

A close-up, profile view of a man's face, looking downwards. The image is overlaid with a white, hand-drawn outline that follows the contours of his face and neck. The entire image has a monochromatic orange tint.

**When partnership
becomes unbearable...**

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... YOU CAN DO SOMETHING!

Many older women live in a relationship. Some of them are based on partnership and mutual respect and appreciation of each other. Other older women live in relationships which have over time become unbearable, some were from the start. Those older women had and have a lot to endure. Doing something about this is often difficult or even unthinkable.



Life changes are usually associated with fears and strong doubts about whether a decision is really the right one. Most probably, this is true for many people; however, at an advanced age it is even more difficult to leave familiar things and 'start over again': You have become used to your situation, you have probably 'created' something you don't want to leave behind, you might have health issues making some things impossible, and so on and so forth.

This leads to staying in the familiar situation even though one does not feel comfortable any more and wishes for a change.

This – wanting a change of your situation in life, but staying on in a familiar situation – is the situation of many older women who are subjected to their husband's/partner's violent behaviour.

This manual aims to encourage and support these women in leaving this situation, which often compromises their health and is dangerous.¹

Leaving this situation does not necessarily mean splitting up with the violent partner forever or getting a divorce. The path to change one's own life may take very different forms. Thus, getting a clear picture of the situation may be a first step, talking to someone another one, turning to a counselling institution yet another, and of course there is also the possibility of a temporary or final separation from one's partner. Whichever step may be the best one in your current situation, this manual aims to support you in taking it.

The headings of each section in this manual are examples of 'typical' statements of older women who sought help and support in women's institutions. Mostly, they are phrased from the woman's perspective, sometimes from the violent partner's, all of them proffer reasons why changing the current unbearable situation is supposedly impossible.

The following passage tries to counter these statements, to change this perspective and, in the best case, to give an impetus for a change.

¹ The authors are conscious of the fact that violence also occurs in lesbian partnerships. This manual aims to support these women, too.

'... but he doesn't hit me after all.'

Many people believe that violence only begins when one is hit. Therefore, many women who do not experience physical violence in their relationship do not feel that the issue of 'intimate partner violence' is relevant to them.

Violence against women, however, does not start with physical violence. Therefore, threats, humiliation, verbal abuse or persistent silence by the partner may affect your life as much as being assaulted.

There are many different forms of intimate partner violence against (older) women:²

Emotional violence means

- Threats like 'I'm going to kill you', 'Just you wait and see ...'
- Verbal abuse/ insults like 'You clumsy clot', 'Bitch', ...
- Being made fun of,
- Punishment by silence,
- Using or removing personal items without asking,
- Control and constant supervision – every step of the woman is followed,
- Isolation from other people, e.g. by locking away the phone or taking away the front door keys,
- Imprisonment by being locked in,
- Isolation by being left alone,

² Cf.: Gewalt erkennen. Fragen und Antworten zu Gewalt an älteren Menschen, eine Broschüre des Bundesministeriums für Arbeit, Soziales und Konsumentenschutz, Wien.

and with women in need of care emotional violence also means e.g.:

- Limitation of mobility because 'something might happen',
- Sorting out clothes or personal items without consultation or
- Denial of favourite foods or drinks,
- Or the refusal of necessary everyday assistance (like e.g. support when walking up or down stairs, help in getting into the shower etc.)

Physical violence means deliberate infliction of physical pain by the partner, which may also result in injuries or, in the worst case, death.

When the woman needs care and is nursed by her partner, further dimensions of physical intimate partner violence may occur, like e.g.:

- Violent pulling of the hair when brushing it,
- Violent pressing down into a chair or bed,
- Tying to a chair or bed,
- Administering of food in larger than bite-size portions, or too hot or too cold,
- Hasty or impatient administration of food and drink, or also
- Unauthorized overdosing of tranquilizers.

Sexual violence comprises all forced sexual acts against the woman's will, and ranges from sexual assault to rape (oral, anal, vaginal). Sexual violence also means sexual harassment like sexual innuendo or acts which transgress the woman's private sphere, like e.g.



- Touching intimate body parts,
- Suggestive conversations,
- Telling suggestive jokes,
- Showing of pornographic images/films or
- Appraisal/fixing of a woman with looks
- but also disparaging the aged body and comparison with younger and more beautiful women.

Financial violence means

- Taking away self-earned money/her own pension or care allowance, so the woman cannot dispose of it any more, or
- With only one income/one pension in the relationship not getting any money for one's own needs,
- Taking away or use as a matter of course of valuables,
- Forging her signature or
- Termination of e.g. the apartment or a savings account without consent.

Intimate partner violence usually does not occur in just one, but several forms. Thus, any form of violence always involves emotional violence. Combinations of two or more forms of violence are therefore common.

Violence in a relationship may occur as emotional, physical, sexual and financial violence!

'When he doesn't drink alcohol, he is rather nice, after all...'

... is one statement that is often heard from (older) women in counselling institutions.

Often, the intimate partner is violent only when alcoholised. This evokes feelings like fear, pain and insecurity, and the woman will live in the continuous anxiety of not knowing when he will be drunk again and 'strike'. Affected women therefore live in the permanent risk of being exposed to violence again. Apart from the physical violence, this situation is also extremely stressful emotionally and may lead to illness.

It is not alcohol that is to 'blame' for violence, responsibility lies with the individual inflicting the violence.

'When you have endured it for such a long time, you get used to it.'

Many older women in the counselling situation say this. That's right. In long-standing relationships in which violence is inflicted, many women get used to their situation and even sometimes believe that this is normal. They have resigned themselves to it. This is one reason for not speaking up.

Many women who live in violent relationships have found ways of coping with violence. Sometimes they even manage to protect themselves from the violence or escape from it.

Nevertheless, this means living in fear. These women do not know when he will strike or yell at them again. Their feelings are not taken seriously, often they are made fun of, their (physical) boundaries are not respected. All this leads to enormous stress and is a health hazard.



