



Rheinland-Pfalz

MINISTERIUM FÜR FAMILIE,  
FRAUEN, JUGEND, INTEGRATION  
UND VERBRAUCHERSCHUTZ

# HELP FOR WOMEN SUBJECTED TO VIOLENCE

in close social relationships

Information for those providing support  
and those needing it

Englisch





Many women daily experience violence within the supposedly sheltered environment of their relationship with a partner – regardless of age, education, social status and ethnic origin. Domestic violence is not a private matter: it constitutes a criminal offence, which the police will investigate. Thus, according to police recorded crime statistics (after converting “criminal suspect” into “crime victim” statistics), over 7,600 people – and in some respects several times that number – were the victims of domestic violence in 2017. The number of unreported cases may be taken to be considerably higher. The estimate of unreported cases is, however, vastly higher. In eighty percent of cases, it was women who reported the abuse.

The influx of refugees has brought with it many women seeking protection, in need of psychosocial support after having experienced violence. The reception centres in our state follow a policy of protection from violence designed to shield the victims from further violence.

Violence at the hands of a partner frequently leads to the victim’s impaired health or even to serious medical conditions. In this situation, they mainly turn to doctors, complaining of some form of ill health, without being able to name the actual cause. Yet counselling work has shown that victims of violence are in fact waiting to be asked about the background of violence. I would therefore encourage all those supporting the victims to make the first move whenever violence is suspected. Help the victims, address this issue with

them, and put them in touch with the relevant support services!

Within the framework of the “Rhineland-Palatinate Intervention Project Against Violence in Close Social Relationships” (RIGG), the various refuge and counselling services have been interacting well together. They each offer their own appropriate forms of assistance:

In **women's refuges**, women subjected to or threatened with violence can find shelter along with their children. In the **counselling centres of these refuges**, they receive psychosocial and legal advice – including preventive advice. The **women's helplines** specialize in dealing with sexualized violence. By liaising with the police, the **intervention agencies** for proactive crisis intervention are able to make direct contact with the victims immediately after the assault. **SOLWODI e. V.** offers counselling particularly to women from other countries who are threatened with or subjected to violence by a partner, enforced prostitution or forced marriage.

All the institutions work free of charge and anonymously, helping in an open and unbiased way. GP surgeries, emergency medical services, social advice centres, the police and those working with refugees are often the first point of contact for victims of violence. My wish is that this flyer will support you in your work, shortening the time it takes to provide shelter and help for women who are victims of violence!

**Anne Spiegel**

*Minister for Family, Women, Youth, Integration, and Consumer Protection in the state of Rhineland-Palatinate*



# WOMEN'S REFUGE ADVICE CENTRES

Expert advice for women  
subjected to violence in  
close social relationships

## Target Group:


Women suffering crises in their relationship with a partner, violence in close social relationships, forced marriage, and stalking.


## Support Services Available:


- Preventive counselling
- Crisis intervention and long-term psychosocial counselling schemes
- Information on legal rights, e.g. on the Protection Against Violence Act, criminal justice, rights of access and custody law
- General advice on welfare rights, especially with regard to separations, questions regarding health status, etc.
- Accompaniment and support in dealings with officials and other institutions
- Group Schemes


## Access:


The women concerned make contact with the women's refuge counselling services themselves, or do so after a recommendation from doctors, the police or social workers.


 **Ahrweiler**  
Tel.: 02633 / 470588


 **Neustadt a.d.W.**  
Tel.: 06321 / 2329


 **Bad Dürkheim**  
Tel.: 06322 / 620720


 **Speyer**  
Tel.: 06232 / 28835


 **Bad Kreuznach**  
Tel.: 0671 / 44877


 **Trier**  
Tel.: 0651 / 1441914


 **Donnersbergkreis**  
Tel.: 06352 / 401164


 **Westerwald**  
Tel.: 02662 / 9466630


 **Frankenthal**  
Tel.: 06233 / 6070807

 **Worms**  
Tel.: 06241 / 43591

 **Idar-Oberstein**  
Tel.: 06781 / 1522

 **Koblenz**  
Tel.: 0261 / 91489470

 **Ludwigshafen**  
Tel.: 0621 / 521969

 **Mainz**  
Tel.: 06131 / 279292



# WOMEN'S REFUGES

## Protection and Shelter

### Target Group:

Women threatened with or subjected to violence in close social relationships, and who are seeking protection and shelter in the women's refuge.


