



20 Years

of Combating Violence against
Women and Children.



20 Years of WAVE
WOMEN AGAINST VIOLENCE EUROPE

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Foreword

In the 20 years of its existence, WAVE has become a truly European network, comprising members from 46 countries. But the “Europeanness” does not only come from the geographic coverage. It comes from the belief that is at the core of our work, that people in Europe should work together, take care of the continent together, care about human rights together and work for democracy, freedom and peace. The goal of a democratic, human rights based, tolerant and peaceful Europe cannot be reached without women and women’s NGOs, without women and men working together for de jure and de facto equality of men and women. WAVE recognizes that other social inequalities, grounded on age, health, ethnic background, nationality, religion, class, sexual orientation, gender identity, residence status or any other ground represent an obstacle to the realization of human rights and peace as well, and need to be addressed in the work to end violence against women and their children.

We are facing difficult times in Europe, economic and political crises, the raise of right-wing nationalistic movements, anti-European tendencies, backlash in gender-equality, growing xenophobia, terrorism and armed conflicts. This does not mean that it is less important to work for the elimination of violence against women and children and gender-equality, on the contrary. The work for women’s and childrens’ human rights is a contribution to the work for human rights of all people.

The majority of women do not vote for right-wing, anti-democratic and nationalistic movements. The majority of women support European integration based on human rights, democracy and peace. Women’s NGOs believe in Europe even if they do not like everything about European policies. Women’s NGOs, including WAVE, want the European Union to be an active and strong actor in the work for gender equality and against violence against women, and they want the EU to develop a comprehensive strategy to prevent and eliminate these widespread human rights violations. WAVE also strongly welcomes the Council of Europe Istanbul Convention and encourages all countries in Europe as well as the European Union to ratify and implement its provisions.

While WAVE aims to engage in all areas to end violence against women and domestic violence – policy, prevention, provision, protection and prosecution (5Ps) – the particular focus of our work is to improve the protection of women and their children from violence and to make sure specialist women’s support services, such as women’s shelters, helplines and centers, are available in all countries and to all women and children survivors of violence. Women’s shelters can save lives, and missing shelters can cost lives, as the following example from Austria shows. Hana (name changed) was a young women with a baby daughter. Her repeatedly violent husband was expelled from the house by the police for two weeks. Despite the order, Hana was not safe at home because the husband threatened to kill her if she left him. The Intervention Center advised her to go to a women’s shelter. She had already packed her suitcase, but had to wait for a day or two because all of the shelters were full. Just a day before she wanted to leave, the husband accessed her house over the balcony and choked her to death in the presence of the baby girl.

This story from Hana shows how crucial it is that there are sufficient places in women’s shelters. The Council of Europe Istanbul Convention recommends that there should be, at a minimum, one place in a women’s shelter per 10,000 inhabitants. This is a goal we still have to reach in Europe, let us work for it together!

We thank all national and international institutions that have funded our work and/or collaborated with us over the past twenty years. We thank all donors from private foundations and also all individuals who have supported us, with money or, for instance, by providing editing work for free. And of course we thank our members. Without all your support WAVE could not have survived. We hope you will continue funding WAVE projects and activities in the future and working together with us. Sometimes it is hard to keep a European network going. It is, for instance, difficult to find a way of working together based on equality, mutual trust and recognition, when some regions are excluded from certain funding streams or when differences in working conditions are vast. It costs courage and stamina to overcome bureaucratic and other obstacles. It necessitates working late nights and weekends to cover up for the lack of personal resources in the WAVE office and to meet short-noticed deadlines. Your financial, moral and intellectual support and solidarity help us to keep going!

We also want to thank all academic experts who have worked with us over the past twenty years and have shared with us their knowledge, engaged in numerous discussions with us at conferences and meetings to improve practices and advocated with us to change policies. The constant transfer of theory to practice and back has proven one of the most fruitful strategies of WAVE, helping us to steadily develop and improve our work.

Finally, we thank all survivors and persons seeking help for their trust in WAVE and in women’s support services in Europe. We will continue to work hard in the future to improve the protection and support for survivors of violence against women and domestic violence.

Maria Rösslhuber, executive manager and Rosa Logar, president of WAVE

Vienna, November 2014

Donation

If you would like to support the work of WAVE donate at <http://www.wave-network.org/content/donate>

Membership

If you are interested in becoming a member of WAVE, write to: office@wave-network.org

WAVE thank all funders and donors

Over the last twenty years, WAVE has received network and project funding and donations by: European Commission, Austrian Ministry for Education and Women, Austrian Ministry for Social Affairs, Austrian Ministry for Family and Youth, Municipality of Vienna, the Department for Women's Affairs (MA57), Department and Section for Science and Research and the Departement for Diversity and Integration, Österreichischer Städtebund, Österreichische Lotterien, National Network to End Domestic Violence USA, Global Fund for Women, Philip Morris, Body Shop Foundation, Yogi Tea, OAK Foundation and by individuals.





WAVE Women Against Violence Europe

WAVE (Women Against Violence Europe) is a feminist network promoting human rights of women and children, and is a non-profit organization working in the field of preventing and combating violence against women (VAW) and their children in Europe. WAVE promotes the establishment, development and improvement of specialized support services for women survivors of gender-based violence, as well as for their children (including women's shelters, women's helplines, women's centers and intervention centers, among others). WAVE is based in Vienna, Austria, and was founded in 1994. For twenty years the Austrian Women's Shelter Network served as the legal entity of WAVE, and in May 2014 a separate organization was founded. The network is composed of 107 Focal Points, which are feminist organizations working in the field of violence against women within 46 European Countries. Most of WAVE's Focal Points are umbrella organizations and through them the WAVE network reaches 4,000 women's organizations in Europe.



THE MAIN OBJECTIVES OF THE NETWORK INCLUDE

- To work towards the elimination of all forms of discrimination and violence against women and their children
- To promote the human rights of women and girls, including the right to live a life free from violence
- To build the capacity of existing independent and feminist women's organizations, providing specialized support services to women survivors of violence and their children, as well as awareness-raising, prevention and other related activities
- To promote the establishment of national and regional networks of women's organizations working to eliminate discrimination and violence against women
- To conduct lobbying activities and cooperate with national governments, inter-governmental and international organizations, as well as other organizations, in order to strengthen efforts to eliminate all forms of violence against women.
- To engage in multidisciplinary work and cooperate with professionals in public and private institutions to improve protection, empowerment and support for women survivors of violence and their children
- To promote the implementation of international conventions, declarations, recommendations and resolutions such as CEDAW and the Istanbul Convention, as well as other relevant conventions, declarations, recommendations and resolutions

WAVE BOARD MEMBERS

- Rosa Logar**, Domestic Abuse Intervention Centre Vienna, Austria (President)
Hilary Fisher, Women's Aid England, UK (Vice President)
Camelia Proca, A.L.E.G-Association for Liberty and Equality of Gender, Romania (Secretary)
Urszula Nowakowska, Centrum Praw Kobiet, Poland (Vice Secretary)
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Marina Pisklakova-Parker, ANNA Center for Prevention of Violence, Russia (Vice Treasurer)
Marceline Naudi, University of Malta, Malta (Academic expert)

WAVE OFFICE TEAM

As of November 2014, the WAVE office staff is composed of, Vanessa Depeyre, Marion Lesur, Iris Golden, Alexandra Natter and Barbara Stelmaszek, Angelika Kartusch is on maternity leave and Sabina Folnovic is replacing her. They bring different professional and academic experience and are responsible for various projects and activities. Maria Rösslhumer is the executive manager and together with the president Rosa Logar she manages the activities and projects of WAVE. WAVE employees are proficient in multiple languages: English, German, Croatian, French, Russian, Italian, Polish and Spanish. In addition, every year WAVE welcomes several interns who provide valuable contributions to the activities.

The WAVE network couldn't work without the support of public institutions, donors and last but not least the active support of members and associated experts. WAVE is currently financed by the EU Commission, Several Federal Ministries of the Austria Republic (Federal Ministry of Labour, Social Affairs and Consumer Protection; Federal Ministry of Women's Affairs), the City of Vienna (Department of Women's Affairs, MA57), United Nations Populations Fund, and the Oak Foundation.

