

Englisch – English

An Initiative by Sandra Frauenberger, Executive City Councillor for Women's Issues

Safety and Security

Tips for Women and Girls

Frauen^{MA57}
StoDtWien

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Safety and Security

Tips for Women and Girls

Information, education and self-empowerment are important instruments for those who fight violence against women and children. This booklet is the third, completely revised version of “Safety Tips for Women and Girls”, published by the Department for Women’s Issues of the City of Vienna. It is an up-to-date overview of the many different institutions in Vienna which help, advise and support women and girls in matters of safety. The special feature of this brochure is that it contains numerous practical and clearly explained tips for personal safety. It is yet another step on Vienna’s way to becoming the safest European city for women. After all, every woman has a perfect right to feeling at ease and safe in the town she lives in.

Sandra Frauenberger

Executive Councillor for Women’s Issues, City of Vienna

Preventive measures are a major concern to the Federal Police Directorate of Vienna. Minimising risks and damage are given top priority. Specially, women often complain about a subjective feeling that they are not safe, and this needs to be addressed in an effective way. Safety and security has to be conveyed to them, and their fears must be allayed. Information booklets such as the present “Safety Tips for Women and Girls” have always been popular. For this reason, on behalf of the Federal Police Directorate of Vienna, I truly welcome the endeavours of the Department for Women’s Issues in publishing such an exhaustive and well structured information compendium.

Peter Stiedl

Chief of Police of Vienna

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What Safety and Security Are About

What is it that makes me feel safe? What makes me insecure? What is it that scares me? When you discuss these questions with female friends, acquaintances and colleagues, you will find that their replies can be very diverse.

Trust in your own abilities, self-assertion or the power to defend yourself is influenced by many situations and role models. Parents, teachers and friends, as well as media, such as television, movies or newspapers, play an important role in this context. Insecurity comes to bear wherever women or girls are portrayed as weak, unprotected and helpless, i.e. as victims, no matter if it is in advertising or school textbooks. This way, a negative “female” role image is cemented and not only adopted by men but even by women themselves.

Your feeling of safety is determined by your own experiences, transgressions of boundaries you may have been concerned by or you may have observed – and by media reports or “things you’ve heard”. Poorly lit streets, squares, blocks of flats or underground car parks are public places which can cause you to feel unsafe and scared. In a private context, domestic or sexual violence used by a life partner, friend or acquaintance can massively shake or permanently destroy your trust in safety and security. This is where the women concerned experience that even their near social surroundings or own home do not necessarily offer “a safe haven”. Specialised counselling services for those concerned can provide assistance and protection.

Whatever the reasons for insecurity or fear may be, there are ways and means of protecting and defending yourself. Attending a self-defence class may give you a feeling of empowerment and a more self-assured stance in a variety of situations. No matter what you decide to do – the

important thing is to find your individual approach and have confidence in your own powers. This brochure seeks to help you in doing so. It contains information about various activities and options for women to enhance their own safety and security in specific circumstances.

Information Material:

→ Frauenratgeberin der Frauenabteilung MA 57 Informationen von A-Z

Information from A to Z, A Guide for Women published by the Department for Women's Issues MA 57

Order free of charge on: www.wien.gv.at/ma57/forms/index.htm
online: www.frauenratgeberin.wien.gv.at

SAFETY FIRST – Self-Defence

Self-Defence Classes for Women and Girls

Feeling better in every-day life, being aware of one's own strength and power, acting in a more self-asserted way, reducing fears, increasing your means of defence and much more: Again and again, women who have been to self-defence classes report that these a positive effect. There is a broad range of classes, the important thing is to find “the one that fits”.

In this context, it is important to differentiate between self-defence and martial arts. Martial arts are usually sports developed by men for men; the focus is on fulfilling athletic ambitions and fighting for the fun of it. Learning traditional martial arts (e.g. judo, karate) can be recommended as a means of heightening self-assurance, improving reactions and learning self-defence techniques, but it is not a full-fledged substitute for self-defence classes specifically designed for women.

Self-defence classes specifically designed for women are for groups of women and girls among themselves, and in most cases they are not only about learning physical techniques. Exchange of experiences, engagement with one's own attitudes, the strengthening of self-confidence are equally important. The female coaches should be aware of the reality of women's every-day life, role ascriptions as well as the scope, type and societal causes of men's violence against women.

Concepts underlying self-defence classes specifically designed for women are based on the assumption that every woman is able to defend herself, irrespective of her individual physical fitness. Physical techniques should be easy to learn and readily applicable. The respec-

tive method should be designed in such a way that women in a tight spot will be able to use it immediately without having to think twice about it.

When you are assaulted, it is important to overcome the first moment of shock quickly so that you can react. The duration of a class is no yardstick of quality. The basics of self-defence and self-assertion can be acquired in eight to ten hours. However, you will need to attend refresher courses in order to exercise and consolidate what you have learnt.

SAFETY FIRST – Self-Defence Classes

The following list is an overview of institutions offering self-defence classes for women and girls. Some institutions have special self-assertion and self-defence classes for girls. These classes can also be organised for pupils at schools. For detailed information about fees and dates, please contact the email addresses or phone numbers stated below. The list does not claim to be complete.

→ **Frauengesundheitszentren FEM**

(FEM Health Centre für Women, Parents, Girls)

The two women's health centres offer self-defence for women and girls according to the "Drehungen" ("Spins") concept.

FEM Gesundheitszentrum für Frauen, Eltern, Mädchen

Semmelweis Frauenklinik,

Bastienngasse 36-38, 1180 Wien, T 01/476 15-5771

FEMSüd

Kaiser-Franz-Josef-Spital, Kundratstraße 3, 1100 Wien

T 01/601 91-5201, [website: www.fem.at](http://www.fem.at)

→ **Goshindo Women Defence**

Self-defence class for women and girls

from the age of 14

The self-defence class consists of a theory unit where potentially dangerous situations are discussed to develop related defence strategies, and of practical units to exercise simple yet effective techniques to ward off potential aggressors. Targeted punches and kicks are practised (using pads), various techniques e.g. for escaping from a choke, wrist escapes and escaping from an aggressor's grip are taught and exercised with a partner or coach. Coaches are law enforcement officers based in Vienna.

Goshindo Women Defence

Michael Takacs, President of the association

Am Heumarkt 29/18, 1030 Wien, T 0699/101 62 111,

e-mail: michael.takacs@gwd.at, [website: www.gwd.at](http://www.gwd.at)

→ Initiative Prävention von sexuellem Missbrauch und Gewalt

Initiative for the prevention of sexual abuse and violence

Special preventive and self-defence programmes for young women and girls with disabilities in the age groups 8 to 21. The coaches also offer workshops at schools.

Initiative Prävention von sexuellem Missbrauch und Gewalt

Untere Augartenstraße 28/25, 1020 Wien

T 01/214 71 17, e-mail: praeventionskurse@aon.at

→ Ninlil – Verein wider die sexuelle Gewalt gegen Frauen, die als geistig oder mehrfach behindert klassifiziert werden

Ninlil – Association to fight sexual violence against women with mental or multiple disabilities

The women working for Ninlil offer self-defence classes for women and girls with disabilities, with a special focus on their strong points and needs.

Verein Ninlil

Untere Weißgerberstr. 41 (wheelchair lift), 1030 Wien

T 01/714 39 39, e-mail: office@ninlil.at, [website: www.ninlil.at](http://www.ninlil.at)

→ Seito Boei

“Seito Boei” (the Japanese word for self-defence) teaches efficient strategies against harassment attempts. Physical defence techniques are combined with mental training, thus preparing students for potential emergencies. The basic courses comprise a first-time occasion of dealing with threatening situation. Classes offer physical and verbal techniques to cope with assaults, a method to cope with fear as well as anticipation and alertness.

Seito Boei

T 01/817 17 151, e-mail: info@seitoboey.at

website: www.frauenselbstverteidigung.at

→ **Verein „Drehungen“**

Frauenspezifisches feministisches Präventions- und Abwehrprogramm

“Spins” – an association offering feminist prevention and defence specifically for women

The class aims to show women and girls that even though they may not have any previous athletic practice, they will be strong and dextrous enough to successfully fend off physical violence. In addition, they are given practical hints at how to “draw the line” in every-day life. A special programme is available for girls aged 9-11.

Verein “Drehungen“ attn. Mag^a Hanja Dirnbacher

Postfach 1313, 1052 Wien, T 01/729 69 13,

website: www.drehungen.at

→ **Verein power4me**

Prävention und Selbstverteidigungskurse für Kinder, Frauen und Mädchen

Association offering preventive and self-defence classes for children, women and girls

The power4me programme seeks to convey a positive and self-asserted feel for the body as a basis for the right assessment of dangerous situations and self-assured reactions to these. Running, shouting, simple and effective tricks and escapes as well as defence techniques are practised. Class content is always adapted to participants’ age and the individual group composition.

