

quality survey

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against Domestic Violence**

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# **Autonomous Austrian Women's Shelters**

# preamble

**Violence has its roots in social structures. The 1993 United Nations Declaration on the Elimination of Violence against Women recognises:**

„...that violence against women is a manifestation of historically unequal power relations between men and women, which have led to domination over and discrimination against women by men and to the prevention of the full advancement of women, and that violence against women is one of the crucial social mechanisms by which women are forced into a subordinate position compared with men.”

The term of „violence” refers not only to physical abuse but to every form of behaviour intended to oppress, dominate and control the victims. All behaviour which inflicts physical, psychological or sexual damage amounts to violence.

**Violence against women and children destroys marriages, partnerships, relationships and people.**

# contents

Violence against Women and Children.....	4
Forms of Violence against Women.....	5
The History of Women's Shelters.....	6
What is an Autonomous Women's Shelter?.....	7
The Guiding Principles of the Autonomous Women's Shelters.....	8
Services and Facilities provided by the Autonomous Women's Shelters.....	9
Additional Services.....	9
Minimum Requirements for Support Services throughout Austria.....	10
The Funding of the Women's Shelters.....	12
Joint Criteria for Financing Agreements.....	14
Amenities and Staff.....	15

# violence against women and children

**In Europe as a whole – and the same is true of Austria in particular – between one fifth of all women living in intimate relationships suffer abuse. In the Austrian context this amounts to between 150,000 and 300,000 abused women. Assuming that 5 percent of women and girls in Europe (excluding the former Soviet Union) are subjected to domestic violence, this amounts to a total (in absolute figures) of 12 million. Studies on the incidence of violence carried out in the United States show that between one fifth and one third of all US women are physically abused by their partners or former partners at some time in their lives.**

Every second woman in Austria says that she knows an abused woman within the circle of her acquaintances. However, the number of unreported cases is very high in the field of domestic violence, many women being reluctant to talk of the abuse that has been inflicted on them out of fear and/or a sense of shame. In 2007 6.347 barring orders were issued against perpetrators by the Austrian police (Federal Ministry of the Interior– Federal Criminal Police Office 2008). This constitutes an average number of about 17 to 20 barring orders per day.

In Austria more than half the murders happen in the family or acquaintance circle. The victims are mostly women and children. In 2007, 107 murders were analyzed upon their victim- perpetrator relationship. In 75 cases a kinship or acquaintanceship existed, representing 70 percent. In 2006 these were 61 percent. This is equivalent to an augmentation of 9 percent compared with the preceding year (Federal Ministry of the Interior– Federal Criminal Police Office 2007, 2008).

If the mother becomes a victim of violence, the children are often abused as well. Surveys of children in women's shelters showed that more than half of children are affected by direct violence through the father (Kenning et al. 1991, McCloskey et al. 1995, cited in Jasinski/ Williams 1998). A study based on in-depth interviews shows that in 70 percent of cases not only women, but also their children were abused (Bowker/Arbitell/MacFerron 1988).

# forms of violence against women

There are many forms of violence, the most frequent being physical, psychological, sexual or economic violence. Most of the time all these forms of violence are used at the same time.

**Physical assault** such as striking, pushing, punching, pinching, hair-pulling, hitting with an object, injuring or threatening with a weapon, burning, throttling etc.

Damage to property, destroying furnishings or personal belongings, inflicting pain on pets etc.

Menacing behaviour and coercion are also common forms of **psychological violence**, such as: "If you leave me, I'll kill you...", "I'll kill the whole family...", "I'll slash your face...", "I'll take the children away from you..." etc. Threats of violence against others (relatives, pets...) are another means of coercion. This kind of intimidation and extortion makes actual physical violence "redundant" – the fear it inspires already has the desired effect.

Psychological terror or harassment is the continued and constant harassment, following, molesting of and spying on an individual, by incessant telephone calls, calls in the middle of the night, following and stalking to and from work. Offering gifts against a person's will is also psychological terror.

Isolation is a strategy frequently used to manipulate and control the victim. Isolation can take various forms: prevention from seeing relatives or friends, locking up at home, disconnecting the telephone, disallowing use of the car etc.