HOW TO GET HELP: WAVE INFORMATION CENTER AND DATABASE

The WAVE Information Centre provides direct support to women survivors of violence. The WAVE staff is available Monday to Friday, 9:00 to 14:00, to provide information to women seeking help anywhere in Europe. Violence against women and their children are not crimes that stop at borders. Migration and the growing mobility of people in the European Union have increased the number of cases of violence against women and domestic violence with cross-border dimensions.

The WAVE Information Center also provides information to persons from different organisations and institutions seeking information for victims or contacts to organisations in other countries for cross-country cooperation and exchange. Additionally, WAVE answers requests from governments, academics, the media and from the general public.

The Database is one of WAVE's most important instruments to provide information. It is publicly available on the website and contains data of about 4,000 organizations and comprehensive information. The Database helps victims and practitioners to find information on available women's support services in their own, and in other European countries, through the website rubric 'Get Help'.

WAVE Information Center - Monday to Friday [9:00-14:00]

Email: office@wave-network.org, Phone: +43 (0) 1 548 272 0, Fax: +43 (0) 1 548 272 027

Facebook - WAVE Network, Twitter - @WAVE_Europe





Short history of the Network

The idea of trans-national cooperation was born during the World Conference on Human Rights in Vienna in **1993**. The conference's final document, the Vienna Declaration, is the first text to define violence against women as a human rights violation, and calls on states to take steps to prevent it. Women's organizations played an important role during this conference, especially during the Global Tribunal for Women's Human Rights¹.

In October **1994**, during the European and North America Preparatory Conference for the United Nations World Conference on Women in Vienna, a group of women from women's NGOs working to end violence against women and their children, put forward the idea of establishing a European network in order to strengthen collaboration between women's organizations and to gain more influence in preventing and combating VAW at the European level.

The WAVE founding group is composed of: Niamh Wilson of Irish Women's Aid, Ebon Kram of the Swedish women's shelters network ROKS, Urszula Nowakowska of Women's Rights Centre in Warsaw, Marianne Cense of TransAct in the Netherlands, Lepa Mladjenovic of the SOS Hotline in Belgrade, and Rosa Logar of the Austrian Women's Shelter Network. These women held a session in September **1995** during the 4th United Nations World Conference on Women in Beijing.

The first working session of WAVE took place in the Netherlands in **1996** in order to discuss the objectives, working principals, goals and the potential sources of funding for the new network. In **1997**, the first WAVE conference was organized in Belgrade. That same year, the European Commission started the DAPHNE Programme, through which WAVE successfully applied for funding, and started its regular activities such as the annual conferences and reports, a newsletter, as well as various thematic projects.

The 2nd WAVE conference was held in Vienna in **1998**, and marked an important step in the network's development. During this conference, 57 delegates from 23 European countries expressed their interest in collaborating with the network and to disseminate the ideas of the network. The same year, WAVE organized the EU expert meeting on "Police Combating Violence Against Women" in Baden, together with the Austrian government, within the framework of the first EU Presidency of Austria.

¹ Bunch, Charlotte / Reilly, Niamh (1994): Demanding Accountability. The Global Campaign and Vienna Tribunal for Women's Rights, New York



WAVE Annual Conferences

WAVE organizes annual conferences, which are hosted by WAVE Focal Points in different cities throughout Europe.

The **first WAVE Conference** took place in Belgrade in 1997.

The **second WAVE Conference** was held in Vienna in January 1998 and was attended by 57 delegates from around 23 countries.

The **3rd WAVE Conference** was organized in Gothenburg, Sweden with the help of ROKS, on the 13-15 November 1999. Ninety-seven women from 19 countries participated in this conference.

The **6th WAVE Conference** took place in Vienna, Austria in 2004

The **7th WAVE Conference** was in Copenhagen, Denmark with the collaboration of L.O.K.K, 2005

The **8th WAVE Conference** was in Lisbon, Portugal on 26-28 October 2006. It was organized with the help of the FPS AMCV.

The **9th WAVE Conference** was in Vilnius, Lithuania on 18-21 October 2007. The organization collaborated with Vilnius Women's House/Crisis Centre for Women.

The **10th WAVE Conference** was in Kosice, Slovakia in 2008, and was organized with the help of FENESTRA.

The **11th WAVE Conference** was in Vienna from 24-26 September 2009.

The **12th WAVE Conference** took place in Warsaw, Poland, 14-16 October 2010. It was co-organized by the Centrum Praw Kobiet. This conference gathered more than 300 participants from 24 countries.

The **13th WAVE Conference** was in Rome, Italy from 11-13 October 2011. D.I.R.E was our partner in the organization and 400 participants were present for this event from 38 countries.

The **14th WAVE Conference** was in London 2012, UK and WAVE organized it with the help of IMKAAM and Women's Aid Federation. The Conference brought together around 360 persons from 38 countries.

The **15th WAVE Conference** took place in Sofia, Bulgaria from 10-12 October 2013, and was organized with the help of BGRF. Two hundred participants from 33 countries attended the event.

The **16th WAVE Conference** will be in Vienna, Austria from 16-19 November 2014. It will also include a celebration of the 20th Anniversary of WAVE.

Some of WAVE's Milestones

Over the last twenty years WAVE carried out numerous projects and activities, mostly together with WAVE Focal Points, associated partners and international organizations and funders. Some of the milestones of WAVE are listed below.²

In **2000**, WAVE developed a **training manual for various professions** to combat violence against women. This manual was designed for the purpose of awareness-building and training for professionals in several fields dealing with survivors of violence against women and their children. The manual was translated into Russian, in the framework of an EU project WAVE carried out together with ANNA, the network of Russian crises centers.

In **2004** the manual "**Away From Violence**" was published. The guideline provides practical tips for women's NGOs to establish, organize, run and work in a shelter as well as theoretical background on violence against women. The manual is still one of the main sources with detailed standards for the quality of women's shelters; it was translated into sixteen languages.³

² WAVE apologizes for not being able to mention all projects and partners in this brochure; more information can be found on the WAVE website: <http://wave-network.org/>

³ WAVE-Network (Women against Violence Europe) (2004): *Away from Violence. European Guidelines for Setting up and Running a Women's Refuge*, Manual, Vienna

From **2004 – 2006** WAVE participated in the **research project Coordination Action on Human Rights Violations** funded by the European Commission within the 6th Framework Programme.⁴ The project was concerned with human rights violations in the context of interpersonal violence, aiming at integrating research findings, unifying theoretical and empirical basis for policy, stimulating new, interdisciplinary and transnational research and supporting practitioners, policy-makers and scientists by facilitating the dissemination of knowledge and expertise.

In **2006** WAVE held the **“Bridging the Gaps”** project, which aimed to create models out of the cooperation between women NGOs and state authorities on the prevention of violence against women and children. One of the main results of the project was the development of a manual which aims at contributing to the development and improvement of effective multi-agency cooperation by providing background information as well as concrete guidance and recommendations.

Between February **2007** and February **2008**, WAVE ran the project **“IMPROVE- Quality Services for Victims’ Safety”**. This project aimed to improve services for survivors of domestic violence through training and exchanging information of best practices.

From **2007 to 2009** WAVE partnered with the Daphne project, **“PRO TRAIN - Improving Multi-Professional and Health Care Training in Europe – Building on Good Practice in Violence Prevention”**. The goal was to strengthen violence prevention by developing a framework for a multi-sector training program based on promising practices and designed for key professionals involved in domestic violence prevention.

The project **“Protect I - Best Practice Assessment to Prevent Homicide in High Risk Cases”** took place in **2010 and 2011**. The aim was to contribute to the prevention and reduction of the most serious forms of gender-based violence against girls, young women and their children. After the success of **“Protect I,”** WAVE was granted funding by the EU DAPHNE program to conduct **“PROTECT II- “Capacity Building Risk Assessment and Safety Management to Protect High Risk Victims”** in 2011 and 2012. The aim of this project was to strengthen the capacity of practitioners in the law enforcement, judicial and para-legal fields, such as forensic doctors and practitioners from women’s services providing counseling about victims’ rights, as well as legal assistance. The concrete objectives were to develop a manual for risk assessment based on a multi-agency approach, to establish guidelines for systematic and reliable data generation in order to train the Trainer seminars, and to organize a Kick-Off Meeting in Vienna, in addition to a public Final Conference.⁵

After PROTECT II, WAVE produced together with its partners a **Gender Statistic Guidance Report**, which recommends how gender statistics should be collected by the states and from all relevant institutions.