### Support Schemes:


- Anonymous lodging and shelter for women and their children
- Reception open day and night
- Wide range of information, psychosocial counselling and support for women and children, including those subjected to stalking, forced marriage etc.
- Support in the development of a new outlook on life and in building their own future
- Information on legal, financial and health issues
- Accompaniment and support in dealings with officials and other institutions
- Support for mothers in parenting matters and everyday practical concerns


- Individual and group work in social education with girls and boys
- Ongoing advice


### Access:


The women concerned make contact with the refuges themselves or are referred by the police, doctors or social workers.


 **Ahrweiler**  
Tel.: 02633 / 470588


 **Mainz**  
Tel.: 06131 / 279292


 **Bad Dürkheim**  
Tel.: 06322 / 8588


 **Neustadt a.d.W.**  
Tel.: 06321 / 2603


 **Bad Kreuznach**  
Tel.: 0671 / 44877


 **Pirmasens**  
Tel.: 06331 / 92626


 **Donnersbergkreis**  
Tel.: 06352 / 4187


 **Speyer**  
Tel.: 06232 / 28835


 **Frankenthal**  
Tel.: 06233 / 9695


 **Südpfalz**  
Tel.: 06341 / 89626


 **Idar-Oberstein**  
Tel.: 06781 / 1522


 **Trier**  
Tel.: 0651 / 74444

 **Kaiserslautern**  
Tel.: 0631 / 17000

 **Westerwald**  
Tel.: 02662 / 5888

 **Koblenz**  
Tel.: 0261 / 9421020

 **Worms**  
Tel.: 06241 / 43591

 **Ludwigshafen**  
Tel.: 0621 / 521969



## INTERVENTION CENTRES

### Centres specializing in proactive crisis intervention

#### **Target Group:**

Women who are victims of violence in close social relationships and stalking and who with their agreement are referred by the police to an advice centre.

#### **Support Schemes:**

- Short-term crisis intervention (maximum of three contacts as a rule)
- Psychosocial initial consultation and stabilization of the women
- Information about possible indictable, criminal and civil offences, especially in respect of the Protection Against Violence Act
- Support in dealing with the authorities and the courts
- Compilation of a risk assessment and an individual security plan for women and their children
- Referral to specialist counselling and support services at the request of the person concerned



## Access:

Contact with intervention centres is made through the police. The services then make direct contact with those concerned (proactive approach).

### **Ahrweiler**

Tel.: 02633 / 4729161

### **Alzey**

Tel.: 06731 / 996815

### **Bad Kreuznach**

Tel.: 0671 / 44877

### **Betzdorf/Neuwied**

Geschäftsstelle Neuwied, Tel.: 02631 / 987552

Geschäftsstelle Betzdorf, Tel.: 02741 / 97600

### **Cochem/Mayen**

Geschäftsstelle Cochem, Tel.: 02671 / 97520

Geschäftsstelle Mayen, Tel.: 02651 / 9869139

### **Eifel-Mosel**

Geschäftsstelle Daun, Tel.: 06592 / 95730

Geschäftsstelle Prüm, Tel.: 06551 / 971090

Geschäftsstelle Bitburg, Tel.: 06561 / 96710

### **Kaiserslautern**

Tel.: 0631 / 37108425

### **Koblenz**

Tel.: 0261 / 97353783

 **Landau**

Tel.: 06341 / 381922

 **Ludwigshafen**

Tel.: 0621 / 5292536

 **Mainz**

Tel.: 06131 / 6176570

 **Neustadt**

Tel.: 06321 / 9269630 und 06321 / 4845685

 **Pirmasens**

Tel.: 06331 / 289431

 **Speyer**

Tel.: 06232 / 290471

 **Trier**

Tel.: 0651 / 9948774

 **Westerburg**

Tel.: 02663 / 911353

 **Worms**

Tel.: 06241 / 2088190

**proactive counselling services cont'd:**

 **Special Counselling Centre for Women,  
Idar-Oberstein**

Tel.: 06781 / 450321



# AUTONOMOUS WOMEN'S HELPLINE

## Centres targeting sexualized violence

### **Target Group:**

Women and girls directly affected, as well as their family members in cases of sexualized violence, i.e. sexual harassment, sexual assault and rape; this also applies in cases of close social relationships and stalking.

