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Lange, Katrin

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FREIE UNIVERSITÄT BERLIN

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Expertise **Working Paper** Documentation Report



Observatory for Sociopolitical Developments in Europe

Violence against Women

On the implementation of the Istanbul Convention in Austria

Katrin Lange

July 2020

Contents

1 Introduction 1
2 Specialist support services (Article 22) 3
2.1 Domestic violence 5
2.2 Stalking 9
2.3 Violence in the name of so-called honour and forced marriage 9
2.4 Genital mutilation 11
2.5 Assessment 13
3 Shelters (Article 23) 16
3.1 Services 16
3.2 Funding and bases 18
3.3 Standards 18
3.4 Distribution 18
3.5 Availability 18
3.6 Access 18
3.7 Duration of stay 19
3.8 Miscellaneous 19
3.9 Assessment 20
4 Support for victims of sexual violence (Article 25) 22
4.1 Sexual violence referral centres for victims of sexual violence 22
4.2 Rape crisis centres for victims of sexual violence 25
4.3 Assessment 29
5 References 31
6 Annex 34
I. Link list 34
II. List of Translations (English – German) 35
Current Publications 37
Publishing Information 38

1 Introduction

> *"Violence against women, including domestic violence, is one of the most serious forms of gender-based human rights violations in Europe that is still shrouded in silence."*
>
> (CoE 2011: 1)

In this working paper, the Observatory examines the implementation of the **Council of Europe Convention on Preventing and Combating Violence Against Women and Domestic Violence** (Istanbul Convention, IC) to protect and support women affected by violence in Austria.[1]

The Istanbul Convention is, at this time, the most far-reaching instrument for preventing and combating violence against women and domestic violence that is legally binding at international level (ibid.). The Convention of the Council of Europe (CoE) was signed in Istanbul in 2011 and entered into force in 2014. The Istanbul Convention introduces a holistic approach that aims to improve the protection of women in Europe against gender-based violence and to create Europe-wide minimum standards. Specifically, the Convention sets out obligations for a coordinated approach to prevent violence, protect victims, prosecute perpetrators, and to collect data. In order to supervise the implementation of the obligations in the States Parties, the Istanbul Convention provides for a comprehensive monitoring procedure[2], which is accompanied by an independent group of 15 experts (Group of Experts on Action against Violence against Women and Domestic Violence, GREVIO).

The Convention defines violence against women as a human rights violation (Article 3a IC). It is a manifestation of historically unequal power relations between men and women (Preamble IC) and should hence be viewed as a consequence of structural discrimination. In this regard, women and girls affected by violence are not perceived as a homogeneous group. The Istanbul Convention takes into account the special protection needs of particular groups exposed to a greater risk of discrimination – such as women with disabilities, older women or women with addiction problems (CoE 2011: 16f). The Convention obliges the States Parties to make efforts to eliminate this form of discrimination against women and in doing so to contribute to the achievement of de jure and de facto gender equality.[3]

[1] The *Observatory for Sociopolitical Developments in Europe* has carried out a comparative research on the implementation of the Istanbul Convention on the Protection and Support of Women Experiencing Violence in Denmark, Finland, and Austria. This country-specific version presents the main findings of the study for Austria. The full working paper and accompanying material such as overview lists of relevant national organisations can be found on our website: https://sociopolitical-observatory.eu/keytopics/equaltreatmentandequality/

[2] The initial audit is carried out by means of a *first (baseline) evaluation.* The key steps are: The State Party prepares a country report using a questionnaire drawn up by GREVIO. In addition, civil-society organisations can draft one or more alternative reports, in which they evaluate the status quo from their own perspective, and submit them to GREVIO. GREVIO then prepares the GREVIO baseline report, in which it evaluates the implementation of the obligations resulting from the Convention. The States Parties have the opportunity to respond to the GREVIO report. Afterwards, the Committee of the Parties can issue recommendations on the basis of the GREVIO report.

[3] In order to clarify the scope of the Istanbul Convention, the Council of Europe explains that men can also be affected by some of the forms of violence covered by the Convention, especially domestic violence. But this is less often the case than for women. It is left to the discretion of the States to apply the regulations of the Istanbul Convention to men (as well as to children and older people (CoE n. y.)). Moreover, the Istanbul Convention states that neither sexual orientation nor gender identity may lead to

The focus here is on Article 22 (Specialist support services), Article 23 (Shelters) and Article 25 (Support for victims of sexual violence). The working paper applies a uniform structure to describe and then assess the services and arrangements for each of these Articles in Austria.[4] In regard to Article 22, the available specialist support services are categorised according to the forms of violence set out in the Istanbul Convention. This is followed by the Article on shelters (Article 23) and the one addressing rape crisis or sexual violence referral centres for victims of sexual violence (Article 25). Each chapter ends with an assessment summarising the main findings.