Stalking, verbal abuse, denigration and slander erode the victim's self-esteem and mental health. In time the woman loses her confidence in her own value, her identity and feelings, her rights and her ability to manage her own life. This form of violence encompasses ridiculing the victim in company, making insulting remarks about her appearance or character, and assertions that she is insane or mentally ill, imagining things, a likely candidate for suicide etc. Such insinuations often serve to divert attention away from the perpetrator's own actions.

**Sexual violence** comprises all sexual acts and forms of behaviour to which the woman has to submit against her will. Examples of sexual violence are: rape, coerced sexual practices which the woman feels to be aberrant, humiliating or degrading, enforced exposure to pornography etc.

**Economic violence** implies an imbalance in access to financial resources and exploitation of a stronger economic position. Within the family this can take the form of the perpetrator providing too little money for domestic expenses and/or keeping sources of income, assets or expenditure secret from the victim

# the history of women's shelters

In 1972 the first women's shelter was founded in London. Some years later, in 1978 the first autonomous women's shelter opened its doors in Vienna. In the meantime there are more than 1.500 women's shelters throughout Europe. Today (2008) there are a total of 30 women's shelter/emergency accommodation units for women in Austria, offering protection and help for abused women and their children. Furthermore, there are six women's counselling centres with the focus on the issue of violence against women and children, one of these centres being a counselling centre for migrant women (St. Pölten/ Lower Austria). In 1988 the Autonomous Austrian Women's Shelter Network (AOEF) was founded as the umbrella organization of the Austrian women's shelters. The organization supports the women's shelters in their work, by providing information, doing press and public relations work, or by organizing the annual expert group meetings on women's and children's issues.

26 out of 30 Women's Shelters are associated with the umbrella organization, working together at elaborating fundamental principles and quality criteria. These 26 autonomous women's shelters are close-knit, but in the day to day work they also cooperate and work closely linked with the four non-autonomous shelters for women.

In 2007, 1.641 women and 1.549 children received protection, security and immediate help in the autonomous women's shelter. However, it still happens that women and their children have to switch to another aid organization due to a shortage of space.

**Austrian women's shelters are for the most part financed by public authorities. The federal provinces are responsible for providing the budgets for the shelters. New shelters have been opened recently, after several years of stagnation. But the financial status of the shelters remains precarious. The funding provided does not cover the actual costs incurred and – except in Upper Austria, Styria, Carinthia and the Burgenland – is not enshrined in law, so that the shelters have to fight for their funding every year. The Viennese Women's Shelters are permanently funded by the city of Vienna.**

**By the „Services for Protection from violence act“ (Gewaltschutzrichtungs-gesetz) in Styria, women's shelters are enshrined in the legislation; but the financial regulation using daily allowances fixed within this legislation lead to problems, as the allowances did not cover the basic needs of the women.**

**Women's shelters are also child protection centres. They offer children comprehensive aid and support in order to enable them to deal with their experiences pertaining to violence and abuse. Each women's shelter has competent expert staff members having a good social, psychological, therapeutic and pedagogical background.**

**Since the 1st of May 2007 the Austrian legislations on domestic violence (WW/BV § 3a in accordance with the Security Police Act (Sicherheitspolizeigesetz) and the temporary injunction in accordance with § 382b of the Act on the Enforcement of Judgments (Exekutionsordnung) are in force. In addition to this, in each federal province intervention centres against domestic violence and for the protection against violence (Gewaltschutzzentren) were established, where victims of violence can get help and counselling. Nonetheless, these significant improvements, for the protection of victims of violence cannot replace the women's shelters. Women's shelters still remain the most important facilities providing protection and safety for women and children.**

what is an autonomous women's shelter? shelters provide women with more than just a roof over their heads. they serve as a refuge for women and their children in emergencies. and they give women the chance to consider their next steps in peace without pressure. they make up their own minds whether or not to leave the perpetrator.

In most women's shelters the duration of the women's stay depends on how long they need protection and support. Some women stay only a couple of days – long enough to gain a degree of detachment from events, find out what the possible courses of action are, and show their partners that they will not tolerate violence. Other women decide to separate from their partners and remain in the shelter until their divorce has gone through.

