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Multilingual Online Services

for immigrant women experiencing or at threat of different forms violence

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<p>The aim of this thesis was to develop a basic plan for a Multilingual Online Services, to address the low level of supportive services available for immigrant women experiencing or are at threat of different forms of violence.</p> <p>To research the need of Multilingual Online Services, an interview was conducted with seven immigrant women victims of domestic violence in Mona Shelter on 5.2.2015. The aim of the interview was to investigate immigrant women's need of a Multilingual Online Services and assessing their capabilities to access public service providers. For this purpose a semi-structured interview was used as a qualitative data collection method and thematic analysis as a qualitative data analysis. Also a study was conducted on three online services that provide support and help for women experiencing domestic violence or violence against women, the study's purpose was to compare their offered services with the Multilingual Online planned services.</p> <p>The results showed that immigrant women victims of domestic violence have shown a great interest in Multilingual Online Services and they pointed out the types of services that Multilingual Online services should be providing in order to satisfy their needs, while their capability to access public services to get help in time of need was so low. The study of three online services showed that they <i>do not</i> provide immigrant women experiencing or at threat of different forms of violence with the same services as the Multilingual Online Services plan was offering: easy access, interactive, multilingual, cultural sensitive with a 24h. help line, provided by a multicultural professional staff.</p>	
Keywords	Immigrant women, domestic violence, online services, help, equality

Opinnäytetyöni tavoitteena oli luoda suunnitelma monikielisille online-palveluille, jonka kohderyhmänä ovat väkivaltaa tai sen uhkaa eri muodoissaan kokevat maahanmuuttajanaiset.

Monikielisten online-palvelujen tarpeita kartoitettiin tutkimushaastatteluin, jotka tehtiin seitsemälle väkivaltaa kokeneelle maahanmuuttajataustaiselle naiselle Turvakoti Monassa 5.2.2015. Haastattelun tavoitteena oli kartoittaa maahanmuuttajanaisten tarpeita online-palveluille, kuten myös heidän mahdollisuuksiaan päästä julkis palveluiden piiriin. Tutkimusmenetelmänä käytettiin kvalitatiivista puolistrukturoitua teemahaastattelua. Lisäksi tutkittiin kolmea online-palvelua tuottavaa tahoa, jotka tukevat ja auttavat väkivaltaa kokeneita naisia. Näiden tahojen palveluja verrattiin monikielisiin online-palveluihin (Multilingual Online Services)

Tulokset osoittavat, että väkivaltaa kokeneet maahanmuuttajanaiset olivat erittäin kiinnostuneita monikielisistä online-palveluista. He myös korostivat, että heillä olisi tarvetta tällaisille palveluille ja erityisesti silloin, kun he eivät ole pystyneet pääsemään julkis palvelujen piiriin tarpeeksi nopeasti. Kolmen online-palvelua tuottavan tahon toimintaa koskevan tutkimuksen tulokset osoittivat, ettei niillä ole tarjottavanaan palveluja väkivaltaa tai sen uhkaa kokeneille maahanmuuttajanaيسille, toisin kuin monikielisissä online-palveluissa (Multilingual Online Services)

jonka palveluja kuvaa: matala kynnys, interaktiivisuus, monikielisyys, kulttuurisensitiivisyys, ympärivuorokautinen apu, monikulttuuriset asiantuntevat työntekijät.

Avainsanat	maahanmuuttajanaiset, lähisuhdeväkivalta, online-palvelut, apu, tasa-arvo
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1 Introduction

Internet has entered almost every home in Finland and has been shaping people's everyday living conditions by providing them with unprecedented opportunities to access information and services. The trend of digitalization is taking place as a strategy of The Ministry of Transport and Communication; the Action Programme "barrier-free information society" (2011-2015), aims at promoting sustainable services and accessibility to information for all citizens. While, a vulnerable group in the society; immigrant women experiencing or at risk of violence, do not have an opportunity to profit from this new information technology due to different reasons, such as their lack of Finnish language or their lives circumstances. According to Kettunen 2015, the manager of Mona shelter administrated by Monika-Multicultural Women Association (Monika-Naiset liitto ry), most of immigrant women who came to the shelter seeking safety, did not speak Finnish language, were not aware of their rights nor about the public sector services. Consequently, some women have lived a long time in a domestic violence relationship. Hence, immigrant women's ability to seek help at a time of crisis is quite limited, while the role of the government is to protect its citizens.

The aim of this functional thesis, is to develop a basic plan for a Multilingual Online Services. A plan for an easy access, available and client-oriented online tool, to provide assistance, social guidance and counseling for immigrant women and girls experiencing or are at threat of different forms of violence.

The Multilingual Online Services plan will be used as a base to develop a new line of services for my employer Multicultural Women's Association. A complementary service, that hopefully will add a new dimension and value to the organization's expert role in preventing violence against women and addressing social issues such as domestic violence, social integration, empowerment, multiculturalism and ethnicity.

The idea of Multilingual Online Services was born after my attendance to an on-line encounters and web-based counseling course offered by Metropolia University of Applied Sciences and after a reflection on my work experience as a crisis worker since 2005 in Mona shelter, the only shelter in Finland specialized in combating violence against immigrant women. In the last few years, I have noticed that a new trend has invaded Mona's

shelter. Almost all of the clients were using different technology devices such as clever phones, I Pads and portable computers to communicate, in the comfort of their mother tongue. They communicate with their friends and families abroad and in Finland seeking their support, help, sympathy and advice during the difficult time of their lives.

2 Background and justification of Multicultural Online Services

The Council of Europe Convention on preventing and combating violence against women and domestic violence (Article 12), has recognized that vulnerable group have difficulties in accessing services, as according to (Hester & Lilley 2014, p. 26).

"Vulnerabilities create barriers to accessing and obtaining support, and it has to be recognised that individuals may experience multiple and intersecting vulnerabilities that need to be taken into consideration. Addressing the needs of vulnerable persons entails both recognition and ensuring inclusion"

According to human rights, "all human beings are born free and equal in dignity and rights" (Article 1). Everyone has the right to life, liberty and security of person (Article, 3). Yet, millions of women and girls around the world suffer from gender based violence which is routed in cultures. Women around the world are faced on daily basis with domestic violence, forced prostitution, genital mutilation and sexual slavery. Violence against women is coupled with discrimination based on race, class, age, ethnicity, social statues and sexual identity. Discrimination is fuelled by societies and governments that refuse to recognize the human rights of women and deny them equal rights with men. Therefore, women are abused, battered, raped or even killed in private and public spheres. These various forms of discriminations increase women's vulnerability to violence and to access to justice. (Amnesty international, 2015.)