Austria participated actively in the two-year negotiations of the treaty text for the Istanbul Convention and was a cosignatory in 2011. It was also one of the first states to ratify it, namely on 14 November 2013. An **inter-ministerial working group "Protecting women against violence"**[5] was set up in 2013 during the ratification process. The Istanbul Convention entered into force in Austria on 1 August 2014. The first audit took place in Austria from March 2016 to January 2018. It was accompanied at national level by the **National Coordination Office "Violence against Women"** (Article 10 IC), which was established in 2015.[6]

In 1997, Austria became the first European country to pass an **Act on Protection Against Violence**. The provisions on evictions, barring orders and restraining orders to protect against violence are exemplary in Europe and bolster Austria's leading position in protecting women against violence (GREVIO 2017a: 6). In addition, the Act on Protection Against Violence has been continuously amended over the last 20 years in response to loopholes and problems that have emerged in its application. A **Platform Against Violence** has existed in Austria since 1993[7] as an alliance of 45 organisations addressing the topics of violence, anti-violence interventions and prevention of violence. The platform seeks to enable dialogue, create networks and raise awareness within the general public. Austria produced a **National Action Plan for Protecting Women Against Violence** (BMBF 2014) for the period 2014 to 2016. It contained over 60 measures to be taken by the Austrian government and was intended to strengthen interdepartmental collaboration. An implementation report on the action plan was published in 2018 (Federal Chancellery 2018). Austria ranks 13th in the EIGE Gender Equality Rating Index of European states.[8]

But violence against women remains a problem, even in Austria, despite this legislative action and the country's commitment to the Istanbul Convention:

- In Austria, one in five women aged 15 and above is affected by physical, psychological and/or sexual violence (FRA 2012).

discrimination when offering protection against violence. For instance, transgender women must therefore receive unrestricted access to the support system (ibid.).

[4] The information provided here is largely taken from the documents provided during the IC monitoring process (country reports, alternative reports, GREVIO baseline reports). In addition, thorough internet research was carried out for each state in order to obtain detailed information. Some relevant stakeholders were also contacted by email or telephone and asked for clarification concerning specific issues.

[5] http://www.coordination-vaw.gv.at/imag/ (in German)

[6] http://www.coordination-vaw.gv.at/europaratskonvention/ (in German)

[7] https://www.gewaltinfo.at/plattform/ (in German)

[8] https://eige.europa.eu/gender-equality-index/2019

- Around 15,000 women and girls receive support from the violence protection centres (Domestic Abuse Intervention Centre Vienna 2018: 58) each year, while approximately 1,700 women seek refuge in women's shelters (AÖF 2019).
- Almost a third of women in Austria experience sexual violence at least once in their lives (ÖIF 2011: 105). 936 cases of rape were reported in 2018 (BMI 2019: 26). The number of unreported cases will be many times greater, as estimates suggest that only one rape in 11 is actually reported (ÖIF 2011: 11).

2 Specialist support services (Article 22)

> *"1. Parties shall take the necessary legislative or other measures to provide or arrange for, in an adequate geographical distribution, immediate, short- and long-term specialist support services to any victim subjected to any of the acts of violence covered by the scope of this Convention.*
>
> *2. Parties shall provide or arrange for specialist women's support services to all women victims of violence and their children."*
>
> (Article 22 IC)

Victims of violence need support and protection: Firstly, women affected by violence must be protected against further violent acts. Secondly, women must receive adequate support and assistance "[...] to overcome the multiple consequences of such violence and to rebuild their lives." (CoE 2011: 21). The Istanbul Convention distinguishes between general and specialist support services for victims of violence: General support services are intended for the general population and provide assistance through public authorities in areas such as social services, health and employment services. Specialist support services are aimed exclusively at victims of certain forms of violence (ibid.: 23f.).

The Istanbul Convention specifically lists the following forms of violence:

- domestic violence (Article 3b IC),
- psychological violence (Article 33 IC),[9]
- stalking (Article 34 IC),
- physical violence (Article 35 IC),
- sexual violence, including rape (Article 36 IC),
- sexual harassment (Article 40 IC)[10],
- forced marriage (Article 37 IC),
- female genital mutilation (Article 38 IC),
- forced abortion and forced sterilisation (Article 39 IC)[11], and

[9] Psychological violence is not dealt with explicitly at this point, although it is seen as a particular type of violence that precursors or accompanies other forms, frequently domestic or sexual violence.

[10] Article 40 IC sets out that the necessary legislative or other measures should be taken in order to ensure that sexual harassment is subject to criminal or other legal sanctions. It does not specifically address a necessary support system for victims. However, Kelly (2018: 15) and others point out the need to provide support in this area as well.

[11] It was not possible to research services available to women affected by forced abortion and forced sterilisation in Austria. Therefore, this form of violence will not be addressed.

- violence in the name of culture, religion or tradition, including violence in the name of so-called “honour” (Article 42 IC).

Accessible nationwide, the specialist support services must provide support and assistance tailored precisely to meet the needs of victims. This includes the capacity to respond to each form of violence and to offer support to every group of victims, also those who are hard to reach.[12]

Excursus: Digital violence

The Istanbul Convention is based on a comprehensive and broad concept of violence that includes any acts that lead or might lead to physical, sexual, psychological or financial harm or suffering for women. It essentially encompasses all forms of violence against women and girls. Violence against women has acquired a new dimension due to the increased use and integration of digital media such as computers, Internet and smartphones in everyday life. Digital violence means the deliberate use of these media to the detriment of other persons. But the Convention does not mention digital violence explicitly. The Explanatory Report to the Istanbul Convention partially addresses digital violence as a form of violence in the section on stalking, defining it to include “following the victim in the virtual world” and “spreading untruthful information online” (CoE 2011: 32). A mapping study by the Council of Europe also classified psychological violence and sexual harassment as forms of violence that have digital equivalents (CoE 2018b: 23f). This classification is the basis for GREVIO’s basic assessment that digital violence against women should be perceived as a “continuum of offline violence” (ibid.). In Europe, the Istanbul Convention is regarded as an instrument to prevent and combat violence against women in the digital realm.[13]

