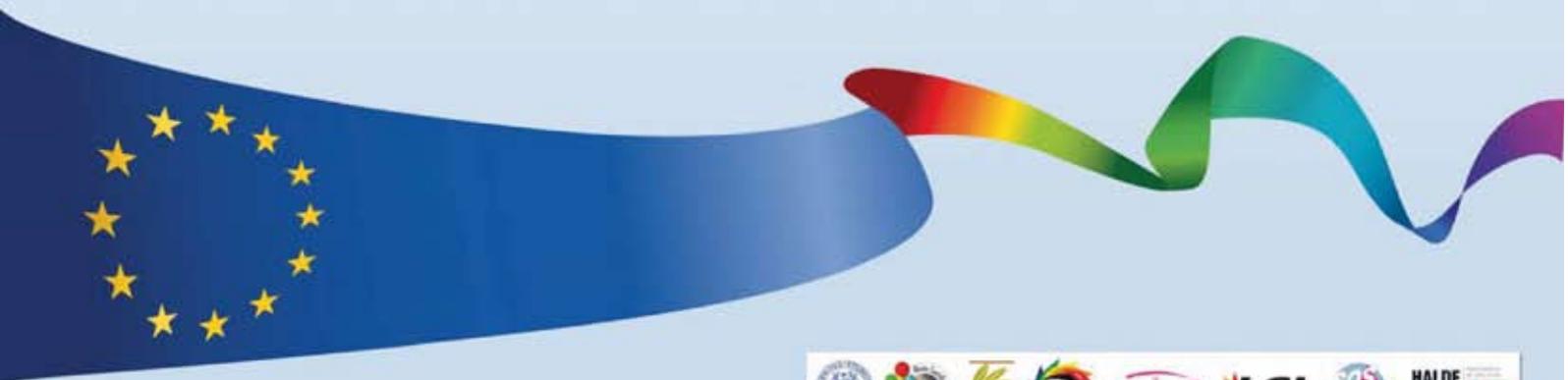


Handbook on the protection of LGBT people

Good practices in helping victims





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Info: <http://www.equal-jus.eu/>



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The Equal Jus Handbook to LGBT Rights in Europe.

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Handbook on the protection of LGBT people: Good practices in helping victims

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Introduction

Universal human rights, as well as democracy and the rule of law are core values of the European Union (EU). Although the EU has a good human rights record in whole, Member States are still fighting homophobia, xenophobia, racism and other types of discrimination based on gender, religion, age, disability, sexual orientation.

Protection of everyone's dignity, fundamental rights and freedoms today is the central goal of entire legal system, in both national and international levels. However, equality and protection of human rights depends not only on what is established by law, but how these laws are implemented, and finally – how it affects our social reality. This makes access to justice system a crucial right since all other human rights depend on it for their enforcement in the case of a breach. Access to courts and effective dispute resolution in discrimination cases is essential to lessen and overcome the economic, informational, social, psychological and other barriers faced by discriminated groups.

There are many ways how accessibility of justice can be improved. This can be new legislation, alternative dispute resolution, subsidized legal services, court fee waivers, educational programs etc. Identification and search for good practices in accessing justice is crucial if we want equal rights and non-discrimination principle for lesbians, gays, bisexuals and transgender (LGBT) people to exist more than in paper.

This overview of good practices in providing legal support to victims of homophobic acts and discrimination in Europe is aiming to identify basic barriers for accessing justice, also methods how legal support can be more effective in accessing justice and present examples of good practices in Europe.

We hope it will be a useful overview for practitioners (non-governmental organisations (NGOs), trade unions, lawyers, employers and others) encouraging them to learn from each other in helping victims of homophobia and discrimination.

Good practice overview is based on Fundamental Rights Agency (FRA) country reports and other important researches, also information on work of NGOs and other practitioners available on internet Europe-wide. It includes general and LGBT specific legal support examples however the aim of overview is to put legal support for victims of homophobia in the centre. It doesn't include institutional legal aid mechanisms nor information on private lawyers. It also doesn't attempt to be exhaustive however here you can find a wide range of good practice examples.

Overview contains four parts: legal support and access to justice description, identification of main barriers for accessing justice, general information on actors and legal support methods, and overview on good practice examples.

1. Legal support for accessing justice

EU legislation and international standards clearly state non-discrimination principle to all, including LGBT people. However, levels of protection of LGBT people rights vary in EU Member States. These differences appear not only in their legislation, but also in practice – how rights of discriminated individuals and groups are actually protected.

Access to justice is essential right since it ensures that other rights are effective and implemented. As it is stated in FRA report on access to justice, „EU law recognises a general right of access to a judicial protection for the resolution of disputes relating to rights deriving from EU law. The ECtHR has likewise interpreted the right to institute proceedings before courts in civil matters as constituting one aspect of the right to fair trial enshrined in Article 6 ECHR“¹.

The term „access to justice“ has no one meaning and it is not commonly used as legal terminology. Also it is not expressly used in many treaties. Instead, for example, the ECHR contains provisions on fair trial and the right to a remedy (Articles 6 and 13). Similarly, the Universal Declaration on Human Rights states that “everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.”²

Article 47 “Right to an effective remedy and to a fair trial” of Charter of Fundamental Rights of the European Union states that:

„Everyone whose rights and freedoms guaranteed by the law of the Union are violated has the right to an effective remedy before a tribunal in compliance with the conditions laid down in this Article.

Everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal previously established by law. Everyone shall have the possibility of being advised, defended and represented.

Legal aid shall be made available to those who lack sufficient resources in so far as such aid is necessary to ensure effective access to justice.”³

According to FRA, in this way Article 47 summarises all the particular rights enshrined in the general concept of „access to justice“:

- right to an effective remedy before a tribunal;
- right to a fair and public hearing within a reasonable time by an independent and impartial tribunal previously established by law;
- right to be advised, defended and represented;
- right to legal aid for those who lack sufficient

¹ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf, p. 37

² Ibid., p. 14

³ See at http://www.europarl.europa.eu/charter/default_en.htm

resources in so far as such aid is necessary to ensure effective access to justice.⁴

Access to justice can also be described as all the legal and organisational factors affecting the availability and effectiveness of judicial services. It should enable society to deliver a maximum number of decisions at reasonable cost to the taxpayer, with quality a prime requirement, also give the individual user a quality decision at – a prime requirement – reasonable cost to him or her.⁵

Legal support is also a basic term and can be described as part, element or synonym of „access to justice“ concept. Legal support varies from elementary legal consultation to solution of complex legal disputes, from proactive activities to inform and raise awareness on legislation, anti-discrimination laws, LGBT rights, to legal advice after the discrimination act took place. Legal support can be paid or free of charge and provided by various actors.

All EU Member States have an obligation to provide legal aid for those with limited means. However, legal aid mechanisms usually aims to assist individuals and groups who can't afford it, this means that being LGBT automatically is not basis to get government provided free of charge legal aid.

Everyone has a possibility to turn to private lawyer. However, individual lawyers and legal agencies provide legal services which usually are not easy accessible for a lot of people as well. Barriers such as high costs of legal services, lack of information and

trust, stop discrimination victims from turning for legal assistance.

As an alternative to legal aid mechanisms and paid private legal services in all Member States also exists legal help provided by non-governmental organizations, trade unions, independent lawyers and others. In many countries lawyers promote access to justice by providing pro bono legal services for people and non-profit organizations of limited means. NGOs, trade unions, charities also work on providing free legal and complementary support.

⁴ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf, p. 15

⁵ See at http://siteresources.worldbank.org/INTLAWJUSTINST/Resources/Etudes9Acces_en.pdf

2. Identifying barriers

Generally, we could name a long list of barriers to accessing justice: firstly, inadequate normative protection (legal, institutional, political, social and cultural barriers etc.); secondly, lack of capacity to provide justice remedies (specially barriers within the court system, also within informal justice system (ADR), lack of oversight etc.); thirdly, lack of capacity of demand justice remedies (lack of legal empowerment, lack of legal awareness and legal aid and counsel)⁶.

General and more specific obstacles for effective legal support to victims of homophobia and discrimination occur in all countries so it is very important to identify, understand and take into account these barriers for accessing justice.

The right of access to justice is crucial however, it is not absolute. According to ECtHR jurisprudence, limits and restrictions on access to justice are „permissible to the extent that they are proportionate to achieving legitimate aim and so long as they do not restrict or reduce the access left to the individual in such a way or to such an extent the very essence of the right is impaired“⁷.

FRA report identifies such major obstacles to accessing justice in discrimination cases in EU Member States⁸:

1. *Statutory limitations (time limits) for bringing a claim.* These time limitations for claims are needed for the sake of legal certainty, however, this must be balanced against the right of the claimant to obtain a remedy. Unnecessarily short time limitations appear to constitute a major obstacle to accessing justice across the EU.
2. *Legal standing (locus standi).* Narrow rules relating to legal standing stop civil society organisations from taking a more direct role in litigation. EU anti-discrimination law requires Member States to allow associations (NGOs or trade unions) to engage in judicial or administrative proceedings on behalf of or in support of claimants. Beyond this area of law such entities are allowed to initiate legal proceedings in only some Member States, most Member States allow for public interest actions in relation to environmental cases according to their obligations under the Aarhus Convention.
3. *Length of proceedings.* If an individual is obliged to wait for an unreasonably long period of time for a remedy it risks rendering their rights ineffective and in the long-run it also has the consequence of deterring future claimants.
4. *Legal costs.* High costs associated with legal proceedings, such as court and lawyers' fees, may deter individuals from pursuing remedies through the court system.

⁶ See at <http://siteresources.worldbank.org/INTLAWJUSTINST/Resources/accesstojusticebarriers.doc>

⁷ See at http://fra.europa.eu/fraWebsite/attachments/report-acces-to-justice_EN.pdf, p. 38

⁸ Ibid., p. 38-44

5. *Procedural formalities and requirements.*

Application must be prepared according to the requirements, since if the application does not contain the required information or is not presented in a required form, it may get rejected without a court examining the merits of the case.

6. *Complexity of legislation.* There continues to be lack of clarity on provisions of the various anti-discrimination laws, which produces legal uncertainty, potentially hampering the access to courts in these cases.

These obstacles, for example, time limits, legal standing (*locus standi*) possibilities, procedural formalities and other, are set by legislation and can not be directly affected by non-governmental actors such as NGOs or individual lawyers, however, this is subject for lobbying work pressing governments to improve legislation and legal practice if these limitations are seen as serious obstacles for accessing justice.