### **Support Schemes:**

- Psychosocial counselling services and crisis intervention
- Counselling women who have experienced sexualized violence in childhood
- Legal rights information, inclusive on filing a criminal complaint under the Protection Against Violence Act
- Accompaniment of victims to the police, court hearings, doctors' surgeries and hospitals
- Self-help groups
- Advisory services for victims' trusted representatives, facilitators

## Access:

The women directly affected contact the helpline themselves, or following a recommendation from the police, doctors, or social workers.

### **Alzey**

Tel.: 06731 / 7227

### **Westerburg**

Tel.: 02663 / 8678

### **Idar-Oberstein**

Tel.: 06781 / 45599  
oder 19740

### **Worms**

Tel.: 06241 / 6094

### **Koblenz**

Tel.: 0261 / 35000

### **Zweibrücken**

Tel.: 06332 / 77778

### **Landau**

Tel.: 06341 / 83437

### **Ludwigshafen**

Tel.: 0621 / 628165  
oder 19740

### **Mainz**

Tel.: 06131 / 221213

### **Simmern**

Tel.: 06761 / 13636

### **Speyer**

Tel.: 06232 / 28833

### **Trier**

Tel.: 0651 / 2006588

Further details of the addresses to contact can be found under **"Helplines and Support Services"**, at the website of the Rhineland-Palatinate Intervention Project Against Violence in Close Social Relationships (RIGG)

[www.rigg.rlp.de](http://www.rigg.rlp.de)

**SOLWODI – "SOLidarity with WOMen in Distress"** is especially committed to helping migrant women who are in violent relationships or who have become the victims of violence, human trafficking, forced marriage or forced prostitution. In Rhineland-Palatinate, this international organization maintains counselling centres in Koblenz (tel. 0261 33719), Mainz (tel. 06131 678069), Ludwigshafen (tel. 0621 5291277) and Boppard (tel. 06741 9807676 or 06741 2232) as well as an international women's refuge in Koblenz.

[www.solwodi.de](http://www.solwodi.de)



# NATIONWIDE HELPLINE

- The nationwide Violence Against Women helpline is directed towards women and girls affected by violence in close social relationships, by sexualized violence, stalking, forced marriage and female trafficking, genital mutilation or sexual harassment in the workplace.
- It offers an initial consultation, and if necessary a subsequent referral to an appropriate counselling service in the victim's own immediate area.
- Family members and people who tackle these problems professionally can also seek advice here.
- The nationwide helpline is a 24-hour service, accessible to all, and available in different languages.
- Counselling is confidential and strictly anonymous.



Diese Druckschrift wird im Rahmen der Öffentlichkeitsarbeit der Landesregierung Rheinland-Pfalz herausgegeben. Sie darf weder von Parteien noch Wahlbewerberinnen und -bewerbern oder Wahlhelferinnen und -helfern im Zeitraum von sechs Monaten vor einer Wahl zum Zweck der Wahlwerbung verwendet werden. Dies gilt für Kommunal-, Landtags-, Bundestags- und Europawahlen. Missbräuchlich ist während dieser Zeit insbesondere die Verteilung auf Wahlveranstaltungen, an Informationsständen der Parteien sowie das Einlegen, Aufdrucken und Aufkleben parteipolitischer Informationen oder Werbemittel. Untersagt ist gleichfalls die Weitergabe an Dritte zum Zwecke der Wahlwerbung. Auch ohne zeitlichen Bezug zu einer bevorstehenden Wahl darf die Druckschrift nicht in einer Weise verwendet werden, die als Parteinahme der Landesregierung zu Gunsten einzelner politischer Gruppen verstanden werden könnte. Den Parteien ist es gestattet, die Druckschrift zur Unterrichtung ihrer eigenen Mitglieder zu verwenden.



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Design: [www.andreawagner-grafikdesign.de](http://www.andreawagner-grafikdesign.de)  
Illustration: Angela Koch  
Stand: Dezember 2019

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