The Action Plan to Reduce Violence Against Women (2010-2015), has stated a lot of reasons that contribute to the vulnerability of immigrant women experiencing violence. Among these reasons are their inability to access services, isolation, lack of language skills, illiteracy, financial dependency on their men, life situations, culture differences, lack of confidence in the authorities, judgemental attitudes or services providers will not take their matters seriously. Additionally, the lack of low threshold services for immigrant women experiencing violence; voluntary organizations are shattered and the quality of

basic public services varies broadly. (Ministry of Social Affairs and Health, Action Plan to Reduce Violence Against Women 2011, pp. 5-33).

According to Towards a barrier-free information society Action Programme 2011–2015, The Ministry of Communication and transport have stated that services are moving toward internet use, that information society focuses is on the wellbeing and on the social, the geographical equal participations of all citizens.

Multilingual Online Services, will provide the opportunity to an easy access to services that supports the well being and the integration of immigrant women victims of violence into the Finnish society. Therefore, violence against immigrant women should not be treated as a personal or cultural issue that stays behind closed doors anymore. As their negative effects has reached to society and the national economy, this issue will be clarified later in this paper. Although, according to the Social Welfare Act (1134/2002) "social welfare' means social services, social assistance, social allowance, social loans and related measures intended to promote and maintain the social security and functional capacity of the individual, the family and the community".

2.1 The aim of this thesis

The aim of this thesis is to develop a basic plan for a Multilingual Online Services, to address the low level of supportive services available for immigrant women experiencing or are at threat of different forms of violence. Multilingual Online Services is a client oriented, available and easy access online tool that will provide assistance, social guidance and counseling for immigrant women and girls experiencing or are at threat of different forms of violence in many languages. In this context, different form of violence include domestic violence, violence against women, honour related violence, genital mutilation, human trafficking victims and forced marriages. Vulnerable groups include immigrant women with special needs such as illiterate, old, physically disabled, refugees and most of all, those who live in rural areas or faraway from a service provider. Therefore, the plan for Multilingual Online services' purpose is to promote equality, wellbeing, inclusion, social change and justice.

2.2 Multilingual Online Services plan seeks to tackle violence against immigrants women and their inability to access services

Multilingual Online Services plan's objectives:

- To provide immigrant women experiencing or at threat of different forms of violence with an easy access tool and client-oriented services in their mother tongue or in a language they understand;
- To empower women and enhance their awareness about different types of violence and their citizen's rights through information and online dialogue;
- To combat Online different types of violence against immigrant women;
- To save time and unneeded costs paid by municipalities in tackling these social issues.

According to UN Women "Violence against women and girls is a grave violation of human rights". It is a worldwide epidemic that exists in each and every country. It strikes women from different ages and social background and can happen at home, at work and in public's spheres. Violence against women might manifest in sexual, physical or mental actions. It affects women's health, their ability to work and might lead to death. Also, its negative impacts has reached families, societies and every countries' economy. (UN WOMEN, 2015.)

According to the Action Plan to Reduce Violence Against Women (2010- 2015) "Vulnerability is also determined according to the social position of the victim of violence, and by how that position increases the likelihood of being victimized." Thus, ethnic and cultural minorities, disabled groups, sexual and gender minorities and victims of human trafficking are included among vulnerable groups. The action plan stated that immigrant women are faced with specific types of violence such as; honoured-related violence, polygamy, genital mutilation and forced marriage. In addition to these severe social issues, immigrant women's vulnerability is accentuated by their limited ability to access services or to get help. Furthermore, service provisions for immigrant women experiencing violence are not enough. (Ministry of Social Affairs and Health, Action Plan to Reduce Violence Against Women 2011, pp. 5-33.)

2.3 Investigating the need for a Multilingual Online Services in the labour market

The thesis will answer this question, does immigrant women victims of violence need an online service? Following factors will be investigated:

1. Interviewing some immigrant women victims of domestic violence to assess the need of Multilingual Online Services
2. Studying some online services that provide similar services as Multilingual Online Services

3 Multicultural Women's Association (Monika) as working life partner

Being a crisis worker at Monika since 2005, I have been part and witnessed the progressive underpinning of social pedagogical in their client framework to combat violence against immigrant women. The purpose of developing a Multilingual Online Services for Monika, is to raise the organization's capability to reach, help and support immigrant women experiencing or in threat of violence wherever they are in Finland and around the globe.

Multicultural Women's Association (Monika) was established in Finland in 1998. Their headquarter is located in Helsinki. Monika is a nationally active organization that supports cultural tolerance and a safe everyday life. Monika has an expert role in combating different form of violence against immigrant women. It operates as an umbrella organization for several women's ethnic minorities associations. Furthermore, the association actively lobbies with third sectors to influence decision makers, provide training to social and health professionals and schooling to volunteers on subjects such as multiculturalism, family violence, honour related violence and ethnicity. Monika has three units:

- 1) The Resource Centre Monika: This centre is an easy threshold hold, where immigrant women victims or under the threat of violence, can call anonymously or directly visit to seek help.
- 2) MoniNaistenTila: This unit offers immigrant women with four to six group activities per week. Their objectives is to support women in everyday life in order for them to be independent and to promote their integration into the Finnish society

3) Mona -Shelter: This shelter is the only one in Finland that is specialized in providing services for immigrant women victims of different forms of violence. It is situated in a secret address for the safety of their clients and workers. The shelter provides a 24hours crisis phone.

According to a research conducted in five Europeans countries, Monika was chosen as one of the five good practices in Finland for their cooperation with police, social work and immigrants; developing and providing easy access services for vulnerable groups; and addressing issues such as family violence against immigrant women. Such services are lacking in other service providers. (Heikkilä, Danker, Ciriano, McLaughlin, & Reubsæet 2011, p. 40.)

4 Context of the thesis

The first part of the context will discuss some Finnish policies and strategies on information society, violence against women and immigration. The second part will discuss acculturation process, violence against women, domestic violence and their impacts on women, children and on economy. To shed some light on the reasons behind the idea of Multilingual Online Services; the context will investigate the social political issues that immigrant women are faced with. Issues that accentuate their vulnerabilities and prevent them from being active members in the Finnish society.