In addition to these barriers in every society exists one or the other general obstacle and people's inability to claim remedies may be caused by a variety of reasons. These reasons and barriers may vary depending on people's legal understanding, knowledge and social practice.

Legal consciousness of society, specific group and finally individuals is far not the last barrier since the decision to report discrimination and take legal action firstly is a decision of the victim. Crucial challenge however remains that, in order for the law to become operable, the burden is on the person who has been discriminated against to initiate

proceedings, so without activation by an individual who has experienced discrimination the law remains dormant and without power.⁹

Without knowledge of our rights, trust in legal actors and justice system or willingness to participate in legal procedures it is impossible to take legal action in order to protect our rights after being discriminated.

Even if individuals could benefit using legal process to solve their disputes and protect their rights, they still too often avoid to use it. Law mostly of its formal nature of procedures and complexity usually stands beyond people's everyday life and is something dealt by professionals. Also reporting discrimination act usually can have one or the other negative consequences to victim, also it is related to realistic (and sometimes imagined) losses - initiating legal action takes efforts, time and negative feelings. Furthermore, there is always a possibility not to succeed and lose the case. And according to FRA report, in most Member States, even the fact that legal aid has been provided does not remove the considerable risk of being obliged to pay the litigation costs of the opposing party in case of losing the case.¹⁰

It is also more difficult if the discrimination act took place in very close environment of the victim, for example, workplace or school. There are much greater risks for negative consequences: people fear to lose their jobs, good relations with colleagues and friends.

⁹ See at http://www.ilga-europe.org/home/publications/reports_and_other_materials/going_beyond_the_law_promoting_equality_in_employment_2nd_edition_may_2007 p. 43-44

¹⁰ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf p. 49

In the case of discrimination at workplace, another aspect of the difficulty of accessing justice relates to the imbalance in the capacity of the individual victim and that of the employer. EU anti-discrimination legislation model in employment depends on the commitment and determination of the individual claimant, and additionally, this type of legislation is designed to deal with discrimination after it has happened rather than providing for a co-operative environment where employers are encouraged to take a proactive approach to reforming discriminatory practices.¹¹

Besides these general barriers which can be described as ones occurring in the discrimination cases on all grounds, LGBT people face additional and specific barriers which are basically related to stereotypes, prejudice and fears which are still very intensive in great part of the European societies. As it is reported in Cyprus country report (2010) only three complaints have, so far, been submitted by Cypriots (and three complaints by non-Cypriots) to the equality body alleging discrimination on the grounds of sexual orientation, in spite of the abundance of evidence that there is widespread discrimination on the grounds of sexual orientation and homophobia as it was revealed by the research survey. Gay activists claim that this is due to the absence of any significant targeted campaign to inform about the rights of LGBT persons and, according to AKOK, the apparent lack of confidence of LGBT people in the anti-discrimination mechanisms.¹²

There can be named various obstacles for LGBT people to access justice, such as legal and institutional discrimination, fear and lack of trust of formal institutions, lack of awareness and negative social attitudes, lack of political will to provide services, social exclusion etc.

Reporting hate crimes or other discrimination for victims of homophobic acts has specific barriers and it should be taken into consideration since it can become serious obstacles to report. For victim usually this means not only finding a sensitive institution, lawyer or NGO, but even more – sometimes it means disclosing ones' sexual orientation/gender identity to greater circle of people, and sometimes even opening yourself to family. Opening yourself is a life long process, and every step may take a lot of courage. So in the case of LGBT people, „deciding to take a case can be particularly problematic because of fears of being out and the potential they face, therefore, of exacerbating their problems at work. They run the risk of not gaining the support of co-workers because of homophobia“.¹³

This very wide range of barriers, starting from legal procedures costs and its complexity ending societal stereotypes and attitudes, makes anti-discrimination legislation distant and not that effective. Therefore, governments, lawyers, NGOs, trade unions and other actors can take various actions to improve situation and through legal support make justice more accessible to ordinary citizens facing homophobia and discrimination.

¹¹ Ibid., p. 44

¹² Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

¹³ See at http://www.ilga-europe.org/home/publications/reports_and_other_materials/going_beyond_the_law_promoting_equality_in_employment_2nd_edition_may_2007 p. 43

3. General information on actors and methods

3.1. Actors

All EU Member States have national legal aid mechanisms available for victims of discrimination. As FRA report reveals, there are two complementary forms of legal aid: 1) exemption from or assistance with all or part of the court fees; and/or 2) assistance of a lawyer who provides pre-litigation advice and represents an individual in court either free or for a subsidised fee.¹⁴ However, these are usually aimed at those with limited means.

Additionally to legal aid offered by government, which for various reasons sometimes is not sufficient, complementary legal aid and support opportunities exist. Over time, usually because of gaps in state-funded legal aid systems and limited public resources, complementing schemes have begun to emerge: such as legal expenses insurance (Sweden, Denmark), legal advice centres, *pro bono* work and self-help services (United Kingdom).¹⁵

Not mentioning equality bodies, in many Member States, a variety of NGOs and legal aid agencies are found to be providing legal aid, supplementing the state system. These actors often specialise in advising and assisting victims of discrimination, and

some of them specifically work on helping victims of homophobia.

Various non-discrimination NGOs or quasi NGOs offering legal and other advice to discrimination victims free of charge exist in many EU Member States, including Austria, the Czech Republic, Spain, France, Lithuania, Latvia, Poland, Slovakia, Sweden and the United Kingdom. In some of these countries (Czech Republic, Romania, Poland and Slovakia), these organisations can, in addition, represent their clients (victims of discrimination) in court proceedings. In other Member States (Netherlands) the state has mandated the establishment of independent and accessible local anti-discrimination bureaux across the country.¹⁶

There is a wide range of actors which provide legal and complementary support to all discrimination victims and specifically – victims of homophobic acts:

- Governmental bodies: equality bodies, other governmental bodies, agencies and institutions
- Non-governmental bodies:
 - Individuals: lawyers, intermediaries
 - NGOs, trade unions, charities and other organizations

¹⁴ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf p. 49

¹⁵ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf p. 53-54

¹⁶ Ibid.

- Legal aid organisations, agencies, foundations
- Formal or informal legal networks of lawyers or NGOs
- LGBT NGOs (which provide legal support)
- Other NGOs (usually those which specialise in human rights protection or access to justice and provide legal support)
- Trade unions
- Other

Such complementary practices as delivery of support through legal advice agencies or *pro bono* work, are very important, however, states must ensure that these are complimentary to and not a substitute for an adequately resourced legal aid system.

Please see our mapping list of NGOs which might be useful searching for more information. Available at www.equal-jus.eu.

3.2. Methods, standards and principles

All governmental and non-governmental bodies use range of methods to provide legal support. Generally method can be described as an established, habitual, or logical practice (or systematic process) of achieving certain ends. Methods of legal support to victim of homophobia varies according to actor which provides the support, situation, legal, social, financial capacity etc.

Non-governmental actors usually can be important in a way of:

- Alternative dispute resolution (ADR)
- Legal support
- Complementary support

Alternative dispute resolution (ADR)

Alternative dispute resolution (ADR) is a term usually used to describe dispute resolution processes that act as a means for dispute parties to come to an agreement. One of the most popular types of ADR is mediation, which is sometimes even required by justice system before applying claim to the court. As FRA report on access to justice reveals, seven Member States make it possible to waive, at least partially, the right of access to a judicial body. It can have a form of concluding a friendly settlement or through an arbitration or mediation clause in a contract. However, thirteen Member States prohibit contractual terms which limit or exclude an individual's right of access to a court. Alternative dispute settlement mechanisms, such as quasi-judicial procedures available before some of the equality bodies, may also be helpful ensuring access to justice since it is often much faster and cheaper alternative.¹⁷

Judicial proceedings often are overly formal, expensive or too lengthy, so there may be cases when individual wants to avoid them. Victims of discrimination may do so by waiving their right to bring a case before a civil court and rather than seeking redress before the court individuals may decide to initiate proceedings before a non-judicial body. As FRA report shows,

¹⁷ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf p. 11

the Racial Equality Directive (Article 7), Employment Equality Directive (Article 9), Gender Equality Directive (recast) (Article 17) and Gender Goods and Services Directive (Article 8) allow Member States to provide for conciliation or mediation as a means for individuals to obtain redress for a breach of their rights. These instruments however require remedy to be effective, proportionate and dissuasive.¹⁸

Legal support

Legal support to victims of homophobia and discrimination can be provided in variety of ways, such as information and awareness raising through publications and legal materials, seminars and campaigns on anti-discrimination legislation, legal advice, assistance on gathering evidence, preparation of application or assistance reporting hate crime, also legal representation of victim, or providing *pro bono* legal services etc. Legal services may include¹⁹:

- Information
- Advice
- Minor assistance
- Lawyer services at a court or tribunal
- Workshops and trainings
- Self help publications
- Self help centres
- Document preparation or review

- Negotiation assistance
- Coaching for various steps in a matter
- Representation for part only of a matter

Legal support can be provided through establishment of help lines, help-desks, online consulting services etc.

It is highly important that free of charge legal support would be provided according to the same **standards** of dedication, excellence, and professional ethics as paid legal services. Legal information and advice services should equip clients (victims of discrimination) with sufficient, adequate and appropriate information and other resources necessary to resolve legal queries or to access support services able to assist such resolution²⁰.

In offering services actors should ensure: that services provided complement other services; effective diagnosis of issues and referral to appropriate service; that services are accessible and equitable; that there is a clear understanding by the client about the scope of services to be provided to a client; that services are of high quality and reflect good professional practice; that any written materials provided to clients are of high quality; that services maximise the use of limited resources; that services collect appropriate data to allow evaluation and replication.²¹

Also the good management of a discrimination case is the responsibility of the actors who are handling it. Particular attention should be given to case management since it has consequences on several levels.²²

¹⁸ See at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf p. 44

¹⁹ See at <http://www.nla.aust.net.au/res/File/PDFs/BPFFwork%20for%20DTSSs.pdf>

²⁰ See at <http://www.nla.aust.net.au/res/File/PDFs/BPS-InfoAdviceServices.pdf>

²¹ See at <http://www.nla.aust.net.au/res/File/PDFs/BPFFwork%20for%20DTSSs.pdf>

²² See at <http://www.accesstojustice.se/?p=3603> p. 26

It should be mentioned that providing professional yet sympathetic support is very important, since victims of discrimination have to face lots negative feelings. Legal support providers should be understandable and trustworthy.