In spite of apparently 'being used to it', many women have a strong wish for their partner to be told to stop the violence. Violent men, however, do not change 'just like that'. Their behaviour has led to self-affirmation for too long, and the pressure to change is too weak. This means that women have to actively take responsibility for the improvement in their situation they want. There is nothing they can expect from the violent men.

Women who experience violence are wounded emotionally, and often physically as well. Body and soul will endure a lot, but

body and soul will never truly get used to injuries. This means that invisible traces of injuries persist, which cannot heal when the violence continues.

Enduring violence results in health impairments or physical as well as emotional illnesses

'But he won't be able to manage without me.'

Many older women have actually cared for their family all through their relationship and kept house for them. The men have gone to work and usually have not participated in housekeeping and care responsibilities. Now, at an advanced age, with retirement, the men are at home, but in most cases the division of work stays the same. However, this does not mean that women have to continue enduring the their husband's violence because he will not be supported and cared for otherwise.



Some men have care needs at this stage and need (intensive) care, which is often provided by their partner, too.

There are care institutions which support people in old age in the management of their lives. This help may be provided completely by someone else, whenever the man needs assistance. The partner therefore does not necessarily have to provide care for the man.

Care and assistance of the partner can easily be provided by other, unrelated persons.

My husband says: 'You can't live without me.'

Many older women state that they cannot leave their violent partner because he has always been responsible for everything and took care of everything. They believe that they cannot manage to live by themselves. To the question whether their partner has told them that they wouldn't be able to live without him, many answer: 'Yes, actually quite often', or 'Yes, on a daily basis'. This is an attempt at taking away the woman's self-esteem, so she feels small and powerless and dependent on the man. After permanent repetition of this statement, possibly enhanced by isolation and rigorous control, women at some point believe in their inability to do anything or to live by themselves.

But in most cases, these women have managed the life of the whole family, and they often continue doing so: It is they who organise the household, who took care of the children and later often nursed or nurse other family members. It is they who try to sustain a reasonably 'normal' life in spite of the man's violence. It is they who show enormous strength, energy and stamina. Why shouldn't they be able to organise their own life as well?

For special counselling institutions offering support see the annex.

If you can take care of a family, you can take care of yourself!

'But I don't want a divorce, I just want to be left alone!'

... many older women say in counselling sessions. A divorce is not an absolute necessity. What is important is to take a decision that is right for you. This needs time, calm, and empathetic people to support you.

It is for example possible to get a temporary separation from your partner, or to have a weekend relationship, or to take separate residences. Of course, there is the additional possibility of not spatially separating from your partner at all, but e.g. to divide the use of the house or apartment in order to improve the situation.

For some women, it would be important for someone to tell the man to stop his violent behaviour. They believe that they would finally be left alone after that. This wish rarely comes true, but in most cases it does not lead to the desired effect anyway. Violent men do not change 'by themselves' or 'on command'. When women want a change, they have to become active themselves.

In order to find some peace and quiet, you need enough time. The support of empathic people may help you.

'I don't want to be a burden to anyone.'

This concern voiced by many older women in counselling sessions is not surprising. Women are not used to being looked after and taken care of. So far, in most cases the opposite was true: They took care first of their own children, their partner and often in later life of other family members like parents who needed nursing, grandchildren etc. This means that the women were always those who offered support and took care not to be a burden to anyone. The idea of needing support and accepting it is therefore unthinkable for many older women.

Needing support from someone, if only for a time, also means dependency and may therefore trigger feelings of fear or failure. Therefore it is important to keep a balance between accepting help and living independently where possible.

Counselling institutions can help you there – you can find addresses in the annex.

In difficult stages in life, it is good to accept the support of others!

'What would family and neighbours say if I got a divorce now?'

This is a question many older women ask themselves when thinking of leaving their violent partner. Many of these women have succeeded in hiding their partner's violence from the neighbours as well as from members of the family. Shame, but also fear of the consequences are major influences. In other cases, the partner's violence is known, but the women do not get any support for a separation. A feeling of being overwhelmed or fear of the perpetrator may be reasons for this. In addition, their environment, as well as in the affected women, often feels a need to sustain the image of a 'perfect family'. A separation would destroy this world.

Many women therefore never talk to anyone about their experience of violence in the relationship. Others try to communicate with their environment. Unfortunately, these women often do not encounter understanding and offers of support. Comments like 'I can't imagine this' or 'But your husband is always so nice' reappear regularly. The result is often the women's retreat, silence and loneliness.

Here, it is important first for trusted persons to know about the abuse, for the affected women to develop an awareness of the injustice of the violence and thus to muster the courage to offer resistance to this violence. This is the only way that support can be given to the women from outside, by their environment.



Second, it helps affected women to know that many others have similar experiences, that they are not responsible for their partner's behaviour, and that they do not have to endure his violence. In Austria, there are also legal protection measures and protection institutions which aim to facilitate a separation. All this knowledge may help to allow women to confide in their environment and get support. The worry of what the environment would say to a separation would thus at least be reduced.

All their lives, many, especially older women have experienced intimate partner violence as a taboo issue. This taboo is in the process of breaking up. And divorces have become 'normal' by now.

'But I don't have my own money ...'

Many women report that they would like to separate from their violent partner, but do not have their own retirement money and therefore wouldn't have any money of their own. This idea is usually strengthened by the men who deny that the women might have any claim to have their own money, to the common assets etc.

There are women who really do not have their own right to a pension because they never had any employment. Other women only dispose of a very small pension. Some women do not know whether they have acquired a right to a pension, and if so, how much it would be. In order to settle this issue, you can turn to your pension insurance provider and request a summary of all periods of insurance. There, you can also check whether you meet the conditions for a pension or whether they might be met. Your relevant pension provider is the one with whom the most periods of insurance were earned over the last 15 years. If you are unsure about this, you can turn directly to the Hauptverband der Pensionsversicherungsanstalt, phone 05 03 03, or to one of the counselling institutions listed below. These will also help you in settling this question.

ATTENTION: If you have (also) worked abroad during the course of your life, you might have resulting periods of insurance and thus have earned pension rights.