In Austria, general information is provided on the website of the Division for Women and Equality of the Federal Chancellery.[14] There is also a brochure that gives a nationwide overview of support facilities for women affected by violence (Federal Chancellery 2020). Another brochure summarises the options for, and rights of, women seeking protection, as well as the basic steps that must be taken; it also offers insight into cooperation between the police, judiciary, and support services (BMGF 2017). An online counselling service for women affected by any form of violence provides anonymous and confidential support, as well as further information.[15]

[12] Paragraph 132 Explanatory Report to the IC: The types of assistance that the specialist support services must offer include: “[...] providing shelter and safe accommodation, immediate medical support, the collection of forensic medical evidence in cases of rape and sexual assault, short- and long-term psychological counselling, trauma care, legal counselling, advocacy and outreach services, telephone helplines to direct victims to the right type of service and specific services for children as victims or witnesses. (CoE 2011b: 24).

[13] European Commission: Answer given by Ms Jourová on behalf of the Commission to a question for written answer to the Commission by Viorica Dăncilă (S&D) on 20 February 2018: https://www.europarl.europa.eu/doceo/document/E-8-2017-007255-ASW_EN.html; Germany: Minor inquiry by the MPs Anke Domscheit-Berg, Cornelia Möhring, Dr Petra Sitte and others from the DIE LINKE parliamentary group on 29 November 2018: https://dipbt.bundestag.de/dip21/btd/19/061/1906174.pdf.

[14] https://www.bundeskanzleramt.gv.at/en/agenda/women-and-equality/violence-against-women.html

[15] https://www.haltdergewalt.at/en/; Two female counsellors are available every Monday from 7:00 pm to 10:00 pm to offer professional support and advice, also in English or Turkish. The 2017 annual report contains an evaluation of the helpchat utilisation (AÖF n. y.: 15).

The following specialist support services exist in Austria:[16]

- 22 counselling centres for domestic violence and violent situations in the family, social milieu or stalking (refer to Chapter 2.3.1)
- four counselling centres for women affected by violence in the name of so-called “honour” or forced marriage (refer to Chapter 2.3.3)
- two counselling centres for women affected by genital mutilation (refer to Chapter 2.3.4)
- 30 women’s shelters (refer to Chapter 3.3)
- five women’s counselling centres specialised in sexual assault, victim-protection groups and clinical-forensic examination centres (refer to Chapter 4.3)

2.1 Domestic violence

There are multiple counselling centres for women and girls affected by domestic violence and violent situations in the family, social milieu or stalking in Austria:

- violence protection centres (*Gewaltschutzzentren*)[17] set up after the 1997 Act on Protection Against Violence (*Gewaltschutzgesetz*),
- specialist counselling centres within the Network of of Austrian Counselling Centres for Women and Girls (*Netzwerk österreichische Frauen- und Mädchenberatungsstellen*)[18] (GREVIO Shadow Report NGO Coalition 2016: 68),
- general victim protection organisations like NEUSTART[19] or Weisser Ring[20].
- counselling centres in six women’s shelters organised within the Austrian Autonomous Women’s Shelter Network (*Verein Autonome Österreichische Frauenhäuser,* AÖF)[21] and in five women's shelters organised in the Union of Austrian Women's Shelters (*Zusammenschluss Österreichischer Frauenhäuser*, ZÖF)[22]

The **violence protection centres**[23] will be examined more closely below:

2.1.1 Services

The violence protection centres offer free and confidential help and support to women and men affected by domestic violence or violent situations in their social milieu.

The range of services includes:

- Information and advice
- Support to increase protection and safety for women and their children
- Psycho-social support (Gewaltschutzzentrum Steiermark 2017: 11)

[16] A graphic atlas of facts shows how the aforementioned institutions for women are distributed across Austria (version: 2017): http://www.faktenatlas.gv.at/articles/frauenberatung.php (in German)

[17] http://www.gewaltschutzzentrum.at/ (in German)

[18] http://www.netzwerk-frauenberatung.at/index.php/h-beratungstellen

[19] https://www.neustart.at/at/en/

[20] https://www.weisser-ring.at/?_reload1589955291534#lang-1

[21] https://www.aoef.at/index.php/beratungsstellen (in German)

[22] In Vienna there is also a counselling centre specialising in cyber violence: https://www.frauenhaeuser-wien.at/cybergewalt_in_beziehungen.htm (in German).

[23] With the exception of Vienna, all intervention centres have now been renamed “violence protection centres”, although the one in Vorarlberg operates as a “violence prevention agency”. They will be referred to in the following as violence protection centres.

  - Preparing individual security plans (threat management)
  - Crisis interventions
  - Psycho-social accompaniment
  - Support for affected children
  - Referral to, and coordination with, the authorities, other agencies and professionals
  - Provision of psychotherapeutic professionals and, where necessary, interpreters
- Legal support (ibid.: 12):
  - Legal advice, for example on obtaining an injunction, arrest of the perpetrator
  - Support before and during court proceedings and in dealing with authorities and the police
  - Provision of legal representation when needed

> The police notified the violence protection centres in 10,967 cases during 2017 (Domestic Abuse Intervention Centre Vienna 2018: 59). The centres then made contact with the victims immediately. Support to 18,860 people affected by violence was provided in 2017. In total, 83 percent of them were women and their children (ibid.: 58). In 2017 and 2018, all women who contacted a violence protection centre were able to receive counselling and support (Federal Chancellery 2019a: 25).