Verein power4me

Probusgasse 3, 1190 Wien, T 0699/144 440 44,

e-mail: verein@power4me.at

website: www.power4me.at

→ WEN DO – feministische Selbstverteidigung

Feminist self-defence

Women and girls learn to protect and defend themselves, and to fight by means of physical techniques, as well as verbal and mental training. Feminist content and analysis serve as a point of departure, e.g. sexual violence, sexism, racism, health standards and beauty ideals etc. Apart from regular classes at FrauenLesbenMädchen-Zentrum, in youth centres and adult education centres (VHS), special classes are offered for groups of friends, colleagues, neighbours etc. (minimum number of participants: eight women or girls). Self-defence classes and training are also offered for women and girls with physical or mental disabilities.

WEN DO Gruppe Wien

FrauenLesbenMädchen-Zentrum, Währinger Straße 59/6, 1090 Wien
T and F 01/408 50 57, e-mail: wendowien@hotmail.com

Further Information:

→ WienXtra – JugendInfo

This is where you can get information about classes for young people in Vienna

Jugendinfo

Babenbergerstraße 1, 1010 Wien, T 01/17 99,

e-mail: jugendinfowien@wienXtra.at, **website: www.wienxtra.at**

→ Wiener Volkshochschulen

The adult education centres (VHS) of Vienna offer a broad range of various self-defence classes for women, as well as special classes for girls and senior ladies.

Wiener Volkshochschulen

T 01/893 00 83,

website: www.vhs.at

TIPS:

- The general rule is: As long as you can avoid a threatening situation, do it!
- Do not seek to confront another person physically unless you are attacked. In a tense situation, any physical contact can be interpreted as a transgression and lead to violent reactions.
- The use of weapons such as handguns and knives is not recommended as they could fall into the aggressor's hands. If used improperly, tear-gas spray and pepper spray may also get into your own eyes and thus render you defenceless. If you consider using weapons at all, you must in any event learn to handle them properly.
- A very good way of attracting attention or scaring an attacker away is an acoustic alarm, such as a whistle or a small electronic attack alarm, which you can easily carry in your handbag or rucksack and sound by pressing a button if needed. Please note: Whistles are available free of charge from the 24-hour women's emergency helpline of the City of Vienna (Frauennotruf der Stadt Wien, phone 01/71719).
- Step by step, think about what could happen in a situation you are afraid of, and reflect on how you would respond. Everybody reacts differently. This way, you will find "your personal reaction pattern".
- There are different methods of self-defence. The method has to "suit you" if it is to be applied effectively in an emergency. You may want to try several types of classes.

SAFETY FIRST – Special Tips for Girls

If you have the feeling something is wrong, if you don't feel at ease in a place, if somebody gets too close for comfort to you, don't try to ignore it – act! Don't allow anyone to talk you into something you don't want! Trust your instincts! Don't get into an acquaintance's car if you feel uneasy. Take seriously what you perceive or feel! If something seems "weird" to you, it might not be just a feeling - there might be a good reason for it.

If a man presses or rubs against you on a tram or in a lift, don't pretend it's a coincidence. These men know what they are doing. Try to defend yourself! Make it clear that you are not willing to tolerate such transgressions: "Don't touch me!" („Greifen Sie mich nicht an!“) – "Leave me alone!" („Lassen Sie mich in Ruhe!“) – "Go away, and make it quick!" („Gehen Sie weg, aber schnell!“) – "Stop harassing me, touching me, pressing against me!" („Hören Sie auf, mich zu bedrängen, mich anzugreifen, sich an mich zu drücken!“) Use your voice – speak up so that people around you can hear, too. They will know what is happening and they can support you. It will also help you to expose the man, which will most likely be unpleasant for him!

Say whatever comes to your mind. If possible, speak with a determined voice and look the man in the eyes. This way, you will show him that you cannot be intimidated. The earlier you draw the line, the better the chance that it will be respected. Experience has shown that it does not help to wait, hoping that the molester will stop out of his own account. Often enough, unilateral advances are just a test to show the man how far he can go and what you are willing to tolerate.

You may feel helpless in such a situation, not knowing how to defend yourself against such attacks. Tell others: Talk with your girlfriends, with your parents or turn to a counselling service. In a self-defence class specially for young girls you can practice – together with other girls – how to defend yourself against these kinds of attacks. The aggressor will try to intimidate you, don't let it happen! Always think that this situation is not your fault! No matter what clothes you are wearing and regardless of what you may have said!

If you are the target of sexual harassment or an attack, don't hesitate asking others for help and support. Depending on the situation, these could be your parents, your best friends, passers-by or the women who work for a counselling service for girls and women. If you observe another girl being harassed or attacked, try to assist her by getting help for her.

Attacks at School or on the Way Home

Girls may be exposed to attacks and denigratory treatment by fellow pupils and often feel isolated when it happens. In such a case, it seems like it is a perfectly normal thing in a schoolgirl's life to be grabbed at by a boy. This is not true! These pupils are wrongdoers! Nor do you have to accept suggestive or demeaning remarks and sexual harassment by teachers!

Defend yourself – talk to your parents or a female teacher you trust. Forge alliances with other classmates: after all, the principle “United we stand!” is true. Together, you can confront the violent classmate in a self-assured way and tell him that he is not right and that you will not accept his behaviour. Your classmates may be interested in self-defence; in that case, you might be able to organise classes at school. Harassment on the way home happens again and again, too. If it does, act like described earlier (ask passers-by for help, shout...).

On the Internet and in Chatrooms

The Internet offers many options of getting to know other people easily. However, be careful not to give your full name, address and phone number too quickly. A nickname helps you remain anonymous – but others can hide behind their nicknames, too. You won't know immediately who it is you are in contact with. Photographs are not totally reliable, either.

If you meet someone in person, pick the meeting place. Never agree to meet in a flat or a neighbourhood you don't know. Always pick a public place – a café is the best solution. You may even want to take a girlfriend along. In any event, you should inform somebody about where you are at what time. If you have a mobile phone, take it with you and leave it on. Enjoy getting to know others and have fun – but remember that the other person has to win your trust first!

PRACTICAL HINTS:

Das Mädchentelefon der Stadt Wien

0800/21 13 17

Girls' Helpline of the City of Vienna

(freephone number for all of Austria)

The Girls' Helpline of the City of Vienna is specially addressed at girls aged 13 to 17. It's easy to remember: You can call Monday to Friday between 13:00 and 17:00 hours and get advice and assistance.

Again and again, there will be times when you have questions and problems such as: "How can I defend myself against mean schoolmates?" – "At what age may I go out alone in the evening?" – "Can my parents tell me who I am allowed to have for a friend?"

No matter what kind of information or support you need, just call and talk to a counsellor, the Girls' Helpline will take every question seriously! All calls are treated in complete confidence – nobody will ever be

informed about it. Counselling is free – no matter how long it takes for you to find the right solution!

→ **Tips for Teachers:**

Gender-Sensitive Anti-Violence Work at School

In their daily work teachers are confronted with the most diverse phenomena of violence; their training did not fully prepare them for what to do to cope with such conflicts. The programme “Selbst-Sicher” (“Self-Assured”) offers an opportunity of making it easier for teachers to master conflicts between girls and boys at school. It is a programme on self-awareness and self-assertion which seeks to provide assistance on a psychological and body-oriented basis, showing teachers a way of how to design instruction specially for girls.