Currently WAVE is a partner in the **Daphne Project “IMPACT”** which aims at improving the evaluation of work with perpetrators in the EU.⁶ Since 2014, WAVE is a board member of the new **European network for the work with perpetrators of domestic violence (WWP-EN)**.⁷ The aim of WAVE is to promote programs for perpetrators which focus on the safety and human rights of victims and work in close cooperation with women’s support services, as foreseen in the Istanbul Convention.



4 European Commission (2008): Gendering Human Rights Violations: The case of interpersonal violence, final report of the 7th Framework Research Programme Coordination Action on Human Rights Violations (CAHRV), Luxembourg: Office for Official Publications of the European Communities

5 WAVE (2012): Capacity Building in Risk Assessment and Safety Management to Protect High Risk Victims. A Learning Resource, EU DAPHNE project PROTECT II, available in 11 languages (German, Spanish, French, English, Bulgarian, Czech, Italian, Estonian, Polish, Swedish, Slovak).

6 <http://www.impact.work-with-perpetrators.eu/index.php?id=13>

7 <http://www.work-with-perpetrators.eu/index.php?id=8>

Cooperation with international organizations

WAVE has been participating and cooperating with the **Council of Europe** in numerous activities. From 2006 – 2008 WAVE supported the Council of Europe Campaign “Stop Violence against Women.” In the following years, from 2008 – 2010 WAVE was a member of the committee drafting the Istanbul Convention, represented by Hilary Fisher, and made active contributions to the text of the Convention. Currently, WAVE is lobbying states to sign, ratify and implement the Istanbul Convention. WAVE is for instance involved in the EU funded-project “Coordinate Efforts”, which launched the “**I sign Campaign**” to promote the Istanbul Convention; in this project, WAVE cooperates with five partner organizations in the Balkan countries and the European Women’s Lobby. WAVE is additionally a member of the Conference of International Non-Governmental Organisations in the Council of Europe and an observer of the Gender Equality Commission (GEC).

WAVE is regularly involved in the activities of the **European Union**, the FEMM Committee in the European parliament, the European Commission and in Council initiatives to prevent violence against women. As mentioned, the European Union DAPHNE program has been an important source of funding for the work of WAVE since 1997.

Between 2010 and 2014, WAVE contributed to the European Union wide survey on violence against women carried out by the European Union Agency for Fundamental Rights and published in 2014. The survey is the biggest cross-country prevalence study ever carried out in the area of violence against women and included interviews with more than 40,000 women. In 2012, WAVE participated in the report regarding the implementation of Area D. Beijing platform for Action prepared for **European Institute for Gender Equality (EIGE)** prepared for the Cyprus European Union Presidency. WAVE analyzed the progress of EU member states and Croatia in the provision of support services for women victims of intimate partner violence, in order to ensure that they met their commitments to the Beijing platform for Action. In 2014, WAVE contributed to another research project of EIGE reviewing the Beijing Platform for Action in the area of violence against women. Also in 2014, WAVE further contributed to an expert meeting to support the implementation of the **European Protection Orders** in the area of victims support services, gathered by the European Commission.

WAVE has **consultative status** with the **United Nations Economic and Social Council (ECOSOC)** and participated in numerous activities of the United Nations (UN) such as UN conferences, annual meetings of the Commission on the Status of Women, Expert Group meetings and the conference celebrating 30 years of Convention on the Elimination of all forms of Discrimination Against Women (CEDAW). WAVE contributed to the United Nations General Secretary in-depth study on all forms of violence against women 2006 and the Handbook for Legislation on Violence against Women 2010.

Since 2011, WAVE has been collaborating with the **United Nations Population Fund (UNPFA)** in projects aiming and strengthening the response of the Health System to Gender Based Violence in Eastern Europe and Central Asia. A resource package on strengthening Health System responses to gender-based violence was developed and trainings for professionals in the health sector were organized.

WAVE also cooperates with the **Organization for Security and Cooperation in Europe (OSCE)**, participated in conferences and meetings and contributed to assistance activities for different professionals, including for women’s support services and study visits. WAVE also contributed to the Compilation of Good Practices in combating violence against women published by the OSCE.⁸

In 2014, WAVE participated in an expert meeting of the **Hague Conference** on Private International Law (Hcch) in The Hague, discussing the possibility of introducing protective orders for women victims of violence, including domestic violence.

Currently WAVE is conducting a project on supporting women’s organizations in achieving and strengthening the human-rights based approach to service provision for women survivors of violence funded by the **OAK foundation**.



⁸ Organisation for Security and Co-operation in Europe OSCE (2009): Bringing Security Home: Combating Violence Against Women in the OSCE Region. A Compilation of Good Practices, Vienna



WAVE Publications

2000	WAVE TRAINING PROGRAMME ON COMBATING VIOLENCE AGAINST WOMEN Brochure- PREVENTION OF DOMESTIC VIOLENCE AGAINST WOMEN
2004	AWAY FROM VIOLENCE available in 16 languages
2006	IMPROVE - Quality Services for Victims Safety Manual Bridging Gaps - From Good Intentions to Good Cooperation
2007-2008	Pro TRAIN -Improving multi-professional and health care training in Europe — building on good practice in violence prevention- training programme available as CD and ONLINE in 6 different languages
2009	GENDERWORKS : The Poverty Risks of Women Affected by Violence and their Children in Austria
2010	PROTECT I - Identifying and Protecting High Risk Victims of Gender Based Violence
2012	Protect II - Learning Resource on Capacity Building in Risk Assessment and Safety Management to Protect High Risk Victims available in 11 languages
2013	GENDER STATISTICS GUIDANCE REPORT

WAVE Country Report

The Wave Country Report has been published annually since 2008. The report analyses various themes and provides information on the number of national women's helplines, women's shelters and shelter spaces, women's centers and centers for women survivors of sexual violence in 46 countries throughout Europe. The WAVE Country Report aims to give an overview of the national services available for women survivors of violence and their children. Individual country information is available in the country profiles which serve as a monitoring tool on national levels to inform the relevant stakeholders of the availability of women's services in their countries. The collection of data integrated in the report are gathered from WAVE members in all the European countries. In addition, each year the WAVE Country Report focuses on a specific theme or topic.

2008	Country Report 2008 provides an overview on women's help services and the situation on violence against women
2009	Country Report 2009 focuses particularly on violence against migrant women
2010	Country Report 2010 aims at raising awareness about the situation of mi- grant and minority women to demonstrate gaps in service provisions and access to services and to provide recommendations for the improvement of protection measures and services for migrant and minority women and their children
2011	Country Report 2011 particularly focuses on the situation of migrant women affected by domestic violence and their access to women's support services and protection
2012	Country Report 2012 has a special focus on the situation on rape crises and sexual assault
2013	Country Report 2013 focuses on the analysis of research and administrative data (police and courts) on violence against women, domestic violence and intimate partner violence against women
2014	Country Report 2014 provides stories from women survivors who have shared information about their experiences of violence in seeking help and information on available women's helplines, shelters, centres and centres for survivors of sexual violence.



LIVE FREE FROM VIOLENCE, A HUMAN RIGHT OF WOMEN AND CHILDREN

Violence against women is a widespread violation of human rights, and a significant percentage of women continue to experience violence throughout Europe. According to the recent survey of the Fundamental Rights Agency (FRA) 1 out of 3 women have experienced physical and/or sexual violence since the age of 15 in the European Union (see also next section). Every day in Europe women are killed by partners or ex-partners. The Intimate Partner Violence European Union Mortality Project, estimates, that 2,419 women died in the EU as a result of gender-based violence; 1,409 were killed by a male partner.⁹ There is still a lack of women's services as well as a lack of awareness among women survivors who receive these services (see next sections). The improvement of the situation begins with the recognition that violence against women and their children is a human rights violations and that states are obliged to exercise due diligence to prevent violence against women and to protect victims.