Some violence protection centres also provide counselling and support in the establishment of victim-protection groups in Austrian hospitals (refer to Chapter 4.3.1).

In the federal states of Lower Austria, Upper Austria, Salzburg and Vienna, the organisations behind the violence protection centres are non-profit associations, while they are non-profit limited companies in Styria and Vorarlberg. There is no information available on the organisational form of violence protection centres in Burgenland, Carinthia and Tirol.

It was not possible to research information on the composition of staff at violence protection centres in Lower and Upper Austria, Styria and Vienna:[24] The centres have between 12 and 25 workers, mostly women. The teams at all of the centres include lawyers and social workers. Psychologists and sociologists are also employed in Upper Austria.

2.1.2 Funding and bases

Across Austria, the violence protection centres are legally recognised victim-protection institutions. Following a tender procedure, they have operated since 1 January 2013 on the basis of an open-ended contract with the Division for Women and Equality of the Federal Chancellery (*Frauen- und Gleichstellungssektion im Bundeskanzleramt*) and the Federal Ministry of the Interior (Federal Chancellery 2019b: 58).[25] The funds are adjusted for inflation each year. Flat-rate budget increases are allocated if the contractually agreed case numbers are exceeded (ibid.). In total, the

[24] Neither the website nor the activity report contain any information for Burgenland, Carinthia, Lower Austria, Salzburg, Tirol, and Vorarlberg.

[25] Before then, the violence protection centres had been funded based on one-year assistance agreements. Temporary contracts lasting a few years were agreed in each case between 2001 and 2006 (Federal Chancellery 2019b: 58).

ministries each allocated an equal share of the 7.1 million euro budget in 2014 and 7.3 million in 2015 (BMGF 2016:3).

Furthermore, there are single-year contracts with the Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice (*Bundesministerium für Verfassung, Reformen, Deregulierung und Justiz)*, which funds psychosocial and legal process support for victims of violence in accordance with Paragraph 66 of the Austrian Code of Criminal Procedure (*Strafprozessordnung*). In total, the Austrian Ministry of Justice provided 5.2 million euros in 2014 and 5.7 million in 2015 (ibid.).

Some violence protection centres also receive regional funding from their home states.[26]

2.1.3 Standards

The violence protection centres operate on the basis of quality guidelines to which they have all agreed.[27] In addition, in 2016 the Federal Association of Victim-Centred Work with Perpetrators (*Bundesarbeitsgemeinschaft opferorientierte Täterarbeit*) prepared and agreed standards for cooperation between victim-protection organisations, including violence protection centres, and organisations that work with perpetrators.[28]

2.1.4 Distribution

There is one violence protection centre in each Austrian federal state. There are also field offices and regional branches in some states.

2.1.5 Availability

The violence protection centres are not open round-the-clock. In general, they can be reached on every working day. The Domestic Abuse Intervention Centre Vienna (*Wiener Interventionsstelle*) is open on Saturdays as well. In addition to availability during normal office hours, almost all violence protection centres are open until 8:00 pm on one or two days. Regional branch offices of the violence protection centres sometimes operate only on one or two days per week during normal office hours and/or by arrangement. The Burgenland violence protection centre also offers regular counselling days in all districts of the state.

2.1.6 Access

The individual violence protection centres provide varying accessibility options:

- Carinthia violence protection centre: Website offers information in German and Slovenia
- Lower Austria, Salzburg and Tirol violence protection centres: Website offers information in German, English, Serbian and Turkish
- Upper Austria violence protection centre: Website offers information on the Act on Protection Against Violence in German, English, Serbian and Turkish

[26] For instance Upper Austria, Salzburg, and Styria.

[27] They are not publicly accessible.

[28] https://gewaltschutzzentrum-noe.at/wp-content/uploads/2016/11/BAG-OTA-Standards.pdf (in German)

- Lower Austria violence protection centre: Psychosocial support and legal advice in English, French and Serbian
- Domestic Abuse Intervention Centre Vienna and Association of Austrian Autonomous Women's Shelter Network (AOEF): Brochure on protection against violence in 20 languages, also available in Braille; can be ordered as print version
- Domestic Abuse Intervention Centre Vienna: Counselling by native speakers of Armenian, Bosnian/Croatian/Serbian, Georgian, Farsi/Persian, Russian and Turkish; also counselling in English, French, Italian, Slovenian and Spanish

Interpreters can be called into violence protection centres when needed. The Lower Austria and Salzburg violence protection centres also work with sign language interpreters.

A video informs deaf and hearing-impaired women[29] of the types of specialist support services available in cases of violence and how they are accessed; the women can then receive counselling[30] from the women's helpline against violence using a relay system.[31] In addition, the WITAF[32] website "Scream against violence" (*"Schrei gegen Gewalt"*) provides comprehensive information on the issue of protection against violence[33].

2.1.7 Miscellaneous

The services provided by the violence protection centres are documented in annual reports with up-to-date statistics.[34]

Since 2006, the violence protection centres have been contractually required by the competent ministries to indicate any problems with the various victim-protection laws and to submit proposals to the national government for new legislation to improve the situation of victims. The reform proposals are drafted and conceptualised in the Legal Expert Forum (*Juristisches Fachforum*), an alliance of female lawyers from the Austrian violence protection centres and intervention centres. Relevant legal materials are analysed each year for potential problems in terms of their relevance to victim protection. Weaknesses are identified and evidenced using empirical figures and practical examples. International documents, such as the Istanbul Convention and exemplary provisions in foreign legislation, are helpful material to present the arguments. Another step involves regularly presenting to the ministries reform proposals in the form of detailed draft legislation (Styria violence protection centre 2017: 38). The most recent reform proposals were published in May 2018 (cf. Austrian violence protection centres 2018).

