



OUR SERVICES:

- Primary and crisis counselling by telephone for women, children and teenagers who are affected by violence (free of charge)
- Anonymous and confidential counselling
- The Helpline is staffed 24 hours a day, 365 days a year
- Immediate help in situations of severe danger (if necessary telephonic intervention at the police)
- Relief and help to find orientation
- Psychosocial crisis intervention
- Information about continuative counselling and other sources of help throughout Austria
- Tailored solutions: if necessary women are referred on to local women support services and counselling centres
- Information about legal and social matters in connection with violence against women and children

TARGET GROUPS:

- Women and their children who are affected or threatened by physical, psychological or sexual abuse as well as women with problems in their relationships or women who are going through a crisis
- People from the social background of the victim (relatives, friends, neighbours, colleagues and others who seek advice)
- Institutions which deal with the subject of violence and need information
- Media and the public

CALL US AT 0800/222555!



ONE OUT OF FIVE WOMEN IN AUSTRIA IS A VICTIM OF VIOLENCE. THERE IS HELP!

The **Women's Helpline against Male Violence** started its operations in 1999 and is coordinated by the Austrian Women's Shelter Network. It is the first nationwide and freephone helpline in the field of violence against women and is attended by professional staff **round the clock**.

Experts offer confidential primary counselling and crisis intervention and inform about legal basics, among others about the **Protection from Violence Act**.

The principles of partiality for the woman who seeks help is applied. The counsellor takes side with the woman and regards the woman to be the expert of her situation. Throughout the counselling process, during interventions and also when establishing contacts with other institutions the perspective of the women is assumed.

The callers are counselled exclusively by women.

Women who are affected by violence often feel left alone and are ashamed of what has been done to them. Fear of the violent man/partner and anxiety about the reactions of the environment are often added with feelings of guilt and powerlessness. The call at the anonymous Helpline can be the first step for a woman victim of violence to cope with the violence she experienced and to seek help and support.

The employees at the Helpline know about the problems of women who experience violence in their relationships. Counselling by telephone offers **relief and empowerment** in a (psychic) difficult situation.

Counselling and assistance is offered at night and on weekends – then, when most counselling centres are closed. For continuative counselling and face-to-face support those seeking help are referred on to local support services.

The Women's Helpline offers counselling in a number of different languages at certain times: Arabian, Bosnian-Croatian-Serbian, Slovak, Slovenian and Turkish