4.1 Finnish policies and strategies reflect on immigrants women wellbeing

4.1.1 Finland is aiming towards information society

The Ministry of Communication and Transport (Towards a barrier-free information society Action Programme, 2011) aims at promoting and enhancing equal access to information and services to all citizens and focuses on wellbeing by promoting social and geographical equality. According to this plan, societies have been developed tremendously due to technology progress and information flows. Some services has already moved toward internet and other ones are going to do the same in the future. Internet

use has become a part of peoples' everyday life and business. Information and Communication Technologies (ICT) eliminates geographical barriers and has positive impacts on the society as it offers a higher provision of services and cuts costs. Citizens such as students, people with physical disabilities, old people, and immigrants may get help from easy online access services. ICT provides broad possibilities for people to access information, services, video calls and remote translation. Individuals can interact, socialize, shop, and get entertained wherever they are. The downfalls of the action programme was stated as "using an electronic service environment is simply not an option for everyone, and for some citizens, the most user-friendly and accessible form may for example be printed communication and its physical distribution, also in the future." Accessing information is related with the individuals' ability to obtain information and the electrical devices they are using. Although, the Ministry is collaborating with different NGO's to ensure a better accessibility to services and information for different groups of people with different needs. (The Ministry of Communication and Transport, programmes and strategies 3/2011. pp. 4-25).

4.1.2 Action Plan to reduce violence against women

The Ministry of Social Affairs and Health, initiated a cross-sectoral Action Plan to Reduce Violence Against Women (2010-2015), that focuses on preventing repeated domestic violence, reducing sexual violence and protecting women in a vulnerable position (immigrants, disabled, and sexual and gender minorities). The action plan aims to tackle violence proactively and to provide victims of sexual violence with crisis assistance and support. Moreover, they want to develop methods for identifying and intervening in the violence experienced by vulnerable groups. Lastly, they wish to increase the knowledge and skills of workers, professionals and authorities so they can prevent violence against women and help victims. The action plan states that 78 percent of immigrant women who have moved to Finland to get married have been victims of violence, which suggests that they do not know their rights nor how to access services. When they seek for help from services, they are faced with language problems and their cases are faced with judgmental and arrogant attitudes or misunderstanding. Hence, language problems and lack of translation affects negatively on the quality of services provided to immigrant women. According to this plan, "it would be important for immigrant women to have access to services in their own language, particularly in the event of emergencies". Immigrant women should be informed of their rights, to be able to seek help and their protection

should be provided by the criminal and civil justice system. It is also important to provide them with information, guidance and support taking into consideration their individuals' cultural, background and the challenges related to immigration and integration. (Ministry of Social Affairs and Health, Action Plan to Reduce Violence Against Women 2010, pp. 22-37.)

4.1.3 Finnish policy on immigration to tackle dependency ratio

According to (Heikkilä, 2012) the number of people aged over 65 is expected to increase while the number of working age people starts to decline the most in 2010. This decrease will continue as much as 30,000 per year. Hence, a positive international immigration will help to stabilize the Finnish population in the future. Statistics Finland's on preliminary population data (2015), showed that there was no natural population growth because deaths level were higher than births and the increase of the population by 1160 was due to migration from abroad. Therefore, Finland's Migration Strategy (2013) draft legislations, aims at developing and promoting immigration policy to solve the Finnish dependency ratio by enabling newly skilled immigrants to settle in Finland for a long time, in order to contribute in the Finnish future growth. According to this strategy "migrant communities must be treated as active subjects and participants rather than objects of services and measures". Immigrants will be provided with language courses, other studies, work training, and encourage them to use their learned skills. Migration strategy has opened a wide door for the Finnish public to discuss immigration in order to promote diversity (Ministry of the interior, 2015.)

Moreover, according to Statistics Finland (2014)"Foreign-language speakers account for 90 per cent of the population growth in 2013". The largest group of foreign language speakers is Russian (66,379 persons), the next one is Estonian (42,936 persons), Somali (15,789 persons), English (15,570 persons) and Arabic (13,170 persons)

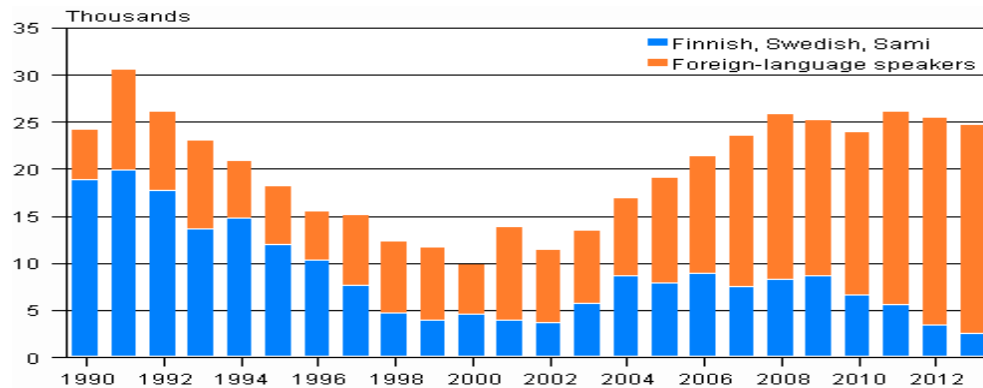


Figure 3. Change in the population by native language in 1990 to 2013. Statistics Finland 2014.

The next chapter will discuss some literatures and definitions on different types of violence and their impacts on women, children and on economy.

4.2 Literatures

4.2.1 A negative acculturation process may lead to mental illnesses

Acculturation "is a process of cultural and psychological change in cultural groups, families, and individuals following intercultural contact" (Lansford, Deater-Deckard & Bornstein 2007 p. 69). During acculturation immigrants start to change in order to adapt themselves to their host country. The change is usually stressful because it includes the loss of self-identity such as; one's own language, social network, culture, habits, values, attitude and religion. This sense of loss might lead to a feeling of guilt to let go and to grievance. Furthermore, it can lead to what is called bereavement which is a healthy reaction to immigration and will abate during a positive acculturation. However, when the complex process of immigration and self-identity are combined with negative social elements such as poverty, racism or exclusion, they might lead to mental illnesses. (Bhugra & Becker 2005.)

4.2.2 Istanbul convention and universal definitions on different forms of violence against women

The Council of Europe Convention on preventing and combating violence against women and domestic violence "Istanbul Convention, 2011" is the first legally-binding tool in Europe with international dimensions that specifically targets domestic violence and violence against women. It offers unprecedented criteria on prevention, protection of women experiencing violence (Article 12 and 18, pp.11-13) and on prosecution of perpetrators (Article 5, p.9). Additionally the convention sets up a mechanism to monitor the implementation of its provisions by member states (Article 66, p.28). The first treaty that offers universal definitions on different types of violence against women (Article 3, p.8):

A. Violence against women: " is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life".

B. Domestic violence: " shall mean all acts of physical, sexual, psychological or economic violence that occur within the family or domestic unit or between former or current spouses or partners, whether or not the perpetrator shares or has shared the same residence with the victim".