More and more women are using the shelters as temporary accommodation while they apply to the court for an injunction to bar their partners from the home.

The women's shelters thus fulfil several possible functions. It is entirely up to the women themselves to choose which they avail themselves of!

**A woman who has made up her mind to separate from a violent partner has to cope with numerous difficulties. It makes sense to turn to a shelter, because the shelter workers are aware of and understand the complexity of the problems involved.**

**It also helps the victim to realise that other women have been through a similar ordeal and found support at the shelter.**

# the guiding principles of the autonomous women's shelters

## Prompt and unbureaucratic help

Wherever possible curtailing cumbersome formalities, applications for official appointments etc.

## Anonymity

Women's shelters pledge not to disclose confidential information. No data are passed on without the consent of the person concerned.

## Partisan support

The shelter workers are on the threatened/abused woman's side, represent her interests in official matters and help her assert her rights.

## Women help women

Shelters are run by women and offer counselling and support for women by women. As a rule men are not allowed access to shelters.

## Help for self-help

The assistance provided does not take the form of „administration“ but of help in addressing the women's own needs and interests and in determining their own lives independently of their partners.

## Autonomous

Women's shelters are run by private, non-profit and non-party women's associations. This helps to reduce victims' reluctance to establish contact, and it safeguards their anonymity.

## A feminist approach that is sensitive to women's issues

Women's shelters endeavour to draw attention to the structural violence which permeates all areas of society and which arises from inequality of influence, discrimination, social handicaps and the exploitation of women and children.

# services and facilities provided by the autonomous women's shelters

**Protection** and accommodation for women and children exposed to male violence.

**Counselling:** social, psychological, legal, also medical and psychotherapeutic.

**Counselling** to clarify the woman's personal situation so that she can make further decisions about her life.

**Qualified staff** to tend to the needs of women and children.

**Round-the-clock** availability.

**Help** for children in dealing with the violence they have witnessed and with their parents' separation.

**Assistance** in submitting official applications and in finding accommodation and work.

**Accompanying** women to court or the police (free of charge psychosocial and judicial court accompaniment).

**Assistance** in asserting legal claims, in preparing for court proceedings and – where necessary – in finding a (female) lawyer.

**Crisis intervention**

## Additional services/facilities

Preventive and educational programmes to combat violence (seminars, training programmes, publicity campaigns ...)  
Mother-tongue counselling and interpretation  
Free legal counselling  
Non-resident counselling  
Follow-up care  
„Supervised housing“  
Public relations  
Supervision  
Training and further training courses for staff  
Co-operation with other institutions  
Networking

# minimum requirements for support services throughout austria

## International recommendations

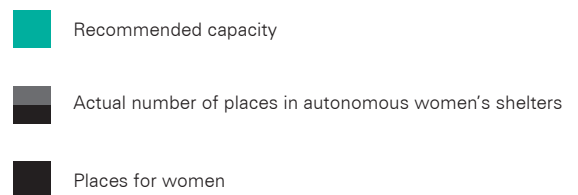
A recommendation drawn up in 1987 by the European Parliament's Committee on Women's Rights and Equal Opportunities says that one shelter place should be provided per 10,000 of the population. However, a group of experts who published an action plan on combating violence against women (1997) under the auspices of the Council of Europe estimated that one shelter place was required per 7,500 of the population.

## Austria has hitherto based itself on the recommendation drawn up in 1987 by the European Parliament, which stipulates that at least one place per 10,000 of the population should be provided.

Austria has at present (2008) a population of 8.340.667 (March 31st 2008, Statistik Austria). Therefore there should be at least 830 places for women and children available. The 26 autonomous women's shelters can at the moment only provide 694 places for women and children. According to official statistics some federal provinces are about to or fulfilling the recommendation like Vienna, Vorarlberg, the Burgenland, Salzburg or Carinthia. In other federal provinces like Tyrol, Styria, Lower- and Upper Austria there are still too few places available.

