GCM Objective 14

Enhance consular protection, assistance and cooperation throughout the migration cycle

Issues

Consular services must be provided in a gender-responsive manner and take into account the particular needs of migrant women and girls, irrespective of their migration status. Many migrant women and girls lack information about the services provided by consulates and may fear repercussions should they lack the necessary documentation for entry or residency in a country of destination. The provision of free hotlines can ensure migrant women have access to information in cases where they are unable to travel to the nearest consulate. Special attention should be paid to victims and survivors of trafficking and survivors of sexual and gender-based violence (SGBV), including sexual harassment in the workplace.

Measures

- Clear, gender-responsive information, in accessible formats for persons with disabilities, on the consular services available at all stages of migration, including through the provision of free hotlines
- Partnerships between consulates and non-governmental organizations, in particular women's organizations, migrant organizations and workers' organizations, to share information and facilitate collaboration
- Gender-responsive bilateral or regional agreements on consular assistance that specify how migrant women will be supported
- Trained and supervised diplomatic and consular staff who protect the rights of migrant women and girls abroad, including identifying, protecting and assisting possible victims of trauma, trafficked persons, survivors of sexual and gender-based violence (SGBV)

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and/or labour exploitation and providing assistance to women in detention or due to be returned
- Consular support services for migrant women and girls, including timely provision of interpreters, medical care, counselling, legal aid and shelter when needed
- Consular information in accessible formats, including for persons with disabilities, on rights, obligations, norms and customs in countries of transit and destination, including information on courses of action if a migrant woman, regardless of migration status, has been the victim of a crime
- COVID-19: Provision of consular assistance to migrant women and girls who are stranded in countries of destination or transit and information about safe and dignified return and repatriation and/or options for regularization in the country of destination

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Checklist

Question	Yes	Not yet
Does your State provide access to clear, gender-responsive information in accessible formats, including for persons with disabilities, on the consular services available at all stages of migration?	○	○
Does your State take a gender-responsive approach when designing and negotiating bilateral or regional agreements on the provision of consular assistance?	○	○
Do consulates provide information on rights and entitlements in countries of transit and destination?	○	○
Do consulates provide gender training to all consulate staff?	○	○
Does your State provide information to all migrants via free or low-cost hotlines?	○	○
Does your State make interpretation, including sign language, available to all migrants where required?	○	○
Do consulates provide training to staff on how to detect and assist migrant women who are victims of sexual and gender-based violence (SGBV), trafficking or other migration-related trauma?	○	○
Do consulates partner with non-governmental organizations in order to share information related to migration and migrant rights?	○	○

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Question	Yes	Not yet
COVID-19: Does your State provide consular assistance to migrant women and girls who are stranded in countries of destination or transit, including information about safe and dignified return and repatriation and/or options for regularization in the country of destination?	○	○

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