C. Gender: "shall mean the socially constructed roles, behaviours, activities and attributes that a given society considers appropriate for women and men".

E. Gender-based violence against women: "shall mean violence that is directed against a woman because she is a woman or that affects women disproportionately".

F. Victim: "shall mean any natural person who is subject to the conduct specified in points A and B".

The convention was signed by Finland and waiting to be ratified.

4.2.3 The effects of violence against women and domestic violence on women, children and society

UN Women declares that "violence against women and girls is a grave violation of human rights", it includes different forms such as "domestic or intimate partner violence, sexual harassment and assault, female genital mutilation, trafficking, sexual violence in conflict and gender-related killing". Violence against women is widely spread across the world and exists in each and every country. It strikes women from different ages and social background. It can happen at home, at work and in public spheres. Violence against

women has negative impacts on women, families, societies and countries economy. Violence outcomes vary from short to long term physical, mental, sexual and health problems. It negatively affects women's health and their productive ability, accentuates their vulnerabilities and limits their access to proper supportive services. While, many countries have policies and laws to tackle different types of violence, their poor implementations are escalating violence against women. (UN Women, 2013.)

The battering of a wife or woman in any relationship is an acquired behaviour practiced often by men to gain, maintain and control women. A strategy called "learned helplessness" is developed by some battered women to face and deal with continuous battering. Thus "repeated battering, like electrical shocks, diminish the woman's motivation to respond" and becomes her solution to survival. If battered women have developed this singular and phenomenal capability of coping, they can also find a way to go beyond their helplessness and leave their aggressor, when the means to do that are available and when their safety is secured. (Walker 2009, p. 5-74.) Domestic violence victims might suffer from different kind of physical symptoms such as abdominal, back and neck pain, headache, etc. Diverse injuries are induced in women's body parts that are usually kept hidden by clothes. Some women might turn to substance abuse and some might experience one or diverse range of psychological symptoms and signs such as depression, chronic fatigue, anxiety or suicidal tendencies. Also, some women may suffer from a battered woman syndrome (BWS), a syndrome similar to post traumatic stress usually found in individuals who were subjected to a very stressful situations, grave injury, confronted with a death threat, or being at war. (Dryden-Edwards, 2014).

A research in UK targeting domestic violence, found out that most of the children had witnessed the abuse and beating of their mothers. Also, a consistent relation between domestic violence and children physical and or sexual abuse was found. Social isolation for mothers and children will highly extend the use of violence on them. According to the same research, men who abuse their wives are prone to abuse their children. The research also mentions that mothers and children were most probably abused by the same perpetrator, usually the child's birth father. (Radford & Hester 2006, pp. 54-59.) Effects of domestic violence on children were described by (McGee cited in Radford et al. 2006, p. 67) as:

"Fear, powerlessness, depression or sadness, impaired social relations, impacts on the child's identity, impacts on extended family relationships and their relationship with their mother, effects on educational achievement and anger, very often displayed as aggressive behaviour. The child's relationship with the father or father figure is also clearly affected by the violence to the mother."

4.2.4 Power and Control Wheel explains why women return to their abusers

In 1984, a staff at the Domestic Abuse Intervention Project in Duluth-Minnesota, developed a Power and Control Wheel to explain the effects of domestic violence on women's battering; the reasons behind the possible return of some battered women to their abusers and women's refusal to file claims against them. The Wheel emphasises on the "tactics" that men use to control and batter women. It can be used as an explanatory tool in women's group, counselling, education, training for law enforcement and prosecutors. (Domestic abuse intervention programs, 2011.)

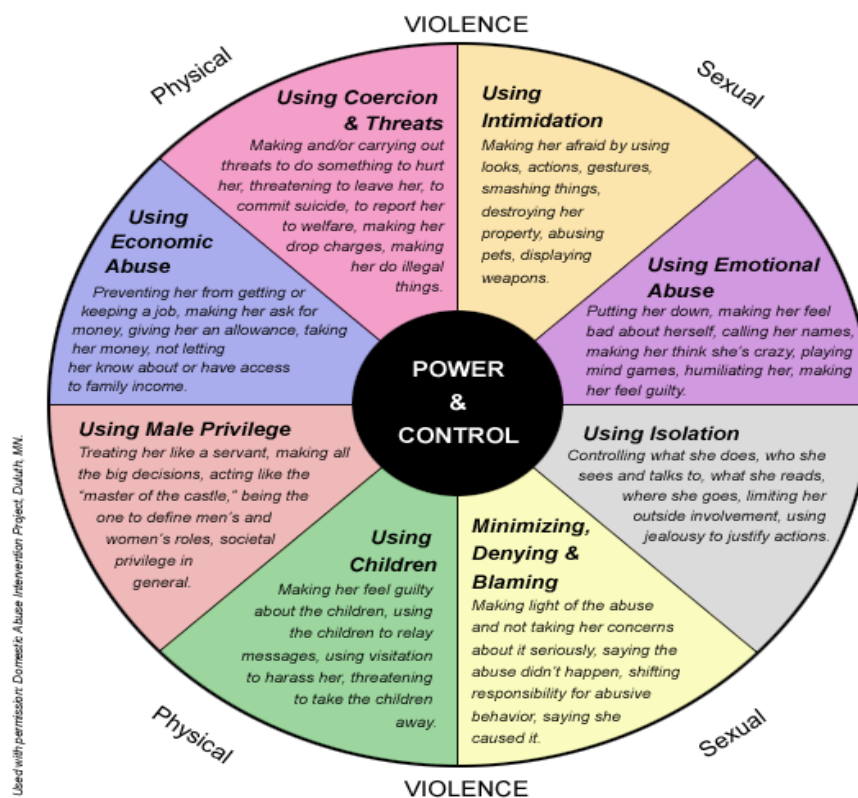


Figure 1. The Power and Control Wheel: Domestic Violence (Helping service, 2015.)

However, domestic violence and its impact on women is related and formed according to the way individuals accept DVAW in their society. The study that was conducted in

the European Union states in 1999, showed that citizens who considered domestic violence as non consistent nor a serious issue, had an elevated level of accepting DVAW. The same study suggested that people who knew the aggressor, are more prone to accept DVAW. While people who knew the victim, showed a lower level of accepting DVAW. Hence, the reason behind accepting domestic violence in European societies is the individuals' high tendencies to blame DVAW victims and justify DVAW. (Gracia & Herrero 2006.)