The Vienna Declaration and Programme of action adopted in June 1993 by the World Conference on Human Rights in Vienna is the first international document to recognize violence against women as a human rights violation. The declaration urges states to work towards eliminating violence against women in both the public and private sphere. Violence against women is not only a violation of human rights, it also violates, obstructs and limits the realization of other women's rights, such as the right to life, liberty, to live a life free of violence, to not be subject of torture or cruel, inhumane or degrading treatment, as well as the right to equality in the family. The Convention on the Elimination of All forms of Discriminations Against Women (CEDAW, 1979) and the United Nations declaration on the Elimination of Violence against Women (1993) define states' obligations to fight violence against women and in particular to take action in the area of prevention, protection, prosecution, punishment and provision of redress and reparation of survivors.

In 2011, the Council of Europe Convention on Preventing and Combatting Violence against Women and Domestic Violence was adopted in Istanbul (Istanbul Convention). The Convention is the first legally binding instrument to combat violence against women in Europe and the most comprehensive one worldwide. It contains detailed measures in 12 chapters and over 80 articles in the areas of policy, prevention, protection, provision and prosecution (5 Ps) and is regarded to be the "gold standard" in preventing violence against women and domestic violence.

In its preamble, the Convention condemns all forms of violence against women and domestic violence. It states that, "violence against women is a manifestation of historically unequal power relations between women and men, which have led to domination over, and discrimination against, women by men and to the prevention of the full advancement of women". The Convention recognized that "the realisation of de jure and de facto equality between women and men is a key element in the prevention of violence against women." (Istanbul Convention 2011, preamble)

VIOLENCE AGAINST WOMEN IS GENDER-BASED VIOLENCE

International documents as well as the Istanbul convention declare that violence against women "is understood as a violation of human rights and a form of discrimination against women and shall mean all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life." The Istanbul Convention recognizes violence against women as a specific form of violence, namely as gender-based violence that is "directed against a woman because she is a woman or that affects women disproportionately" (Article 3).

Surveys show, that many women and their children are still not able to exercise their right to live free from violence in Europe and that more and more effective measures, as well as resources, are needed to eliminate these common forms of human rights violations and to protect victims.

⁹ Pystel Organization, « Estimated mortality related to domestic violence in Europe » (IPV EU_Mortality – 2007, available at: <http://www.pystel.eu/en/violences.php>)

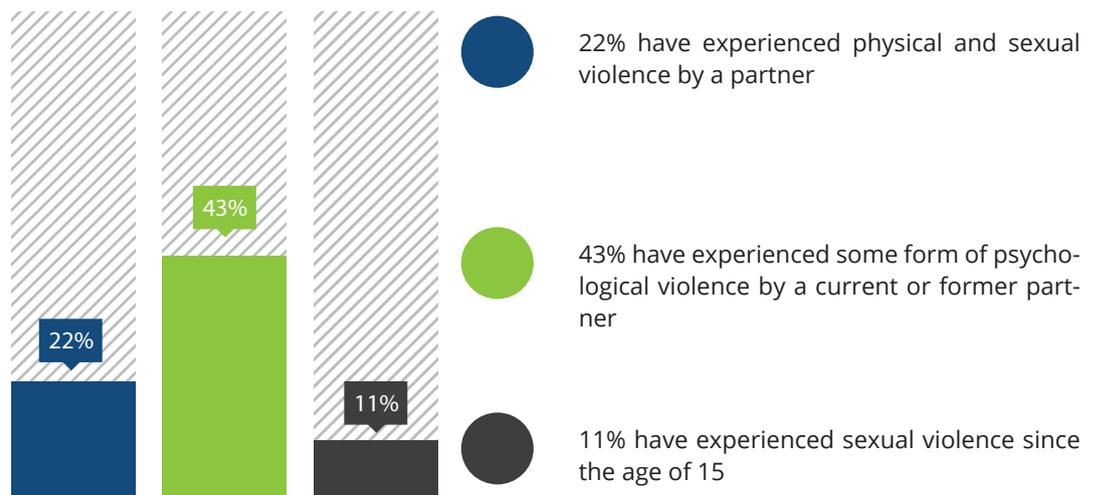
VIOLENCE AGAINST WOMEN IN EUROPE – NEW SURVEY FROM THE FUNDAMENTAL RIGHTS AGENCY

On 5 March 2014, the European Union Agency for Fundamental Rights (FRA) presented the results of the first European Union survey on violence against women. The survey was conducted in the 28 EU member States between April and September 2013. 42,000 women between the ages of 18-74 in total were interviewed on their experiences with violence, (which is approximately 1,500 per country). The aim of this survey was to collect data on the extent, frequency and severity of violence against women in Europe. In particular, the survey asked women about physical, sexual and psychological violence, harassment and stalking by current and former partners, as well as non-partners. The survey focused on women's experiences since the age of 15 and in the last 12 months, and it also looked at experiences of violence in childhood in order to develop a comprehensive picture of women's experiences of violence during their lifetime.

The main results show that:



1 out of 3 women have experienced physical and/or sexual violence since the age of 15. This amounts to 62 million women in Europe



The survey also measured women's experiences with reaching out for help and support from organizations. The survey showed that on the EU level:

- one-third of women contacted a doctor, a health center or a hospital.
- almost one in five women in the EU (19%) is not aware of any of the support services for victims they were asked about
- 6% of women contacted a women's shelter
- reporting rates to the police and other services is low: 67% of women did not report the most serious incident of partner violence to the police or another organization.

Based on this survey, FRA expresses some recommendations such as:

- The need for policy responses from different fields like employment, health and education
- The need for adequate resources for specialist victim support services and awareness of violence against women, as well as specialist training
- The need to focus on the role of the health care system in the identification and prevention of cases of violence against women
- The need to improve and harmonize data collection on violence against women in and between EU member states to address this EU-wide violence
- The need to counteract responses to women's victimizations which reinforces victim-blaming

Overview of the situation of the women's services in Europe

The Istanbul Convention requires parties to provide and guarantee access to specialized support services for women's survivors of violence such as national women's helplines, women's shelters or counseling centers. The new EU victim's directive also emphasizes the need to provide specialist support services for women victims of gender-based violence.¹⁰ One of the WAVE objectives is to constantly improve the quantity and the quality of the services delivered to victims of VAW and GBV.

WOMEN'S SHELTERS

Despite efforts made in many countries in the last years, there is still a concerning lack of specialized women's support services in many countries, especially a lack of women's shelters. The Istanbul Convention's Explanatory Report includes the recommendation that states should provide one place in a women's shelter per 10,000 inhabitants. According to the WAVE Country Report 2013, 28,124 places are available in women's shelter in the 46 European countries (members of the Council of Europe). In order to meet the Council of Europe recommendations, 82,892 places need to be added; therefore around 54,000 (67%) shelter places are still missing.¹¹ In the European Union countries, around 53% shelter places are lacking.

The report prepared by the European Institute for Gender Equality (EIGE) in 2012 paints a similar picture and states that specialized women's support services are insufficient and unequally distributed in many countries and that funding for them is inconsistent.¹²

Women's shelters are vital services for women's survivors of violence. It is one of the first places women can turn to receive immediate protection and help. It also aims to empower survivors of violence to overcome their traumatic experiences. The role of women's shelters is not limited to providing accommodation. Many women's shelters provide manifold support to survivors and their children, including support in accessing justice, as well as engaging in prevention work, awareness raising and training activities in the community.

Some women face discrimination when accessing shelters, often due to discriminatory funding regulations. This especially affects undocumented migrant women and their children.¹³ The Istanbul Convention requires parties to guarantee access to shelters and to justice for all women victims of violence, regardless of their status.

