or sexual violence to the MTs.
- Since 2010, NCAV has been collaborating with the team of Mission Mandukhai, led by Kh. Erdenechimeg, based in the United States.
- Every summer, Mandukhai Circus hosts the “CAMPAIGN TO PREVENT VIOLENCE THROUGH CIRCUS ARTS” in rural communities. This campaign aims to raise awareness and knowledge to prevent and combat domestic violence. The Mandukhai Circus has been consistent supporter of our hotline project every year (Trust phone: 96490505) Through the project supported by the Mandukhai Circus team, approximately 1,200-1,500 survivors of domestic and sexual violence receive counselling and mediation services via phone annually.



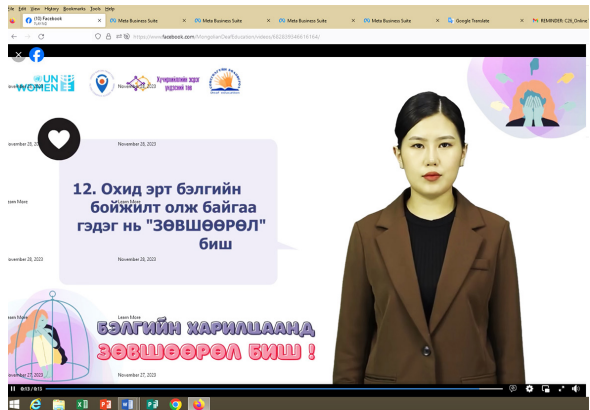
During their summer tour in Mongolia, Mandukhai Circus visited Tuv, Darkhan, Selenge, Orkhon provinces reaching out to 5,250 people with information on violence prevention. Kh. Erdenechimeg, the leader of Mandukhai Circus, authored the book “Flying Lady” based on her life experiences, offering emotional support to many children and women overcoming violence. At the request of the 5th school of general education of the capital, over 100 middle school students received news and information on peer pressure and bullying prevention.



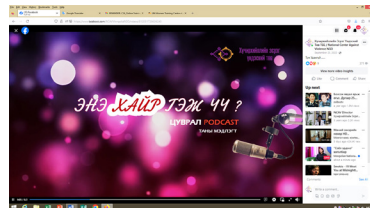
NCAV organized the White Ribbon campaign, distributing ribbons and brochures, presenting a video about the campaign, and disseminating information in shopping centres and remote areas.



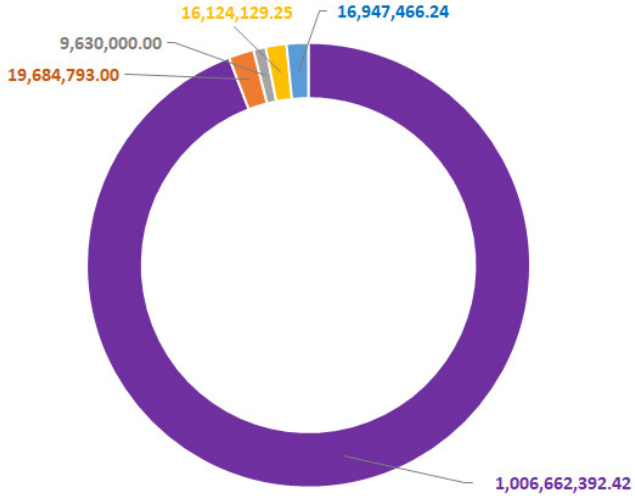
“Sex and Consent” posters were developed and published for the prevention of sexual violence, alongside a podcast with sign language translation based on the poster content, distributed through social media.



A series of podcasts titled “Is it love?” were developed and published.