For information about the “Selbst-Sicher” programme please contact:

Mag^a Hanja Dirnbacher

Schüttaustraße 1/12/13, 1220 Wien, T 01/729 69 13

Work with boys is also an important prerequisite for developing a non-violent atmosphere at school. Boys are confronted with violence, too! The international initiative “White Ribbon”, which is also active in Austria, offers an extensive collection of material on work with boys. It can be downloaded free of charge from www.whiteribbon.at/pdf/stark.pdf

White Ribbon Österreich – Verein von Männern zur Prävention von männlicher Gewalt (Association of Men Working to End Men’s Violence)

Erlachgasse 95, 1100 Wien (Männerberatung Wien)

T 0650/603 28 29 or 0650/605 28 28

e-mail: whiteribbon@austromail.at

website: www.whiteribbon.at

Institutions offering programmes for the prevention of violence in schools

→ EfEU – Verein zur Erarbeitung feministischer Erziehungs- und Unterrichtsmodelle

Association for the Development of Feminist Education and Instruction Models

Untere Weißgerberstr. 41, 1030 Wien

T 01/966 28 24 OR 01/966 28 30,

e-mail: verein@efeu.or.at

→ Initiative Prävention von sexuellem Missbrauch und Gewalt

Initiative for the Prevention of Sexual Abuse and Violence

Untere Augartenstraße 28/25, 1020 Wien

T 01/214 71 17, e-mail: praeventionskurse@aon.at

→ Männerberatung Wien

Men's Advisory Centre

Erlachgasse 95, 1100 Wien

T 01/603 28 28, e-mail: info@maenner.at

→ Notruf und Beratung für vergewaltigte Frauen und Mädchen

Helpline and Counselling for Women and Girls after Rape

Postfach 214, 1172 Wien

T 01/523 22 22, e-mail: notruf@frauenberatung.at

→ power4me – Prävention und Selbstverteidigung

power4me - Prevention and Self-Defence

Probusgasse 3, 1190 Wien

T 0699/144 440 44, e-mail: verein@power4me.at

→ **Selbstlaut – Verein zur Prävention von sexuellem Missbrauch**

Get Loud - Association for the Prevention of Sexual Abuse

Berggasse 32/4, 1090 Wien

T 01/810 90 31, e-mail: selbstlaut@telering.at

Information Material:

→ **Für Mädchen mit Mädchen. Geschlechtssensible Arbeit in der Schule.**

Editor: Hanja Dimbacher, Vienna 2002

Order free of charge from: www.wien.gv.at/ma57/forms/index.htm

SAFETY FIRST – Special Tips for Women and Girls with Disabilities

The precautions, hints and tips applying to women and girls with disabilities are the same as for everyone else. However, in comparison with non-disabled persons, the way in which women and girls with disabilities shape their personal lives is restricted at many levels: often enough, they are faced with multiple discrimination because of the fact that they are women, and because of their disabilities. Self-determination and self-assertion are centrally linked with issues such as the wish to have a child, pregnancy, dependence on assistance, mobility, job and occupational training, safety and security in public and private, sexual violence and experiences of violence in general.

Attacks on and violence against people with disabilities and impairments as such are often considered taboo topics, which accounts for many obstacles to addressing the issues and communicating about them. Frequently, interpersonal relations of people with and without disabilities are characterised by a lack of sensitivity. So, if you want to help, please ask first and find out whether help is at all wanted and required!

Women and girls with disabilities are again and again confronted with transgressions camouflaged as (misguided) help. A man may e.g. put his arm closely around the waist of a blind or visually impaired woman or girls to guide her across the street. These unwanted and unsolicited acts are clear transgressions, so it is important to stand up against them. Don't accept it! Talk about it, communicate with others about it, take action by demanding things and reinforce your confidence in your own abilities! Attending self-defence classes – e.g. with the association Ninlil or the Initiative for the Prevention of Sexual Abuse and Violence – may help.

TIPS:**■ Emergency fax number**

Fax 0800/133 133 (freephone number for all of Austria)

This freephone fax number is the emergency number for the deaf to contact when they need police, ambulance service, emergency doctor or fire brigade anywhere in Austria.

The form for an emergency fax can be downloaded from

www.witaf.at/pdf/Notruf-Faxformular.pdf

■ Emergency text messages

SMS: 0800/133 133 (freephone number for all of Austria)

The emergency texting service is available free of charge throughout Austria.

The best thing to do is to store a text template about an incident so you can send the text message quickly if need be. Instructions about how to send an emergency text message can be downloaded from www.witaf.at/pdf/

Counselling service specially for women and girls with disabilities:**→ Ninil – Verein wider die sexuelle Gewalt gegen Frauen, die als geistig oder mehrfach behindert klassifiziert werden**

Ninil – Association to fight sexual violence against women with mental or multiple disabilities

The association offers counselling, empowerment seminars, support and accompaniment. It aims at identifying sexual violence against women with mental or multiple disabilities as an important issue, giving it visibility and developing support services for and with women with mental or multiple disabilities. Ninil also creates an environment for carers of women with mental or multiple disabilities where they can

meet other women, network, and find, develop and use various options for action.

Verein Ninlil

Untere Weißgerberstr. 41 (wheelchair lift), 1030 Wien

T 01/7143939, e-mail: office@ninlil.at, **website:** www.ninlil.at

Information material:

→ „Schrei gegen Gewalt“ – Informationen für gehörlose Frauen zum Thema Gewalt

“Crying out against violence” – Information for Deaf Women on the Issue of Violence.

This brochure was published by the workers of the association “Autonome Frauenhäuser” (the association of autonomous women’s shelters), of the Interventionsstelle gegen Gewalt in Wien (Violence Intervention Centre Vienna) and the WITAF (the acronym originally stood for “Vienna Association to Care for the Deaf-Mute” in German). It contains important information about violence and related legislation, showing numerous drawings and signs, and illustrating the rights of women and options for action.

A free download can be found at: www.witaf.at/pdf/broschureSgG.pdf

SAFETY FIRST – Dealing with Scary Places

Urban spaces are places to be and live in for women but they can also be scary places where public spaces lose their positive sides, ceasing to be open spaces for movement and communication and generating fear, insecurity and a feeling of threat. For many women, the entranceways and stairwells of buildings are “scary places” and it is no coincidence that they feel threatened. Enquiries of Vienna’s CID services have shown that the scenes of about one third of all violent sexual offences committed against women by unidentified perpetrators are in entranceways or stairwells. Basically, it can be said that the majority of violent sexual offences is not committed by unidentified offenders but acquaintances, relatives and life-partners/spouses, and that flats are the most common crime scenes.

TIPS:

- Poorly lit bus or tram stops or thick bushes which block your sight can reduce the feeling of safety and security. The BürgerInnendienst Wien (Citizens’ Service of Vienna), the Gebietsbetreuung Wien (Neighbourhood Assistance Office) and the Lichttelefon (Public Lighting Helpline) are the right contacts for you. Direct your suggestions or complaints to these public service facilities.
- Inform the Citizens’ Service of Vienna if you feel that it is difficult to see what is going on in a certain stretch of a street, which makes it seem potentially dangerous. It might be possible to find a long-term solution.
- Use the Public Lighting Helpline and inform them of passageways or squares which are unlit or insufficiently lit.
- Report to your property management whatever annoys you and

scares you about the entranceway or stairwell of the building you live in (poor lighting, high and thick bushes next to the entrances, pathways where you cannot properly see what is going on). If the property management does not take care of the problem or is not in charge, turn to the Mietertelefon (Tenants' Helpline) or the Citizens' Service.

- Talk to your neighbours or the ombudsperson of the building so they start lobbying, too.

PRACTICAL HINTS:

BürgerInnendienst Wien: Dial 01/502 55 plus the number of your district (01 to 23)

Lichttelefon: 01/955 59 or 0800/33 80 33 (freephone number for all of Austria)

Gebietsbetreuung Wien: 01/4000 25171

MieterInnentelefon: 01/4000 8000

KundInnendienst der Wiener Linien: 01/7909-100 if you have problems with public transport stops (except for "Schnellbahn" commuter train stops)

Verkehrsbund Ost-Region (VOR) – KundInnendienst:
01/526 60 48-125 or 126

Koordinations- und Ansprechstelle der Stadt Wien für FußgängerInnenverkehr und Schulwege: Dial 01/811 14-92998 if you want to report hazards and shortcomings for pedestrians, the office will look for a solution.

SAFETY FIRST – In Your Own Home

Most people will think that their own four walls offer a safe haven. However, certain things should be borne in mind to protect your private home. Legally speaking, you are not obliged to open the door and let anyone into your flat. The authorities may gain entrance to your flat under certain circumstances only. Trustworthy companies are aware of this, and they will not pester or pressurise you but seek to announce visits so you know who to expect.

TIPS:

- Don't allow unknown persons into your flat. Use the intercom or the spyhole. Make it clear to the caller that you will not open the door. If the caller does not go away and continues to ring the doorbell, say that you feel harassed and that you will call the police if this doesn't stop.
- If craftsmen, service technicians or representatives of the authorities make an unannounced call, don't hesitate to phone the company or authority to make sure. Ask the caller to show you an identity card whilst you keep the door chain on. Officials of the pension insurance institutions would e.g. never call without giving you advance notice in writing.
- If you live alone, nobody should be able to infer this from the door signs of the building and flat. Make sure that the door sign does not state your (full) first name.
- Do not give unknown persons who call you on the phone any information about yourself.
- Plan your way home carefully, specially after you have withdrawn money from your account. Thieves spy out habits and thus identify their victims in a targeted way. Older persons are specially

jeopardised. Perhaps you can ask someone you trust to accompany you home.

