

## Platform for refugee women and migrants

The aim of the members' platform is to meet online on a regular basis and exchange experience and information on the situation of refugee women and migrants, and to coordinate help and support and advocate for the realisation of human rights of women and migrants. The monthly meetings are open to everyone who shares these goals.

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## Help for women in Vienna and Austria

Unfortunately, women in all countries of the world experience disadvantages, discrimination and violence because they are women. All women and girls can be affected, in private as well as in the public. They have to experience these things even when they are fleeing and looking for refuge. This is why many countries started to establish specific institutions for women and their children. Attached is a list of support facilities you can turn to for help and support, if you have any questions or if you simply want to exchange ideas about your situation. Help and support are free of charge.

**This flyer was made to support and encourage Ukrainian women and their children fleeing to Austria to ask for help whenever they encounter violence.**

### Important general emergency numbers

- **Whenever you face acute danger, please call the police immediately! Emergency number 133 or 112** (Europ. emergency)
  - Important! Emergency numbers can be called without any SIM card and without any phone credits!
  - If you cannot hear or cannot make a phone call, **send a text message to the following number: 0800 133 133** (Please do not forget to give your address!)
  - You can also trigger an emergency call to the police via the **smartphone app DEC112** (you need to register first).
- **Additional emergency numbers: Ambulance 144 and fire brigade 122**

### Support for women

- **Austria-wide: *Frauenhelpline* (women's help line) 0800 222 555 – 24/7 and free-of-charge**  
**Help chat [www.haltdergewalt.at](http://www.haltdergewalt.at) daily between 4 pm and 10 pm**

Women's help line (*Frauenhelpline*) is for all women and girls experiencing violence and in need of help. You can call it 24/7 from all over Austria and is free-of-charge.<sup>1</sup> All help is confidential; no information is forwarded to anybody. You can also receive help or counselling anonymously and without mentioning your name.

*Frauenhelpline* also has a **help chat**. It provides **women and girls with support in Russian**.

We can help you in the following languages: Arabic, Bosnian/Croatian/Serbian (BCS), English, Romanian, Spanish, Turkish and Dari-Farsi, and by the hour and by arrangement also in Ukrainian and Russian.

- ***Wiener Interventionsstelle gegen Gewalt in der Familie* (Domestic Abuse Intervention Centre Vienna),**  
**Phone: +43 1 585 32 88** Office hours: Mon-Fri 8:30 am – 8:00 pm, Sat, Sund and holidays: 10 am – 6:00 pm

In Austria, the police are obligated to protect victims in their personal area of life. Persons who are violent can be evicted from your apartment for 2 weeks. They can also be prohibited from contacting the victim. *Wiener Interventionsstelle*, called *Gewaltschutzzentren*<sup>2</sup> in the different Austrian Federal Provinces, get reports on evictions by the police. Their task is to then actively contact the victims and offer them help and practical support.

**Languages:** At the *Wiener Interventionsstelle* you can receive **help in Russian**. We offer **counselling in Ukrainian via video**, if necessary.

### **Open meeting place for women from Ukraine – every Thursday, 3 pm to 5 pm**

This open meeting place is meant for exchange of any kind, we are there for you for answering questions and giving information while you have a cup of coffee and a piece of cake. April and May, every Thursday from 3 pm to 5 pm, first meeting on 7 April 2022.

Contact: Maja Batsheva (in Russian) and Elisabeth Kepeller Phone: 01 / 585 32 88

Address: Neubaugasse 1/3, 1070 Vienna, e-mail: [office@interventionsstelle-wien.at](mailto:office@interventionsstelle-wien.at)

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<sup>1</sup> This call should also be free-of-charge when you are using a telephone registered in Ukraine.

<sup>2</sup> <https://www.gewaltschutzzentrum.at>

- **24-hour emergency hotline for women (24-Stunden Frauennotruf) of the City of Vienna + 43 1 71 71 9 – around the clock**

The 24-hour emergency hotline for women (24-Stunden Frauennotruf) helps women and girls in case of violence against them, and is available 24 hours a day. Help is free-of-charge and confidential. You will get help anonymously, without stating your name if you don't want to. Girls from the age of 14 receive counselling and help in case of sexualised, physical or psychological violence.