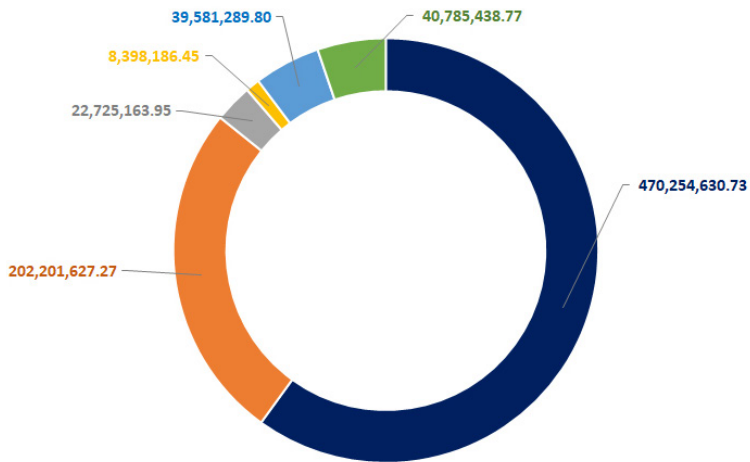


Income for 2022: 1,069,048,780.91



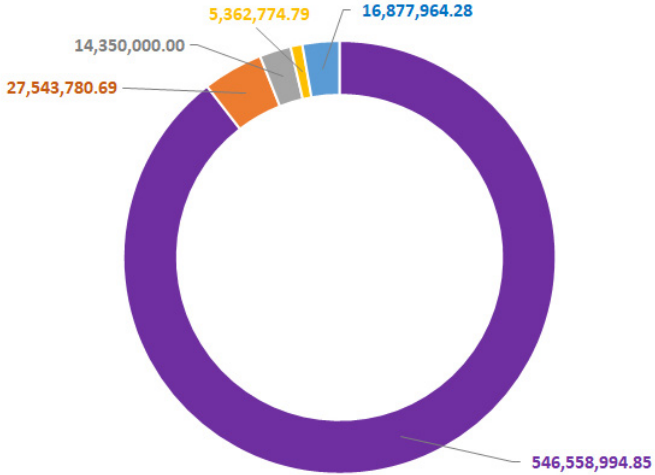
- Programme and project income
- In-kind and monetary donations
- Rent
- Investments
- Other

Expenditures for 2022: 783,946,336.99



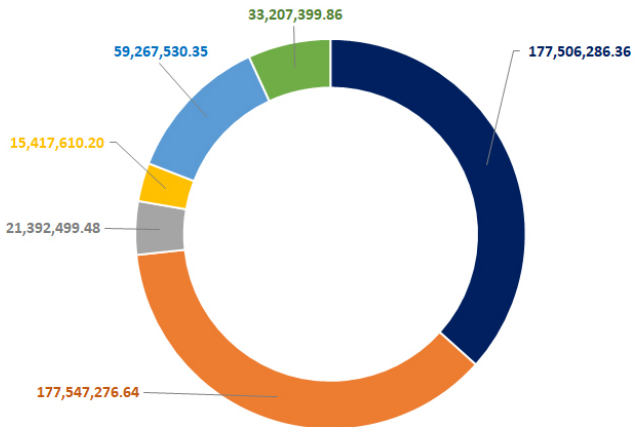
- Project, programme expenses
- Salaries
- Social insurance
- Utilities
- Amortisation costs
- Other costs

Income for 2023: 610,693,514.61



- Programme and project income
- In-kind and monetary donations
- Rent
- Investments
- Other

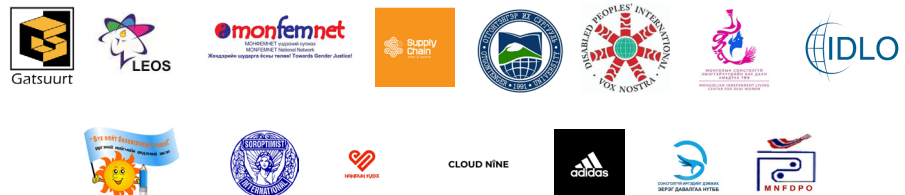
Expenditures for 2023: 783,946,336.99



- Project, programme expenses
- Salaries
- Social insurance
- Utilities
- Amortisation costs
- Other costs

DONORS AND FUNDERS

We are extending our heartfelt deep gratefulness to all persons and organisations that support us and joined us in our endeavours to create a future without violence.



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