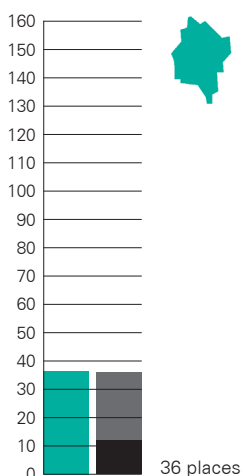
An extension of services provided by the women's shelters, especially in rural areas and in larger federal provinces like Styria, is needed. Women who suffer violence and their children should have the right to a safe place in a women's shelter.

In all federal provinces regional plans, aiming to gradually improve the help offered to women and children affected by violence should be developed and implemented. Women's shelters are performing an important socio-political work and have therefore to be legally enshrined and adequately funded.



## vorarlberg

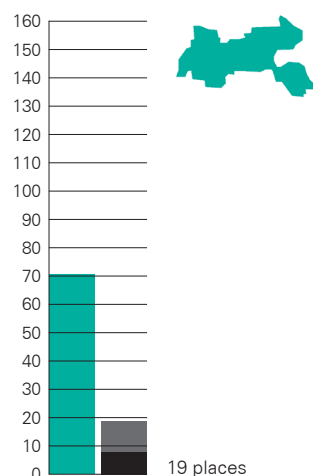
366.917 inhabitants



Space for 12 women and 24 children; total 36  
The federal province of Vorarlberg currently has **one women's shelter** in the city of Dornbirn with a crisis accommodation centre for women in the city of Bludenz.

## tyrol

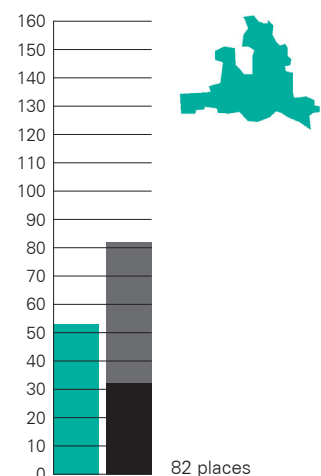
704.403 inhabitants



Space for 8 women and 11 children; total 19  
In the federal province of Tyrol there is still only **one autonomous women's shelter** for abused women and children. In the city of Lienz, Kufstein and in Innsbruck there are three counselling centres with accommodation facilities for women and children. But new housing facilities and the establishment of a new women's shelter in the rural area are urgently needed; as well as regional counselling centres.

## salzburg state

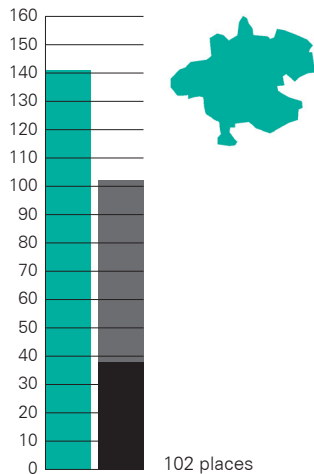
531.166 inhabitants



Space for 32 women, 50 children; total 82  
In the federal province of Salzburg there are currently **three autonomous women's shelters**, one in the city of Salzburg, one in the city of Hallein and one in the Pinzgau district of the federal province of Salzburg. Regional women's counselling centres are urgently needed.

## upper austria

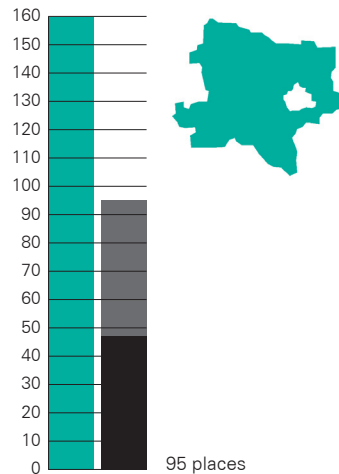
1.409.514 inhabitants



Space for 38 women, 64 children; total 102  
In the federal province of Upper Austria there are **five autonomous women's shelters** in the city of Linz, Wels, Steyr, Ried/Innkreis and Vöcklabruck and two women's counselling centres with the focus on domestic violence. Another women's shelter in the Mühlviertel region of the federal province of Upper Austria is needed; as well as more counselling centres in general are needed.