If you have no pension rights because of no or too short an employment, you may qualify for a Bedarfsorientierte Mindestsicherung (needs-based minimum benefit). For basic

questions on the needs-based minimum benefit, there is a free social helpline of the Federal Ministry of Labour, Social Affairs and Consumer Protection, phone 0800 / 20 16 11 (Monday, Tuesday, Wednesday and Friday 8 to 12 am, Thursday 8 am to 4 pm).

Even if you do not have your own income/ your own pension, you do not depend completely on your husband. There are possibilities of support.

My husband says: 'You are not entitled to anything.'

Women often worry that they wouldn't be able to get a divorce, simply because they do not have any money. Their children might even have to take care of them. That is not true, however.

If you have no or only a small income or pension rights, but keep house for your husband and yourself, your husband has a legal responsibility to maintain you. This remains intact after a separation. In the case of a divorce, things are more complicated; in particular, you have to consider that in the case of a divorce by mutual consent, you only have a right to maintenance if this is agreed in the divorce.

As opposed to a marriage, a civil union does not entail any right to maintenance.

In any case, if you want a separation or divorce, legal counselling in matters of maintenance is important. In the annex, you will find counselling institutions which will help you and connect you with relevant addresses.

A divorce does not mean losing everything and depending on others.

'He is never going to get a divorce.'

Many women in counselling say that they do not even need to think of a divorce, because their husband would never agree to one. However, there are different kinds of divorce, and the partner does not have to agree to all of them. You may for example petition for divorce because your husband is abusing you and therefore the marriage has irretrievably broken down. The defendant cannot avoid a so-called contentious divorce attributable to one partner's fault. There is also the possibility of a divorce based on the irretrievable break-down of the marriage, without bringing the issue of violence to the fore. This requires that the marital union has been abandoned for at least three years, for which a lack of cohabitation is sufficient – you do not have to move out of the marital home.

Divorce counselling is offered at the District Courts and by specialised counselling institutions.

By the way: If you think you cannot afford a divorce, you can apply for legal aid at the court. With legal aid, the cost of your legal counsellor may be covered, and court fees and other costs may be waived.

A divorce may be enforced, even though this may mean something of a delay.

'If I was still young, I would simply leave, but now ...'

... many older women in the counselling situation say. In general, a separation is always difficult. After many years of marriage, having gotten used to many things and even having resigned yourself to violence, when you have built something and come to love it, when you possibly already have some health issues, then it is understandable that it becomes even more unthinkable to leave the violent partner. Also the partner's tactics keep many women from taking this step: Thus, many violent men try to blame their violence on the woman, they manipulate the woman's perception, they deny or trivialise the violence, they threaten murder or suicide in case of an actual separation. This leads to fears, and the desire for a separation is abandoned.



But it is never too late for a change in your life, because every human being has a right to a violence-free life. And there are means of separating from a violent partner, even after many years of marriage, in order to live a violence-free life according to your ideas and wishes. Older women who want to leave their violent husbands can consider with the help of counselling institutions how they can implement this step in their own time and according to their own ideas.

Please find a list of relevant institutions in the annex.

It is never too late to change your life!

'And what can I do?'

This is a question many older women whose relationship has become unbearable and who therefore want a change ask themselves. Their insecurity is understandable. It is not easy to know exactly what you want and which path to choose. To discover this takes time and stable support from others.

Well, what can you do:

➤ **Confide in your direct environment**

As a first step, it can be very helpful to tell someone in your direct environment (children, relations, acquaintances, friends or neighbours) about the violence and your worries and consider with this person which changes you would like and what is needed for them. This requires a trusting relationship with these persons.

➤ **Anonymous and free phone support at women's institutions**

In addition, there is the possibility to turn to a telephone helpline or a women's counselling institution anonymously in order to discuss your situation and your wishes with their staff.

➤ **Individual counselling in a women's institution**

You can also make an appointment at a women's counselling institution and address the issues there. In one or more meetings, you can calmly find a good solution in your own time, according to your wishes.

➤ **Police**

Of course, there is always the possibility to call the police when you feel threatened or when you already are in an acutely dangerous situation. We recommend saving the police emergency call (133) in your (mobile) phone, because when rushed we often forget things we normally know.

The police can ban the man from the home and forbid him to enter the apartment for 14 days. After the police has issued such a banning order to the man, you will be contacted as soon as possible by a staff member of an intervention centre or the violence protection centre in your federal state. These will offer free counselling and supervision and will support you in all the next steps.

➤ **Temporary protection in women's shelters**

Women's shelters are institutions for women who are abused or threatened by their partner. This means that you can temporarily live there and be protected from the violence. In addition to this, there is psycho-social and legal counselling. The protection in a women's shelter is also offered when you are afraid of staying in your home in spite of banning order having been issued by the police.

***There are different possibilities of what you can do.
In any case, good decisions take time!***

My husband says: 'Nobody will believe you anyway.'

This is a common claim of violent men in order to frighten their partner and particularly to keep her from telling someone about the violence.

This is not true, however! The staff of women's institutions will listen to you and support you in finding the best way forward for yourself!

The FOLLOWING INSTITUTIONS are specialised on the issue of VIOLENCE AGAINST WOMEN and offer HELP AND SUPPORT

Nationwide:

Frauenhelpline gegen Männergewalt

An Austrian charge-free and anonymous telephone helpline for women affected by intimate partner violence.

Counselling sessions (by appointment) are also offered in different foreign languages: Arabic (العربية اللغة), Bosnian (Bosanski), English, Croat (Hrvatski), Polish (Polski), Russian (Русский), Serbian (Srpski), Turkish (Turkçe)

Phone: 0800/222 555 (24/7)

Online-Beratung Frauen beraten Frauen

Via the home page, you can get online counselling (e-mail counselling).

www.frauenberatenfrauen.at

in Vienna:

Frauen beraten Frauen

A counselling institution for women of all ages who want to address different issues like e.g. violence or divorce/separation or need counselling on them.

Phone: 01/587 67 50 (24/7)
1060 Wien, Lehargasse 9/2/17
www.frauenberatenfrauen.at

24 Stunden Frauennotruf der Stadt Wien

This institution is a crisis intervention centre for women experiencing physical, emotional and/or sexual violence. This offer is anonymous and free of charge.