Some general working **principles** of providing legal support can be identified:

- Trust, also respectful attitude, confidentiality, understanding. It is quite a challenge to become everyday advisers of the people in need for legal help and assistance. Building trust takes time and efforts.
- Accessibility, quality of legal services, individual approach to every situation. Accessibility can have several meanings. Accessibility of services means that services must be accessible to every target group member, services must be as possible close to their local community, workplace, school, and everyday life in general. Services must also be close in a meaning that it must meet very specific target group needs. Financial accessibility means that services must be provided free of charge or charged minimally.
- Rationality, which means meeting expectations, however, not promising too much, adequate evaluation of likely result.

Complementary support

Integrated legal support with psychological or social support for victims is very important since victims of homophobia and discrimination often face prejudices, stereotypes which usually have great negative psychological impact. Mixed support

should be a priority, since victims usually seek not only to fill the application, but they want to be heard and understood.

Organisations can provide support in various forms such as²³:

- Providing a helpline
- Providing discriminated persons with information about their rights
- Providing specialist information and advice to discriminated persons
- Providing realistic information and advice about the likely outcome of pursuing a complaint
- Providing (or providing access to) professional counselling
- Putting discriminated persons in touch with other discriminated persons
- Providing the necessary legal support
- Supplying specialist research and statistical information
- Being an expert witness
- Empowering the discriminated person

Monitoring, data collection, research, analysis can be also seen as complementary support. Collecting data on victims and cases is important to get a wider view on the situation and also identify barriers and obstacles for turning for help or assistance.

²³ See at <http://www.accesstojustice.se/?p=3603> p. 25-26

3.3. Practical aspects of non-governmental actors activity

In order to provide good quality legal support and meet the needs of individuals there are a lot of practical aspects which need to be solved by the organization.

- *Awareness-raising and visibility of services*

Promotion of services provided is crucial. It is important to spread information widely, however, firstly it should be addressed and reach the specific target group. Information should be attractive, easily understandable and accessible. There are many ways to increase awareness, for example, creating informational web page, Facebook account or blog, disseminating leaflets for LGBT community encouraging people to report homophobic acts, providing information on services to members of the LGBT community via newsletter, organising an informational campaign, seminar or presentation, creating a poster, video or else.

- *Funding and finances*

Many associations, NGOs and other actors provide legal support on voluntary basis however funding often is essential in order to carry out projects and activities more effectively. Some LGBT associations receive subsidies from states or local authorities. However, a significant part of their work is in the form of funded projects. Also to meet all the running costs they often rely on donations from organisations and individuals. Supporters can be of different kinds,

including public and private sectors: individuals, other organisations, charities, private businesses, governmental funds, European and International funds, Foreign Embassies etc.

Also it is very important to ensure and create as many as possible ways and opportunities to donate. Donating should be clear, easy and not require too much time (especially for individuals). Many donation schemes are available: online donation (single or regular), donation by sending SMS, donation through bank payment etc.

- *Confidence building and promoting communication*

Communication and confidence building requires time and efforts. Communication should include both, local and more wide (national and European, international) levels. It is best when communication is regular and as frequent as possible. For this, communication tools, like newsletter, blog or else can be created. It is also to include a wide but also not too distant list of various actors which are important for organisations activity, like relative governmental bodies, other NGOs, lawyers etc.

- *In rallying human resources*

Human resources mostly depend on nature of an actor. Associations can work entirely on voluntary basis, lawyers agencies can have only paid staff sometimes providing free of charge support, and for example NGOs can have a mixed staff of paid staff and volunteers, so basically there is no one model. However, free of charge legal support usually is provided by volunteers.

Sometimes bringing people together to work on helping victims can be challenging, therefore, search for volunteers should be continuous. It also requires continuous awareness raising, attraction of those who might be interested. Also selection process of candidates, finally continuous motivation of volunteers afterwards takes many efforts. Proper education and training of volunteers, especially those with less experience, is crucial, so training strategies for volunteers are highly recommended.

4. Good practices

Generally, best practice is a technique, method, process, activity, incentive, or reward that is believed to be more effective at delivering a particular outcome than any other technique, method, process, etc. With proper processes a desired outcome can be delivered with fewer problems and unforeseen complications. Best practices are also defined as the most efficient (least amount of effort) and effective (best results) way of accomplishing a task, based on repeatable procedures that have proven themselves

over time for large numbers of people.²⁴

Here we will try to enclose good practices providing legal and complementary support to victims of homophobia and discrimination. Good practices by governmental authorities do not include general legal aid mechanisms. Good practice examples are presented in order by theme and by country.

²⁴ See at http://www.nwlegal.com/process_services_rates.html

4.1. Good practices by governmental actors

Cooperation/Awareness Raising

Good Practices in:	Awareness Raising
Targets:	LGBT
Actor	Governmental authority
Country:	Czech Republic
Summary:	<p>A Committee for Sexual Minorities (Výbor pro sexuální menšiny) was established in 2009. The Committee is as a part of Government Council for Human Rights and deals with the issues relevant for the rights of LGBT persons. It continues the work of the Working Group on the Issue of Sexual Minorities which was established by the Minister for Human Rights and Minorities on the occasion of the European Year of Equal Opportunities. The Working Group has worked on an integrated survey analysis of the situation of the LGBT minorities. The analysis (available at http://www.vlada.cz/assets/ppov/rlp/sexualni-mensiny/EN_analyza_web.pdf) of the Situation of Lesbian, Gay, Bisexual and Transgender Minority in the Czech Republic was published in October 2007.</p> <p>The Ministry of Education in cooperation with the Office of the Government (mainly the Minister for Human Rights) put forth a publication „Homophobia in Schools“ (available at: http://lgbt.poradna-prava.cz/folder02/homofobie_web.pdf).</p>

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Czech Republic, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm
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Good Practices in:	Awareness Raising
Targets:	General/LGBT
Actor	Governmental authority
Country:	France
Summary:	In 18 May 2009, a survey under auspices of the HALDE has been begun to evaluate human resources management's practices committed to guaranty the equal treatment in the areas of recruitment process and career paths.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, France, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising
Targets:	General/LGBT
Actor	Governmental authority
Country:	France
Summary:	In 2008, an awareness-raising campaign was launched by HALDE and targeted at young people. There had been a blog created on a website with 4,1 million users that has mainly been consulted by teenagers and young adults. In the framework of this project a song lyrics writing competition was organized that ended with the recording of a song in a professional studio. The song was then broadcasted by way of internet. The project was not solely dedicated to combating discrimination on the grounds of sexual orientation but this approach is part of a general strategy of improvement of the understanding and knowledge of discriminatory behaviours. According to the strategy HALDE made a request to the Ministry of National Education to commit to preventing stereotypes in school curricula and books.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, France, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising
Targets:	General/LGBT
Actor	Governmental authority
Country:	Germany

Summary:	The results of a recently conducted study (the so-called ‘Sinus-Milieu-Studie’) by Anti-discrimination Office were published by the federal Anti-discrimination-Office in April 2009. The survey was focused on the question as to whether discrimination is a subject of concern in Germany and was supposed to provide an insight into the population’s perception of and attitude towards discrimination on the grounds of “race”, ethnic origin, sex, age, disability, religion or belief and of “sexual identity”. Concerning the topic of discrimination on grounds of “sexual identity” the study concludes that in many cases social deeply rooted prejudices exist towards sexual orientations that are off the mainstream.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Germany, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising
Targets:	LGBT
Actor	Trade union
Country:	Malta
Summary:	<p>General Workers’ Union (more information at http://www.gwu.org.mt/), one of the major trade unions in Malta published a policy paper called “Twemmin” that specifically undertakes the promotion of the equal treatment of LGBT individuals within employment and to protect LGBT people from discriminatory treatment within employment.</p> <p>The policy paper sets out a strategy which includes the establishment of a working group. One of the working group’s objectives is the organisation of a national conference. There is no information about resources or time frame for implementation that have been pledged to this project. The initiative was set up and is to be implemented with the participation of LGBT members and in particular with the assistance of MGRM.</p> <p>Some of the aims from the strategy document:</p> <ul style="list-style-type: none"> • protection of the rights of LGBT employees • organising a national conference to make a place for discussion about the obstacles and difficulties that LGBT employees face at the workplace and issues related to LGBT employees • raising national awareness and spreading information on good practices and guidelines • training of member employees and stewards in LGBT issues • publishing the policy document and thereby making it known that GWU was taking a positive action to combat discrimination at the workplace • participation in other activities organised by the LGBT community • appoint a coordinator whose main role is to promote the interests of LGBT employees and to work towards implementation of the policy paper.

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Malta, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm
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Good Practices in:	Awareness Raising
Targets:	LGBT
Actor	Governmental authority
Country:	Netherlands
Summary:	<p>Since more than 20 years the Dutch government has had an explicit policy on homosexual emancipation. In November 2007 the current government issued its policy paper on this topic for the period 2008-2011. The main objective of this policy is the development of social acceptance of LGBT people in the Netherlands. In the policy paper there are five goals for the aforementioned period: (a) to guarantee that homosexuality can be a topic of discussion in all population groups; (b) to tackle the problem of violence and harassment against LGBT people; (c) to stimulate the establishment of civil society organisations, at both local and national level; (d) to contribute to an LGBT-friendly environment in schools, in the workplace and in sport; and (e) to fulfil an active role in the international and European field. Combating discrimination on grounds of sexual orientation is one of the official priorities of the human rights policy of the Minister of Foreign Affairs. This has led to several initiatives at the United Nations, at the Council of Europe, and bilaterally.</p> <p>On 1 October 2009 the Minister of Education, Culture and Research, who is responsible for the government's LGBT emancipation policy, sent a letter to Parliament describing the main aspects of current and new policy with regard to transgender issues.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Netherlands, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation
Targets:	General/LGBT
Actor	Governmental authority/Police
Country:	Netherlands
Summary:	<p>Since 2008 the Regional Discrimination Meeting (Regionaal Discriminatieoverleg) takes place. The participants of the meeting are: the public prosecutor who is specifically responsible for discrimination cases, the police, and the anti-discrimination bureau of the region. The meeting must take place at least twice a year in each region. It is its task to discuss all discrimination incidents reported to one of the three parties, to agree on steps to be taken to deal with these incidents, to signal trends, to make suggestions for policy changes, and to facilitate reporting.</p>