4.2.5 Statistics on the effects and costs of violence against women and domestic violence

The European Union Agency for Fundamental Rights (FRA) published a survey in 2014, based on interviews with 42,000 women in the European Union members' states. They found that "one in three women has experienced physical and/or sexual violence since the age of 15; one in five women has experienced stalking; every second woman has been confronted with one or more forms of sexual harassment". FRA also found out that abuse is broadly spread, however it is "systematically under-reported to the authorities". (FRA, 2014 p. 3)

In 2002, the expenditures on violence against women and particularly those caused by their partners in Finland were €91 million on the national level; which accounts for €1.2 million per city and €27 per capita. These costs were paid for social, health care and justice sectors. (Heiskanen & Piispa cited in Council of Europe 2012, p. 5). According to the Action Plan to Reduce Violence Against Women (2010-2015), a survey conducted from 1997- 2005 revealed an increase in women's experiences of violence. According to the same action plan, the immigrant women's situation looks quite serious, as their risk to experience violence and mortality, were twice as likely as Finnish women. The action plan also stated that ten immigrant women were killed between 2003 and 2008 in Finland, accounting to four per cent of all homicides against women. (Ministry of Social Affairs and Health, Action Plan to Reduce Violence Against Women 2011, pp. 22-27.) According to Mona shelter's statistics in 2014, the shelter accommodated 75 immigrant women and 58 children from 34 different countries. These numbers occupy 95 per cent of the total shelter capacity.

To conclude, this chapter has provided an overview on the recent Finnish government's strategies and violence against women and domestic violence and their effects on the society. It was shown that violence against women and domestic violence are widespread in European societies and have negative impacts on women, societies and countries economy. The Action Plan on violence against women has formulated strategies to help women victims of violence and has recognized the specific problems of immigrant women. But is realizing enough? Policies on immigration were set to attract more foreigners to fill in the gap of the labour market and to enhance the economical growth of the country in the future. Although their strategies emphasise active citizenship and autonomy. However, growing population of immigrants may bring prosperity to the country, but it might be also a cause for a growing number of immigrant women who might be in danger of experiencing violence and exclusion. A barrier-free information society Action Programme, have been set to provide easy access to information and online services to all citizens and to promote autonomy and self help. But the program has not specified how various immigrant groups will profit from their services. Hence, the Multilingual Online Services purpose is to address the low level of supportive services available for immigrant women victims or are at threat of different forms of violence and at the time it will cut unnecessary loss of time and money.

5 Theoretical frame work

5.1 Emancipation

Marxism sees emancipation, as "the manifold development of human powers and the bringing into being of a form of association worthy of human nature." According to (Kennedy 2002, pp.47-50) emancipation culture is the ability of the state to discuss and value differences, without relating the change with homogeneous thoughts of classes nor nationalism. Although, the notion of " truth, virtue and happiness" are self-evident and timeless verities discoverable by all rational people, but this abstract notion might whoever embody the concrete misery of the other; " the victim crushed by prejudice and structure" (Hoffman 2014, p.137). Hoffman added, humans are different from each others for that reason, universal inclusive theory of citizenship should take into account this diversity to ensure democracy. Autonomy, reason, freedom and emancipation are terms

that interact with each other and it is impossible to cleave to one without cleaving to the others; otherwise inclusive theory would only reflect a divided society. Although, practicing autonomy infers the right for people to take decisions on matters of their lives. Some argues that welfare rights has increased dependency upon the state. But, certainly rights can turn into dependencies because one right is cutback from the others, so that the need to access to resources is emphasized at the expense of autonomy. (Hoffman 2014, pp. 135-150.)

According to (Leonard 1997, pp. 162-169) for a human welfare to thrive, is should be founded on internal moral critics of modernity. An emancipatory welfare should not exclude nor dominate the other, but respect their diversity. Moreover, a welfare agent knowledge is not conclusive nor universal but based on cultural analysis and practices that can be always criticized. Emancipatory welfare should prioritize the provision of social and economical means to increase peoples' opportunities to live as moral agent. A welfare project should be reconstructed from the possibilities arising from present situations. It should "emphasize process rather than plan" and inspire us to find out new ways to meet people needs and give them the possibility to enhance their own welfare. Democracy and emancipation should be seen as an ongoing processes. (Hoffman 2004, p.137.)

The next chapters will investigate the need of Multilingual Online Services by interviewing those who are the most concerned; Immigrant women victims of domestic violence. Also by studying three online services that provide help for women victims of violence.

6 Methodology

An interview was conducted with seven immigrant women victims of domestic violence in Mona Shelter on 5.2.2015. The purpose of this interview was to assess women's need of a Multilingual Online services and their accessibility to public service providers. Interviewing is "a real-life research, which is likely to give the truer picture of how things actually are" (Gillham 2005, p.4). A semi-structured interview was used as a qualitative data collection method. It is an open frame work that allows focus, precession and interactive communication with the interviewee (Gillham 2005, p.72). A thematic analysis was used as qualitative data analysis.

After receiving the permission for interviewing from the manager to the shelter (Kettunen 2015) questions were brainstormed with Monika's employees. The key questions were chosen and written down beforehand and grouped thematically to be used as prompts if necessary and to serve best the purpose of the project. Same questions were to be asked to all the interviewees. A meeting was held with a personnel in Monika Shelter, who updated me on the women's situations and their mother tongues. According to (Gillham 2005, p.10) interviewing requires applying a set of ethics: As a researcher one should recognize his own prejudice when listening to the interviewee, collecting and analyzing data. The interviewer should introduce himself to the interviewee, give a brief introduction of the purpose of the interview and on the project. The interviewer should ask the participant about his willingness to participate in the interview. The interviewer should tell the interviewee about his role in the interview; how and where his given information are going to be used. The interviewer should take into consideration the participant's vulnerability and safety and inform him about anonymity and confidentiality. (Gillham 2005, pp.9-16.) Moreover, I have met with each woman alone to ask her if she agree to participate in the interview, not to be intimidated by the presence of Monika's personnel. Women who agreed to be interviewed were given the freedom to choose the place where the interview is going to be held. This meeting was important as it gave me the chance to have small chats and get acquainted with the women. Even though women agreed to take part in the interview, but they refused that I record them, so I took notes. The interviews were conducted by myself in different languages. Two interviews were conducted in French language and one in Finnish language. These interviews were translated by myself in English language.