- If you are at home and notice that someone is trying to break into your flat, call the police immediately. Don't try to drive away the burglar alone.
- Protect yourself by having a safety lock or safety door installed. The CID Advisory Service (Kriminalpolizeilicher Beratungsdienst) will provide you with information about various options.

A PRACTICAL HINT:

Kriminalpolizeiliche Beratung

CID Advisory Service

Federal Police offers a range of advisory services concerning safety and security. These include information, consulting and lectures about violence prevention, safety and security for women, victim protection, prevention of sexual abuse, stalking, domestic violence, addiction and drugs, as well as prevention of crimes against property. For an appointment, please call:

Kriminalpolizeiliche Beratung

Wasagasse 22, 1090 Wien

Hotline: 0800/21 63 46 (freephone number for all of Austria)

SAFETY FIRST – When You’re Out and About

On Public Transport

If you are waiting at a stop, it may help to stand with your back against a wall or keep close to other people. At night, make a point of always sitting near the driver (e.g. in the first tram carriage) or in a carriage with several other passengers. Take note of who is getting off the bus, tram or underground with you. Trams have an emergency brake which you can use to stop the tram if you are assaulted. However, you will have to prove that you were in distress because otherwise, use of the emergency brake is liable to punishment.

If you use the emergency brake on the underground, two-way communication with the driver will be activated. The driver will then decide whether to stop immediately or continue to the next station. Thus, stopping in the tunnel – which may be dangerous, e.g. in case of a fire – can be avoided. If someone harasses you on the platform, press the lever at the emergency call station; you will immediately be connected with the control centre which will identify the location you are in. If necessary, the control centre will call police or an ambulance.

A VALUABLE TIP:

■ THE LADY TAXI

The radio taxi services that can be reached on 01/601 60 and 01/17 18 offer so-called “lady taxis”. If you prefer a female driver, ask for one when calling one of these numbers. The dispatcher will send a taxi driven by a woman.

On Foot

If you feel that a certain route is too risky, choose a busier and better lit street, if possible, even though this might mean a detour for you. Walk in the middle of the pavement when it's dark, so you can see what is going on in passageways, dark corners etc.

If you have a mobile phone with one, remember that you can call someone anytime.

TIPS:

OUT AND ABOUT WITH YOUR MOBILE PHONE

A mobile phone will enable you to call for help quickly. Please remember the following things to make sure that it works:

- Before you leave home, check if you have taken the mobile phone with you, and if the battery is charged.
- Keep it handy, e.g. in the pocket of your jacket or a pouch clipped to your belt.
- If you feel unsafe, deactivate the key lock and hold the phone in your hand. This will enable you to dial immediately
- Store the most important emergency numbers in your mobile phone (police: 133, ambulance service: 144, fire brigade: 122).
- If you find yourself in a neighbourhood in which you feel unsafe, call a friend to “keep you company on the phone”.

Is someone following you?

When you are out and about alone and have the feeling that someone is following you, it does not always make sense to walk faster, hoping to escape danger that way. Check if you are really being followed first: cross to the other side of the street. Does the man follow you or not? Stop and look at a shop-window. Does the presumed pursuer pass by or does he stay behind you? Turn around, look him in the face to get a fuller picture of the situation.

If you are being followed by a car, turn around and walk away in the opposite direction. Repeat as often as required. It is easier for you to turn around than for the car. Try to identify the licence plates and to reach a safe place. If you are riding a bike and are followed by a car, use the pavement to get away quickly. Write down the number on the licence plates, this may deter the pursuer.

TIPS:

If you are sure that someone is following you:

- Stay on a busy street. Don't try to shake the pursuer off (in dark side streets).
- If you are close to your flat, don't unlock the front door of the building, walk on. There is too much of a risk of the pursuer pushing you into the hallway, where you are totally unprotected.
- Enter the nearest restaurant, café or pub and call the police, or walk on to the nearest police station.

What if you are assaulted?

If you are assaulted and physically molested, it is very important to attract other people's attention. You can do that in a variety of ways: shout, kick, run or use self-defence holds.

At any rate, it is important to get to a busy place where passers-by can see you (public transport stop, café, street). You may also want to try and attract the attention of drivers stopping at a red light. Or ring all the bells of a building and shout for help. Don't enter the house when someone opens the door for you if the attacker is right behind you.

If police are informed immediately, chances are that they will still be able to find the attacker in the neighbourhood, provided that they get a physical description of him.

At Events

When you go to a party, (open-air) concert or rave, plan ahead how and with whom you will return home. Raves are often organised in places that are hard to reach by public transport or requiring you to walk a longer stretch (abandoned factories, suburbs). Some event organisers offer shuttle busses. Find out when and where these leave and use them. Otherwise, to get home safely, bring enough money for a taxi that can at least take you to the nearest night-bus stop. Don't let a rave-goer whom you've only just met give you a lift. You don't know anything about his driving style and cannot always judge his ability to drive. You're taking an unnecessary risk because once you're sitting in the car, the driver may choose an entirely different route – often enough, assaults happen in situations such as this.

If you drive to an event in your own car, park as closely to the entrance as possible, not in remote car parks. If you have to walk through a poorly lit, solitary area late at night just the same, ask your girlfriends to accompany you or request other women going in the same direction to join you on the way. Don't give anyone you have just come to know at the party a lift because you can never judge how this person is going to act when you are alone with him.

Out and About in a Car

If you drive a car, take the following precautions:

- Always leave your car in well-lit car parks.
- Always lock your car, even if you might not be gone for long. In indoor car parks, always leave your car near the cashier's window or the lift, or in a parking space reserved for women, even though this does not mean that these parking spaces are safer. Their only benefit is that they are closer to the car park entrance or cashier's window. If danger threatens in an indoor car park, sound the fire alarm (hit an emergency button).
- If you find yourself in a situation in which another driver forces you

to stop or gets out at a traffic light, comes up to your car and acts aggressively, lock the door and close the window. Do not get out of your car, verbal attacks may easily turn into physical attacks. If the driver follows you, write down the licence plate number. Don't drive to your home, change your route and stop in front of a police station.

- If you are being harassed by a passenger in your car or if a man you don't know tries to get into your car, hoot your horn until he gives up!

Riding in a Car as a Passenger

In general, police warn against hitch-hiking. Accepting a lift from an unknown person always means taking a risk. You don't know anything about how safely this person drives, or his ability to drive. In case of an assault, it is difficult to escape from the danger zone.

If you are harassed as a passenger in a car, make it clear to the driver that you want him to stop molesting you immediately, and that you want him to stop the car so you can get out. Don't forget: unlike the driver, you have both hands free.

Precautions when hitch-hiking:

- Never hitch-hike alone, always have someone with you, if possible.
- Preferably hitch rides from women (ask them at roadside restaurants).
- Never get in a car with several men.
- Before you get in a car: write down the licence plate number! Give the driver a specific destination and tell him that you are expected by family, friends etc.
- Make a call from your mobile phone, telling the person on the other end the licence plate number, your current location and roughly when you are going to arrive where.

Ways to make a driver stop the car:

- Pretend you have to go to the toilet urgently or that you feel sick and have to vomit.
- If other cars are around, attract attention by gesticulating and yelling. You may also want to try and climb to the backseat of the car, you may have a better view of other cars there and you can also be seen more clearly.
- Pull the handbrake, throw objects from the glove compartment out of the window, turn mirrors to face the other way. (Never grab the steering wheel – you could cause an accident and get hurt, too!)
- If the atmosphere is tense but you cannot get out of the car because you are in the middle of nowhere, get the driver involved in a conversation to distract him.

PROTECTION AND SAFETY in Case of Violence

Sexual Harassment

Sexual harassment denotes undesired advances or behaviour which in general transgresses personal boundaries and is debasing and humiliating for the woman concerned. Examples include off-colour remarks, sexist statements and jokes, showing or hanging pornographic pictures, obtrusive behaviour, undesired sexual touch. Unfortunately, women in our society are still exposed to this kind of molestation. Sexual harassment is not a peccadillo, it is a form of sexual violence.

If you are harassed, clearly draw a line, make it understood – in words and gestures – that “this is how far it goes, and no further”. Thus, you show your strength and cut the other person down to size. Tell the other person what you want, say it loud and unmistakably, and repeat it if necessary: “Leave me alone!” („Lassen Sie mich in Ruhe!“) or, in case he touches you: “Don’t touch me!” („Greifen Sie mich nicht an!“) Make it clear to the man that you are not willing to tolerate such transgressions.