Via the home page, you can connect to the Frauennotruf-Forum in which women affected by violence as well as their next of kin and friends can exchange their experiences via the internet.

Phone: 01/71719 (24/7)
www.frauennotruf.wien.at

Verein Wiener Frauenhäuser

Women's shelters focus on women and their children who are affected by intimate partner violence and need temporary accommodation. In addition, an outreach counselling centre supports and advises women who do not need the protection of a women's shelter.

Emergency call: 05 77 22 (24/7)
www.frauenhaeuser-wien.at

Counselling: Phone: 01/512 38 39
Mondays, Tuesdays, Wednesdays, Thursdays: 9 a.m. to 1 p.m.
Mondays, Thursdays: 3 p.m. to 7 p.m.
Friday: 9 to 12 a.m.

Wiener Interventionsstelle gegen Gewalt in der Familie

The Vienna Intervention Centre is an information and counselling body for victims of domestic violence.

Phone: 01/585 32 88

1070 Wien, Neubaugasse 1/3

Mon-Fri (working days): 8:30 a.m. to 8 p.m.

Sat (working days): 8:30 a.m. to 1 p.m.

www.interventionsstelle-wien.at

Lila Tip – Lesbenberatung

Lila Tip is a comprehensive counselling and information centre based at the Rosa Lila Villa.

Phone (01) 586 8150

1060 Wien, Linke Wienzeile 102

Mon, Wed and Fri: 5 to 8 p.m.

<http://www.villa.at/lilatip/modules/news/>

lesbenberatung@villa.at

Kraftwerk gegen sexuelle Gewalt an Frauen mit Lernschwierigkeiten

Kraftwerk is part of the association Ninlil

Phone: 01/714 39 39

1110 Wien, Hauffgasse 3-5/4. Stock (barrierefrei zugänglich)

Mondays and Wednesdays: 10 a.m. to 1 p.m.

Tuesdays and Thursdays: 1 to 4 p.m.

Kriseninterventionszentrum

The Crisis intervention centre offers telephone and face to face counselling in crisis situations and imminent threats of violence.

Phone (01) 406 95 95

Monday to Friday: 10 a.m. to 5 p.m.

Sozialpsychiatrischer Notdienst und mobiler Krisendienst

An offer by the psycho-social services of Vienna (*Psychosoziale Dienste Wien - PSD*) which provides quick assistance for individuals with a mental illness.

Phone (01) 313 30 (24/7)

in Burgenland:

Frauenhaus Burgenland Eisenstadt

Phone: 02682/612 80

E-Mail: info@frauenhaus-burgenland.at

www.frauenhaus-burgenland.at

Gewaltschutzzentrum Burgenland

Phone: 03352/314 20

Office hours: Mon-Fri 9 a.m. to 1 p.m., Thu 5 to 8 p.m.

7400 Oberwart, Steinamangerer Straße 4/1st floor

E-mail: burgenland@gewaltschutz.at
www.gewaltschutz.at

**Frauen-, Mädchen- und Familienberatungsstelle
Oberwart**

Phone 03352/338 55

Office hours:

Mon-Wed and Fri 8 to 12 a.m., Thu 11 to 12 a.m.
and by arrangement

7400 Oberwart, Prinz Eugen-Straße 12

E-mail: info@frauenberatung-oberwart.at
www.frauenberatungsüdbgld.at

Frauen-, Mädchen- und Familienberatungsstelle Güssing

Phone: 03322/430 01

Office hours:

Mon-Wed and Fri 8 to 12 a.m., Thu 8 to 9 a.m.
and by arrangement

7540 Güssing, Marktplatz 9/4

E-mail: info@frauenberatung-guessing.at
www.frauenberatungsüdbgld.at

**Gewaltberatung der Caritas
in Eisenstadt, Oberpullendorf und Oberwart**

by arrangement

for an appointment, please call 0676/837 30-312

Hotline: 0820/439 258 (14 ct/min)

Frauen und Familienberatung "Der Lichtblick"

Phone: 02167/33 38

Opening hours:

Mon-Thu 9 to 12 a.m. and Thu 3 to 6 p.m.

Counselling sessions by appointment, also outside opening hours.

7100 Neusiedl am See, Obere Hauptstraße 27/1/12

E-mail: office@der-lichtblick.at

www.der-lichtblick.at

Frauenservicestelle Mattersburg

Phone: 02626/62670

Opening hours:

Mon-Thu 8 a.m. to 4 p.m., Fri 8 a.m. to 1 p.m.

Counselling: please call for an appointment, which is of course also possible outside our opening hours and in the evening.

7210 Mattersburg, Brunnenplatz 3/2

E-mail: fsst.dietuer@aon.at

<http://www.frauenservicestelle.org>

in Carinthia:

Gewaltschutzzentrum Kärnten

Phone: 0463/590 290

Opening hours: Mon and Thu 9 a.m. to 8 p.m.,

Tue, Wed, Fri 9 a.m. to 3 p.m. and by arrangement

9020 Klagenfurt, Radetzkystraße 9

E-mail: info@gsz-ktn.at

www.gsz-ktn.at

Frauenhaus Klagenfurt

Phone: 0463/449 66

E-mail: beratung@frauenhaus-klagenfurt.at
www.frauenhaus-klagenfurt.at

Frauenhaus Lavanttal Wolfsberg

Phone: 04352/369 29

E-mail: lavanttaler.frauenhaus@aon.at

Frauenhaus Villach

Phone: 04242/310 31

E-mail: hilfe@frauenhaus-villach.at
www.frauenhaus-villach.at

Frauenhaus Spittal a.d. Drau

Phone: 04762/613 86

E-mail: frauenhaus.spittal@aon.at
www.frauenhilfe-spittal.at

Belladonna Frauen- und Familienberatung Klagenfurt Zentrum für Frauenkommunikation und Frauenkultur