NATIONAL WOMEN'S HELPLINES

A national women's helpline should be the first and central point for all women and their children impacted by male and family violence. According to Article 24 of the Istanbul Convention, each country should have a national helpline which is free of charge, covers all the forms of violence against women, operates 24/7 and provides support in different languages. They also should have professional and fully trained staff, and receive state funding to ensure the quality and the continuity of services.

According to the WAVE Country Report 2013, only 17 countries of the 46 European Countries have a free of charge national helpline operating 24/7.

The two graphics show that we have made progress in Europe and that there are many more specialist women's support services than twenty years ago. But they also make the gaps in service provision visible. On the graphic these are only missing numbers, in reality they are missed opportunities and chances to support and protect survivors of violence and to build a society that promotes and protects " the right for everyone, particularly women, to live free from violence in both the public and the private sphere." (Istanbul Convention, Article 4). WAVE will continue, together with other organisations and persons, to work for a Europe free from violence.



67%

Shelter placing missing

¹⁰ Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA

¹¹ WAVE country report 2013, Reality check on European Services for women and children survivors of violence- A right for protection and support? Available at: http://www.wave-network.org/sites/default/files/WAVE%20Country%20Report%202013_0.pdf

¹² EIGE 2012, Review of the implementation of the Beijing Platform for Action in the EU Member States: Violence against women- Victim Support, available at: <http://eige.europa.eu/sites/default/files/Violence-against-Women-Victim-Support-Report.pdf>

¹³ PICUM (2012), Strategies to End Double Violence Against Undocumented Women- Protection Rights and Ensuring Justice



Messages by Founders and Supporters of WAVE



Rosa Logar
WAVE president

WAs one of the founders of WAVE I feel privileged and proud to have been part of this initiative. The inspiration for networking in Europe came from women from the Global South. At the Human Rights Conference 1993 in Vienna, we noticed that our sisters from Latin America and other regions were networking over huge regions and continents, while in Europe we were still stuck in our nation states. I thank our sisters for empowering us to form a European network to end violence against women! As a member of the Council of Europe Committee who drafted the Istanbul Convention, I am happy that the Convention, among many important provisions, also aims at promoting international co-operation. WAVE is engaged in ending violence against women and domestic violence in Europe; by doing that we are also working for human rights, the rule of law, democracy and peace in Europe.



Lepa Mladjenovic
Counselling for lesbians, Belgrade

WAVE is 20 years!!! WAVE Network was a dream of many feminists working in the field of violence against women. We needed a forum to meet and touch each other, to exchange new insights from our work experience and our political dilemmas. To recognize similar goals, ones to make changes in society by increasing social power of women and children conditioned by violence, especially in the world in which we do not get any public validation for our work. In addition, it was 'a feminist must', to be a sister network to the one in Latin America: Feminist Latinoamerican Network Against Family and Sexual Violence, in 1990. (Red Feminista Latinoamericana y del Caribe contra la Violencia Doméstica y Sexual).

Now WAVE is a place to check what we do in the context of new European practices and research! Especially given the widespread austerity politics with drastic financial cuts to services, many feminist rape crisis centers, shelters and SOS hotlines have a hard time across the globe, and more so if they are small and dealing with immigrants, Roma, disabled and those living in poverty. It is therefore crucial to meet each other and understand again that personal pain is political, and that other sisters have similar emotions and state attitudes toward our services; to remind ourselves that sisterhood is powerful and a source of energy for new actions is on the way.

I get beautiful motivation and ideas in every WAVE encounter!

First of all our feminist quest is to keep our network alive. There is ever more visible violence in Europe – that means we have more work to do and more need for networking, with tenderness and gentle care for each other.



Roks

National Organisation for Women's Shelters and Young Women's Shelters, Sweden

Roks, the National Organisation for Women's Shelters and Young Women's Shelters in Sweden, is the largest member organisation for women's shelters and young women's shelters in the country. Roks aims at safeguarding the common interests of the shelters in their work against male violence towards women.

Roks strives to shape public opinion, and actively works to make the public aware of the reality of what shelters face, as well as conduct dialogues around the issues concerning the shelters. There are currently around 100 women's and young women's shelters within the organisation. Roks is a feminist organisation working on women's and young women's rights and liberation, as well as equality on all levels.

WAVE was important for all national women's movements to gather strength together and find a platform to act united. Roks needed to find sisters in other countries for both giving and seeking support for our cause: combating men's violence against women. ROKS strongly supported WAVE as a women-only forum.

WAVE enhances international cooperation and influences the development on European documents and conventions.

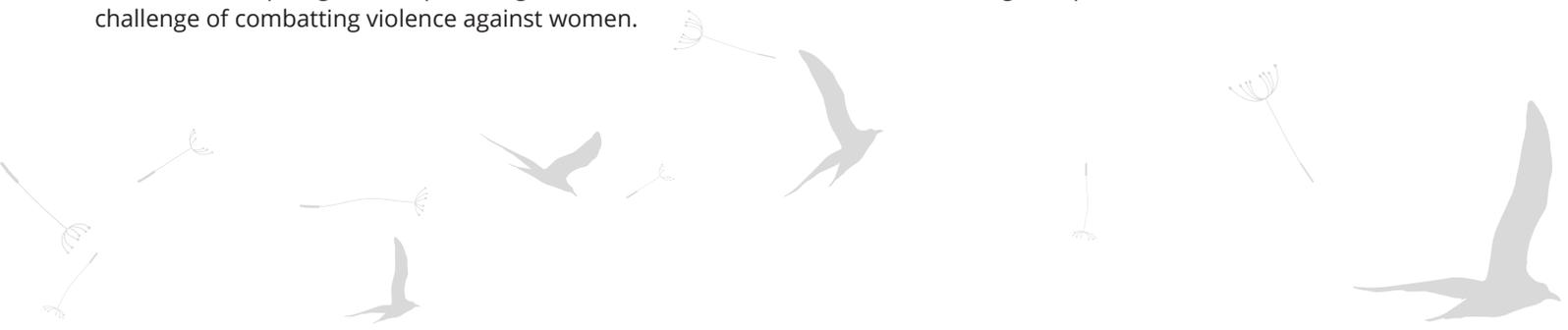
Roks wishes to see WAVE strengthen as a democratic organisation and push the work of combating men's violence against women to new grounds, and to include all kinds of violence against women. More than ever is a feminist European women organisation important as a loud voice for women and girls!

Marianne Cense

Research on sexual and reproductive health and rights, Rutgers WPF, Netherlands

In 1994 I met Rosa Logar from Austria, and Niamh Wilson from Ireland at the European Conference in Vienna. This conference was the European Preparation for the Beijing UN World conference on Women in 1995. Together we chaired the workshop on domestic violence. I worked for a small Dutch NGO those days, focusing on sexual violence, called Medusa. During the Vienna workshop we noticed that our organizations faced similar challenges and obstacles and that our work could benefit a lot from international exchange of experiences. Rosa came up with the idea of forming an international network. We decided to take the opportunity of the NGO platform in Beijing to promote the network and to receive a firm basis for funding. Again, it was Rosa who put a lot of energy in fundraising and lobbying. WAVE would not have been born without her efforts! The workshop in Beijing went well and helped us to work out the structure of the network, with Focal Points and a central office in Vienna. Since then, WAVE has grown and has provided NGO's throughout Europe with information, experiences, manuals and most of all a possibility of exchanging experiences and lobbying for our cause.

A lot of things have changed since 1994. When I look at the Dutch situation, there is absolutely more policy priority for domestic violence, and more sensitivity within the police and health care workers. The work has professionalized. On the other hand, violence against women has not diminished. It is still a big problem in the Netherlands, as it is worldwide. So the work is not done yet! And WAVE can continue to play a role in the future, in ensuring the further development of effective measures and policies, in strengthening the international NGO movement and, last but not least, in inspiring and empowering NGO workers in the sometimes frustrating and painful challenge of combatting violence against women.



Quotes from Partners and Representatives from Austria, as well as European and International Organizations



Hilary Fisher

Board Member and Director of Policy, Voice and Membership of Women's Aid, England

"WAVE has played a crucial role in improving knowledge and practice on addressing violence against women, particularly regarding service provision for women survivors of intimate partner violence. The WAVE Country Reports have led the way in the collection of data across Europe of the experiences of women survivors of violence and the availability of services to support them and their children. WAVE has been an important voice at international conferences and policy making forums. The expertise of the organisation and its members has been used effectively to successfully campaign for strengthening women's rights – the recent entry into force of the Istanbul Convention is just one example. It is really exciting to be part of such an effective organisation".