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Netherlands, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm
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Good Practices in:	Awareness Raising
Targets:	General/LGBT
Actor	Governmental authority
Country:	Poland
Summary:	There was an awareness campaign carried out by the Polish Ministry of Labour and Social Policy within the framework of own activities of 2007 European Union's "European Year of Equal Opportunities for All". The realization and coordination of the campaign planned was inducted to the Department for Women, Family and Counteracting Discrimination of the Polish Ministry of Labour and Social Policy. During the campaign, the advisory body to the Department – the Advisory Committee -was set up. It included group of experts on the issue of discrimination on the grounds of sexual orientation (ex. experts of the Campaign against Homophobia). Very important outcome of the "European Year of Equal Opportunities for All" was the research study: Situation of Sexual Minorities in Poland.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Poland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation
Targets:	General/LGBT
Actor	Governmental authority/Trade union
Country:	Poland
Summary:	In 2009 the Plenipotentiary of the President of Warsaw for the discrimination on grounds of ethnic and national origin, sex, age, sexual orientation and disability and the Plenipotentiary for gays and lesbians of Ogólnopolskie Porozumienie Związków Zawodowych (All Poland Alliance of Trade Unions) were appointed.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Poland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising
Targets:	General/LGBT

Actor:	Governmental authority
Country:	Poland
Summary:	Special, free of charge courses are offered by the Polish Ministry of Labour and Social Policy to the employees of the public sector (policemen, teachers, administrative officers). The courses are devoted to the problem of countering discrimination, i. a. discrimination of sexual orientation.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Poland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising/Cooperation
Targets:	LGBT
Actor	Governmental authorities
Country:	Romania
Summary:	In 2005 public interventions of government officials (including the President of Romania, Traian Băsescu, the Minister of Justice at the time, Monica Macovei, and the NCCD) took place. The mayor of Bucharest was asked to reconsider his decision not to authorise a gay march which led to respect for freedom of assembly but also to increased understanding of the issue.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Romania, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation
Targets:	LGBT
Actor	Police
Country:	Romania
Summary:	As positive practice might be considered the presence of local police and gendarmerie during the marches organised in 2005–2009, that effectively collaborated with ACCEPT (the NGO organising the marches) and protected participants against mobs of neo-Nazi youngsters, hooligans from football clubs and religious extremists who organised a counter demonstration entitled Normality March.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Romania, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising
Targets:	Transgender
Actor	Governmental authority
Country:	United Kingdom
Summary:	The Department of Trade and Industry funded workplace good practice guide for employers <i>Gender Reassignment: A Guide for Employers</i> . In the guide the changes introduced by the Gender Recognition Act 2004 has been reflected. In accordance, the responsibilities for employers and their staff were made clear.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, United Kingdom, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Legal Support/Complementary Support/Hate Crime Reporting

Good Practices in:	Legal Support
Targets:	LGBT
Actor	Governmental institution
Country:	Belgium
Summary:	In the office of the Commissioner General for the Refugees and the Stateless Persons there is a person who is exclusively responsible for applications for asylum or subsidiary protection based on sex (and transsexualism) or sexual orientation. This practice allows for the generation of a specific expertise in this area.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Belgium, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting
Targets:	LGBT
Actor	Governmental authority
Country:	Belgium
Summary:	A circular letter on the registration of homophobic crimes and offences has been issued by the Minister of Justice. The letter stipulates a uniform procedure for the registration of these crimes. This way of reporting enables a better view of the extent of such complaints and contributes to more reliable statistical information.

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Belgium, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm
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Good Practices in:	Hate Crime Reporting
Actor	Governmental authority
Targets:	General/LGBT
Country:	Denmark
Summary:	2007 the Ministry of Justice set up a new reporting system for decisions in crimes which have been committed on account of the victim's race, national or ethnic background, religious beliefs or sexual orientation. The result of the reporting system was planned to be published in the spring 2008.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Denmark, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting
Targets:	General/LGBT
Actor	Governmental institution
Country:	Denmark
Summary:	A report entitled: Indsatser mod Æresrelateret Vold ('The Efforts Against 'Honour-related' violence') has been released by SFI - Det Nationale Forskningscenter for Velfærd (the Danish National Institute of Social Research), a research institution under the Ministry of Social Affairs. The report describes efforts and methods that were applied in Sweden, Denmark, the Netherlands, Norway, U.K., and France. The survey also touches upon the conditions related to 'honourrelated' violence against LGBT individuals (primarily in relation to Sweden and the Netherlands).
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Denmark, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting
Targets:	General/LGBT
Actor	Police
Country:	Finland

Summary:	Since 1997 Finland has collected and reported data on a yearly basis on the racist crimes reported to the police. Researchers analyse every crime report which fits a certain profile, and examine the case to determine whether it was partly or wholly racially motivated. In this way the researchers are able to analyse not just the yearly number of racist crimes, but also to draw conclusions about typical offenders, typical racist crimes and places and times when these crimes occur and who are the victims. The report from 2009, for the first time, included data on several types of hate crimes, also crimes perpetrated because of the victim's (perceived) sexual orientation. It is expected that the future reports will also have this broader approach.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Finland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting/Cooperation/Awareness Raising
Targets:	LGBT
Actor	Police
Country:	Germany
Summary:	Police sets up special agents to liaise with the LGB community. In some police agencies on the Federal States level as well as in several cities has been established an office for a special police agent who is specifically responsible for matters concerning violence against gays and lesbians and other matters related to the LGB community. The special agents serve as contact to associations and organisations of gays and lesbians, work in the field of prevention of violence against gays and lesbians and sensitise colleagues as well as the public to police relevant matters related to the LGB community.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Germany, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting/Cooperation/Awareness Raising
Targets:	LGBT
Actor:	Police
Country:	Ireland
Summary:	An Garda Síochána (Ireland's National Police Service) is active in addressing homophobic hate crime: violence, harassment and hate speech. Garda Liaison Officers have been appointed to act as a point of contact for LGB people reporting homophobic acts. In the 2006 LGBT Hate Crime Report 70 percent of respondents said that they were aware of these Liaison Officers (LGBT Hate Crime Report: Stop Hate Crimes in Ireland Campaign (2006) is available at

Summary:	<p>http://johnny.fruitdesign.ie/upload/hatecrimereport.pdf). Information about LGBT Helpline in Ireland and contacts to An Garda Síochana where the crimes can be reported: http://www.lgbt.ie/information.aspx?contentid=203.</p> <p>Further examples of positive work being carried out by the Garda include developing leaflets for the LGB community encouraging people to report homophobic crimes; also providing information on Garda Liaison Officers to members of the LGB community; providing training for Garda.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Ireland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting/Awareness Raising
Targets:	General/LGBT
Actor	Governmental authority
Country:	Italy
Summary:	The Department of Rights and Equal Opportunities has set up the <i>Forum permanente contro le molestie gravi e la violenza alle donne, per orientamento sessuale e identità di genere</i> (Permanent forum against serious harassment and violence on women, and on grounds of sexual orientation and gender identity) in accordance with a ministerial decree.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Italy, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support
Targets:	General/LGBT
Actor	Governmental institution
Country:	Netherlands
Summary:	The existence of Dutch Equal Treatment Commission has helped to make legal protection against discrimination on grounds of sexual orientation adequate, extensive and easily accessible. Increasingly it applies also for discrimination on grounds of gender identity and expression. The ETC, that may be regarded as one of the leading bodies in this field in Europe, has developed a highly sophisticated case law. The work of ETC is being complemented by the local and regional anti-discrimination bureaus, by the Inspectorate for Health and Safety at Work and by the Education Inspectorate.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Netherlands, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support
Targets:	General/LGBT
Actor	Governmental authority
Country:	Netherlands
Summary:	<p>In the Netherlands, local municipalities funded anti-discrimination agencies (ADAs) for activities related supporting victims and raising awareness. The ADAs were first established in the 1980s and developed over the years into professional organisations that are trained in counselling victims of discrimination on all grounds. In addition to their local presence a dedicated hotline assists victims to lodge complaints, which are registered in a national database. Many cases were resolved locally through ADAs without recourse to legal proceedings. After the adoption of the Act on the municipal anti- discrimination facilities in 2009, all citizens in the Netherlands have access to a locally present professionally run anti-discrimination agency where they can receive support and assistance in cases relating to discrimination. There is now nationwide coverage of these facilities. The type of paralegal aid offered to victims of discrimination means that people receive information about their position, advice about how to address their specific situation and assistance in cases where a judicial procedure is the best solution. The role of the ADAs is such that the Dutch Equal Treatment Commission and courts will receive cases that are relevant.</p>
SOURCE:	FRA Report „Access to Justice in Europe“, 2010. Available at http://fra.europa.eu/fraWebsite/attachments/report-access-to-justice_EN.pdf

Good Practices in:	Hate Crime Reporting
Targets:	LGBT
Actor	Police
Country:	Netherlands
Summary:	<p>In March 2008 two police forces have started to facilitate the reporting of homophobic and transphobic incidents. This can now also be done online. The project also covers incidents resulting from discrimination on grounds of race, religion or belief. The pilot of this Hate Crimes project (available at: https://www.hatecrimes.nl/index.php?page=information-gs-en) will run until the end of 2011. Thereafter the project may be extended to all police regions.</p> <p>The project also has an information pack with leaflets and report form on the website. The leaflets are distributed in various public places, anti-discrimination agencies, police departments and the COC in Amsterdam and Nijmegen.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Netherlands, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting/Cooperation/Awareness Raising
Targets:	LGBT
Actor:	Police Network
Country:	Netherlands
Summary:	<p>In response to the lack of willingness among homosexuals to report homophobic offences, the police force of Amsterdam established the Roze in blew (Pink in Blue) network, consisting of LGBT police officers. The network represents the interests of LGBT people within and outside the police. Victims of homophobic offences can call a specific telephone number to report crimes against LGBT people. Information in English where to call in case of harassment or discrimination: http://www.politie-amsterdam-amstelland.nl/get.cfm?id=970.</p> <p>In 2008 the Landelijk Homonetwerk Politie (National LGBT Network Police) was founded, which also aims to contribute expertise and information to others in the police force (including the Police Academy) encouraging all police regions start a regional Pink in Blue network, and to support the Euro Gaypolice Association (EGPA). In 2010 Regional networks existed in 11 of the 25 police regions of the Netherlands. See www.politie.nl/lhp/.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Netherlands, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Hate Crime Reporting
Targets:	General/LGBT
Actor	Police
Country:	Netherlands
Summary:	<p>In order to get a better overview of homophobic aggression in the Netherlands, the police and the National Expertise Centre for Diversity (LECD) of the Public Prosecution Service elaborated a system to improve the registration of offences and crimes with a discriminatory aspect. Besides that, the Public Prosecution Service introduced a new information management system where the option to specify the grounds of discrimination involved in an offence or crime is available.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Netherlands, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Hate Crime Reporting
Targets:	LGBT
Actor	Police