Phone: 0463/511 248

9020 Klagenfurt, Villacher Ring 21/2

E-mail: frauenberatung.belladonna@aon.at
www.frauenberatung-belladonna.sid.at

Frauen- und Familienberatung Klagenfurt

KÖF-Kärnten

Phone: 0463/514 945

9020 Klagenfurt, Kumpfgasse 23-25

E-mail: frauenundfamilienberatung@sid.at

www.frauenundfamilienberatung.sid.at

Frauenberatung Villach

Phone: 04242/246 09

9500 Villach, Peraustraße 23

E-mail: info@frauenberatung-villach.at

www.frauenberatung-villach.at

Oberkärntner Mädchen- und Frauenberatung

Phone: 04762/359 94

9800 Spittal a.d. Drau, Lutherstraße 3/4

E-mail: frauenhaus@frauenhilfe-spittal.at

www.frauenhilfe-spittal.at

Frauenservice- und Familienberatungsstelle Wolfsberg

Phone: 04352/526 19

9400 Wolfsberg, Johann-Offner-Straße 1

E-mail: office@fraueninfo.at

www.fraueninfo.at

Lichtblick - Mädchen-, Frauen- und Familienberatung

Phone: 04276/298 29

9560 Feldkirchen, Heftgasse 3/EG

E-mail: office@lichtblick-fe.at

www.lichtblick-fe.at

Frauen- und Familienberatung WIFF

Phone: 04232/4750 oder 0676/694 33 19

9100 Völkermarkt, Herzog-Bernhard-Platz 13

E-mail: wiff.vk@aon.at

in Lower Austria:

Gewaltschutzzentrum NÖ – St. Pölten

Phone: 02742/319 66

Mon, Tue, Thu, Fri 9 a.m. to 5 p.m., Wed 2 to 5 p.m.

3100 St. Pölten, Kremsergasse 37/1st floor,

E-mail: office.st.poelten@gewaltschutzzentrum-noe.at

www.gewaltschutzzentrum.at/noe/

Gewaltschutzzentrum NÖ – Wiener Neustadt

Tel: 02622/243 00

Mon, Thu, Fri 9 a.m. to 2 p.m., Tue 2 to 4 p.m.

2700 Wiener Neustadt, Bahngasse 14/2/6

E-mail: office.wr.neustadt@gewaltschutzzentrum-noe.at

Gewaltschutzzentrum NÖ - Zwettl

Phone: 02822/53 003

Mon, Thu, Fri 8 to 12 a.m., Tue 2 to 4 p.m.

3910 Zwettl, Landstraße 42/1

E-mail: office.zwettl@gewaltschutzzentrum-noe.at

Gewaltschutzzentrum NÖ – Amstetten

Phone: 02742/319 66

Tue 9-12 a.m.

3300 Amstetten, Hauptplatz 21

E-mail: office.amstetten@gewaltschutzzentrum-noe.at

Gewaltschutzzentrum NÖ – Regionalstelle Krems

Appointment by arrangement, please call 02742/ 319 66
or 02822/53003

Gewaltschutzzentrum NÖ – Büro Wien Mitte

Appointment by arrangement, please call 02742/319 66
or 02622/243 00

Frauenhaus Amstetten

Phone: 07472/665 00

E-mail: frauenhaus.amstetten@aon.at

www.frauenhaus-amstetten.at

Frauenhaus Mistelbach

Phone: 02572/5088

E-mail: frauenhaus.mistelbach@kolping.at

Frauenhaus Neunkirchen

Phone: 02635/689 71 or 0676/539 27 90

E-mail: frauenhaus.nk@utanet.at

www.frauenhaus-neunkirchen.at

Haus der Frau St. Pölten

Phone: 02742/366 514

E-mail: hausderfrau.st.poelten@pgv.at
www.frauenhaus-stpoelten.at

Beratungsstelle für Migrantinnen St. Pölten

Phone: 02742/366 514

Frauenhaus Wr. Neustadt

Phone: 02622/880 66

E-mail: frauenhaus@wendepunkt.or.at
www.frauenhaus-wienerneustadt.at

for homeless or abused women:

Sozialhilfezentrum Mödling

Phone: 02236/465 49

E-mail: frh.moedl@frauenhaus-moedling.kabsi.at

Frauenwohnheim St. Pölten

Phone: 0676/880 44 582

3100 St. Pölten, Stephan-Burger-Gasse 13

E-mail: frauenwohngruppe@emmaus.at
www.emmaus.at

Frauenberatung Waldviertel

Zwettl, Gmünd, Waidhofen a.d. Thaya und Horn

E-mail: office@fbvv.at
www.fbvv.at

Phone: 02822/522 71
3910 Zwettl, Galgenbergerstraße 2
Phone: 02852/203 57
3950 Gmünd, Weitraer Straße 46
Phone: 02842/522 73
3830 Waidhofen a.d. Thaya, Bahnhofstraße 34
Phone: 0664/168 97 09
3580 Horn, Adolf Fischergasse 1/3
E-mail: eeckhart@fbwv.at

Frauennotwohnung Gmünd

Phone: 02852/203 57
E-mail: office@fbwv.at
www.fbwv.at

Frauzentrum St. Pölten Frauen- und Mädchenberatungsstelle

Phone: 0676/309 47 73
3100 St. Pölten, Linzerstraße 16
E-mail: office@frauen-zentrum.at
www.frauen-zentrum.at

Frauenberatung Lilith Krems

Phone: 02732/855 55
3500 Krems, Spitalgasse 2
E-mail: lilith.krems@aon.at
www.lilith-frauenberatung-krems.at