**Language:** Individual counselling by means of **video interpreting in Ukrainian and in Russian**. Please request an appointment. Additionally support is offered in: Bosnian/Croatian/Serbian (BCS), English, Farsi, Polish and Spanish.

- **Wiener Frauenhäuser (women's refuge), women's refuge emergency line: 05 77 22 – 24/7**

Wiener Frauenhäuser provide women who experience violence through their (ex-) partner temporary accommodation, psycho-social and legal counselling. Children live together with their mothers in a residential unit. The addresses are confidential due to safety reasons, any contact is made via telephone.

Languages: **Counselling in Ukrainian and Russian** (and many other languages) is possible via video interpreting.

- **Diakonie Beratungszentrum für Frauen\* (Diakonie Social Services Counselling Centres for Women) Phone: +43 664 88 632 853**

Women's counselling by *Diakonie Flüchtlingsdienst* (Diakonie social services refugee service) provides multi-lingual counselling for refugee women and has established its own **counselling centre for women fleeing Ukraine**.

There are two female counsellors available. Language: Ukrainian interpreters on site.

Office hours: Mon, Tues, Thursdays: 9 am to 2 pm, Wednesdays: 11 am to 4 pm

Address: Nobilgasse 23-25/Ground floor left side (women's counselling) / Ground floor right side (Counselling centre Ukraine), 1150 Vienna E-mail: [frauenberatung.wien@diakonie.at](mailto:frauenberatung.wien@diakonie.at)

- **LEFÖ / IBF – Intervention Center for Trafficked Women\* Phone: +43 1 796 92 98**

The Intervention Center for Trafficked Women (LEFÖ-IBF) is a recognised victim protection centre. We provide unconditional support, customised to your individual needs, psycho-social and legal trial process support, safe accommodation with socio-cultural care in protected accommodation for affected women and girls from the age of 15 years. Confidential and anonymous. E-mail: [ibf@lefoe.at](mailto:ibf@lefoe.at)

- **Queer Base for LGBTIQ+ Persons Phone: +43 664 659 4171**

Queer Base provides regular counselling on asylum and LGBTIQ+ topics. Together with several partners they organise accommodations for LGBTIQ+ asylum seekers.

**Language:** We provide counselling in **Ukrainian**. Additionally, also in English and other languages.

Queer Base primarily works with interpreters who are LGBTIQ+ themselves.

Queer Base Café, an open meeting, takes place every Thursday at 6 pm.

Office hours: Mon from 11 am to 3 pm, Tues from 11 am to 1 pm, Wed from 11 am to 5 pm, Thurs from 3 pm to 6 pm

Adresse: Linke Wienzeile 102, 1060 Vienna, E-mail: [asylum@queerbase.at](mailto:asylum@queerbase.at)

- **AFYA Förderung der psychischen Gesundheit von geflüchteten Menschen (Support for the mental health of refugees) Phone: 0670 5579727**

Psycho-social support and coping with trauma, especially for refugee children and mothers from Ukraine. Languages: also in Russian and English, soon in Ukrainian. E-mail: [office@afya.at](mailto:office@afya.at).

- **Footprint for trafficked women and women affected by violence Phone: +43 1 920 85 86**

Free-of-charge and anonymous counselling. Legal and social counselling. Weekly free-of-charge food.

**Open women's café** for interaction in a nice atmosphere

Office hours: Mon and Tues from 9 am to 7 pm, Wed and Thursdays from 9 am to 4 pm, Fridays from 9 am to 1 pm

Address: Gumpendorfer Straße 65/ 9+10, 1060 Vienna E-mail: [office@footprint.or.at](mailto:office@footprint.or.at)

- **Women's International League for Peace and Freedom – WILPF Austria**

WILPF is an international women's organisation for peace. Refugee women and migrants are warmly welcomed for volunteering to strengthen peace and the rights of women. We meet regularly once a month.

Contact via e-mail, please: [wilpf.austria@gmail.com](mailto:wilpf.austria@gmail.com) Contact person: Ketevan Bakradze.