A VALUABLE HINT:

Since 1 May 2004 sexual harassment has been a punishable offence (sec. 218 of the Austrian Criminal Code). If someone commits a harassing sex act against (e.g. touching a woman’s breasts) or in front of another person (e.g. exhibitionism), he is liable to be punished with up to six months of imprisonment or a fine. Off-colour remarks, sexist statements and jokes are not covered by the law.

The offence is prosecuted upon application by the victim, i.e. the victim has to file a report before the prosecution can take action.

Molestation on Public Transport

If a man gropes you on public transport, react immediately! Make what he does public. Say “Hands off!” („Hände weg!“) out loud so as many other passengers as possible can hear it. You will show him up this way, and nothing is more embarrassing to groping men than attracting attention. Frequently, women experience that the men sitting next to them use too much space, thus harassing them. Take what you are entitled to: talk to the man, put a bag in between you and the man seated next to you or use your elbow to get the space you deserve.

Sizing-up Glances

Being stared at by men is a kind of harassment which all women will have experienced. Even though you may not feel you have the nerve to something against it, don't tolerate this kind of behaviour: talk to the man or scowl at him.

Harassment in Cafés, Restaurants etc.

Cafés, restaurants, bars etc. can also be places of unpleasant encounters. Some men do not seem to understand that women who are out alone do not necessarily want advances from men. Frequently, it is specially difficult to tell a man to leave you alone if he has a few drinks too many.

- Make it clear that you're not interested in talking, let alone any other form of contact.
- If a guest comes to close for comfort to you, don't let him edge you out, defend your place by assuming the appropriate stance and demarcate the part of the table you are entitled to with an ashtray, coaster holder etc.
- Complain to the landlord/landlady or waiter/waitress. Ask them to ensure that you are left alone or to ask the man to leave.

- If you are afraid that the harasser will be after you: take a taxi or call a person you trust and ask to be met and accompanied home.

Harassing Phone Calls

Sexual harassment on the phone is exerting violence from a distance. Obscene calls can cause fear and unrest in the persons concerned.

Often enough, you can get rid of the caller by putting down the receiver without saying a thing. If the caller continues calling, you may want to keep a trill whistle beside the phone and use it when he calls again. Or you could get yourself an answering machine. Few anonymous callers dare to leave obscenities on a tape. Digital telephones offer a simple method of keeping obscene calls away – key in a code (which you can get from your phone network provider) and you will still be able to make phone calls whilst you can no longer be reached. This function can be used free of charge. To prevent “telephone terror” from happening, you could also apply for an unlisted number.

Harassment at Work

Pursuant to the Austrian Equal Treatment Act (Gleichbehandlungsgesetz/GBG), sexual harassment is qualified as discrimination on grounds of gender and expressly prohibited. Some men pretend that they have problems differentiating between flirting and sexual harassment. However, the definition of sexual harassment is clear: Whatever both parties like is allowed. If there is no mutual consent or if pressure is exerted by one side, this is defined as harassment – irrespective of whether the harasser is a superior, a colleague or a customer. Sexual harassment not only includes undesired touch or comments but also making off-colour jokes, hanging pin-up photographs or showing pornographic pictures.

- Make it clear that advances, be they verbal, physical or of any kind, are undesired.
- Don't let the harasser intimidate you. If you keep silent because you have been threatened with consequences (e.g. transfer, downgraded

work), you will be exposed to the harassment for an indeterminate period.

- Talk to a female colleague. Other women in the company might be concerned, too. It will also be easier to take steps against the harasser if you join forces.
- Get in touch with your representation of interest. Under Austrian law they are obliged to act in cases of sexual harassment.

VALUABLE HINTS:

There are legal possibilities to take action against sexual harassment at work. For more information, advice and support, please contact the following institutions free of charge:

If you work in the private sector:

Anwältin für die Gleichbehandlung von Frauen und Männern in der Arbeitswelt, Taubstummengasse 11, 1040 Wien, T 01/532 02 44 and free of charge from all Austria: 0800/206119, the Stelle für Gleichbehandlungsfragen in der Arbeiterkammer (The Chamber of Labour's Office for Equal Treatment Issues), T 01/50165-346, the Österreichische Gewerkschaftsbund, ÖGB-Frauen (Austrian Trade Union Federation, Women's Dept.), T 01/534 44-244 or -579, or directly to the Equal Treatment Commissioner in the company you work in if there is one.

If you work for the Austrian federal government:

Turn to the contact person or equal treatment commissioner in charge of the unit you work in, or the Ombud for Equal Treatment at the Ministry for Women's Issues and Health, who can be reached at: www.frauen.bka.gv.at

If you work for the municipality of Vienna:

Turn to the contact person or equal treatment commissioner in charge of the unit you work in, who can be reached at T 01/4000 83 140

Information material:

→ „Nein bleibt Nein ! – Gegen sexuelle Belästigung am Arbeitsplatz!“

This publication can be found on the “ceiberweiber” website:

www.ceiberweiber.at/equality/nein.htm

Stalking (Psychological Blackmail)

Stalking is a way of gaining power and control over another, to pressure the other person, make the other person uneasy or to force him/her to get in touch. Stalking may be anything from several calls a day on the home or office phone number to repeated letters, e-mails, text messages, or unwanted gifts, and from spreading discrediting rumours to following the other person around and waiting for him/her in certain places. Sometimes, it may also include threats and violence.

The relationships between perpetrator and victim may be quite diverse – they may have been close (passing acquaintance, longer relationship) or there may be some kind of common ground, such as the workplace, mutual acquaintances or the same neighbourhood. Sometimes, unidentified stalkers may appear, e.g. following celebrities. The perpetrators aim at restarting a past relationship, at making the other person to reverse a decision to split, or at taking revenge for presumed insults.

This type of violence can often be observed after a relationship has been broken off. If there was domestic violence while the relationship

lasted or if one of the partners was very possessive and jealous, a separation may lead to acts of stalking against the ex-partner. The effects on the victim may include sleeplessness, fear and panic attacks, even social isolation or forced change of job and/or residence. Stalking is characterised by a certain degree of continuity and intensity, sometimes lasting for years.

Usually, the intensity of the acts cannot be influenced by “giving in”, e.g. if the victim agrees to a meeting or clarifying conversation with the perpetrator. Much rather, the perpetrator will see this as a reflection of the recognition and success of the stalking acts.

TIPS:

If you are a stalker’s victim, please mind the following pieces of advice:

- Make it clear to the perpetrator that you don’t wish to be in contact with him, but only do it ONCE. Then consistently ignore him!
- Don’t give in to his attempts to make contact with you. Don’t believe his promises and declarations that he will stop pestering you after a meeting (or after being in contact with you in another way).
- Inform people around you in your private and professional life that you are the victim of a stalker. This way, you can prevent the stalker from getting information about you from other persons.
- Don’t accept any parcels or gifts from the perpetrator or mail from unknown senders. If possible, return them without opening them.
- In case of telephone terror, ask your service provider about the technical options of protecting yourself (e.g. an unlisted number etc.). In case of massive harassment, it is also possible to apply for a call tracing device against cost, or to file a report with the telecommunications service in charge.
- Collect written evidence (e.g. printouts of text messages, e-mails) to document the harassment. This is important if you seek to take legal action.

- In case of imminent danger, call police, or turn to the nearest police station if you are followed in the street.
- Get individualised professional advice and support specifically for your situation. For further information on advisory services, please visit: www.stalking.at

Information Material:

→ **„Du entkommst mir nicht“, Psychoterror – Formen, Auswirkungen und gesetzliche Möglichkeiten**

MA 57 – Frauenförderung und Koordinierung von Frauenangelegenheiten (Department for the Promotion and Coordination of Women's Issues, ed.), Vienna 2004

Order from: frauennotruf@m57.magwien.gv.at

→ **Christa Pelikan: Psychoterror – Ausmaß, Formen, Auswirkungen auf die Opfer und die gesetzlichen Grundlagen – ein internationaler Vergleich**

MA 57 – Frauenförderung und Koordinierung von Frauenangelegenheiten (Department for the Promotion and Coordination of Women's Issues, ed.), Vienna 2004

Order from: frauennotruf@m57.magwien.gv.at

Free download: www.psychoterror.konferenz.wien.at

→ **Susanne Schumacher: Liebeswahn. Geliebt, verfolgt, gehetzt**

vgs Verlagsgesellschaft, Köln 2000

→ **Marie-France Hirigoyen: Stalking the Soul: Emotional Abuse and the Erosion of Identity**

New York, 2000

Domestic Violence

Women who are beaten or threatened by their husbands or life partners are by no means exceptions. According to estimates, every fifth woman living in a relationship experiences violence exerted by the partner.