The Tirol violence protection centre commissioned an evaluation in 2018. Several other violence protection centres took part as well.[35] The programme of Chancellor Sebastian Kurz's federal government (18 December 2017 to 28 May 2019) also included an evaluation and, if necessary,

[29] http://www.oegsbarrierefrei.at/bmbf/hilfseinrichtungen/ (in German)

[30] A relay service translates sign language, recorded for example by webcam, or text messages into speech and vice versa, enabling communication between hearing and non-hearing interlocutors.

[31] www.oegsbarrierefrei.at/frauenhelpline (in German)

[32] Knowledge – Information – Tradition – Latest news – Demands by deaf people for deaf people (*Wissen – Information – Tradition – Aktuelles – Forderungen von Gehörlosen für Gehörlose*): https://www.witaf.at/ (in German)

[33] https://www.schreigegengewalt.at/ (in German)

[34] See for example for Carinthia – report and statistics for 2019: https://9e5094c0-bb9b-4bb0-8fb4-608510593482.filesusr.com/ugd/b16c59_2331bee6dd454208a0613489b5fa75d8.pdf (in German)

[35] https://campus.aau.at/cris/project/0f4de0c76123327e01612851efa509dc (in German)

continued development of the violence protection centres (NVP/FPÖ 2017: 107). It was not possible to obtain information on how this has been implemented.

2.2 Stalking

In places, the violence protection centres provide counselling and support to stalking victims (see Chapter 2.3.1), but there is no independent, specialist support service.

2.3 Violence in the name of so-called honour and forced marriage

There are four counselling centres for girls and women affected by violence in the name of so-called "honour" or forced marriage: The Women-Only Counselling Centre for Migrant Women – DIVAN (*Frauenspezifische Beratungsstelle für Migrantinnen*), operated by Caritas Styria in Graz, the Salzburg violence protection centre[36] (refer to Chapter 2.3.1), a counselling centre specialising in migrant women, operated by the shelter St. Pölten, and the association Orient Express in Vienna, which was founded in 1988[37].

DIVAN and Orient Express will be examined more closely below:

2.3.1 Services

The services offered by **DIVAN** are aimed at migrant women and at girls and young women at risk of forced marriage or women who want to escape a forced marriage. They include:

- Psychosocial and legal support (including by telephone or email)
- Longer-term support and assistance
- Emergency accommodation when possible
- Where needed, referral to specialist agencies and authorities

> 150 women from 37 countries received counselling in 2014. The majority were third-country nationals of Turkish extraction (Federal Chancellery 2018: 28).

The services offered by **Orient Express** are intended for girls and young women aged 16 to 24. They include:

- Anonymous and free counselling, assistance and support (also by telephone and online) for women affected by forced marriage or abduction
- Counselling services for problems relating to families or partnerships, violence or abuse and inter-generational conflicts
- Awareness-raising and educational work addressing genital mutilation

> 123 women and girls received counselling and support on the subject of forced marriage in 2018.

[36] http://www.gewaltschutzzentrum.eu/index.php?lang=e&status=7

[37] https://www.orientexpress-wien.com/?lang=en

In addition, a **Nationwide Coordination Centre Against Abduction and Forced Marriage** (*Bundesweite Koordinationsstelle gegen Verschleppung und Zwangsheirat*) was established within Orient Express in 2017. It coordinates efforts in cases of abduction (for purposes of forced marriage or as "punishment") and repatriation of the women to Austria at national level. Orient Express has operated an emergency flat since 2013 and a transitional flat since 2019. They are available to girls and young women aged 16 to 24 from all over Austria who are at risk of, or affected by, forced marriage (refer to Chapter 3.3). The organisation has a team of around 35 multilingual female counsellors, support workers, course leaders, coordinators and organisers. The number of counsellors changes frequently, depending on the momentary budget situation. At present there are four advisers, although their hours amount to a full-time equivalent of 2.13 positions.

2.3.2 Funding and bases

DIVAN was founded in 2011 and is financed using funds allocated by the Division for Women and Equality of the Federal Chancellery, the Federal Ministry of Europe, Integration and Foreign Affairs (*Bundesministerium für Europa, Integration und Äußeres*), the federal state of Styria, and the departments for Women and Equality (*Referat Frauen und Gleichstellung*) and for Education and Integration (*Abteilung für Bildung und Integration*) of the City of Graz.

Counselling by **Orient Express** is financed using funds allocated by the Division for Women and Equality of the Federal Chancellery, the Federal Ministry of Europe, Integration and Foreign Affairs and the Municipal Department Women's Affairs of the City of Vienna. With the exception of the three-year framework assistance agreement with the City of Vienna, funding is based on one-year project assistance. The Nationwide Coordination Centre Against Abduction and Forced Marriage within **Orient Express** has been funded since 2017 by the Federal Ministry of Europe, Integration and Foreign Affairs, with some additional co-funding from the Municipal Department Women's Affairs of the City of Vienna.

2.3.3 Standards

It was not possible to identify specific standards for the counselling agency **DIVAN**.

Orient Express states that its counsellors receive intense training for several months and attend ongoing basic and further training.

