

# Counselling and protecting women

The women's centre as well as the 24-hour Women's Helpline are part of the City of Vienna Department for Women's Affairs. The Women's Centre advises women on legal issues, while the 24-hour Women's Helpline is an immediate and around the clock contact point for women and girls having experienced gender based violence.

## Service Center for Women and Legal Issues (Women's Center)

The Women's Center is the City of Vienna's central advice and information centre for all women living in Vienna. A team of lawyers, social workers and psychologists advises women free of charge, confidentially and, if required, anonymously.

It offers initial counselling and information on the following topics:

- Legal advice on family law, especially on the topics of divorce, separation, custody, contact rights and alimony.
- Social counselling on social, financial and professional issues, such as entitlements to social benefits, access to social housing or support with returning to work following parental leave.
- Psychological counselling for support and relief in challenging life situations or before making important decisions.
- Other available counselling and support services in Vienna. The counselling services are available by telephone, in person or by email and are provided in German and English. Legal counselling in family law is also available in Bosnian/Croatian/Serbian (BKS). Lastly, the women's centre also holds workshops and events at their premises and is barrier-free.

## 24-hour Women's Helpline

The 24-hour Women's Helpline is a contact point for all women and girls aged 14 and over who are affected by sexualised, physical and/or psychological violence - regardless of how long ago the violence occurred. The team consists of clinical and health psychologists, social workers and lawyers. Access to the counselling centre and the rooms is barrier-free.

Their services include:

- Rapid immediate help and crisis intervention, as well as accompaniment to the police, victim advocate, court or hospital in cases of acute violence.
- Psychological and social work, as well as legal counselling.
- Psychosocial process support and organisation of legal process support.
- Information about other counselling services in Vienna and referrals for issues not related to violence.
- Training events, expert information and coaching for other institutions.

The services are free of charge, confidential and, if required, anonymous. The counselling is offered in German, Bosnian/Croatian/Serbian, English, Farsi, Spanish and Turkish.

**24 Hour Women's  
Emergency Helpline  
Frauennotruf**  
of the City of Vienna

**01 71719**

Anonymous and free of charge 24 hours a day  
Information and support for women  
experiencing violence

Englisch • English

Stadt  
Wien Frauennotruf Wien

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