## lower austria

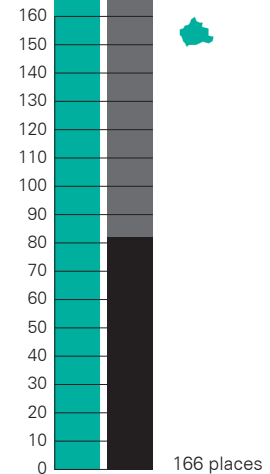
1.599.247 inhabitants



Space for 47 women, 48 children; total 95  
The federal province of Lower Austria has **five autonomous women's shelters** in Amstetten, the city of St. Pölten, Wiener Neustadt, Neunkirchen and Mistelbach and a women's counselling centre in the city of Wr. Neustadt focusing on domestic violence. Since 2007 the women's shelter St. Pölten also offers counselling for migrant women. Another victim protection association for women and children, the so called social assistance centre (Sozialhilfezentrum), has its seat in the city of Mödling. The establishment of an emergency dwelling for women in the Waldviertel region of the federal province of Lower Austria is urgently needed.

## vienna

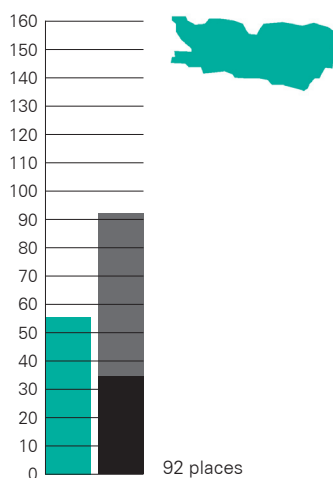
1.680.415 inhabitants



Space for 82 women; total 166  
In the city of Vienna there are **four autonomous women's shelters** and one counselling centre for abused women and children. The Viennese women's shelters also provide 40 post care accommodation facilities for women and their children.

## carinthia

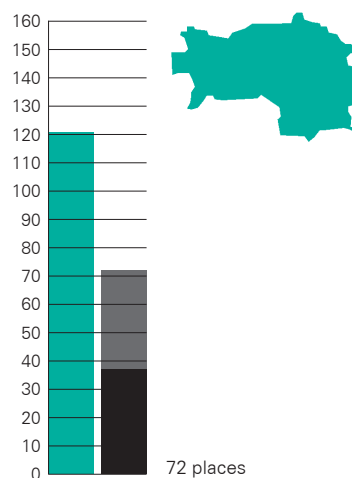
561.069 inhabitants



Space for 34 women, 58 children; total 92  
In the federal province of Carinthia there are **four autonomous women's shelters** in the city of Klagenfurt, the city of Villach, in the Lavanttal region and in the city of Spittal/Drau. The expansion of women's counselling centres for abused women and children is an important goal.

## styria

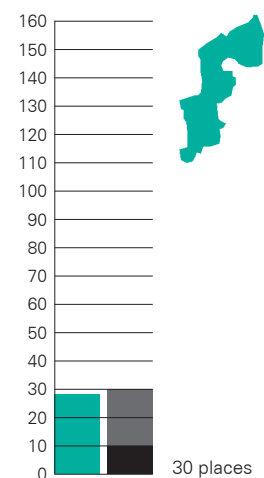
1.206.443 inhabitants



Space for 37 women, 35 children; total 72  
In the federal province of Styria there are **two autonomous women's shelters** in the city of Graz and Kapfenberg. A women's counselling centre focusing on domestic violence is affiliated with the women's shelter Kapfenberg. Another women's shelter in South Styria and the enlargement of women's counselling centres for abused women and children is also urgently needed. Another women's shelter in South Styria and the expansion of women's counselling centres for abused women and children is also urgently needed.

## burgenland

281.493 inhabitants



Space for 10 women, 20 children; total 30  
In the federal province of Burgenland there is **one women's shelter** in the city of Eisenstadt. A sufficient funding of the existing women's counselling centres is an important goal.