2.3.4 Distribution

The counselling centre **DIVAN** is based in Graz and has a branch office in Kapfenberg. DIVAN also offers ambulatory counselling in Upper Styria, which is arranged in advance by telephone. Counselling at DIVAN is usually offered in the organisation's main office, sometimes in the form of scheduled visits and sometimes in the form of "surgeries" at the premises of other counselling agencies.

Orient Express is based in Vienna.

2.3.5 Availability

The counselling agency **DIVAN** can be reached every weekday morning until at least 12:00 pm and on two additional weekday afternoons. **Orient Express** can be reached on three workdays until 5:00 pm and on one workday until 1:00 pm.

2.3.6 Access

The counselling centre **DIVAN** offers its services in German, Turkish, Arabic, Bosnian, Croatian, Serbian, English, Dari, and Farsi. **Orient Express** provides counselling in German, Turkish, Arabic, and English.

2.3.7 Miscellaneous

Orient Express runs the **working group "abduction and forced marriage"** (*Arbeitskreis „Verschleppung und Zwangsheirat"*), which was founded in 2016 and which handles specific when necessary. It is also tasked with developing general improvements to develop case-independent improvements for more effective work in this area and to carry out prevention work (Federal Chancellery 2018: 6). The working group also creates networks between the Austrian executive and judiciary on the one hand and, on the other, between relevant organisations and the Division for Women and Equality of the Federal Chancellery, the Federal Ministry of the Interior, and the Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice (ibid.: 24).

2.4 Genital mutilation

There are two counselling centres for women affected by genital mutilation in Austria, namely the counselling centre Bright Future, founded in 2005 by the African Women's Organization[38], and the FEM Süd Women's Health Centre (*Frauengesundheitszentrum FEM Süd*)[39], which has provided counselling on the issue of genital mutilation since 2007. Secondly, several Vienna hospitals have special outpatient clinics for girls and women affected by genital mutilation.[40]

> Estimates from 2006 suggest that up to 8,000 women in Austria, above all from Somalia, are affected by genital mutilation, over a quarter of them in Vienna (City of Vienna 2006: 392). However, experts now believe that the total number of girls and women affected is significantly higher.[41]

2.4.1 Services

The services provided by the **African Women's Organization** are aimed at African women who are at risk of, or affected by, genital mutilation and other harmful traditions inflicted on women and children. They include:

[38] http://www.african-women.org/index.php

[39] http://www.fem.at/FEM_Sued/femsued.htm

[40] They include the Wiener Rudolfstiftung, the University Women's Clinic at the AKH and the Wilhelminenspital.

[41] https://www.medinlive.at/gesundheitspolitik/fgm-stellt-oesterreichs-gesundheitssystem-vor-herausforderungen

- counselling and care
- gynaecological examinations

Since 1998, the African Women's Organization has prioritised a campaign against female genital mutilation in Austria, which aims to reduce the risk of genital mutilation for migrant women. In addition, the organisation conducted a survey on genital mutilation in Austria in 2000 (African Women's Organization in Vienna 2000).

> Around 360 women receive counselling and support each year (City of Vienna 2006: 394).

The **FEM Süd** services are aimed at women and girls from African countries and Arabic-speaking regions who are at risk of, or affected by, genital mutilation. They include:

- Information and counselling by telephone
- Counselling on health and social matters
- Crisis interventions

> Over 800 women received counselling and support inn 2017.This involved almost 4,400 sessions (Institute for Women's and Men's Health 2017: 69).

FEM Süd employs one counsellor with a professional background in medicine and another part-time staff member who conducts preliminary meetings and support sessions. In addition, six peer counsellors are currently working on a one-year project on a part-time basis under a freelance contract.

2.4.2 Funding and bases

The counselling centre of the **African Women's Organization** was founded in 2005 with funding from the City of Vienna, the then Ministry of Women's Affairs, and a health fund (*Fond Gesundes Österreich*) (National Action Committee 2008). Between 2015 and 2018, the African Women's Organization received project funds of 11,250 euros per year from the Division for Women and Equality of the Federal Chancellery to enable measures associated with awareness raising, prevention and elimination of genital mutilation and the provision of support to victims of genital mutilation.[42]

FEM Süd is funded by the Division for Women and Equality of the Federal Chancellery, the Federal Ministry of Europe, Integration and Foreign Affairs, the Municipal Department Integration and Diversity and the Municipal Department Women's Affairs of the City of Vienna, and the Vienna Hospital Association (*Wiener Krankenanstaltenverbund*). Within the project "intact – education, awareness-raising and support around female genital mutilation" (*Projekts „intact – Aufklärung, Bewusstseinsbildung und Unterstützung bei weiblicher Genitalverstümmelung"*), funds from the

[42] https://www.parlament.gv.at/PAKT/VHG/XXVI/AB/AB_02108/imfname_728485.pdf (in German)

Federal Ministry of Europe, Integration and Foreign Affairs will be provided for activities during the period 1 July 2018 to 31 December 2019, also for counselling of affected women.[43]

2.4.3 Standards

It was not possible to find specific standards for **DIVAN**.

FEM Süd bases its work on the World Health Organisation's policy guidelines on genital mutilation in particular.[44]

2.4.4 Distribution

Both organisations are located in Vienna. The intact project involves training women as multipliers in cooperation with the local women's health organisations. The courses take place in Vienna, Linz, and Salzburg. Among others things, they will counsel women and girls affected by genital mutilation.

2.4.5 Availability

The **African Women's Organization** can be reached Monday to Friday from 9:00 am to 5:00 pm. **FEM Süd** can be reached until 4:00 pm on three workdays and until 12:00 pm on the other two.