Marceline Naudi

Board member and Senior Lecturer Department of Gender Studies, Faculty for Social Wellbeing University of Malta

"I have been involved with WAVE in one way or the other for many years and I applaud the excellent work it does. But even more than that, it has always seemed like an extended family to me. I enjoy attending events not only for the information and discussions and knowledge I gain, but also because it's like a home away from home. I always feel accepted and appreciated. I feel honoured to be on the Board of this excellent organisation!"



Camelia Proca

Board Member and Director, of A.L.E.G Romania

"WAVE has been for me a chance to learn and to share, a chance to connect with those who fight the same challenges and do it with similar passion. It has been a chance to grow professionally both for myself and my organization. Most of all it has been a chance to be part of a network which is alive and really works! We need WAVE to continue to grow for the sake of women and girls served "



Sami Nevala

European Union Agency for Fundamental Rights (FRA)

"WAVE has been an indispensable partner for FRA when developing the first EU-wide survey on violence against women and in disseminating the results. WAVE partners across Europe provided information to FRA concerning the services that are available at the national level to women victims of violence, and inputs from WAVE helped to ensure that the survey questions were firmly grounded in first-hand knowledge concerning the lives and experiences of survivors of violence. Now that the results are available covering all 28 EU Member States, FRA has greatly benefitted from the support of the WAVE network in ensuring that this evidence is put to use to improve the situation of victims and to improve policies that aim to prevent further incidents of violence"

Sylvia Walby

Distinguished Professor of Sociology and UNESCO Chair in Gender Research at Lancaster University, UK

“WAVE has created important opportunities for the sharing of expertise as to the most effective practices to reduce violence against women, enabling many advances to be made”

Nigina Abaszadeh

Technical Advisor – Gender, United Nations Population Fund EECA Regional Office

Started in April 2011, UNFPA’s partnership with WAVE has continued up to today. WAVE has contributed to the implementation of UNFPA’s Regional Programme Action Plan 2008-2013 and provided technical assistance to the Country Offices in the field of Health Sector Response to VAW in 2014.

A joint project between UNFPA and WAVE has delivered encouraging results. A Resource and Training Package entitled “Strengthening Health System response to Gender-based Violence in Eastern Europe and Central Asia” developed within the project offers practical guidance for health care professionals, health facility management and policy makers. A number of webinars and regional workshops aimed at the rollout of the new resource package have been held for UNFPA staff and national partners in the region. The project website (<http://www.health-genderviolence.org/>) is operational in English and Russian languages and serves as an interactive version of the UNFPA-WAVE Resource and Training package and provides necessary updates.



Gabriele Heinisch Hosek

Federal Minister of the Education and Women’s Affairs

The European Network WAVE looks back on a long history. Founded in 1994, the network has formalized on 24 May 2014, and currently encompasses about 4.000 services for women affected by violence, like, for example, women’s shelters, counseling centers and women’s helplines in 46 countries.

One of the aims of this network is to empower the numerous experts, who are not only fighting for a violence free society where gender-equality is ensured, but who are also supporting women affected by violence in various service institutions.

Above all, the exchange of knowledge and practical experiences contributes to the advancement of political measures, by identifying weak spots and best practices, and thereby, to fill in protection gaps.

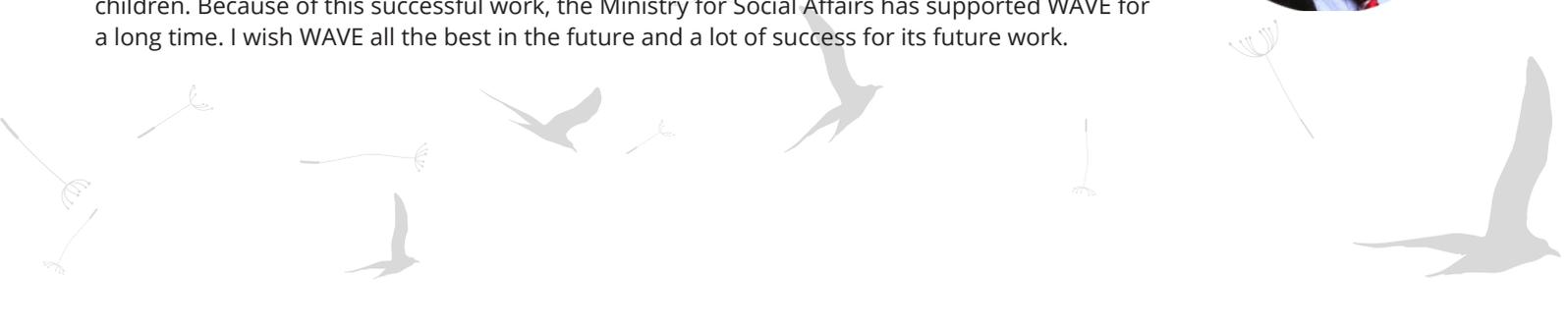
I cordially congratulate WAVE to its 20th anniversary!



Rudolf Hundstorfer

Federal Minister Hundstorfer for the Anniversary Brochure – 20 Years WAVE

20 Years WAVE means 20 years of engaged and successful work in the combat of violence against women and children. As a European Network with its seat in Vienna, WAVE serves to strongly lobby for the rights of women and children survivors of violence and has initiated an important momentum in EU member states and other European countries to enhance the services for women, as well as to the concrete case work in the sphere of fighting violence against women and their children. Because of this successful work, the Ministry for Social Affairs has supported WAVE for a long time. I wish WAVE all the best in the future and a lot of success for its future work.





Sandra Frauenberger

Frauenstadträtin

As the City Counselor for Women's Issues, it is my central aim that Vienna offers a solid Anti-Violence Network that protects women who have become victims of violence.

It is a special pleasure for me that the Conference and the 20th Anniversary WAVE Celebration take place in Vienna – as 20 years WAVE means 20 years of engaged and internationally cross-linked work for girls and women. Cooperation at different levels and across structure in the fight of violence against women is indispensable. Because it is clear that violence against women is a human rights violation we have to fight together.

In this sense I wish WAVE all the best on the occasion of its 20th birthday and a lot of strength and energy for the years to come!



José Mendes Bota

Member of Parliament (Portugal), General Rapporteur on Violence Against Women (PACE)

On this date marking WAVE Network's 20th anniversary, I would like to leave my testimony. There are many NGO's scattered across the world, doing remarkable work in the field of women's rights, fighting discrimination and gender inequality. But WAVE is special.

As a man involved in this cause, but also as a parliamentarian and General Rapporteur on Violence Against Women with the Council of Europe's Parliamentary Assembly, I have traveled thousands and thousands of miles, giving words of encouragement to the victims, and to all of those who care for defending and supporting the victims.

During this mission, I have crossed paths with WAVE on several occasions, I have gladly surfed its action board, I have met scores of good, capable and coherent people. Starting by the organisation's "alma mater", my dearest friend Rosa Logar. And its vice-president, Hilary Fisher, technical knowledge personified. And real "hands-on" toiler Maria Rosslhumer. Together, we have worked on making the Istanbul Convention a reality, from drafting to ratification and entry into force. All together, we made it!

1994 seems like yesterday – there's so much still to be done. And it seems like a thousand years ago – so many are the things we have accomplished. Congratulations to WAVE, and to its 107 Focal Points, spread across 46 European countries. Please invite me to write a renewed congratulatory message 20 years from now...!





WAVE Focal Points

WAVE is composed of 107 Focal Points in 46 European Countries, which form the members of the organisation. The Focal Points are the most essential actors in the network. They are mainly women's organizations, networks of women's organizations and other non-governmental organisations focussing on the prevention of violence against women and domestic violence. The Focal Points are the most important source of information about violence against women in their respective countries, since their role is also to facilitate the exchange of ideas and the dissemination of information throughout Europe. The information provided by the Focal Points is especially disseminated through the annual the Country Report, the Fempower magazine, the monthly newsletter, the WAVE website, and social media.