Experience has shown that the hope nurtured by many women that the violent partner will change remains an illusion. In fact, violence tends to mount with time. Non-violent periods get shorter and shorter, the assaults get more severe. In the interest of your own safety and the safety of your children, it makes sense to prepare a contingency plan in due time.

Legal Protection

On 1 May 1997 the Austrian Protection from Violence Act (Gewaltschutzgesetz) entered into force; it enables women quickly to get protection from the perpetrator in case of domestic violence. If you live in a common household with your life partner and are exposed to violence from him, if he beats and threatens you and you call police, officers can intervene immediately.

Police will get an idea of the situation on site; they may order the perpetrator to leave the flat immediately and issue a prohibition to return. The man has to hand in the keys to the flat and must not enter the flat and its near surroundings (i.e. hallway or driveway). This police order is valid for ten days. If you want the protective order to be extended, you may apply for a preliminary injunction at the district court having jurisdiction during the period of ten days. Police will give you an information sheet explaining your legal options and listing a few counselling offices which can support you.

Please note: With the next three days, police will visit you and check if the perpetrator adhered to the prohibition to return. This is important and it is a measure to protect you. Moreover, women working with the “Interventionsstelle gegen Gewalt” (“Intervention Centre against Violence”), an institution for the protection of victims, will contact you and offer you support in legal matters; police always inform this institution in cases of domestic violence.

If the perpetrator shows up whilst a prohibition to return is in effect, don't allow him to enter the flat but call police immediately.

PRACTICAL HINTS:

The following institutions will help you on a 24/7 basis:

Police emergency number: 133

24-Stunden Frauennotruf der Stadt Wien (24-hour women's emergency helpline of the City of Vienna) : 01/71 71 9

Frauenhelpline gegen Männergewalt (Women's Helpline against Male Violence) : 0800/222 555 (freephone number for all of Austria)

Emergency number of the Vienna Women's Shelters:
05 77 22

Try not to repress or belittle the violence you are exposed to. You are definitely not “the only woman this happens to”, and you are not to blame for the violent streak of your life partner. The person responsible for the violence is the one who exerts it. List the maltreatment and threats you experience in detail.

Don't hush your partner's violent attacks up but confide in somebody and ask this person to help you consider ways of protecting you (and your children) from further violence. Don't let anyone pressurise you.

Before you take a decision, it is important to know more about your own rights (including rights that concern the children), about financial help and places to stay. Get free counselling from an institution for the protection of victims (see Annex, Important Addresses).

TIPS:

“Contingency Plan”

- Always carry a list of phone numbers (police, women’s shelter, women’s helpline, female friends, relatives etc.).
- Find out where you could make a phone call from in case of an emergency and/or ask your neighbours to call police as soon as they hear cries for help, shouting or noise from your flat.
- Put some money aside to be able to pay a taxi, bus or train fare or a hotel room in an emergency.
- Get a set of keys to the flat and car copied. Prepare an emergency package (money, savings books, keys, documents, clothes and medication for yourself and the children) and leave it in a hiding place easily accessible to you (e.g. at work or with a friend).
- Ask relatives, friends etc. to stay with you temporarily so you are not alone, even if your life-partner was expelled from the flat.
- Think about where you and your children would be able to stay in an emergency (family, friends, neighbour, women’s shelter...). In any event, you have the right to take your children with you.

Information material:

→ **Judith Lewis Herman: Trauma and Recovery: The Aftermath of Violence – from Domestic Abuse to Political Terror.**

Basic Books, New York 1993

→ Auswege.

A film by Nina Kusturica (director) and Barbara Albert (script), Austria 2003, 49 minutes (short version) or 90 minutes (long version), VHS cassette can be ordered from the Informationsstelle gegen Gewalt (Anti-Violence Information Centre) at www.aeof.at/material/index.htm or by phone at 01/544 08 20.

Rape

Being raped means a massive infringement upon the sexual, mental and physical integrity of the woman concerned. Sexual violence is exertion of power, a means of dominating and humiliating someone, and an expression of aggressions. Being unable to accept the word “no” has nothing to do with “drives or male hormones” – a rape does not simply “happen”. And there is no single reason to excuse a rape. The only person to blame and responsible for it is the perpetrator.

Unfortunately, many victims blame themselves. The feeling of shame or the fear of not being believed cause victims to hush the incident up. In 80% of all cases, the victim knows the perpetrator, he is an acquaintance, a friend, colleague or the life-partner. This makes it even more difficult to talk about it because the person you trusted most, deliberately transgressed the boundaries.

VALUABLE HINTS:

Rape is a punishable offences which is prosecuted ex officio (sec. 201 of the Criminal Code), i.e. as soon as police has been informed, it has to investigate the case. Rape is also punishable if committed in a marriage or life partnership. Once a report has been filed with police, the public prosecutor may indict the perpetrator. In court, you as the victim will not be the plaintiff but a witness.

However, as the victim, you may want to become a private plaintiff in the proceedings. This is a very important position because it allows you to inspect the files, submit applications and claim damages. Moreover, you have certain legally vested rights in the criminal trial, e.g. you can get a “protected hearing” and do not have to testify in the presence of the perpetrator.

TIPS:

- If you have been raped, it is very important for you to bear in mind that it is not your fault. The perpetrator is to blame. He is the only person responsible for what he did.
- It is normal if you suffer from sleeping disorders or states of anxiety after the rape, and if it appears before your mind's eye again and again. Your body and psyche respond to the violent experience, and it takes time for these "wounds" to heal.
- Don't keep the experience to yourself. Talking about what happened to you helps you to cope with the experience, with the pictures you see before you, and it also furthers the process of healing. By all means, turn to a person you trust and ask for advice and practical support from a women's helpline.
- If you have suffered physical injuries, see a doctor and have them treated and certified.
- Consult the gynaecological out-patient department of a hospital or a gynaecologist you trust. The large Vienna hospitals all have specially trained personnel who, in addition to the general check-up, are also able to secure evidence of the rape (sperms, hair etc.) and counsel you on issues of contraception. The medical findings and evidence are very important in the ensuing court proceedings.
- Keep evidence (e.g. clothing, bed linen) in a dry paper bag and take it with you to the gynaecological check-up.
- When you file the report, you as a women are entitled to be interviewed by a woman police officer and to bring a hand-holding person (e.g. a girlfriend or counsellor from a women's helpline). Every Vienna police precinct has specially trained female CID officers. They are in charge of interviewing rape or sexual abuse victims.
- Ask the free women's helplines for information about what will happen when you file the report and what victim's rights you have.

A VALUABLE HINT:

24-Stunden Frauennotruf der Stadt Wien

(24-hour women's emergency helpline of the City of Vienna)

T 01/71 71 9 (24/7 service)

e-mail: frauennotruf@m57.magwien.gv.at

website: www.frauennotruf.wien.at

The female psychologists, social workers and lawyers working for the women's emergency helpline offer round-the-clock immediate support in case of violent incidents, on the phone or in one-to-one conversation. Women and girls aged 14 and above may ask for information, counselling and accompaniment to hospital, police or court. Relatives, friends or acquaintances concerned may also request advice and support from the helpline team.

Every Monday from 5 to 8 p.m., a moderated helpline chat is offered on www.frauennotruf.wien.at. This is where women and girls who experienced sexual, physical or psychic violence can turn to a counsellor or use the chatroom to exchange experiences. The helpline also organises information and continued education events for various organisations.

Information Material:

→ **Raine, Nancy: After Silence: Rape and My Journey Back.**

Three Rivers Press, New York 1999

→ **Horst Kraemer: Das Trauma der Gewalt.**

**Wie Gewalt entsteht und sich auswirkt. Psychotraumata
und ihre Behandlung**

Kösel Verlag, München 2003

Racially Motivated Violence

Racially motivated violence can take a variety of shapes, from verbal attacks to racist graffiti and harassment, and it can even lead to arson, physical violence and murder.

Frequently, the victim's actual nationality or place of birth does not play a role in racially motivated violence. No matter whether they hold Austrian passports or not, people who are victims of racism are often classified and denigrated as "different" or "alien" due to ascribed characteristics. A link between racism and gender often results in a multiplication of discrimination for women experiencing racism.

A VALUABLE HINT:

As per July 2004, new anti-discrimination laws became effective in Austria (the Equal Treatment Act, German title: Gleichbehandlungsgesetz). Under the new legislation, further acts of discrimination at work, such as ageism, discrimination on grounds of ethnic origin, religion, world-view or sexual orientation can be fought. Protection from discrimination on grounds of ethnic origin also extends to other fields, such as education, social benefits, social protection etc. At level of the Land of Vienna (the city is both a Land and a municipality), the Vienna Anti-Discrimination Act took effect in September 2004. Moreover, the staff regulations for civil servants and contract employees of the municipality of Vienna were amended accordingly.