7 Interview conducted with immigrant women victims of domestic violence to elaborate on their needs for the Multilingual Online Services and on the availability of public services

An interview conducted with seven immigrant women victims of domestic violence to assess welfare service provisions for this vulnerable group and to assess women's needs for The Multilingual Online Services. All of the interviewees were mothers. Two of them were from the same country of origin and the others were from six different

countries. One woman has been living in Finland for eleven years, and the rest of them between one and four years. The interviews were held in the interviewees' own rooms. For them to be comfortable, I started every interview by asking a non-probing question to break the ice and to start building a trust. Then, I proceeded with my questions;

I will open this chapter by a sentence said by one of the interviewees:

"Every woman has her unique experience and situation."

A) The first question was meant to evaluate the access of immigrant women victims of violence to welfare services:

Now as we meet in the shelter, will you tell me how you did know about the shelter services and who brought you here?

Interviewer 1: My friend's husband is a Finnish man. When I told him about my problems, he made some phone calls and he drove me to the shelter. Before that, I did not know that such services exist.

Interviewer 2: I was in a maternity clinic, there I told the nurse about my problems. She called the shelter. I did not know how to go there, we agreed that I will wait for a worker from the shelter to pick me up from the metro station and they did. Before arriving to the shelter, I did not that such services were available.

Interviewer 4: I had the telephone number of a translator who used to be with me in my meetings with public authorities so I called her. She arranged this for me this place and drove me here. Before that I did not know about the shelter services.

Interviewer 7: I checked on Internet, I called the shelter discussed with a worker and we decided that I come here. I have heard before about the shelter services.

Five out of seven immigrant women did not know about the existence of a shelter and its services. Their ignorance of such a service is so high and it is shameful, in my opinion, in a welfare state. Only one woman out of seven was referred to the shelter by her social worker. The other women were referred to the shelter by the maternity clinic, a teacher and by a teacher in a daycare. The result may imply that immigrant women do not know about social services availability and/or they do not know how to reach them. But, why Emancipatory form of welfare are not focused on these people who have been historically subjected to poverty, institutional racism, abuse of male violence and faced by incapacitating and eradicated uncertainties? Is it not welfare role to minimize their uncertainties and maximize their certainties? (Leonard 1997, p.72.) Although, the Act

1269/2006 on integration of immigrants and reception of asylum seekers states that government role is to support immigrants' integration by providing them with resources and public services. While Action Plan to Reduce Violence Against Women (2010-2015) is confirming the serious situation of immigrant women victims of violence and the lack of adequate services for this vulnerable group. According to (Leonard 1997, p.163) "reconstructing the project of welfare will be rooted in the possibilities emerging under present conditions. It will, in other words, emphasize process rather than plan, a process based upon certain culturally produced assumptions which act as discursive signposts to assist us in the pursuit of welfare as an emancipatory idea."

The interviews soon became exploratory conversations. Women were more relaxed and were happy to share their experiences. I had the impression of obtaining information through naturally occurring questions. The next probed question was:

When did you first meet with you social worker and how did your meeting went?

Six interviewees said that they have not met their social workers before coming to the shelter. They described their meetings with their social workers as "ok or good" and women did not want to open up on this subject, so I respected that. Only one of them seemed very thoughtful, she turned her eyes away for a while when I asked this question and she answered sadly "the conversation with the social worker was only about money". So, I probed the following question: Did you wait for her to talk about something else? "Maybe, I do not know", she answered. Vogel argued that "second-class citizens suffer the burden of a long history of dependence and subordination while being deemed formal equals within modern liberal democracies (Vogel, cited in Hoffman 2004, p.148). An emancipatory welfare should not exclude people nor dominate them but it should respect their diversity. For a welfare agent, knowledge is not conclusive nor universal but based on cultural analysis and practices that can be criticized. Emancipatory welfare should prioritize the provision of social and economical means to increase peoples' opportunities to live as moral agent. (Leonard 1997, pp. 62-169.)

B) The second question was meant to evaluate immigrant women's use of internet:

Do you use internet services? If so, how often you surf internet and what social media do you use? When answering these questions, I felt that women were very engaged with this subjects. Therefore, much information were given:

Six women out of seven use the internet. Four of them use internet services more often. Two women who use internet a little, get help from their friends or the Mona-shelter staff to learn more about internet and were so motivated. All women surf the internet in their mother tongue or in their second language (English, Finnish, French). Four women out of seven, were on face book and only two of them are active users. You tube is very popular among them. All women use Skype to talk to their friends and families abroad.

C) The final question was to investigate the need of immigrant women victims of violence of a Multicultural Online Services.

The interviewees were asked and encouraged to elaborate on the services idea of Multilingual Online services along with the services that should provide, the layouts of the web pages and on how the online services should be advertised. Following, was the first question:

In your opinion, why is the Multicultural Online Services a good or bad idea?

Interviewer 1: The online services is a very good idea. When a woman has problems with her husband, she is usually very sad and afraid and hopes to have someone to talk to. Someone who understands and tells what to do. It will be easier to chat to one person, who is professional after chatting, I can ask her if she can meet with me, so we can speak face to face with each other. Talking in my language make me feel warm.

Interviewer 2: I know what domestic violence is, I have seen it. There are women who are experiencing domestic violence but they are not aware of that. Women could not tell to anyone due to their lack of Finnish language, their culture or religion. Online services will be helpful, it will allow women to talk about this subject and women can share their experiences too in their mother tongues.

Interview 5: When women do not know where to call in time of trouble is very scary. It is good to have a web page where they can turn too, to be able to talk own language, and most important they can be advised on what to do by professionals.

When I was organizing the interviewees' questions, I realized that some sentences were repeated by many interviewees in different narratives:

When a woman has problems with her husband, she *is usually very afraid*, and *hopes to have someone that understands and tell her what to do*. Usually women *in trouble are afraid and in hurry*

When a woman does not know where to call in time of trouble is very scary. Woman need someone who can advise her what to do.

It is important that someone can be in direct connection on line with a professional who *can advise what to do*, to be able to ask questions and to obtain answers.

I had problems with my husband and *did not know from where to get help*.

According to (Hoffman 2004, p.143) practicing autonomy infers the right for people to take decisions on matters of their lives. For sure these rights can turn into dependencies. But this is because one right is cutback from the others, so that the demand to access to resources is emphasized at the expense of autonomy. However, all women emphasized the importance of getting services in their mother tongues. One interviewee, who have been living in Finland for 11 years said:

Immigrant women can express themselves better in a language they know and they need to do that, if they cannot they will be silent. After all they have the right to do that!