List of the Focal Points

Name of Organization	Country	Phone number
Gender Alliance for Development Center (GADC)	Albania	00355 422 555 14
Human Rights in Democracy Center (HRDC)	Albania	00355 42 240 0712
Women's Association Refleksione	Albania	00355 423 404 33
Woman Forum Elbasan	Albania	00355 54 254 516/ 00355 54 257 723
Women's Right Center	Armenia	00374 105 428 28
Austrian Women´s Shelter Network - Information Centre against Violence AÖF	Austria	0043 1 585 328 8
Network of Austrian Counseling Centres for Women and Girls	Austria	0043 1 595 376 0
Domestic Abuse intervention Centre Vienna	Austria	0043 1 585 328 8
Clean World Social Union	Azerbaijan	00994 1 249 710 58; 00994 1 241 111 51
International Public Association "Gender Perspectives"	Belarus	00375 17 211 0251
Law Initiative - Commission on Women´s Rights	Belarus	00375 1 722 359 68
Collectif contre les Violences Familiales et l'Exclusion (CVFE)	Belgium	0032 4 223 456 7
Department of Health and Welfare, Violence Victims and Policy Coordination - Province of Antwerp	Belgium	0032 3 240 616 8
Garance ASBL	Belgium	0032 2 216 61 16
Steunpunt Algemeen Welzijnswerk	Belgium	0032 03 340 4913
Foundation United Women Banja Luka	Bosnia and Herzegovina	00387 51 462146
Medica Zenica Information	Bosnia and Herzegovina	00387 324 639 20
Bulgarian Gender research Foundation	Bulgaria	0035 9 296 353 57
Nadja Centre	Bulgaria	0035 9 298 193 00
Autonomous Women's House Zagreb	Croatia	00385 0800 55 44
B.a.Be., Be active. Be emancipated.	Croatia	00385 1 466 366 6
Women's Room - Center for Sexual Rights	Croatia	00385 01 611 9174
Mediterranean Institute of Gender Studies (MIGS)	Cyprus	00357 228 42 037
proFem - Central European Consulting Centre	Czech Republic	00420 224 910 722 4
ROSA - Centre for Battered and Lonely Women	Czech Republic	00420 777 144 737
Kvinnuhusid	Denmark	00298 317 200
L.O.K.K- National Organisation of Women's Shelters in Denmark	Denmark	0045 3 295 901 9
Estonian Women´s Shelters Union	Estonia	00372 56240606
Tartu Child Support Center	Estonia	00372 748 466 6
Women's Shelter of Tartu	Estonia	00372 5 594 949 6
Federation of Mother and Child Homes and Shelters	Finland	00358 40 746 9984
Women's line Finland	Finland	00358 943 610 08
Fédération Nationale Solidarité Femmes-FNSF	France	0033 1 403 380 90
Cultural-Humanitarian Fund "Sukhumi"	Georgia	00995 0431 271 368
Sakhli - Advice Center for Women	Georgia	00995 322 98 90 80
Women's Information Center (WIC)	Georgia	00995 32 952 934
BIG e.V. - Berliner Interventionsprojekt gegen häusliche Gewalt	Germany	0049 30 617 091 00
Frauenhauskoordinierung e.V.	Germany	0049 30 92122083
Geschäftsstelle des Bundesverbandes Frauenberatungsstellen und Frauennotrufe - Frauen gegen Gewalt e.V.	Germany	0049 30 322 995 00

GESINE-Netzwerk Gesundheit.EN	Germany	0049 0 233 647 591 52
KOFRA - Kommunikationszentrum für Frauen zur Arbeits- und Lebenssituation	Germany	0049 8 920 104 50
PAPATYA - Kriseneinrichtung für Junge Migrantinnen	Germany	0049 306 100 62
ZIF- Zentrale Informationsstelle der autonomen Frauenhäuser des BRD	Germany	0049 228 684 695 04
European Anti-Violence Network	Greece	0030 210 922 5491
NaNE-Women's Rights association	Hungary	0036 1 337 286 5
Stigamot – Counseling and Information Centre on Sexual Violence	Iceland	00354 562 686 8
Women's Shelter Organization in Iceland	Iceland	00354 561 120 5
Sexual Violence Centre Cork	Ireland	00353 2 145 055 77
Rape Crisis Network Ireland	Ireland	00353 9 156 367 6
Safe Ireland	Ireland	00353 9 064 790 78
Women's Aid Ireland	Ireland	00353 1 678 885 8
Associazione Nazionale D.i.Re contro la Violenza- D.i.Re	Italy	0039 392 72 00 580: 0039 0 668 401 726
Women's network against violence		
Associazione Nazionale Volontarie Telefono Rosa-Onlus	Italy	0039 6 375 113 65
Women's Wellness Centre	Kosovo	00377 44 223 543
Križu un Konsultāciju Centrs Skalbes	Latvia	00371 672 229 20
Frauenhaus Fürstentum Liechtenstein	Liechtenstein	00423 380 020 3
Vilniaus Moterų namai - Intervention Centre	Lithuania	00370 5 261 638 0
Femmes en Detresse asbl	Luxembourg	00352 407 335
National Council for Gender Equality - NCGE	Macedonia	00389 231 343 90
National Network to End Violence against Women and Domestic Violence - Voice against Violence	Macedonia	00389 2 277 2400
Commission on Domestic Violence	Malta	00356 2568 7251
Association Against Violence "Casa Marioarei"	Moldova	00373 22 72 58 61
Center for Support and Development of Civic Initiatives "Resonance"	Moldova	00373 552 44000
Women's Law Centre	Moldova	00373 022 23 73 06
SOS Hotline for Women and Children Victims of Violence Niksic	Montenegro	00382 40 213 086; 00382 68 024 086
Federatie Opvang	Netherlands	0031 33 461 5029
MOVISIE	Netherlands	0031 30 78 920 00
Secretariat of the Shelter Movement	Norway	0047 9 713 769 1
Centrum Praw Kobiet	Poland	0048 22 652 011 7
AMCV- Associação de Mulheres Contra a Violência	Portugal	00351 213 802 160
A.L.E.G Association for Liberty and Equality of Gender	Romania	0040 0 269 242 078
ANAIS Association	Romania	0040 0 736 3808 79
Artemis Counselling Centre against Sexual Abuse	Romania	0040 2 645 981 55
CPE – Center Partnership and Equality	Romania	0040 2 133 541 75; 0040 2 133 541 80
ANNA - National Center for Prevention of Violence	Russia	007 4 956 237 479
Crisis Centre Ekaterina	Russia	007 3 432 203 028
Autonomous Women's Center (AWC)	Serbia	00381 112 645 328; 00381 112 687 190
Association Fenomena / SOS Kraljevo	Serbia	00381 36 331 8587
Alliance of women in Slovakia	Slovakia	00421 903 519 550
FENESTRA - Interest Association of Women	Slovakia	00421 557 297 504; 00421 911 224 777
Pro Familia Foundation	Slovakia	00421 9333 775 777 3
Association SOS Helpline for Women and Children	Slovenia	00386 154 435 14/13
Asociación de Mujeres Valdés Siglo XXI	Spain	0034 6 579 504 07
Asociación para la Convivencia ASPACIA	Spain	0034 91 593 1029
Centro de Asistencia a Víctimas de Agresiones Sexuales - CAVAS	Spain	0034 9 157 401 10
Directorate General for Gender-Based Violence, Youth Affairs and Juvenile Crime	Spain	0034 9 683 750 20; 0034 9 683 572 36
Hèlia - Associació de suport a les dones que pateixen violència de gènere	Spain	0034 6 910 696 29
Oficina de Gestión, Preparación y Supervisión de Programas Europeos. Fundación para la Atención e Incorporación Social (FADAIS). Consejería para la Igualdad y Bienestar Social	Spain	0034 9 555 329 5
Plataforma Unitària contra les Violències de Gènere	Spain	0034 6 273 983 13
Roks - National Organisation for Women's and Girls' Shelters in Sweden	Sweden	0046 8 442 993 0
Swedish Association of Women's Shelters and Young Women's Empowerment Centres (SKR)	Sweden	0046 8 642 640 1
Dachorganisation der Frauenhäuser der Schweiz und Liechtenstein	Switzerland	0041 7 943 516 08
Frauenhaus Biel	Switzerland	0041 3 232 203 44
Vivre sans Violence	Switzerland	0041 21 311 953 3
Kadin Dayanisma Vakfi - The Foundation for Women's Solidarity	Turkey	0090 312 432 078 2