Migrants are often exposed to random assaults, verbal attacks, insinuations or physical violence. It is important to know that these forms of violence are fundamental human rights infringements. You are perfectly right to defend yourself against this type of discrimination. There is no

universal panacea when it comes to responding “properly” to racially motivated violence. The way you react will depend on the situation, the threat involved, and your own possibilities and capabilities.

TIPS:

- Don't tolerate any discriminating behaviour in your presence. Silence can be taken to mean consent.
- If you hear a colleague make a racist remark, do not allow this to go uncontradicted. To stop racist thinking and behaviour from creeping in and becoming normal, it is important that racist remarks are contradicted, specially in groups or in public.

If you witness a racially motivated assault, call police without delay and try to find other passers-by who were also witnesses or can support you. The larger the number of people who react, the better. Witnesses of racially motivated violence can also notify the association ZARA and have a record of it drawn up there. To take legal action, victims of racist violence may either turn directly to police or to one of the special advisory centres. The association ZARA primarily offers free legal advice and support. Racist and anti-semitic graffiti reflect a threatening environment and are tantamount to direct harassment. If you find them, report them to the BürgerInnendienst Wien (Citizens' Service of Vienna) by calling 01/502 55 plus the number of your district (01 to 23), asking for the graffiti to be removed as quickly as possible. Please also notify the association ZARA for record purposes.

A VALUABLE HINT:

ZARA – Zivilcourage und Anti-Rassismus-Arbeit

ZARA – Acts of Courage and Anti-Racism

The team of the ZARA advisory centre provides free information and advice about legal and other measures to victims and witnesses of

racist assaults. The team supports clients and follows through in whatever course of action was jointly agreed upon. The advisory centre systematically documents all incidents reported by witnesses – this can also be done on the Internet via www.zara.or.at/kontakt/dokumentation.

ZARA considers the dissemination of information and the sensitisation of society as some of its main tasks. Therefore, ZARA offers sensitisation training, courses, workshops in companies and educational institutions as well as the one-year programme “Anti-Racism Work”.

Verein ZARA

Luftbadgasse 14-16, 1060 Wien, T 01/929 13 99

website: www.zara.or.at

Advisory Centres:

→ Stelle zur Bekämpfung von Diskriminierungen d. Stadt Wien

Office for the Fight against Discrimination of the City of Vienna.

The advisory office is in charge of employees working for the City of Vienna and of issues raised by third parties about institutions or services for which Vienna is responsible as a Land (such as hospitals or social assistance matters). Free advice and mediation is offered in case of discrimination.

Stelle zur Bekämpfung von Diskriminierungen

Muthgasse 62, Riegel C 3.07, 1190 Wien

T 01/4000 38951, e-mail: post@bsb.magwien.gv.at

→ Anwaltschaft für Gleichbehandlung des Bundes

Federal Ombud for Equal Treatment

If a case of discrimination does not fall within the remit of the Land/City of Vienna, the Ombud is in charge of offering advice to people who feel that their right to equal treatment was infringed at federal level. At request, the office also follows petitioners through with their cases if

they are brought before the Equal Treatment Commission.

Anwaltschaft für Gleichbehandlung im Bundesministerium für
Gesundheit und Frauen

Taubstummengasse 11, 1040 Wien

T 01/532 02 44,

website: www.bmgf.gv.at

Training to Support Acts of Courage / Anti-Racism / Human Rights

→ Argumentationstraining gegen Stammtischparolen

Arguments against the Politics of the Pub

The training units aim at finding and discussing positions to counter the politics of the pub, they offer rhetorical skills and reinforce self-assertion. The slogans which are most challenging and provocative are discussed. Subsequently, the discussions are analysed and effective strategies and responses are sought and tested. Training also deals with the psychology of prejudice, reasons for aggressive behaviour and authoritarianism as well as the affinity of these slogans to right-wing extremist views. Moreover, suitable arguments and counter-positions are identified.

asylkoordination Österreich

Laudongasse 52/9, 1080 Wien

T 01/53 212 91

website: www.asyl.at

→ Rechte hat jederR!? Trainings für den alltäglichen Umgang miteinander

Every wo/man has rights!? Training for Dealing with Each Other in Every-Day Life

Two and a half hour workshops on issues such as tolerance, prejudices, responsibility and intercultural encounters for pupils (whole classes) between 7 and 18 years of age, with a gender-sensitive approach.

Servicestelle Menschenrechtsbildung (SEM)
Ludwig Boltzmann Institut für Menschenrechte
Heßgasse 1, 1010 Wien
T 01/4277 27427

website: www.humanrights.at/root/start.htm

→ Zivilcourage-Training

Training to Faciliate Acts of Courage

Training in this field deals with the courage of the individual when it comes to intervening in “unpleasant” situations in public. Building on the participants’ own experiences, the five steps for action are identified: perceiving – understanding – realising that something has to be done – weighing alternative actions – acting.

Verein ZARA

Luftbadgasse 14-16, 1060 Wien
T 01/929 13 99

website: www.zara.or.at

Information Material:

→ Antidiskriminierung im Betrieb.

A manual for the identification of and fight against discriminatory practices in businesses. Brochure published by AK Wien (Vienna Chamber of Labour) and ÖGB (Austrian Trade Union Federation), Vienna 2005 (available in German only). Free download from:

<http://wien.arbeiterkammer.at/pictures/d26/Antidiskriminierung.pdf>

→ Ralf-Erik Posselt: Ein Courage-Training zur Entwicklung und Stabilisierung von Zivilcourage.

In: Siegfried Frech, Günther Gugel (Hg.): Zivilcourage lernen. Analysen – Modelle – Arbeitshilfen. Bundeszentrale für politische Bildung, Bonn 2004 (available in German only).

Free download from: www.bpb.de/publikationen/K74L8K

→ **Rainer Barbara / Reif Elisabeth:**
DU SCHWARZ?! ICH WEISS!

The book's title includes an untranslatable pun (it could be “You black!? Me white!” or “You black!? I know!”) and contains highly illustrative exercises and modules for educational work on the issues of xenophobia and violence-proneness. Gesellschaft für bedrohte Völker, Vienna 1997 (available in German only).

SAFETY AND SECURITY – DON'T LOOK AWAY

The issues of safety and security as well as protection from violence concern everybody. Acting when watching an assault, or deliberately standing up in public against sexual harassment or violence must become a matter of course for men and women alike.

TIPS:

■ **Don't remain inactive, respond!**

Of course, nobody will expect you to put your own life at risk by confronting the attacker in a violent assault. Your fear is comprehensible. However, you can and should act by calling police immediately – you can even do that without having to state your name! You might even disrupt the situation by shouting, from a safe position, that you have called the police. Stay in the vicinity when police arrive, you are an important witness.

■ **Get help!**

Turn to passers-by. Spot and address people you think can help. Or run to a café or restaurant in the area and shout for help. The more people's attention you attract, the better the chance that the attacker leaves the victim alone because of "too many witnesses".

■ **Offer support!**

All victims of violent acts are in a state of shock. At this stage, women need help. Don't leave them to themselves, stay with them. Talk to them and calm them down, tell them that police or an ambulance is on the way and will be there shortly.

■ **Stand up and fight violence against women and girls!**

Don't laugh at sexist jokes just to be polite. Speak out, saying that it is neither funny nor appropriate to make them. If you observe a

woman or a girl being sexually harassed, take action. The person concerned needs your support. In case of sexual harassment at work, you as a female colleague should react if you notice any transgressions. Interrupt by “butting in” or take the harasser to task.

■ **Mention it if you suspect violence!**

Relatives, girlfriends, acquaintances, female colleagues, superiors or neighbours can play an important role in identifying signs of violence. The persons concerned tend to be ashamed and remain silent. Therefore, mention your suspicion of violence, show you understand and offer support. This way, you will help the woman concerned defend herself.

■ **Take women experiencing violence seriously!**

Give the woman concerned the feeling that she can confide her problems to you. Take the woman seriously, respect her emotions. Listen carefully. Don't put the blame on anyone, don't reproach anyone, and don't look for ways to excuse the violent acts in any way. Take a stand and clearly condemn the violence for which the perpetrator is the only person to blame. Avoid giving too many pieces of advice or pressurising the victim. The chance to talk is important for her, maybe you are actually the first person who she tells about her experiences. Draw the woman's attention to the advisory centres. You can also call one of the advisory centres yourself and get information about their programme or advice about how to proceed.