Country:	United Kingdom
Summary:	Many police forces in the UK have LGBT or minority liaison (available at: http://www.met.police.uk/contacts/lgbt.htm) officers in every borough or police district. The liaison officers have been specially trained in order to support victims of homophobic and transphobic incidents. They may also have an additional responsibility to engage with individuals and groups who support victims.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, United Kingdom, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

4.2. Good practices by non-governmental actors

Cooperation/Awareness Raising

Good Practices in:	Cooperation
Targets:	LGBT
Actor:	Trade Unions
Country:	Austria
Summary:	President of the Österreichischer Gewerkschaftsbund (ÖGB) (Austrian Trade Union Federation) asked for the adoption of Collective Agreements in order to combat discrimination against LGBT people. Please see „Hundstorfer: Diskriminierung Homosexueller hat am Arbeitsplatz nichts zu suchen“, available at: http://www.ots.at/presseaussendung.php?schluessel=OTS_20071028_OT50011&ch=politik (2008)
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Austria, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation
Targets:	General/LGBT
Actor:	NGOs, other
Country:	Belgium
Summary:	The Centre for Equal Opportunities and Opposition to Racism (CEOR) has concluded formal protocols with some NGOs active in the field of discrimination on the basis of sexual orientation, so that these NGOs can act as independent local complaint offices for the Centre. The local Flemish complaints offices likewise bring anti-discrimination policies closer to the citizens and stress mediation and extra-legal approaches in coming to solutions in discrimination cases.

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Belgium, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm
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Good Practices in:	Cooperation/Awareness Raising/Seminars
Targets:	General/LGBT
Actor:	NGOs, Trade Unions, other
Country:	Cyprus
Summary:	<p>A number of seminars on the implementation of the acquis on non-discrimination on all grounds were organised:</p> <ul style="list-style-type: none"> • Awareness campaign (2007) – the Cyprus Family Planning Association in cooperation with the Gay Liberation Movement of Cyprus and NGO „Astarti“ organized an awareness campaign in relation to the issue of sexual orientation, which was co-financed by the European Commission and the Ministry of Justice and Public Order. This campaign aimed at sensitizing the general public on sexual orientation issues as a human right and discrimination on the ground of sexual orientation. The booklet, aimed at organized groups such as teachers, police and others was published. • Seminar on anti-discrimination Directives • Anti-discrimination training for NGOs and trade unions (2007) • Anti-discrimination training for NGOs (2005) • Conference on the Benefits of Diversity (2006) – the ‘Stop Discrimination Campaign’ organized a pan-European conference on “The Benefits of Diversity and Inclusion for Small and Medium-Sized Enterprises”.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Cyprus, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising/Publications
Targets:	General/LGBT
Actor:	Employers association
Country:	Cyprus
Summary:	<p>During 2007, the Cyprus Employers & Industrialists Federation (OEV) has published a “Guide to employers for the promotion of equality and diversity at the workplace” which sets out the legal obligations of employers according to the anti-discrimination legislation, and lists examples of good practice highlighting the promotion of equality and respect for diversity as factors for a healthier, more competitive and productive work environment.</p>

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Cyprus, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm
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Good Practices in:	Cooperation/Awareness raising/Projects
Targets:	LGBT
Actor:	NGOs
Country:	Czech Republic
Summary:	A project „Through Diversity against Bullying“ is realized by NGOs Counselling Centre for Citizenship/Civic and Human Rights, Gender Studies and Stud. The project is aimed at public education and awareness raising in the issue of fighting against homophobia.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Czech Republic, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation/Awareness Raising
Targets:	General/LGBT
Actor:	Trade Unions, other
Country:	France
Summary:	In December 2008 a “Diversity Label” has been created to reward exemplary practices of some companies, administrations, or associations in matters of diversity. The French association of normalization (AFNOR) may choose to deliver such a label in the field of human resources management after it has received the opinion of a committee of labelization composed by State and trade union representatives and human resources managers (Decree n°2008-1344 of 17 December 2008).
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, France, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation/Network/Awareness Raising
Targets:	LGBT
Actor:	Network, other
Country:	Germany

Summary:	Within the Deutsche Telekom Group employees from different areas of the company and its subsidiaries founded a network of heterosexuals, gays, lesbians and transgender in order to strengthen tolerance on every level of the enterprise and to promote acceptance of diversity. The aim of the network is to enable intercourse between the colleagues and to create a positive working climate. See http://www.queerbeet.info/english/index.html .
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Germany, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Awareness Raising
Targets:	LGB
Actor:	Trade Unions
Country:	Ireland
Summary:	INTO – Lesbian Gay Bisexual Teacher’s Group within the Irish National Teachers’ Organisation, have launched LGB workplace guidelines (available at http://www.into.ie/ROI/InformationforTeachers/TeacherSpecialInterestGroups/LesbianGayBisexualTeachersGroup/LGBT_goodpractice.pdf) – „Anseo! Creating an Inclusive Staffroom for Lesbian, Gay and Bisexual Staff – Good Practice Guidelines“ at a Conference in Dublin in October 2009.
SOURCE:	http://www.into.ie/ROI/InformationforTeachers/TeacherSpecialInterestGroups/LesbianGayBisexualTeachersGroup/

Good Practices in:	Data Collection/Research
Targets:	LGBT
Actor:	Trade Unions
Country:	Ireland
Summary:	The Public Service Executive Union (PSEU) is the trade union for Executive Grades in the Civil Service and the wider public sector. The PSEU has collected data to ascertain whether Lesbian, Gay, Bisexual or Transgender (LGBT) members are satisfied that their workplace is free from discrimination. This is intended to help the union to learn what actions they might need to take to address any concerns these members might have. Available at http://www.pseu.ie/circulars/lgbtsurvey.doc .
SOURCE:	http://www.pseu.ie/index.html

Good Practices in:	Cooperation/Training
Targets:	LGBT

Actor:	NGOs, other
Country:	Poland
Summary:	The pilot training for the Police in Gdańsk, was carried out by the representatives of the Campaign Against Homophobia (KPH). The training included the issues of discrimination of sexual minorities and the proper reaction and behaviour during the contact with LGBT persons.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Poland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation/Awareness Raising
Targets:	General/LGBT
Actor:	NGOs, Trade Unions, other
Country:	Portugal
Summary:	The CGTP trade union approved a manifesto entitled 'Equal Opportunities for All' and sub-headed 'For diversity! Against the discrimination in the workplace and in society'. In March 2009 a two day International Conference on 'Mainstreaming LGBT anti-discrimination policies' took place in Lisbon. It was organized by Associação ILGA-Portugal – Lesbian, Gay, Bisexual and Transgender Intervention, sponsored by the Embassy of The Netherlands in Lisbon and institutionally sponsored by the Commission for Citizenship and Gender Equality. More information at: http://www.ilga-portugal.pt/conferencia2009/ .
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Portugal, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation/Awareness Raising/Publication
Targets:	General/LGBT
Actor:	NGOs, Trade Unions, other
Country:	Slovenia
Summary:	KUC, an NGO promoting non-discrimination regarding sexual orientation, with the support of European Structural Funds and the Slovenian Ministry of Labour, Family and Social Affairs, published two manuals on 'Measures against employment discrimination' for use by trade unions and employers. T. Greif (2006) Ukrepi proti diskriminaciji v zaposlovanju za sindikate, KUC, Ljubljana 2006, available at: http://www.zsss.si/images/stories/PDF/Ukrepi_proti_diskriminaciji_SINDIKATI.pdf , T. Greif (2006), Ukrepi proti diskriminaciji v zaposlovanju z delodajalce, KUC, Ljubljana, 2006, available at http://www.zsss.si/images/stories/PDF/Ukrepi_proti_diskriminaciji_DELODAJALCI.pdf .

Summary:	The manuals are a comprehensive guide for trade unions in their negotiations with employers, as well as for employers when dealing with workers, they also provide information on the most common forms of discrimination against employees on the grounds of their sexual orientation and gives possible measures that may be undertaken by trade union representatives and employers to counter them.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Slovenia, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Cooperation/Hate Crime Reporting/Publication
Targets:	LGBT
Actor:	NGOs, other
Country:	United Kingdom
Summary:	A guide to recognising and reporting homophobic and transphobic hate crime, also providing information on remote reporting.
SOURCE:	http://www.equalityhumanrights.com/uploaded_files/Scotland/halt_hate_crime_guide_pdf.pdf

Legal Support/Complementary Support/Hate Crime Reporting

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	Austria
Summary:	Rechtskomitee Lambda (NGO) – free legal counselling in all areas of LGBT people's lives, litigation in the courts. http://www.rklambda.at .
SOURCE:	http://www.rklambda.at

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	Austria
Summary:	The legal counselling takes place at advisory center COURAGE (free, personal, anonymous counselling) http://www.courage-beratung.at/start_index.htm (website only in German)
SOURCE:	http://www.courage-beratung.at/start_index.htm

Good Practices in:	Legal Support/Complementary (psychological) Support
Targets:	General/LGBT
Actor:	NGOs
Country:	Czech Republic
Summary:	<p>Since 2008 an NGO Counselling Center for Citizenship/Civic and Human Rights (Poradna pro občanství občanská a lidská práva) provides legal help to those who were discriminated against based on the grounds of their sexual orientation, identity or gender. Please see their website: http://www.poradna-prava.cz/ and information on LGBT legal and psychological support (only in Czech): http://lgbt.poradna-prava.cz/poradenstvi-349.html.</p> <p>It provides psychological and legal advice in areas of:</p> <ul style="list-style-type: none"> • discrimination and equal treatment • registered partnership • legal aspects of LGBT parenting, etc. • homophobia • verbal and physical attacks motivated by homophobia
SOURCE:	http://lgbt.poradna-prava.cz/