### **Nationwide women's helpline 0800/222 555**

Since 1998, Austria has a nationwide, toll-free, anonymous women's helpline (0800/222 555) with qualified and trained staff-members operating around the clock. The women's helpline is a highly frequented number and since 2005 also offers Arabic, Bosnian, Serbo-Croatian, English, Rumanian and Turkish counselling. The helpline is entirely funded by the government department of women (Bundesfrauenministerium) and since 2008 has a three-year financing contract.

### **24-hour women's shelter emergency phone**

At least one women's shelter in each federal province must run a round-the-clock emergency phone service with a qualified shelter worker to take incoming calls.

### **24-hour admission**

All the women's shelters can admit women at any time of day or night and should continue to do so.

### **Women's counselling centres for violence against women and children**

There should be a counselling centre for battered women and their children in every district. They should also be accessible for disabled women.

### **Facilities for migrant women**

There should be at least one women's counselling centre in each federal province catering to the needs of migrant women and women's refugees and for victims of trafficking in women and of sex tourism. Each women's shelter should employ women interpreters and counsellors with the appropriate foreign language skills.

### **Facilities for the disabled**

All of the above facilities should provide special support for women with disabilities and be equipped to meet the needs of disabled people.

# the funding of the women's shelters

### **Legal enshrinement**

In every federal province legislation should be enacted making the establishment of women's shelters legally mandatory. This would ensure the adequate availability of such facilities and the maintenance of the requisite standards. The women's shelters could be incorporated in, for instance, the provincial social welfare legislation. Women's shelters provide crisis management services by offering women and children protection and immediate support. This means that they must be able to count on adequate and dependable funding.

### **The criteria for the funding are as follows:**

In addition to legislative enshrinement, precisely defined and adequate funding must be provided for women's facilities under the auspices of financing contracts. One-year funding plans - as currently implemented in some federal provinces - are very uncertain and inconsistent, and therefore do not constitute an appropriate financing plan for victims and protection associations.

Also a mere financial regulation using daily allowances, like mentioned in the Styrian Protection from Domestic Violence Act (Steiermärkisches Gewaltschutzeinrichtungsgesetz) is not appropriate but leads to enormous survival problems.

No restrictions on admission: women's shelters must be accessible for all those in need of help, irrespective of their legal status, income, religion, country of origin, citizenship etc.

Counselling and care must be free of charge. The financial share depends on the woman's income and on her financial situation. Women who have stayed in a women's shelter should not be liable to retrospective claims for payment, (even if they are fleeing from one federal province to another), because this would discourage them from turning to the shelter and puts a strain on the family unit.