Important Addresses

24/7 EMERGENCY NUMBERS

→ 24-Stunden Frauennotruf der Stadt Wien

(24-Hour Women's Emergency Helpline of the City of Vienna)

T 01/71 71 9 (24/7 availability)

e-mail: frauennotruf@m57.magwien.gv.at,

website: www.frauennotruf.wien.at

→ Frauenhelpline gegen Männergewalt

(Women's Helpline against Male Violence)

T 0800/222 555 (freephone number for all of Austria, 24/7 availability)

→ Verein Wiener Frauenhäuser

(Association Vienna Women's Shelters)

T 05 77 22

(24/7 availability)

website: www.frauenhaeuser-wien.at

EMERGENCY NUMBERS AND ADVISORY CENTRES

→ Beratungsstelle Wiener Frauenhäuser

(Advisory Centre of the Vienna Women's Shelters)

Fleischmarkt 14/10, 1010 Wien

T 01/512 38 39, website: www.frauenhaeuser-wien.at

→ Frauenberatungsstelle „Frauen beraten Frauen“

Lehargasse 9/2/17, 1060 Wien

T 01/587 67 50, website: www.frauenberatenfrauen.at

→ Frauentelefon der Stadt Wien

T 01/408 70 66 (Mon, Tue and Wed 8 – 12 and Thu, Fri 12 – 16:00),

e-mail: frauentelefon@m57.magwien.gv.a

→ CID Advisory Service

T 0800/216346 (freephone number for all of Austria)

website: www.polizei.gv.at/wien/kbd

→ Notruf und Beratung für vergewaltigte Frauen

T 01/523 22 22, website: www.frauenberatung.at

→ Notruf für Opfer

T 0800/112 112 (freephone number for all of Austria)

website: www.opfernotruf.at

**→ Verein autonome österreichische Frauenhäuser;
Informationsstelle gegen Gewalt**

Bacherplatz 10/4, 1050 Wien, T 01/544 08 20, website: www.aoeff.at

→ Wiener Interventionsstelle gegen Gewalt

Amerlingstraße 1/6, 1060 Wien

T 01/587 67 50

website: www.interventionsstelle-wien.at

→ Weisser Ring, Assistance to Victims of Crime

T 01/71 14-200 155 (from all of Austria)

website: www.weisser-ring.at

**ADVISORY CENTRES FOR MIGRANT WOMEN
(NATIVE SPEAKER COUNSELLING)****→ FEMSüd – Gesundheitszentrum für Frauen, Eltern und
Mädchen** (Health Centre for Women, Parents and Girls)

Kaiser-Franz-Josef-Spital, Kundratstraße 3, 1100 Wien

T 01/601 91-5201, 5202, 5203

website: www.fem.at/femsued/suedhome.htm

→ LEFÖ – Beratung, Bildung und Begleitung für Migrantinnen

(Advice, Education and Support for Migrant Women)

Kettenbrückengasse 15/2/4, 1050 Wien

T 01/581 18 80, [website: www.lefoe.at](http://www.lefoe.at)

→ MA 17 – Magistratsabteilung für Integrations- und Diversitätsangelegenheiten

(MA 17 - Municipal Department for Issues of Integration and Diversity)

T 01/4000 81510, e-mail: post@m17.magwien.gv.at

→ Miteinander Lernen – Beratungs-, Bildungs- und Psychotherapieeinrichtung für Frauen, Kinder und Familien mit dem Schwerpunkt MigrantInnen aus der Türkei

(Learning Together – Advisory, Education and Psychotherapy Centre for Women, Children and Families, with a Focus on Migrants from Turkey)

Koppstraße 38/8, 1160 Wien

T 01/493 16 08-12, 13, 14 or 16, [website: www.miteinlernen.at](http://www.miteinlernen.at)

→ Orient Express – Beratungs-, Bildungs- und Kulturinitiative für Frauen (Advisory, Educational and Cultural Initiative for Women)

Hillerstraße 6/3-5, 1020 Wien

T 01/728 97 25, [website: www.orientexpress-wien.com](http://www.orientexpress-wien.com)

→ Peregrina – Bildungs-, Beratungs- und Therapiezentrum für Immigrantinnen

(Educational, Advisory and Therapy Centre for Immigrant Women)

Währingerstraße 59/6, Stg./1. Stock, 1090 Wien

T 01/408 33 52 oder 408 61 19, [website: www.peregrina.at](http://www.peregrina.at)

→ Terra – Beratungszentrum für ältere Migrantinnen

(Advisory Centre for Older Migrant Women)

Windmühlgasse 26, 1060 Wien, T 01/581 07 17,

e-mail: terra@sozial-global.at, [website: www.sozial-global.at](http://www.sozial-global.at)

ADVISORY CENTRES SPECIALLY FOR GIRLS

→ **Beratungsstelle für sexuell missbrauchte Mädchen und junge Frauen**

Theobaldgasse 20/1/9, 1060 Wien

T 01/587 10 89 or 01/587 03 55

website: <http://members.aon.at/maedchenberatung>

→ **Mädchentelefon der Stadt Wien**

T 0800/21 13 17 (freephone number for all of Austria,

Mon - Fri 13:00 - 17:00), e-mail: maedchen@wien.at

→ **Tamar – Beratungsstelle für misshandelte und sexuell missbrauchte Frauen und Mädchen, Frauen und Familienberatung**

Wexstraße 22/3/1, 1200 Wien

T 01/334 04 37, website: www.tamar.at

ADVISORY CENTRES FOR CHILDREN AND JUVENILES

→ **Die Boje – Ambulatorium für Kinder und Jugendliche in Krisensituationen**

Hernalser Hauptstraße 15, 1170 Wien

T 01/406 66 02-13, website: www.die-boje.at

→ **Die Möwe – Kinderschutzzentrum**

Börsegasse 9, 1010 Wien, T 01/532 15 15

website: www.die-moewe.at

→ **Rat auf Draht – die Kinder- und Jugendhotline des ORF**

T 01/147 (24/7 availability), e-mail: rataufdraht@orf.at

website: <http://kundendienst.orf.at/service/rataufdraht/>

→ Schulinfo im Stadtschulrat für Wien

Wipplingerstraße 28, 1010 Wien,

T 01/25 25-7700, e-mail: schulinfo@ssr-wien.gv.at

→ Schulpsychologischer Dienst

Wipplingerstraße 28, 1010 Wien

T 01/525 25-77501, e-mail: office@ssr-wien.gv.at

→ Servicetelefon der MAG ELF – Amt für Jugend und Familie

Rüdengasse 1, 1030 Wien

T 01/4000 8011, e-mail: service@m11.magwien.gv.at

→ Talkbox – E-Mailberatung der MAG ELF – Amt für Jugend und Familie

e-mail: talkbox@m11.magwien.gv.at

→ Unabhängiges Kinderschutzzentrum Wien

Kandlgasse 37, 1070 Wien

T 01/526 18 20, e-mail: office@kinderschutz-wien.at

→ Wiener Kinder- und Jugendanwaltschaft

Alserbachstraße 18, 1090 Wien

T 01/70 77 000, e-mail: post@kja.magwien.gv.at

ADVISORY CENTRES FOR WOMEN AND GIRLS WITH DISABILITIES

→ Ninlil – Verein wider die sexuelle Gewalt gegen Frauen, die als geistig oder mehrfach behindert klassifiziert werden

Untere Weißgerberstraße 41 (wheelchair lift), 1030 Wien

T 01/714 39 39, e-mail: office@ninlil.at

website: www.ninlil.at

→ **Offene Frauen – Gesprächsrunde für blinde Frauen im
BBFZ – Berufsbildungs- und Forschungszentrum für Blinde
und Sehbehinderte**

Hägelingasse 3, 1140 Wien

Tel: 01/786 70 780, e-mail: info@bbfz.at

website: www.bbfz.at

→ **VITA – Verein zur Förderung gehörloser und schwer
hörbehinderter Frauen**

e-mail: office@vita-verein.com, website: www.vita-verein.com

ADVISORY CENTRES FOR MEN AND YOUTH

→ **Männerberatung Wien**

Erlachgasse 95, 1100 Wien

T 01/603 28 28, e-mail: info@maenner.at,

website: www.maenner.at

→ **M.E.N MännerGesundheitsZentrum**

Kaiser Josef-Spital, Kundrathstraße 3, 1100 Wien

T 01/601 91-5454, e-mail: info@men-center.at

website: www.men-center.at

→ **White Ribbon Österreich – Verein von Männern zur
Prävention von männlicher Gewalt**

Erlachgasse 95, 1100 Wien (Männerberatung Wien)

T 01/603 28 28-28, e-mail: whiteribbon@austromail.at

website: www.whiteribbon.at

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