According to (Leonard 1997, p.164) a welfare that has an emancipatory potential should have moral obligations to differences and solidarity. It should recognize the other, the variety of communities and cultures; taking when necessary moral judgment to assess needs and risks.

The last question asked progressively: What kind of services the online should provide? How should the layouts of the web pages be? How should the online services be advertised? Following are the interviewers' answers categorized:

Guidance, support, information, online crisis help and face to face services:

Information are important if there is problem in the family. But to have someone to ask and get advice about what to do, where to go, or if they can meet with me is more important.

It is good that women can be in touch directly and quickly with a professional because usually when woman is in trouble she is afraid and in hurry.

Chats, support group and storytelling in social media:

It will be easier to chat to one person, who is professional.

Everyone on Face book nowadays, services should be there too.
It will be helpful to be able to chat with women who have experienced domestic and survived it, that also will help.

It will be a good idea that women between each other can discuss their problems in some sort of groups, also some kind of motivation group

Women can write their stories, put their pictures or make videos to show their experiences with domestic violence.

Long term, after care and services for special groups' needs:

There are women who prefer to talk when their problems are over.
When women move from the shelter, need support.

It is good for women who do not write to be able to discuss and change views with others.

Links to important services:

It is good to have a link to legal services, who advice on important matters and especially when children are concerned.

Others:

Evaluation questionnaires on domestic violence. So women can check if they are in domestic violence relationship.

The possibility to leave a call back message.

Following are interviewees' answers on the web layouts and online services advertisements:

Information in women's mother languages
Pictures of services like the ones in daycare for women who cannot read (phone, messages)
Phone number in big font
Advertizing in social offices, schools, daycare, health centers, streets, supermarkets

kets

The interview's results:

Results showed that the immigrant women do use internet. While their levels of using internet varies among them. All of them surf the internet in their mother tongues and

some in their second languages too. All interviewees confirmed the need of a Multilingual Online Services and most of them elaborated on the reason of this need. All women emphasized on the importance of receiving services in their mother tongues and to be able to interact with a professional online to get support. Some of them suggested to have chats online other preferred group supports. Some of them mentioned that services also should be provided for those women who cannot read. To be able to help this vulnerable group of immigrant women "we must see the process of cultural dialogue as a prefigurative social practice through which we might move towards greater solidarity amongst presently subordinated populations in the interest of their/our greater short-term well being and their/our longer-term emancipation"(Leonard 1997, p.71).

Evaluation of the interview:

The interviews were so interesting, informative and sometimes emotional too. Saying so, does not mean losing subjectivity. Due to women's situations and what they have gone through, I did not expect them to be able or have the strength for discussions but they did. More than that, they were talking openly and freely. Even though, I interrupted an interview with one of them because, I felt she was tired. What was so surprising for me is how specific they were, when they told about the services that the online should provide and about the layout of the web page. Otherwise, the interviewing process was not easy, I had to take notes all the time while trying not to lose contact with the interviewee. Sometimes I needed to rephrase what has been said to be sure that I understood their point of views. Other times, I asked some of them to repeat what they have been saying. Also, I have translated three of these interviews myself so a translation error might have happened. Although, I got results from these interviews, more research on this subject is definitely needed. But in general, I can say the purpose of the interview was successfully achieved.

The next chapter will study three online services that provide services for women victims of different forms of violence.

8 The study of three online services in the Finnish market

A study conducted on three online services that provide support and help women experiencing domestic violence or violence against women. The study's purpose was to investigate if their services offer immigrant women experiencing or in threat of different forms of violence with an easy access, client oriented, interactive, multilingual, cultural sensitive with a 24h. Help line, provided on daily basis by a multicultural professional staff.

The first one, was a website maintained by the Federation of Mother and Child Homes and Shelters. Their online web services offer information about family violence. On Facebook, they run a Finnish online shelter which offers chats and online support groups in Finnish language only. English speaker clients can access their services through a link. Their work focus is on children and youth and their services are offered in Finnish, Swedish and English languages.

The second online service was, Women's Line. They provide services to women and girls who are experiencing abuse, threats or fears. Their services are offered by trained volunteers in Finnish, English, Swedish and sign language. Their free phone offered on Fridays, four hours of services in English languages. They are also on Twitter and on Facebook in Finnish language.

The third online service, was Women's Aid. A national organization in Ireland working to stop domestic violence against women and children. Their website provides information about domestic violence, a phone number for crisis and useful links. Their well organised and multilingual web site, is displayed in an easy and equal way. It is easy because with one click, a client can access to information in her own language and can get the help needed without getting lost between unnecessary links. It is also equal information because the same information and links are displayed in different languages provided by the web. Unfortunately this website does not offer interactive online services.

The results of this study showed that the service providers mentioned above have common services as with the Multilingual Online Services plan. However, their service provisions are mainly in Finnish, Swedish and English language only. They do not provide immigrant women victims of different forms of violence with client oriented, multilingual, interactive services on daily basis with a 24h. help line

9 Multilingual Online Services plan

Our vision of an inclusive information society relates to what was mentioned by former UN Secretary-General Kofi Annan, in the world summit of on the information society (2005). He defines the information society as a society "in which human capacity is expanded, built up, nourished and liberated, giving people access to the tools and technologies they need, with the education and training to use them effectively."

The Multilingual Online Services: Will provide immigrant clients experiencing or at threat of different form of violence with a client oriented services; an easy-accessible, available, informative, interactive, proactive, preventive, long-term and aftercare. Clients will have the chance to access to online services that provide, assistance, social guidance and support in many languages. Also clients will have opportunities to receive face-to-face services when needed. I define the before mentioned services as following:

Multilingual: Arabic, English, Estonia, French, Greek, Italian, Russian, Spanish, Somali, Swedish, and Portuguese.

Easy-access: Eliminate physical, age, time, language and place barriers. Immigrant clients living in rural areas or far from service provider can access to services and help any time; 24h hotline services.

Available: All immigrant women experiencing or at threat of different form of violence can access to support, social guidance and counselling.

Interactive: Clients will be able to interact directly with a professional personnel to get support and guidance.

Informative: Information on different form of violence against women, client's rights and obligations, the shelter services and other relevant information in different languages will be available on the website and face book.

Proactive: Providing clients with information, support, and social guidance and counselling to enhance clients' awareness.

Long-term: Providing support, social guidance and counselling for a long period to clients from different age, according to their needs to support and maintain their well being in everyday life.