Mor Çati - Women Shelter's Foundation	Turkey	0090 2 122 925 231/32
International Women's Rights Center La Strada - Ukraine	Ukraine	0038 044 205 36 95
Sumy Local Crisis Center (SLCC)	Ukraine	00380 542 621 834; 00380 542 781 810
Women's Information Consultative Center	Ukraine	00380 50 424 3771
Haven Wolverhampton	UK	0044 1 902 572 140
IMKAAN	UK	0044 2 072 503 933
REFUGE	UK	0044 2 073 957 700
Scottish Women's Aid	UK	0044 1 312 266 606
Welsh Women's Aid	UK	0044 2 920 390 874
Women's Aid England	UK	0044 1 179 444 411; 0044 1 179 157 453
Women's Aid Federation Northern Ireland	UK	0044 2 890 249 041
WWA - Aberystwyth Women's Aid	UK	0044 197 061 222 5

WAVE List

HELPLINES IN 46 EUROPEAN COUNTRIES (2013)

The following is a table of the national women's helplines available in the 46 European countries. If there is no national helpline, a regional or general helpline is listed (these countries are marked with a *). Women's national helplines are among the most vital services for women's survivors of violence. They are one of the first places women can turn to receive immediate counselling and advice

Country	Name	Phone number
Albania	Counseling Line for Women and Girls	+355 422 33408
Armenia	Women's Rights Center	+374 105 428 28 0800 80 850
Austria	Women's Helpline against Male Violence	+43 800 222 555
Azerbaijan	Clean World Social Union Aid to Women	+99 412 408 5696
Belarus	*	-
Belgium*	Hotline for all types of violence, domestic (any member of the family) sexual violence, honor related violence, and more, child abuse, elder abuse Ecoutes Violences Conjugales (for marital violence) SOS Viol (for sexual violence) Crisis Situation Helpline	1712 (Flemish) 0800 30 030 (French) 02 534 36 36 (French) 106 (Flemish) 107 (French) 108 (German)
Bosnia	Woman - Federation SOS Helpline	1265
Bulgaria	Women's Helpline	+359 2 981 76 86
Croatia*	Autonomous Women's House Zagreb	0800 55 44
Cyprus	Center for Emergency Assistance Helpline	1440
Czech Republic*	DONA Line ROSA SOS helpline for women victims of DV	+420 251 51 13 13 +420 602 246 102 +420 241 432 466
Denmark	LOKK Hotline	+45 70 20 30 82
Estonia	Estonian Women's Shelters Union	1492
Finland	Women's Line	+358 800 02400
France	Violences Femmes Info Viols Femmes Information	3919 0800 05 95 95
Georgia	National Domestic Violence Hotline	309 903
Germany	National Women's Helpline	08000 116 016
Greece	National Center for Social Solidarity (E.K.K.A.) Women's Helpline	197 15 900
Hungary	NaNE Women's Rights Association	06 80 505 101 +36 4 06 30 006
Iceland	*	-
Ireland	National Freephone Helpline	1800 341 900
Italy	Antiviolenza Donna	1522
Kosovo	Direct Line for Victims of Violence SOS Linja	080011112 +381 39 033 00 98
Latvia*	Center Marta for trafficking in women	800 2012
Liechtenstein	Women's Helpline	+423 380 02 03
Lithuania	Women's Line	8800 66 366
Luxembourg	Fraentelefon National SOS Line National SOS Line - Phone of trust	12 344 15 700 15 315
Macedonia	SOS National Mobile Line	+389 75 141 700 +389 77 141 700 +389 70 141 700
Malta*	Appogg Agency Support Line	179
Moldova	Trust Line	8008 8008
Montenegro	*	-
Netherlands*	Information and Help on Domestic Violence	0900 126 26 26
Norway	*	-

Poland*	National Emergency Service for Survivors of Family Violence Blue Line	22 668 70 00 801 12 00 02
Portugal*	National Emergency Service for Survivors of Family Violence Serviço de Informação às Vítimas de Violência Doméstica	800 202 148
Romania*	Bucharest: Sensi Blu Foundation	021 311 46 36
	Bucharest: ADRA	021 25 25 117
	Iași: CMSC	023 225 29 20
	Târgu Mureș: IEESR	026 521 16 99
	Sibiu: A.L.E.G.	075 389 35 31
	Baia Mare: Centru Artemis	0262 25 07 70
	Timișoara: APFR	0256 29 3183
Serbia	*	-
Slovakia	National Women's Helpline	0903 519 550
Slovenia	SOS Helpline for Women and Children – Victims of Violence	080 11 55
Spain	National Women's Helpline	016
Sweden	Terrafem	020 52 1010
	Kvinnofridslinjen	020 50 50 50
Switzerland	*	-
Turkey	Hürriyet Emergency Domestic Violence Hotline	0212 656 9696
	Social Service Counseling Line for family, women, children, and the disabled	183
Ukraine	Domestic Violence Counteraction and Child Rights Protection Helpline	0800 500 335 0800 500 336
United Kingdom	ENGLAND: National Domestic Violence Free phone Helpline	0808 2000 247
	NORTHERN IRELAND: Domestic Violence Helpline	0800 917 14 14
	SCOTLAND: Scottish Domestic Abuse Helpline	0800 027 1234
	WALES: All Wales Domestic Abuse and Sexual Violence	080 88 01 03 02 0800 8010 800

*** Regional and general helplines in countries without a national women's helpline**

Country	Name	Phone number
Belarus	Hotline for survivors of domestic violence	8 801 100 8 801
	Helpline for children, parents and professionals who face situations of violence, abuse and situations of child neglect	8 801 100 16 11
	Anti-trafficking information line	113
Belgium	Hotline for all types of violence, domestic (any member of the family), child abuse, elder abuse, sexual violence, honor related violence, and more	1712 (Flemish)
	Ecoute Violences Conjugales (for marital violence)	0800 30 030 (French)
	SOS Viol (for sexual violence)	02 534 36 36 (French)
(Belgium)	Crisis Situation Helpline	106 (Flemish) 107 (French) 108 (German)
Croatia	Autonomous Women's House Zagreb	0800 55 44
Czech Republic	DONA Line	+420 251 51 13 13
	ROSA SOS helpline for women victims of DV	+420 602 246 102
		+420 241 432 466
Iceland	Red Cross	1717
	Kvennaathvarfið shelter helpline	561 1205
Latvia	Center Marta for trafficking in women	800 2012
Malta	Appogg Agency Support Line 179	179
Montenegro	SOS Hotline for Women and Children Victims of Violence Podgorica	020 232 254
	SOS Hotline for Women and Children Victims of Violence Niksic	040 213 086 040 213 358 068 024 086
	Bijelo Polje for women survivors of domestic violence	050433660
	Ulcinj for women survivors of domestic violence	030 411 700
	Information and Help on Domestic Violence	0900 126 26 26
Netherlands	Crisis Situation helpline	800 40 008
Poland	National Emergency Service for Survivors of Family Violence Blue Line	22 668 70 00
Portugal	Serviço de Informação às Vítimas de Violência Doméstica	800 202 148
Romania	Bucharest: Sensi Blu Foundation	021 3114636
	Bucharest: ADRA	021 2525117
	Iași: CMSC	023 2252920
	Târgu Mureș: IEESR	0265 211699
	Sibiu: A.L.E.G.	0753893531
	Baia Mare: Centru Artemis	0262 250770
	Timișoara: APFR	0256 293183
	Serbia	Helpline for victims of domestic violence
Switzerland	Dargebotene Hand	143