**Frauen für Frauen
Frauenberatungs- und Bildungszentrum
Hollabrunn, Mistelbach, Stockerau**

Phone: 02952/2182

2020 Hollabrunn, Dechant Pfeiferstraße 3

Phone: 02572/207 42

2130 Mistelbach, Franz-Josef-Straße 37

Phone: 02266/653 99

2000 Stockerau, Eduard-Rösch-Straße 56

E-mail: frauenberatung@frauenfuerfrauen.at
www.frauenfuerfrauen.at

**Frauenberatung Mostviertel
Amstetten, Scheibbs**

Phone: 07472/632 97

3300 Amstetten, Hauptplatz 21

Phone: 07472/632 97

3270 Scheibbs, Bahnhofstraße 4

E-mail: info@frauenberatung.co.at
www.frauenberatung.co.at

Frauen- und Familienberatungsstelle Kassandra

Phone: 02236/420 35

2340 Mödling, Franz-Skribany-Gasse 1

E-mail: kassandra@inode.at
www.frauenberatung-kassandra.at

Undine Frauenberatung und Frauenwohngemeinschaft

Phone: 02252/255 036

2500 Baden, Elisabethstraße 35/2

E-mail: frauenberatung@undine.at
www.undine.at

Wendepunkt Frauen- und Familienberatungsstelle

Phone: 02622/825 96
2700 Wiener Neustadt, Neunkirchnerstraße 65a
E-mail: frauenberatung@wendepunkt.or.at
www.frauenberatung-wienerneustadt.at

Freiraum Frauenberatungsstelle Neunkirchen

Phone: 02635/611 25
2620 Neunkirchen, Wienerstraße 4/9 (Am Plätzl)
E-mail: freiraumfrauen@frauenberatung-freiraum.at
www.frauenberatung-freiraum.at

Niederösterreichisches Hilfswerk Kinder, Jugend & Familie

Phone 02742/906 00
3100 St. Pölten, Ferstlergasse 4
E-mail: service@noe.hilfswerk.at

Niederösterreichisches Frauentelefon

Phone: 0800 800 810

in Upper Austria:

Gewaltschutzzentrum OÖ

Phone: 0732/607 760

Availability: Mon–Fri 9 a.m. to 1 p.m.,
Tue and Thu 9 a.m. to 8 p.m. and by arrangement
4020 Linz, Stockhofstraße 40/Wachreinergerasse 2

E-mail: ooe@gewaltschutzzentrum.at
www.gewaltschutzzentrum.at/ooe/

Frauenhaus Innviertel

Phone: 07752/717 33

Availability: Mon–Fri 8 a.m. to 4 p.m.

Call us 24 hours a day!

E-mail: office@frauenhaus-innviertel.at
www.frauenhaus-innviertel.at

Frauenhaus Linz

Phone: 0732/606 700

Availability: Mon–Fri 8 a.m. to 8 p.m. and
Sat 9 a.m. to 4 p.m.

Outside our opening hours on call – admission around the clock

E-mail: office@frauenhaus-linz.at
www.frauenhaus-linz.at

Frauenhaus Steyr

Phone: 07252/877 00

Availability: Mon–Fri 8 a.m. to 4 p.m.

24 hour emergency service!

4400 Steyr, Wehrgrabengasse 83
E-mail: office@frauenhaus-steyr.at
www.frauenhaus-steyr.at

Frauenhaus Vöcklabruck

Verein „Haus für Frauen in Not im Bezirk Vöcklabruck“

Phone: 07672/227 22

Availability: Mon and Wed 9 a.m. to 8 p.m.,
Tue 9 a.m. to 4 p.m., Thu and Fri 9 a.m. to 3 p.m.
4840 Vöcklabruck, Stelzhammerstraße 17

E-mail: office@frauenhaus-voecklabruck.at
www.frauenhaus-voecklabruck.at

Frauennotruf Vöcklabruck

Phone: 07672/227 22

24 hours a day

E-mail: office@frauenhaus-voecklabruck.at
www.frauenhaus-voecklabruck.at

Frauenhaus Wels

Phone: 07242/678 51

Availability: Mon-Sun 24 hours a day!
4600 Wels, Rablstraße 14

E-mail: kontakt@frauenhaus-wels.at
www.frauenhaus-wels.at

Autonomes Frauenzentrum

Phone: 0732/602 200

Availability: Mon to Fri 8 to 12 a.m., Mon-Thu 1 to 4 p.m.

Counselling appointments by arrangement
4020 Linz, Starhembergstraße 10, Ecke Mozartstraße, 2nd floor
E-mail: hallo@frauenzentrum.at
www.frauenzentrum.at/wp/

Frauenberatungsstelle BABSİ Freistadt

Phone: 07942/721 40 oder 07942/732 63
Availability: Mon-Fri 7 to 12 a.m.
Afternoon and evening appointments by arrangement
4240 Freistadt, Ledererstraße 5
E-mail: babsi.freistadt@aon.at
www.babsi-frauenberatungsstelle.at

Frauenberatungsstelle BABSİ Traun

Phone: 07229/625 33
Availability: Mon-Fri 7:30 to 12 a.m. and 1 to 3 p.m.
Wed 7:30 to 12 a.m. and 1 to 6 p.m.
Legal counselling on Fridays, alternating between mornings
and evenings – please call for an appointment
4050 Traun, Heinrich Gruber–Straße 9/II
E-mail: babsi.traun@aon.at
www.babsi-frauenberatungsstelle.at

berta Kirchdorf a. d. Krems Beratung für Frauen und Mädchen

Phone: 07582/517 67
Availability: Mon, Tue, Wed 9 to 12 a.m., Tue 2 to 6 p.m. and
Thu 2 to 5 p.m.
Counselling by appointment, also outside these hours
4560 Kirchdorf an der Krems, Pfarrhofgasse 2

E-mail: office@frauenberatung-kirchdorf.at
www.frauenberatung-kirchdorf.at

Frauenberatungsstelle Inneres Salzkammergut

Phone: 06132/213 31

Availability: please check our current opening hours on our answerphone

4820 Bad Ischl, Bahnhofstraße 14

E-mail: frauenberatung@sozialzentrum.at
www.frauenberatung-skg.at

Frau für Frau

Infozentrum Braunau

Phone: 07722/646 50

Availability: Tue, Wed 3 to 5 p.m. and Thu 3 to 6 p.m.

5280 Braunau, Stadtplatz 6

E-mail: fffrau@aon.at
www.fraufuerfrau.at

Frauenberatung Perg

Phone: 07262/544 84

Availability: Mon-Wed 9 a.m. to 2 p.m. and Thu 1 to 6 p.m.