## Existing facilities:

## Urgently needed:

<p>The federal province of <b>Burgenland</b> has one autonomous women's shelter in the city of Eisenstadt.</p> <p><b>funding:</b> the women's shelter is statutory enshrined in and the funding secured by the Social Assistance Act (Sozialhilfegesetz).</p>	<p>- A secure funding of the existing women's counselling centres.</p>
<p>The federal province of <b>Carinthia</b> has four autonomous women's shelters in the city of Villach, in Klagenfurt, Lavanttal and in the city of Spittal/Drau.</p> <p><b>financing:</b> the women's shelter statutory enshrinement is enshrined in the Carinthian Minimum Social Protection Act (Kärntner Mindestsicherungsgesetz) and there are three-year contracts with the federal province of Carinthia.</p>	<p>- The extension and secure funding of non-resident counselling services for abused women and their children.</p>
<p>The federal province of <b>Lower Austria</b> has five autonomous women's shelters in the city of Amstetten, Wiener Neustadt, Neunkirchen, St. Pölten, Mistelbach and one women's counselling centre with the focus on domestic violence in Wiener Neustadt. The women's shelter of the city of St. Pölten also directs a counselling centre for migrant women.</p> <p><b>funding:</b> the funding of the women's shelters in Lower Austria takes place by unrestricted contracts with the province. But this funding is not satisfactory. The women's shelters statutory enshrinement in the Social Assistance Act isn't satisfactorily formulated.</p>	<p>- A better statutory enshrinement of the women's shelters in the Social Assistance Act.</p> <p>- A women's emergency dwelling in the Waldviertel region is needed.</p>
<p>The federal province of <b>Upper Austria</b> has five autonomous women's shelter in the city of Linz, Ried/Innkreis, Wels, Vöcklabruck, Steyr, as well as two women's counselling centres in the city of Vöcklabruck and Wels with the focus on domestic violence.</p> <p><b>financing:</b> the funding was secured in 1998 by the enactment of new social welfare legislation.</p>	<p>- A further women's shelter in the Mühlviertel region.</p>
<p>The federal province of <b>Salzburg</b> has three autonomous women's shelters in the city of Salzburg, in Hallein and in the Pinzgau region.</p> <p><b>financing:</b> These women's shelters are funded by one- and two year contracts with the province and the city of Salzburg.</p>	<p>- Statutory protection for the women's shelter.</p> <p>- The construction and secure funding of regional counselling centres.</p>
<p>The federal province of <b>Styria</b> has two autonomous women's shelters in the city of Graz and in Kapfenberg/Upper Styria with an affiliated women's counselling centre for abused women.</p> <p><b>funding:</b> Both women's shelters are statutory enshrined in the Styrian Protection from Domestic Violence Act (Steiermärkisches Gewaltschutz einrichtungsgesetz). The financing is a funding on a mere daily rate basis and therefore isn't adequate nor sufficient.</p>	<p>- Instead of a funding on a daily rate basis there needs to be a basic funding like in Upper Austria and in the Burgenland.</p> <p>- A further women's shelter in South Styria.</p> <p>- The enlargement of non-resident counselling services for abused women and children.</p>
<p>The federal province of <b>Tyrol</b> has a women's shelter for abused women and children as well as three counselling centres with accommodation facilities in the city of Innsbruck, Lienz and Kufstein.</p> <p><b>financing:</b> The women's shelter Tyrol is struggling for its survival! The funding is not secure. There are no perennial or binding contracts with the province of Tyrol. The city of Innsbruck offers two-year contracts with insufficient funding. A new women's shelter and its statutory enshrinement as well as secure long-term funding are urgently needed.</p>	<p>- A statutory enshrinement and secure long-term funding.</p> <p>- Two additional women's shelters, as well as regional women's counselling centres for abused women and children.</p>
<p>The federal province of <b>Vorarlberg</b> has one autonomous women's shelter in the city of Dornbirn and one emergency dwelling for women in Bludenz.</p> <p><b>financing:</b> is made by the Institute for Social Services (IfS-Institut für Sozialdienste) and is satisfactory.</p>	<p>- The establishment of regional women's counselling centres.</p>
<p>In <b>Vienna</b> there are four autonomous women's shelters and one counselling centre for abused women and children. Vienna also has 40 post care accommodation facilities for women and children.</p> <p><b>financing:</b> the funding of the women's shelters and the counselling centre is secured by a contract with the City of Vienna.</p>	

# joint criteria for financing agreements:

- A legally binding contract, no other written or verbal agreements
- Contractual security covering adequate funding for each women's shelter in accordance with the quality criteria
- Uniform contractual terms applicable to all shelters within the given federal province
- Longer-term contracts: minimum term of validity: 3 years

## Basic funding

Adequate, secure basic funding in accordance with the quality criteria for each women's shelter. Independent of utilisation.

## Transfer of funding

Payment of the contractually stipulated funding at the beginning of the year or – preferably – at agreed times such as quarterly at the beginning of each quarter.

## Admission criteria

- No restrictions on admission: shelters must be accessible to all women subjected to violence and their children, irrespective of legal status, income, religion, country of origin, nationality etc.
- Admission of women from anywhere in Austria, and nationwide admission of migrant women.
- Nationwide and EU-wide admission of women.

## Social services

Counselling and care must be made available free of charge and irrespective of the person's social and economic standing. . Women who have stayed in a women's shelter should not be liable to retroactive claims for payment, because this would discourage them from turning to the shelter and puts a strain on the family unit.

## Staff costs

- Special care for women
- Funding for qualified staff (social workers, psychologists, legal staffs, therapists, doctors...)
- Special care for children
- Funding for qualified staff to tend to the needs of children (pedagogic experts, child psychologists, therapists ...)
- Staff with foreign language skills to provide care for foreign women and interpreting services

## Staff levels

Provision must be made for adequate staffing levels for both women and children. At the same time it is necessary to provide the requisite staff for such tasks as crisis intervention, public relations, administration and management.