Good Practices in:	Legal Support
Targets:	General/LGBT
Actor:	NGOs
Country:	Czech Republic
Summary:	<p>NGO In IUSTITIA, founded in 2009, provides legal help to victims of hate violence based on various grounds (this NGO provides help to all victims of hate violence, not solely to LGBT community). More information available at: http://www.in-ius.cz/.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Czech Republic, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Complementary Support/Hate Crime Reporting/Cooperation/Awareness raising
Targets:	General/LGBT
Actor:	NGOs, other
Country:	Denmark

Summary:	In 2009 Copenhagen Police, Copenhagen Municipality, The Danish Institute for Human Rights, The Society of Gays and Lesbians as also World Outgames have initiated cooperation and a campaign with the aim of stopping and reducing hate crimes. The web page: http://www.stophadforbrydelser.nu (English: „Stop hate crimes now“) This web page is established to ease the reporting to the police by victims or witnesses of hate crimes and in general to raise awareness of the issue. Here is information in English about Victim Counselling Service in Denmark (they include hate crimes based on sexual orientation): http://www.stophadforbrydelser.dk/#/435863/ .
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Denmark, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	Association
Country:	France
Summary:	ARDHIS – legal advice for LGBT foreigners in France http://ardhis.org/ (only in French)
SOURCE:	http://ardhis.org/

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	France
Summary:	RAVAD – legal advice for LGBT people http://www.ravad.org/ (French)
SOURCE:	http://www.ravad.org/

Good Practices in:	Legal Support/ Complementary (psychological) Support
Targets:	LGBT
Actor:	NGOs
Country:	France
Summary:	Centre LGBT Paris-ÎdF – free legal hotline, psychological and legal advice http://www.centrelgbtparis.org (French)
SOURCE:	http://www.centrelgbtparis.org

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	France
Summary:	Collectif contre l'homophobie – supports LGBT victims during trials, with a civil action where appropriate http://www.cch.asso.fr/ (French)
SOURCE:	http://www.cch.asso.fr

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	France
Summary:	SOS Homophobie – provides a counselling service and support for victims or witnesses of homophobic discrimination; hotline for anonymous testimonial; also it is acting as civil partners with victims of homophobic abuse in the Judicial System http://www.sos-homophobie.org/
SOURCE:	http://www.sos-homophobie.org/sos-homophobie-association-goals

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	Federation, Other
Country:	France
Summary:	Syndicat National des Entreprises Gaies (French federation of gay business) SNEG takes care of representing and defending the interests of its business members. It also handles matters concerning neighbourhood problems often linked to homophobia, and takes legal action in its own name or as support for any member of the SNEG victim of homophobia, discrimination, insults or violation of private life rights because of sex, sexual orientation.
SOURCE:	http://www.sneg.org/ (only in French)

Good Practices in:	Legal Support/Complementary Support/Hate Crime Reporting
Targets:	Lesbians/Bisexual women
Actor:	NGOs
Country:	Germany

Summary:	As increased numbers of physical violence and attacks against lesbians in the last months were noticed, helpline against violence and discrimination against lesbians was established in Berlin to address the need for protection and support. The website only in German http://www.onyva.lsvd.de/ . Helpline is available in every working day between 4-6 p. m.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Germany, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Complementary Support/Hate Crime Reporting
Targets:	Gay/Bisexual men
Actor:	NGOs
Country:	Germany
Summary:	Legal support is also provided specifically aiming to support gay men is available at www.maneo.de (information only in German). It provides opportunity to report a crime against gay and bisexual men. They provide legal and psychological support for victims and help by reporting of crimes to the police.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Germany, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	Germany
Summary:	Association Broken Rainbow working against violence and discrimination towards LGBT people in Germany. They provide legal and psychological counselling. More information: http://www.broken-rainbow.de/de/index_all.html .
SOURCE:	http://www.broken-rainbow.de/de/index_all.html

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	Germany

Summary:	Sonntags Club – an association which i. a. provides free legal counseling for LGBT people about discrimination at work; also civil and social law http://www.sonntags-club.de/beratung/rechtsberatung.html (only in German)
SOURCE:	http://www.sonntags-club.de/beratung/rechtsberatung.html

Good Practices in:	Legal Support
Targets:	General/LGBT
Actor:	Trade Unions
Country:	Germany
Summary:	As it is stated in their web site, VER.DI is one of the largest independent, individual trade union in the world. This is a multi-service trade union and provides services for people employed in over 1000 different trades and professions. It has LGBT working group for whole country (Bundesarbeitskreis Lesben, Schwule, Bisexuelle und Transgender in ver.di – http://regenbogen.verdi.de/ – only in German) and branches of this working group in every federal state. They provide legal advice on issues related to employment.
SOURCE:	http://regenbogen.verdi.de/ (only in German)

Good Practices in:	Hate Crime Reporting/Cooperation/Awareness Raising
Targets:	LGB
Actor:	NGOs, other
Country:	Ireland
Summary:	Over time good working relations between LGB NGOs and An Garda Siochana have evolved. The Gay and Lesbian Equality Network (GLEN) has worked with the Garda to develop and present a LGB Community Safety Strategy for the Dublin Metropolitan Region launched by the Minister for Justice, Equality and Law Reform in 2006. The core elements of the strategy include: <ul style="list-style-type: none"> • A drop-in service at an LGBT community centre; • Regular Forum meetings between the Garda, LGB commercial venues and other community representatives; • Re-establishing a National Advisory Panel to discuss policing and the LGB population. Cooperation positive results also includes include developing leaflets for the LGB community encouraging people to report homophobic crimes; providing information on Garda Liaison Officers to members of the LGB community; and providing training for Garda on LGB issues.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Ireland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	Italy
Summary:	Arcigay (NGO) - Sportello legale nazionale: it 's a legal advisory service free for lesbian, gay, bisexual and transgender people. It is based in Bologna and is composed by a team of lawyers advising in civil, criminal and administrative law http://www.arcigay.it/servizi-e-assistenza/ (only in Italian)
SOURCE:	http://www.arcigay.it/servizi-e-assistenza/

Good Practices in:	Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	Luxembourg
Summary:	Cigale – information centre for gays and lesbians, provides anonymous consultations online here: https://www.cigale.lu/consultation-anonyme.html (only in French). A number of people are afraid to go directly to the office, thus, Cigale offers an alternative outreach: the online consultation. This alternative to „traditional“ consultation has the objective to get to know each other, learn to trust and become more comfortable. This form of consultation is therefore used to support people who are not yet ready to move to the centre for an appointment.
SOURCE:	https://www.cigale.lu/consultation-anonyme.html

Good Practices in:	Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	Malta
Summary:	Malta Gay Rights Movement – provides online support, runs national gay helpline. Help is open to LGBT individuals, their friends and family. Info in English here: http://www.maltgayrights.net/support
SOURCE:	http://www.maltgayrights.net/support

Good Practices in:	Hate Crime Reporting
Targets:	LGBT

Actor:	Foundation
Country:	Netherlands
Summary:	Organisation Embrace Pink offers possibility to report homophobic or transphobic act by phone, mail or in a personal conversation. Person can remain anonymous if he/she wishes. Original web site in Dutch: http://embracepink.nl/en/node/202
SOURCE:	http://embracepink.nl/en/node/202

Good Practices in:	Public Interest Litigation/Cooperation
Targets:	General/LGBT
Actor:	NGOs, other
Country:	Poland
Summary:	<p>Positive cooperation between NGOs and the Polish ordinary and administrative courts in litigation of precedent cases. Polish courts accept public interest litigation, especially if an organisation is presenting an amicus curiae brief or legal opinion, and may take advantage of views expressed therein. For example, please see amicus curiae brief submitted by Polskie Stowarzyszenie Edukacji Prawnej (Polish Association of Legal Education) in case of accused P. Aleksandrowicz and J. Tomczask on homophobic hate speech, available at www.psep.pl/pliki/news/obr/uwagi_wstepne.pdf.</p> <p>It can be viewed as great help in advancing the rights of the LGBT community and also may have positive effects if the legislator or the executive is not responding correctly to the needs and problems of the LGBT people.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Poland, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	Poland
Summary:	Lambda Warszawa – association provides free legal assistance through helpline (once a month), online (email inquires) and personal counselling. More info here: http://www.lambdawarszawa.org/content/view/64/70/ (only in Polish)
SOURCE:	http://www.lambdawarszawa.org/content/view/64/70/

Good Practices in:	Legal Support
Targets:	LGBT
Actor:	NGOs
Country:	Poland
Summary:	Campaign Against Homophobia (NGO) – free legal counselling for the victims of discrimination based on sexual orientation. The areas of counselling: criminal, civil, labour and administrative law. http://www.kph.org.pl/pl/pomoc/pomoc-prawna (only in Polish)
SOURCE:	http://www.kph.org.pl/pl/pomoc/pomoc-prawna

Good Practices in:	Complementary Support (psychological and social)
Targets:	LGBT
Actor:	NGOs
Country:	Portugal
Summary:	An NGO „Opus Gay“ which is designed to promote the welfare of the gay community in Portugal, has received financial support in order to build a shelter for victims of homophobia and cases of domestic violence among same sex couples. More information at http://www.opusgay.org/Centro_Acolhimento.html . They are also offering psychological counselling. See at (only in Portuguese): http://www.opusgay.org/index.php/apoio-psicologico.html .
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Portugal, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Strategic Litigation
Targets:	LGBT
Actor:	NGOs
Country:	Romania
Summary:	According to the Romanian Anti-discrimination Law, the protection against discrimination based on sexual orientation is guaranteed in all fields of the social sphere, including in relation to access to goods and services. Based on this legal provision, ACCEPT developed three strategic litigation cases both with the NCCD (national equality body) and with the civil courts securing jurisprudential confirmation. Cases TAROM Case, DZ v. Distrigaz Sud Case and the Case ACCEPT v. the Ministry of Health on blood donation.
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Romania, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	Romania
Summary:	ACCEPT is providing legal support and assistance to people discriminated on account of their sexual orientation, gender or HIV positive status. People are encouraged to turn for help if they are having problems with the police, or are being discriminated against at the workplace, in school or at home on the grounds of sexual orientation or gender (in case of transgender/transsexual). ACCEPT provides legal assistance, including initiating legal suits. More at: http://accept-romania.ro/en/servicii/consiliere-juridica/ . Also ACCEPT provides psychological counselling. More at http://accept-romania.ro/en/servicii/consiliere-psiologica/ .
SOURCE:	http://accept-romania.ro/en/servicii/consiliere-juridica/

Good Practices in:	Complementary Support
Targets:	General/LGBT
Actor:	Employers, other
Country:	Slovenia
Summary:	Two large Slovenian public companies for the purpose of securing a safe working environment for LGBT people included prohibition of discrimination on the basis of other personal circumstances (i.e. sexual orientation) in their internal company codes. This include Code of professional ethics and entrepreneurial culture, Telekom Slovenije available at: http://www.mirovni-institut.si/razlicnost/delodajalci.html . Also professional criteria and ethical principles of journalism in Slovenian Radio and Television Programmes, available at: http://www.mirovni-institut.si/razlicnost/delodajalci.html .
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, Slovenia, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support/Complementary Support/Hate Crime Reporting
Targets:	LGBT
Actor:	NGOs
Country:	Slovenia
Summary:	Lesbian Section SKUC-LL is providing victim's assistance, counselling and legal help for LGBT victims of discrimination, violence and harassment. The organization also runs a special web page Pink ALARM for on-line reporting of hate crimes, discrimination, violence etc. for LGBT victims. More information at: www.ljudmila.org/lesbo/alarm .