2.4.6 Access

The **African Women's Organization** offers advice in Arabic, German, English, and French and can arrange interpreting services for a range of African languages when necessary.

The employees of **FEM Süd** offer advice in German, English, Arabic, and Somali. They work with interpreters to provide other languages (Institute for Women's and Men's Health 2017: 69).

2.4.7 Miscellaneous

Orient Express (refer to Chapter 2.3.3) provides education and awareness raising for matters relating to genital mutilation. The **Austrian Platform against Genital Mutilation** (*Österreichische Plattform gegen Genitalverstümmelung*) was founded in 2003. It takes action to combat female genital mutilation in Austria and abroad.[45]

2.5 Assessment

Austria relies on non-governmental support services to implement Article 22. There are specialist support services for all the forms of violence included in this working paper. They are offered by

[43] https://www.bmeia.gv.at/integration/datenbank-integrationsprojekte/detail/project/intact-aufklaerung-bewusstseinsbildung-und-unterstuetzung-bei-weiblicher-genitalverstuemmelung-pha/ (in German)

[44] WHO guidelines on the management of health complications from female genital mutilation: https://apps.who.int/iris/bitstream/handle/10665/206437/9789241549646_eng.pdf;jsessionid=8A403A794F04248478AC7CC9B290CDEA?sequence=1

[45] http://www.stopfgm.net/ (in German)

non-governmental, mainly charitable organisations, which predominantly receive public grants for this purpose.

Specialist support services for victims of domestic violence operate Austria-wide: The first legal basis for rapid and efficient protection for victims of domestic violence was established in 1997 with the Act on Protection Against Violence[46]. Violence protection centres were set up in each federal state at the same time to offer comprehensive protection to affected women, men, and children. Throughout Austria, the violence protection centres are legally recognised as victim-protection agencies that act as interfaces between all institutions involved, including security authorities, courts, and women's shelters. They have signed open-ended contracts with the state, so their funding can be considered secure. The violence protection centres operate on the basis of uniform quality standards, which are documented in published annual reports. Some violence protection centres have already undergone external evaluation.[47]

Nonetheless, the strong focus on domestic violence within the Austrian anti-violence policy is at the expense of efforts to prevent other forms of violence that receive less political attention, funding and support:[48] For instance, Austria only has a handful of specialist support services for victims of violence in the name of so-called "honour", forced marriage or genital mutilation (for sexual violence see Chapter 4.3). The majority of these institutions are located in Vienna. The violence protection centres address the issue of stalking in part, but there is no independent, specialist support service for this area in Austria.

Although domestic and/or sexual violence are the most common forms of violence in Austria, violence in the name of so-called "honour", forced marriage and genital mutilation are assumed to be on the increase as well (GREVIO 2017a: 31; Criminal Law Task Force 2019: 25). Female refugees, asylum seekers and migrants are disproportionately affected by these forms of violence, which now also extend to girls and women of the second immigrant generation (GREVIO 2017a: 31).[49] Given the lack of valid data on the prevalence of less common forms of violence against women in Austria, it remains difficult to estimate the extent to which the number, scope, and range of specialist support services need to be enlarged. In this context, the Committee for Victim Protection and Work with Perpetrators within the Criminal Law Task Force[50] calls for the establishment of counselling centres for genital mutilation in every federal state (Criminal Law Task Force 2019: 39).

[46] Article 25, long-term support, Paragraph 140 of the Act on Protection Against Violence

[47] https://campus.aau.at/cris/project/0f4de0c76123327e01612851efa509dc (in German)

[48] This can lead to unequal treatment of victims of different forms of violence: By law, the law enforcement authorities are obliged to ensure that victims of domestic violence receive support from a violence protection centre. However, no equivalent obligation applies to victims of other forms of violence (GREVIO 2017a: 31). The NGO coalition for the GREVIO Shadow Report therefore calls for the police to inform the violence protection centres whenever there is an incident involving violence against women or domestic violence, so that victims can be reached earlier and violence prevented more effectively (Austrian GREVIO Shadow Report NGO Coalition 2016: 71).

[49] For more information on the need for improvements in the special case of migrant women facing violence, refer also to the list of demands issued by the working group "migrant women and violence" (2014): http://www.aoef.at/images/06_infoshop/6-2_infomaterial_zum_downloaden/Infoblaetter_zu_gewalt/Forderungskatalog_Migration_Feb-2014.pdf (in German)

[50] A Criminal Law Task Force was established in 2018 under the Sebastian Kurz administration in Austria to promote the government's aim of "tougher sentences for sexual and violent offenders". It consisted of a criminal law committee and a committee for victim protection and work with perpetrators. Legislative amendments had been presented for 57 measures by May 2019: https://www.bundeskanzleramt.gv.at/bundeskanzleramt/nachrichten-der-bundesregierung/2019/task_force_strafrecht_strengere_strafen_bei_sexuellem_missbrauch_sowie_gewalt_gegen_frauen_und_kinder.html (in German)

The amount of funds allocated to finance the current support services differs in each federal state and competent city district. The terms under which assistance is provided vary as well: Unlike the funding of the violence protection centres, the other specialist support services are frequently awarded only annual or biannual contracts. In addition, the allocated funds usually cover no more than the basic costs (GREVIO 2017a: 16). In turn, other organisations must place applications for financial assistance at all three levels of government (national, regional, and local), as well as at European level, and frequently receive only short-term funding (ibid.). This occasionally precarious financial situation directly impacts how specific support services are offered: In particular, it is impossible to accommodate the longer-term counselling needs of victims, as the number of counselling sessions available to each victim must be restricted due to the limited resources (ibid.: 33; GREVIO Shadow Report NGO Coalition 2016: 71). Trauma treatment is affected by this predicament especially (GREVIO 2017a: 33; this assessment refers also to the services provided under Article 25, see Chapter 4.3). It seems moreover that the services lack specialisation in regard to the special needs of female victims of violence suffering from concomitant addiction problems, psychological problems, learning difficulties or physical disabilities[51] (ibid.; Schachner et al. 2014).