Counselling appointments are also available outside these hours – please call us for an appointment.

4320 Perg, Dr.-Schober-Straße 23 (1.Stock)

E-mail: office@frauenberatung-perg.at

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www.frauenberatung-perg.at

Frauenberatungsstelle Wels

Phone: 07242/452 93

Availability: Mon-Fri 9 a.m. to 5 p.m., appointments for the day of your call available!

4600 Wels, Rablstraße 16

E-mail: frauenberatung@frauenhaus-wels.at or
frauenberatungsstelle.wels@liwest.at

Frauentreff Rohrbach

Phone: 07289/6655

Availability: Mon-Fri 8 to 12 a.m.,

Wed 8 to 12 a.m. and 1 to 5 p.m.

4150 Rohrbach, Stadtplatz 16/2

E-mail: office@frauentreff-rohrbach.at
www.frauentreff-rohrbach.at

INSEL Scharnstein

Mädchen- und Frauenzentrum

Phone: 07615/7626

Availability: Mon-Fri 8 to 12 a.m.

Other appointments by arrangement

4644 Scharnstein, Grubbachstraße 6

E-mail: vereininsel@aon.at
www.verein-insel.at

NORA Beratung für Frauen & Familien Mondsee

Phone: 06232/222 44

Availability: Mon 6 to 8 p.m. and Wed 10 to 12 a.m.

Legal practitioner: every fourth Friday from 4 to 6 p.m.
(previous appointment only!)
Other appointments by arrangement!
5310 Mondsee, Dr. Franz Müller Straße 3 (back entrance)
E-mail: nora.mondseeland@gmx.at
www.nora-beratung.at

**Krisenintervention – Krisentelefon und Krisenzimmer
(EXIT-sozial)**

Phone: 0732/719 719 (24/7)

Pro Mente Oberösterreich

Crisis intervention centre Linz and Steyr Phone: 0732/2177
Psycho-social emergency service: 0732/651 015 (24/7)

Servicesstelle der Caritas für Pflegende Angehörige

Raum Linz und Grieskirchen
Phone: 0676/877 62 440

in Salzburg:

Frauennotruf Salzburg

Phone: 0662/881 100

5020 Salzburg, Paracelsusstraße 12

E-mail: beratungsstelle@frauennotruf-salzburg.at

www.frauennotruf-salzburg.at

Gewaltschutzzentrum Salzburg

Interventionsstelle

Phone: 0662/870 100

Opening hours: Mon-Wed 8:30 a.m. to 4 p.m., Thu 8:30 a.m. to 7:30 p.m. and Fri 8:30 a.m. to 1:30 p.m.

5020 Salzburg, Paris-Lodron-Straße 3a

E-mail: office.salzburg@gewaltschutzzentrum.at

www.gewaltschutzzentrum.eu

Frauenhaus Salzburg

Phone: 0662/458 458

E-mail: office@frauenhaus-salzburg.at

www.frauenhaus-salzburg.at

Frauenhaus Pinzgau

Phone: 06582/743 021

E-mail: frauenhaus@aon.at

www.frauenhaus-pinzgau.at

Frauenhaus Hallein

Phone: 06245/802 61

E-mail: hausmirjam@aon.at

in Styria:**Frauenhaus Graz**

Phone: 0316/429 900

E-mail: graz@frauenhaeuser.at

www.frauenhaeuser.at

Frauenschutzzentrum Kapfenberg**Verein WILDROSEN****Frauenhaus und Beratung**

Phone: 03862/279 99

E-mail: office@frauenschutzzentrum.at

Beratungsstelle Tara bei sexueller Gewalt

Phone: 0316/318 077

8010 Graz, Haydngasse 7/ground floor/1

E-mail: office@taraweb.at

www.taraweb.at

Gewaltschutzzentrum Steiermark

Phone: 0316/774 199

Opening hours: Mon-Thu 8 a.m. to 4 p.m., Fri 8 a.m. to 1 p.m.

For urgent cases available until 10 p.m. on working days

8020 Graz, Granatengasse 4/2nd floor
E-mail: office@gewaltschutzzentrum.at
www.gewaltschutzzentrum-steiermark.at

Gewaltschutzzentrum Feldbach
INNOVA Frauen- und Mädchenberatung

Phone: 0316/774 199
Opening hours: every Monday
8330 Feldbach, Hauptplatz 30/2nd floor
E-mail: frauenberatung@innova.or.at

Gewaltschutzzentrum Hartberg
Frauenberatung Hartberg

Phone: 0316/774 199
Opening hours: every Tuesday
8230 Hartberg, Grazerstraße 3

Gewaltschutzzentrum Leibnitz

Phone: 0316/774 199
Opening hours: every Tuesday
8430 Leibnitz, Dechant-Thaller-Straße 39/1st floor

Gewaltschutzzentrum Leoben
Beratungszentrum LIBIT

Phone: 0316/774 199
Opening hours: every Tuesday
8700 Leoben, Vordernbergerstraße 7

Gewaltschutzzentrum Kapfenberg
Mädchen- und Frauenberatungsstelle Kapfenberg

Phone: 0316/774 199

Opening hours: every Monday

8605 Kapfenberg, Anton-Buchalka-Straße 63

E-mail: info@frauenberatung-kapfenberg.at

www.frauenberatung-kapfenberg.at

verein-freiraum Leibnitz

Phone: 03452/202 00

8430 Leibnitz, Karl-Morre-Gasse 11

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surma@verein-freiraum.at,

www.verein-freiraum.at

Frauenservice Graz

Phone: 0316/716 022

8020 Graz, Lendplatz 38

E-mail: office@frauenservice.at

www.frauenservice.at

Akzente Voitsberg

Information und Beratung für Frauen und Mädchen

Phone: 03142/930 30

Mon-Thu 8 a.m. to 2 p.m., Fri 8 to 12 a.m.

8570 Voitsberg, Bahnhofstraße 20

E-mail: office@akzente.or.at

www.akzente.or.at

INNOVA Frauen- und Mädchenberatung Feldbach

Phone: 03152/395 54 DW 54

Opening hours: Mon-Fri 8 to 12:30 a.m.,

Tue 1:30 to 3:30 p.m.