SOURCE:	www.ljudmila.org/lesbo/alarm
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Good Practices in:	Legal Support/Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	Slovenia
Summary:	LeGeBiTra – legal and psychological counselling for LGBT. Counselling takes place: personally, by phone, and via email.
SOURCE:	http://www.drustvo-legebitra.si/index.php/kaj-delamo/svetovanje-in-samopomo/svetovalnica (in Slovenian)

Good Practices in:	Legal Support/Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	Spain
Summary:	COGAM – LGBT organization provides legal, medical and psychological help by telephone, email and personal. Info in Spanish here: http://www.cogam.org/secciones/asesoria-juridica-gays-lesbianas-transexuales-bisexuales-madrid
SOURCE:	http://www.cogam.org/secciones/asesoria-juridica-gays-lesbianas-transexuales-bisexuales-madrid

Good Practices in:	Hate Crime Reporting/Cooperation
Targets:	LGBT
Actor:	NGOs, other
Country:	United Kingdom
Summary:	<p>In UK assisted or third party reporting of homophobic and transphobic crimes is available. Service seeks to address the problem that victims of homophobic and transphobic crimes may be unwilling to approach the police. It allows for reporting to a named third party, typically an LGBT organisation. The service is available in various parts of the UK, including Greater London and Northern Ireland, and is advertised to the public. For Greater London, the police work with Galop, an LGBT community safety charity: details available at: http://www.galop.org.uk.</p> <p>Remote reporting is also available through Victim Support which is a charity that operates separately from the police. People can contact Victim Support for help without going to the police. Victim Support Scotland available at: www.victimsupportsco.org.uk.</p>

SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, United Kingdom, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm and http://www.equalityhumanrights.com/uploaded_files/Scotland/halt_hate_crime_guide__pdf_.pdf
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Good Practices in:	Hate Crime Reporting/Research/Data Collection/Cooperation
Targets:	LGBT
Actor:	NGOs, other
Country:	United Kingdom
Summary:	<p>“Filling in the Blanks”, published in 2009, reports on pioneering investigation into homophobic and transphobic hate crimes in London, UK. The investigation was funded in part by the Metropolitan Police Service (MPS) and the Metropolitan Police Authority. It was undertaken by the LGBT community safety charity, Galop, in partnership with Stonewall Housing and London Lesbian and Gay Switchboard.</p> <p>The investigation highlighted that a significant proportion of otherwise unreported homophobic or transphobic hate incidents are informally or more formally reported to LGBT organisations. Such organisations often do not have a system for recording information received, and even where information is recorded, there is often no shared recording system and no method for wider dissemination among organisations or with the MPS. Research also reveals that homophobic and transphobic hate crime is significantly under-reported. The research further showed some important differences in the cases reported to MPS or LGBT organisations. More information: P Kelley (2009) Filling in the Blanks: LGBT Hate Crime in London, available at: http://www.galop.org.uk/wp-content/uploads/2009/05/filling-in-the-blanks-low-res.pdf.</p>
SOURCE:	Country thematic studies on homophobia, transphobia and discrimination on grounds of sexual orientation and gender identity. FRA, United Kingdom, 2010. Available at http://fra.europa.eu/fraWebsite/lgbt-rights/lgbt_country-reports_2010_en.htm

Good Practices in:	Legal Support
Targets:	General/LGBT
Actor:	Students Advice Agency
Country:	United Kingdom
	<p>Queen Mary Legal Advice Centre provides a free and accessible legal advice service to the public. It was opened in 2006 and currently has 88 undergraduate law students volunteering as student advisers as well as over 80 solicitors who volunteer as student supervisors. The Centre acts as advice agency, providing preliminary advice on the strength of a client’s case, the processes that need to be followed and an explanation of complex legal issues. This Centre operates for the benefit of both law students and clients: students are able to gain legal experience under the supervision of volunteer lawyers.</p>

Summary:	It also provides support to specifically to LGBT people. The Legal Advice Centre offers a welcoming and confidential environment for members of the LGBT community when seeking free legal advice. Once a month, advice sessions are dedicated to clients from the LGBT community. These sessions are devoted to clients who have any concerns relating to employment discrimination; cohabitation; civil partnerships; immigration; homophobic attack; hate crime; discrimination; police complaints; cottaging and cruising; and CRB checks and offences.
SOURCE:	http://www.advicecentre.law.qmul.ac.uk /

Good Practices in:	Legal Support/Cooperation/Networking/Pro Bono
Targets:	General
Actor:	Charity
Country:	United Kingdom
Summary:	<p>LawWorks is a national charity which aims to provide free legal assistance and help to individuals and community groups who cannot afford to pay and who are unable to access legal aid. It also aims to provide a wide variety of pro bono opportunities to lawyers through various projects. It is working with solicitors to support, promote and encourage a commitment to pro bono across the profession and almost all of the major law firms in the UK are LawWorks members. LawWorks staff itself are not lawyers and so do not provide legal advice.</p> <p>For individuals LawWorks offers three basic ways of help: firstly, if person needs initial legal advice he/she can visit a free legal advice clinic; secondly, if person is involved in a dispute and would like to have it settled by way of a mediation he can apply for free of charge mediation; thirdly, if person needs more than just initial advice from a lawyer he/she can apply to LawWorks for free assistance.</p> <p>LawWorks is at the forefront of national policy on pro bono work. Examples include: the Pro Bono Protocol, which is a vital tool in improving access to justice; as part of the Attorney General's Pro Bono Committee, LawWorks was associated with policy behind section 194 of the Legal Services Act and the establishment of the Access to Justice Foundation; LawWorks recently contributed to a prototype "international pro bono toolkit" being developed among Commonwealth States; also it is constantly working with all its partners to develop new projects to increase legal support for the vulnerable elements of communities; it has a press and media voice which aims to highlight developments which affect access to justice; LawWorks enables a great provision of over 40,000 pieces of pro bono advice each year.</p> <p>It also encourages the involvement of law schools and their students in pro bono activity. It has ultimate aim to establish a commitment from students that will continue throughout their entire professional career.</p>
SOURCE:	http://www.lawworks.org.uk/

Good Practices in:	Legal Support/Representation
Targets:	General/LGBT
Actor:	Charity
Country:	United Kingdom
Summary:	<p>The Free Representation Unit (FRU) is a charity which provides legal advice, case preparation and advocacy in tribunal cases for those individuals or groups who could not otherwise obtain legal support. Service are provided by trained volunteer law students and legal professionals in the early stages of their career under the supervision of FRU case workers.</p> <p>FRU provides representation for: cases in the employment tribunals; social security appeals in the first-tier tribunal; criminal injury compensation cases in the first-tier tribunal.</p>
SOURCE:	http://www.thefru.org.uk/

Good Practices in:	Legal Support/Pro Bono/Cooperation
Targets:	General
Actor:	Charity
Country:	United Kingdom
Summary:	<p>The Bar Pro Bono Unit is a charity which helps to find pro bono legal assistance from volunteer barristers. They assist with: advice, representation and help at mediation; cases in all legal areas; cases where proceedings have not yet been started; and cases in all tribunals and courts (in England and Wales).</p> <p>Pro bono assistance is only available to those who cannot afford to pay and who cannot obtain public legal aid.</p>
SOURCE:	http://www.barprobono.org.uk/overview.html

Good Practices in:	Legal Support
Targets:	General/LGBT
Actor:	Trade Unions
Country:	United Kingdom
Summary:	<p>UNISON (trade union) – provides legal advice on work related and work non-related issues for their members http://www.unison.org.uk/benefits/legal.asp. They recognize LGBT members as special separate group http://www.unison.org.uk/out/index.asp</p>
SOURCE:	http://www.unison.org.uk/benefits/legal.asp

Good Practices in:	Complementary Support
Targets:	LGBT
Actor:	NGOs
Country:	United Kingdom
Summary:	London Lesbian & Gay Switchboard (LLGS) provides an information, support and referral service for LGBT people. For a long time LLGS has provided a telephone helpline service. Now they also include more services such as instant messaging and email support. Also they provide information database on their website. Volunteers working in the helpline identify themselves as lesbian, gay or bisexual. So those who are turning for help can be sure that person answering the telephone will have an understanding of the situation. Volunteers are providing support, offering information and discussing relevant options with callers.
SOURCE:	http://www.llgs.org.uk/services.html

Practical Aspects/Funding/Human Resources

Good Practices in:	Standards/Methods/Legal Support
Targets:	General
Actor:	Student Advice Agency
Country:	United Kingdom
Summary:	<p>In the Queen Mary Legal Advice Centre enquiries are dealt with on a case-by-case basis. Person which wants to get legal help, must make an initial enquiry by phone or email, providing details the legal issue. The Legal Advice Centre Manager and Coordinator makes an assessment as to whether the particular case falls within the Centre's remit.</p> <p>After a case is accepted client is invited to meet advisory team at the Centre. The team includes two undergraduate law students, called Student Advisers and one qualified practising solicitor who acts as a supervisor. Student Advisers manage their cases from beginning to end, including interviews, research and the advice letter, their work however is supervised by the solicitor and the Centre Manager.</p> <p>If Student Advisers can help, they provide written advice within 14 or 21 working days of the appointment depending on the difficulty of a case. If they are unable to help, they provide person with the details of other free legal advice centres that may be able to offer assistance.</p> <p>The centre does not undertake casework or representation of clients in court or at tribunal.</p> <p>The Centre is committed to professional standards applicable to the legal profession and is a member of LawWorks and committed to the Pro Bono Protocol. All legal advice and assistance is given in the strict confidence.</p>