## Salary levels

Since May 2005 there is a collective wage and salary agreement that applies to staff employed by associations in the social- and health care sector, called BAGS. This agreement serves as the basis for the financing of staff costs in the women's shelters.

- Secure financing to cover secondary wage costs and annual reserves for severance payments.
- Fixed funding for further training
- Adequate and sufficient funding for the team's supervision

# amenities and staff

## Structural requirements for women's shelters

- A whole house, complete with garden and adapted to the specific needs of a shelter
- Adequate security arrangements (CC video, alarm system, direct line to police station, fence, protected from public view etc.)
- One living unit per woman and children as minimum requirement
- Sufficient recreational space and lounges
- Adequate space for care of and counselling/therapy for children
- Attractive, soothing ambience
- An events room and a training room with PCs for training courses
- At least one room for non-resident counselling and care
- Amenities and fixtures for disabled persons

## Staff qualifications

- Qualified specialist staff: qualifications are required in the fields of social work, teaching, psychology and law, also bookkeeping and public relations. Staff can acquire the requisite qualifications through further training.
- Staff with foreign language skills and interpreters
- Qualified and trained staff for judicial process, and court accompaniment
- Interpreters for the staff when communicating with public authorities
- Supervision (team and individual)
- Further training
- Staff for administration, maintenance, renovation and cleaning
- Substitute staff for holidays and sick leave

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Information as of: September 2008



**Women'shelpline**  
**0800/222 555**



**Women's shelters and support centres for women and children victims of violence** (Telephone numbers: Information as of September 2008)

- Women's shelter **AMSTETTEN**  
 07472/ 665 00
- Women's shelter **BURGENLAND**  
 02682/ 612 80
- Emergency accommodation for women **DORNBIRN**  
 05572/ 293 04
- Women's shelter **GRAZ**  
 0316/ 429 900
- Women's shelter **HALLEIN**  
 06245/ 802 61
- Women's shelter **INNVIERTEL**  
 07752/ 717 33
- Women's shelter **KAPFENBERG**  
 03862/ 279 99
- Women's shelter **KLAGENFURT**  
 0463/ 449 66
- Women's shelter **LINZ**  
 0732/ 606 700
- Women's shelter **LAVANTTAL**  
 04352/ 369 29
- Women's shelter **MISTELBACH**  
 02572/ 50 88
- Women's shelter **NEUNKIRCHEN**  
 02635/ 689 71
- Women's shelter **PINZGAU**  
 0664/ 500 68 68
- Women's shelter **SALZBURG**  
 0662/ 458 458
- Women's shelter **SPITTAL / DRAU**  
 047 62/ 613 86
- Women's shelter **STEYR**  
 07252/ 877 00
- Women's shelter **ST. PÖLTEN**  
 02742/ 366 514
- Women's shelter **TYROL**  
 0512/ 342 112
- Women's shelter **VILLACH**  
 04242/ 310 31
- Women's shelter **VÖCKLABRUCK**  
 07672/ 227 22
- Women's shelter **WELS**  
 07242/ 678 51
- Women's emergency phone **VIENNA**  
 05 77 22
- Women's shelter **WR. NEUSTADT**  
 02622/ 880 66
- FURTHER SUPPORT CENTRES**
- Women help Women **INNSBRUCK**  
 0512/ 580 977
- Social assistance centre **MÖDLING**  
 02236/ 465 49
- Women's centre **OSTTIROL**  
 04852/ 671 93
- WOMEN'S COUNSELLING CENTRES** of  
 the autonomous Austrian women's shelters
- Counselling centre **KAPFENBERG**  
 03862/ 279 99
- Counselling centre **ST. PÖLTEN**  
 02742/ 366 514
- Counselling centre **VÖCKLABRUCK**  
 07672/ 227 22
- Counselling centre **WELS**  
 07242/ 452 93
- Counselling centre **VIENNA**  
 01/ 512 38 39
- Counselling centre **WR. NEUSTADT**  
 02622/ 825 96