8330 Feldbach, Hauptplatz 30/2

E-mail: frauenberatung@innova.or.at

INNOVA Frauen- und Mädchenberatung Weiz

Phone: 0699/166 646 05

Opening hours: Mon 8 to 12:30 a.m. and 1 to 3 p.m.

Appointments by arrangement!

8160 Weiz, Franz-Pichler-Straße 17, Jugendzentrum AREA 52

E-mail: frauenberatung@innova.or.at

novum Zentrum für FRAUEN und MÄDCHEN Murau und Spielberg

Tel: 0664/885 003 77

Tue 2 to 4 p.m., Thu 8:30 to 11:30 a.m.

8724 Spielberg, Marktplatz 1

Wed 2 to 4 p.m., Fri 8:30 to 11:30 a.m.

8850 Murau, Heiligenstatt 2

E-mail: office@novum.co.at

www.novum.co.at

Hazissa

Fachstelle für Prävention gegen (sexualisierte) Gewalt

Phone: 0316/903 701 60

8010 Graz, Karmeliterplatz 2

E-mail: office@hazissa.at

www.hazissa.at

in the Tyrol:

Autonomes Tiroler Frauenhaus

Phone: 0512/342 112

Phone: 0512/272 303

City office: 6020 Innsbruck, Mitterweg 25a

E-mail: office@tirolerfrauenhaus.at

www.tirolerfrauenhaus.at

Gewaltschutzzentrum Tirol - Innsbruck

Phone: 0512/571 313

Opening hours: Mon-Wed 9 a.m. to 1 p.m., Thu 9 a.m. to 8 p.m.

And Fri 9 a.m. to 1 p.m.

Appointments by arrangement!

6020 Innsbruck, Museumstraße 27/3

E-mail: office@gewaltschutzzentrum-tirol.at

www.gewaltschutzzentrum-tirol.at

Gewaltschutzzentrum Tirol - Landeck

Phone: 0664/257 17 67

Opening hours: Tue 10 a.m. to 4 p.m.

Appointments by arrangement!

6500 Landeck, Schulhausplatz 7, Alter Widum

E-mail: office@gewaltschutzzentrum-tirol.at

www.gewaltschutzzentrum.at

Gewaltschutzzentrum Tirol - Kitzbühel

Phone: 0664/450 71 05

Opening hours: Wed 10 a.m. to 4 p.m.
Appointments by arrangement!
6370 Kitzbühel, Hornweg 28
E-mail: office@gewaltschutzzentrum-tirol.at
www.gewaltschutzzentrum.at

**BASIS - Zentrum für Frauen im Außerfern
Frauen- und Familienberatung**

Phone: 05672/726 04
6600 Reutte, Planseestraße 6
E-mail: office@basis-beratung.net
www.basis-beratung.net

**Courage Innsbruck
PartnerInnen-, Familien- und Sexualberatungsstelle**

Phone: 0699/166 166 63
6020 Innsbruck, Bozner Platz 1/4th floor
E-mail: innsbruck@courage-beratung.at
www.courage-beratung.at

Elele

[Supports female migrants confronted with violence]
Tel: 0512/562 929
Counselling hotline: 0650 690 60 55
6020 Innsbruck, Bruneckerstraße 2d (Europahaus)
E-mail: office@migration.cc
www.migration.cc/elele

Evita Mädchen- und Frauenberatungsstelle Kufstein

Phone: 05372/636 16

6330 Kufstein, Oberer Stadtplatz 6/2nd floor

E-mail: evita@kufnet.at

www.evita-frauenberatung.at

Frauen gegen VerGEWALTigung

Phone: 0512/574 416

Women's helpline: 0800/222 555 (available 24/7)

6020 Innsbruck, Sonnenburgstraße 5

E-mail: office@frauen-gegen-vergewaltigung.at

www.frauen-gegen-vergewaltigung.at

Frauen im Brennpunkt

Phone: 0512/587 608

6020 Innsbruck, Marktgraben 16/III

E-mail: frauenberatung@fib.at

www.fib.at

Frauzentrum Osttirol

Beratung für Mädchen und Frauen

Phone: 04852/671 93

9900 Lienz, Schweizergasse 26

E-mail: info@frauenzentrum-osttirol.at

www.frauzentrum-osttirol.at

Initiative Frauen helfen Frauen

Phone: 0512/580 977

6020 Innsbruck, Museumstraße 10

E-mail: info@fhf-tirol.at

www.fhf-tirol.at

**Stiftung Nothburgaheim
Altenwohn- und Pflegeheim**

Phone: 0512/9398

6020 Innsbruck, Kapuzinergasse 4a

E-mail: nothburgastube@nothburgaheim.at

www.nothburgaheim.at

in Vorarlberg:

IfS-Gewaltschutzstelle Vorarlberg

Phone: 05 1755 535

6800 Feldkirch, Johannitergasse 6

E-mail: gewaltschutzstelle@ifs.at

www.ifs.at/gewaltschutzsstelle.html

IfS-FrauennotWohnung Dornbirn

Phone: 05572/293 04

(24/7)

E-mail: frauennotwohnung@ifs.at

FEMAIL FrauenInformationszentrum Vorarlberg

Phone: 05522/310 02 - 0

6800 Feldkirch, Marktgasse 6

E-mail: info@femail.at

www.femail.at

The following additional institutions may be of further help to you:

Nationwide:

Hauptverband der Pensionsversicherungsanstalt

Phone: 05 03 03

Charge free social helpline on needs-based minimum benefits

Phone: 0800/20 16 11

Pro Senectute Österreich

Phone: 01/479 61 61

1130 Wien, Amalienstraße 28/6

E-mail: buero@prosenectute.at

www.prosenectute.at

in Vienna:

Fonds Soziales Wien – Care and Assistance

Information and counselling on home care and assistance as well as residential homes and care institutions.

Phone: 01/24 5 24 (daily 8 a.m. to 8 p.m.)

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