SOURCE:	http://www.advicecentre.law.qmul.ac.uk/ and http://www.advicecentre.law.qmul.ac.uk/pink/index.html (for LGBT support)
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Good Practices in:	Standards/Pro Bono/Legal Support
Targets:	General
Actor:	NGOs, other
Country:	United Kingdom
Summary:	The Bar Pro Bono Unit and LawWorks jointly developed the Pro Bono Protocol. It sets out how pro bono work should be delivered and general working standards. It has been signed by a wide range of those involved in provision of pro bono services including the Bar Council, the Bar Pro Bono Unit, sets of Chambers, law firms and law schools. Protocol available at: http://www.barprobono.org.uk/pro_bono_protocol.html .
SOURCE:	http://www.barprobono.org.uk/pro_bono_protocol.html

Good Practices in:	Funding/Finances
Targets:	General
Actor:	Charity
Country:	United Kingdom
Summary:	<p>As the Bar Pro Bono Unit is an independent charity it is basically funded from donations. Donations can be made by individuals, organizations, Chambers and other. Details on supporter are available at: http://www.barprobono.org.uk/index.php?cID=284.</p> <p>Donations can be regular (every month), single or made by cheque or standing order. Everyone can make a donation easily through online JustGiving system: http://www.barprobono.org.uk/index.php?cID=484.</p> <p>Gifts made on a regular committed basis (for example by standing order) are particularly appreciated. The Pro Bono Unit can increase the value of any donation from a tax payer by 20 percent where a Gift Aid form is completed.</p> <p>JustGiving is a system for online fundraising for charities across the UK. It was the first such web page started in early 2000.</p> <p>The system is free of charge and all the money that a person donates through JustGiving goes straight to their chosen charity (if it is eligible for Gift Aid). For this service JustGiving charges charities a 5 percent fee that comes out of the Gift Aid, and a 15 pound per month membership fee.</p> <p>For more information please see: http://www.justgiving.com/.</p>
SOURCE:	http://www.barprobono.org.uk/index.php?cID=484 and http://www.justgiving.com/

Good Practices in:	Funding/Finances
Targets:	LGBT
Actor:	NGOs
Country:	United Kingdom
Summary:	<p>Before August 2002, the Equality Network worked on a voluntary basis and was funded only by donations. However, since the opening of the Scottish Parliament, the Equality Network has been one of the consultative organisations for the Scottish Government. For the first three years, the Equality Network did not get any funding and did this work on a volunteer basis. However, this gradually became untenable, and for five years the Scottish Executive and then the Scottish Government funded the project „Your Scotland“.</p> <p>Membership of Network mailing lists is free to anyone, there is no membership or subscription charges. All meetings and forums are also free to attend.</p> <p>Most of the Networks resources depend upon regular (monthly) donations made by individuals and organizations. These resources enable Network to support projects connected with the LGBT communities in Scotland in relation to equalities work. If any organisation wants to support the Network, it can become affiliated to Equality Network by completing affiliation form which is available at the organisations web page.</p>
SOURCE:	http://www.equality-network.org/Equality/website.nsf/webpages/E2D50EE56AACB1E A80256F6300397C10?OpenDocument and http://www.equality-network.org/Equality/website.nsf/webpages/CC64FE43A467B69680256FC50059FEFE?OpenDocument

Good Practices in:	Human Resources
Targets:	General
Actor:	NGOs
Country:	Lithuania
Summary:	<p>This benchmarking study is the appreciative inquiry about best practices in six different fields, including motivation of human resources and leadership. The study is based on 20 interviews of representatives of NGOs from Lithuania and Sweden.</p>
SOURCE:	http://www.atviri.lt/uploads/files/dir71/dir3/15_0.php

Good Practices in:	Human Resources
Targets:	General
Actor:	NGOs
Country:	Romania

Summary:	Information on voluntary activities is provided by phone or e-mail. Volunteers are asked to set up a meeting with the volunteers coordinator to find out what are the current needs of the organisation and how his/her skills would fit with the requirements. Volunteers need to sign a volunteer contract.
SOURCE:	http://accept-romania.ro/en/implica-te/voluntar/

Good Practices in:	Human Resources
Targets:	General
Actor:	Student Advice Agency
Country:	United Kingdom
Summary:	<p>In the Queen Mary Legal Advice Centre cases are dealt and legal support provided by the team which includes two undergraduate law students, called Student Advisers and one qualified practising solicitor who acts as a supervisor of students. Student Advisers manage their cases from beginning to end, including interviews, research and the advice letter, afterwards their work is supervised by the appointed solicitor and the Centre Manager.</p> <p><i>Student Advisers</i> – only second and final year QM LL.B undergraduates can apply to become a Student Adviser in the Legal Advice Centre.</p> <p><i>The Support Team</i> – first year students can apply to become a member of the Legal Advice Centre's Support Team during their first year as a QM LL.B undergraduate.</p>
SOURCE:	http://www.advicecentre.law.qmul.ac.uk/

Good Practices in:	Human Resources
Targets:	General
Actor:	Charity
Country:	United Kingdom
Summary:	<p>Charity, the Free Representation Unit (FRU), which provides legal advice, case preparation and advocacy in tribunal cases for those individuals or groups with limited means works on the voluntary basis. To provide this service FRU train volunteer law students and legal professionals in the early stages of their career with the skills required to give confident and competent support. All the representatives are working voluntary and are trained by FRU. However, these representatives work under the supervision of FRU case workers.</p>
SOURCE:	http://www.thefru.org.uk/

Good Practices in:	Human Resources
Targets:	General
Actor	Charity
Country:	United Kingdom
Summary:	<p>The Pro Bono Unit acts as a clearing house, matching barristers prepared to undertake pro bono work with those who need their help. Mostly volunteering barristers are those who take on cases but others can assist on voluntary basis as well:</p> <ul style="list-style-type: none"> • Barristers – the Unit has a pre-registered panel of barristers, and also relies on those who are not on the panel to assist where a case arises in the area of law they specialise in; • Clerks – the Unit also rely on clerks throughout the country to assist the work of the Unit, helping to place cases with Counsel; • Solicitors – they have a number of solicitor volunteers who are prepared to work alongside Counsel in selected cases; • Administrative volunteers – they also have administrative volunteers who assist from time to time in the office. It can be law students and graduates. <p>Although the Unit has limited capacity to take on volunteers they sometimes advertise regular volunteer positions. Basically, these are administrative roles within the office and do not involve legal work. The Unit also take on ad hoc volunteers from time to time to complete particular projects. Person interested in this work can send his contacts and he will be added to their volunteers' database and contacted after the suitable position occurs.</p>
SOURCE:	http://www.barprobono.org.uk/volunteering.html

Good Practices in:	Human Resources
Targets:	General
Actor:	NGOs
Country:	United Kingdom
Summary:	<p>Exhaustive information on job opportunities, volunteering and internship opportunities.</p> <p>Organisational structure is described on the website in order to present areas where people can volunteer, other information on volunteering and internship positions provided. Application form can be found on the website with clear guidelines how to apply.</p> <p>Every offered job position has a clear and exhaustive description, recruitment pack, application form, recruitment analysis form and guidelines how to apply.</p>
SOURCE:	http://www.stonewall.org.uk/about_us/3083.asp ; http://www.stonewall.org.uk/what_you_can_do/volunteer/2743.asp

Good Practices in:	Human Resources
Targets:	General
Actor:	NGOs
Country:	United Kingdom
Summary:	Basic information on the main steps of the recruitment process is presented, including information and tips on opening a job, describing the skills needed, describing what sort of person fits the job, etc.
SOURCE:	http://www.ngomanager.org/cgi-bin/dcd/dcd.cgi?az=redirect&link_id=00000113&url=www.eslmonkeys.com%2Fbook%2Flearner%2Frecr_selec_manual.pdf

Alternative dispute resolution (ADR)

Good Practices in:	Mediation
Targets:	General
Actor:	Other
Country:	Ireland
Summary:	<p>The Mediators' Institute of Ireland (the MII) aims to promote the use of quality mediation as a process of dispute resolution in all areas by ensuring the highest standards of education, training and professional practice of mediation and by increasing public awareness of mediation.</p> <p>The Institute has different categories of membership: accredited mediators, trainee mediators, and individuals and organisations which have an interest in mediation. Only practitioner and certified members who hold a current MII practising certificate are approved by the MII to mediate and are bound by the MII Code of Ethics to only mediate where they have the appropriate training, knowledge and competence to effectively mediate.</p> <p>The list of accredited mediators is available on the web site. The list of member organisations which provide paid and unpaid mediation is available at:</p> <p>http://www.themii.ie/OrganisationMemberListing.jsp</p>
SOURCE:	http://www.themii.ie/index.jsp

Good Practices in:	Mediation/Pro Bono
Targets:	General
Actor:	Charity
Country:	United Kingdom

Summary:	National charity LawWorks aims to provide free legal assistance to individuals who cannot afford to pay and who are unable to access legal aid. It also aims to provide a wide variety of pro bono opportunities to lawyers through various projects. Volunteer pro bono mediators provide free of charge mediations in England and Wales to those with limited means (for disputes where one of the parties is unable to afford to pay for the mediation services). In this case, the mediation is free to all parties.
SOURCE:	http://www.lawworks.org.uk/mediation and http://www.lawworks.org.uk/section-194

Conclusions

In addition to general internal and external barriers for accessing justice specific barriers stops various discriminated groups for accessing justice system. As in some countries only very few persons and organizations, apart from LGBT organisations, promote the rights of LGBT people, the problem of effective legal support remains important. The basic problem with the general anti-discrimination trainings, seminars, publications, legal support offered is that they fail to properly target the LGBT community and it has impact on LGBT persons in a much lesser way, so there must be a search for best practices to ensure proper legal support meeting the specific needs of the group.

LGBT organisations play a vital role in providing alternative routes for reporting experiences, and getting appropriate advice and support. Without these alternatives some victims would simply not report hate crimes and discrimination events. On the other hand, significant proportions of victims make contact with LGBT organisations after already reporting to the police or other statutory service. In these cases they usually need further help such as emotional support or legal advice which cannot be provided by the police.

There are many examples of good practice providing legal support, including methods, standards and principles, which are useful to follow in order to have more effective access to justice. There is no

one answer or one good way to achieve greater accessibility of justice, instead there is a wide range of activities which can be implemented by various actors who can learn from each other.

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