After-care: Providing clients' with support, social guidance and counselling after leaving the shelter and or after leaving a violent relationship.

Division of services:

The services of the Multilingual Online services will be divided according to Monika's units' lines of services:

The Resource Centre Monika: Immigrant women who are victims or under the threat of violence, can call online anonymously and get one-on-one support, social guidance and counselling. The centre will be able to offer preventive, proactive long-term and aftercare services. On Face book, it can provide immigrants women with online support groups, chats. The centre will be able to cooperate online with public and private services. Also, clients can directly visit to seek help when needed.

MoniNaistenTila: Will be able to provide immigrant women with online activity groups such as: Language courses for mothers at homes; practicing Finnish language; cooking groups etc. The purpose is to support them in everyday life.


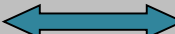
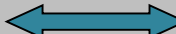
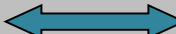
Mona Shelter: Will provide women with information about the shelter's services. Personnel will be able to assess women's need for a safe place. After leaving the shelter clients can be provided with aftercare services such as support groups or online chats. The shelter can also provide a 24hours online help. Also the shelter will be able to cooperate online with public and private welfare services.

Also Multilingual Online Services will enhance the communication and cooperation between Monika's three units.

Following Multicultural Online services framework at glance:

Multicultural Online services aim at eliminating distance and language barriers; to meet clients' needs by enable to reach help where ever they are in Finland. Furthermore it will reduce unneeded costs paid by municipalities.

Figure 4. Multicultural Online services framework in a glance

Clients: Immigrant women	The Multilingual Online Services	Referral to Service Providers	Solution to the Problem
			
<p>Problems: Violence against women, domestic violence, Honour-related violence, forced marriage, human trafficking, genital mutilation and other violence.</p> <p>Engagement in an ethical, confidential, dynamic, informative, cultural sensitive, empowering, respectful and based on open dialogue relationship.</p> <p>Accessibility: Especially for women who live in rural area or faraway from service providers</p>	<p>Multilingual Easy access Client Oriented Based on Dialogue & Cultural sensitivity Synchronous & Asynchronous Communications.</p> <p>24h. help online Risk assessment Need assessment Service plan Social guidance and Counselling, Assistance</p> <p>Multilingual Online Support groups, 3D avatar online support group, Chats, Storytelling, Videos, on Face book, You tube. Telephone & Skype</p> <p>Multilingual displayed Information and</p>	<p>Coordination & Cooperation with other service providers Public, Private, NGO's Other services</p> <p>Face to face assistance: Multicultural Women's Association (Monika).</p>	<p>Plan Implementation Possibility to re-evaluate and change the plan according to client's circumstances or needs.</p> <p>Client's interests always come first</p> <p>Enhance client's Self determination</p> <p>Cut unneeded costs</p>

The website display and contents:

Monika's website should be redesigned to be according to the Ministry of Communication and Transport (Towards a barrier-free information society Action Programme, 2011) usable and designed for all:

"Usability": Friendly and easy to use, so to meet client's needs.

"Designed to all web": The designers, should take care of the common current of thought of the majority to meet with the client's needs.

Separate link to each unit in Monika: I suggest that the website should contain three separate links to each units of services, so clients can choose the service they want. Women's Aid web, is a good example for a website designed for immigrants' women. Also, it will be good to take into consideration the interviewees' point of views mentioned in this paper. Following short suggestions for the website contents:

Face book: Support groups, storytelling, and videos in many languages to raise awareness on violence against women.

You tube: Videos on violence against women in many languages.

Skype or any other easy program that facilitates interaction with illiterate, old or physically disabled clients.

Ideas for marketing this product:

The services mentioned above can be packaged. Each pack has its price. As for example for women that need social guidance and counseling will cost (...); support groups will cost (...), after care services will cost (...).

Personnel Competencies

Cultural sensitivity: Value and respect to diversity when working with people from different cultures (Williams Yolanda).

Competence: Social worker should know and perceive the culture and its role in human behaviour and society. Moreover, a social worker should have a basic knowledge of their clients' cultures and their strengths, obtain education, understand the nature of social diversity and oppression and conduct her work with ethical values (NASW National Committee, 2007). Hence, all employees should attend to online web counselling courses.

Evaluation of this project:

Pro	Con
Unique services	It needs funds
Many languages	Cannot offer all languages
Professional employees with language skills	Shortage of employees during vacations. Employees might be stressed doing two line of services, face to face and online
Different types of services, groups, chats. Social guidance and support	How long it might take for immigrant women to know about this services?
Women can have access services where ever they are, whenever they want. Very important for women who live far from services provider	Some of them may not reach help
Cost and time effective	Will municipalities buy such a product?
Preventive and proactive and may save lives.	

Evaluation of my cooperation with my employer to achieve these project:

I can say that I have learned a lot from this experience. The discussions that was held between me and the director of (Monika) Jenni Tuominen have guided in working this paper. I have learned how much policies may affect people lives. For NGO's cannot work without funding and mostly they are the ones who provide services for vulnerable groups. Also, Monika staff helped me to prepare for the interview and the office was always open for me.

Conclusion

This paper's results showed that immigrant women's use of internet is high while they mostly surf internet in their mother tongues. Whereas, the result pointed out that immigrant women victims of different forms of violence are in serious situations, as they cannot reach help when needed. Although immigrant women victims of domestic violence have shown a great interest in Multilingual Online Services and they pointed out the types of services that Multilingual Online services should be providing in order to satisfy their needs. According to the interview results, immigrant women and or immigrant mothers need help when violence strikes them. Whether or not the woman is coming from different background or culture, young or old, educated or illiterate, rich or poor, sick or healthy, new immigrant or not. As the investigation in this paper showed that violence against immigrant women can have devastated impacts on women, children and society. Moreover, the impacts of violence against women and domestic violence has reached the economy. Hence a woman in a violent relationship, will not be able to go to school or to work even if she wanted to and her contribution to the society will be interrupted. In this time, when internet is in every home, immigrant women should have the equal right as any citizen to use this technology to seek information or help. I will end this paper by the constitutional act chapter two, section six that states: "Everyone is equal before the law. No one shall, without an acceptable reason, be treated differently from other persons on the ground of sex, age, origin, language, religion, conviction, opinion, health, disability or other reason that concerns his or her person. Children shall be treated equally and as individuals and they shall be allowed to influence matters pertaining to themselves to a degree corresponding to their level of development. Equality of the sexes is promoted in societal activity and working life".

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Title of the Appendix

Content of the appendix is placed here.