The demand formulated in the GREVIO report for fit-for-purpose, comprehensive and long-term financial support for the civil-society organisations that provide important help and support services to victims of violence (GREVIO 2017a: 16) was also adopted in the policies of the Social Democratic parliamentary group in late 2018[52]. The report insisted on the need for a comprehensive and coordinated approach to preventing and combating violence in the name of so-called “honour”, forced marriage and genital mutilation, with the involvement not only of various stakeholders, organisations and agencies, but also and above all, the migrant communities in Austria that continue to inflict these forms of violence as culturally inherited practices (ibid.: 32).[53] These forms of violence appear to have captured more political attention in recent times: Since 2018, counselling services for women with a migrant background have also been instructed to “prioritise education, awareness-raising and support when responding to female genital mutilation and violence against women” (Federal Chancellery 2019b: 100). Moreover, additional funding for the submission of project proposals for “measures against female genital mutilation and violence against women in the context of integration” was made available following a special appeal by the Austrian Integration Fund (*Österreichischer Integrationsfonds*).[54]

[51] A study on violence and sexual abuse inflicted on persons with disabilities was commissioned by the Federal Ministry of Labour, Social Affairs, Health, and Consumer Protection in 2016. The contract was awarded to a consortium led by the Institute for the Sociology of Law and Criminology (IRKS). The findings have been published in 2019: https://www.irks.at/publikationen/studien/2017/gewalt-an-menschen-mit-behinderungen.html (in German)

[52] However, the Gender Equality Committee is yet to start deliberations: https://www.parlament.gv.at/PAKT/VHG/XXVI/A/A_00540/index.shtml (in German)

[53] A National Action Plan for Prevention and Elimination of FGM in Austria existed from 2009 to 2011 (National Action Committee 2008). Implementation of the plan was to be evaluated after this period as a basis for defining future policies. It was not possible to locate any information in this regard.

[54] https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=20&ved=2ahUKEwia57We84vjAhXI-6QKHedbDlw4ChAWMAl6BAgCEAI&url=https%3A%2F%2Fwww.integrationsfonds.at%2Ffileadmin%2Fcontent%2FAT%2FDownloads%2FStipendienFoerderungen%2FAufruf_zur_Einreichung_FGM_sowie_Gewalt_an_Frauen.pdf&usg=AOvVaw3UAahOLZ5EuTNwU8GzPZ_O

3 Shelters (Article 23)

> *"Parties shall take the necessary legislative or other measures to provide for the setting-up of appropriate, easily accessible shelters in sufficient numbers to provide safe accommodation for and to reach out proactively to victims, especially women and their children."*
>
> (Article 23 IC)

Specialised shelters for people affected by violence have the primary task of providing rapid and low-threshold protection around the clock if possible. In addition, legal and psychosocial counselling and effective cooperation with all authorities and institutions involved are needed to support victims.

In total, Austria has 30 shelters for women affected by violence and their children:[55] 15 women's shelters are grouped within the association Austrian Autonomous Women's Shelter Network (*Verein Autonome Österreichische Frauenhäuser, AÖF*)[56], which was founded in 1988. A second network was established in 2013, the Union of Austrian Shelters for Women (*Zusammenschlusses Österreichischer Frauenhäuser, ZÖF*).[57] It creates a network of 11 women's shelters. In addition, emergency accommodation has been provided since 2013 via the association Orient Express, as well as transitional accommodation since 2019. The housing is available to girls and young women aged 16 to 24 from all over Austria who are at risk of or affected by forced marriage (refer to Chapter 2.3.3).

3.1 Services

The **women's shelters** offer immediate, unbureaucratic aid to women who have been abused or affected by violence, along with their children. The services provided by the women's shelter include:

- Immediate aid
- Protection and accommodation/protected housing
- Preparation of a safety plan
- Accompaniment in crisis situation
- Support in processing the violent experience
- Specialised and qualified support in psychosocial and legal areas
- Accompaniment to court, the police, government agencies
- Legal and psychological support during criminal court proceedings
- Support in making applications, dealing with official paperwork, issues of maintenance and custody, separation and looking for employment or housing
- Help with making a living/help in kind

[55] In addition, there are two safe houses and one halfway house for female victims of human trafficking (IBF n. y.).

[56] https://www.aoef.at/index.php (in German)

[57] https://www.frauenhaeuser-zoef.at/en_uber.htm

- Future planning
- Follow-up support after moving out when needed
- Referral other useful support institutions
- Support and counselling for children and young people
- Counselling in a native language or support via an interpreter when needed
- Transitional flats for the period after leaving a shelter[58]

All women's shelters are run by independent organisations. Some are closely connected to political, governmental, or religious organisations (ibid.).

> 3,284 people received support in 26 women's shelters in 2018, of whom 1,664 were women and 1,620 were children (AÖF 2019).

The first and only emergency ermergency flat established in Austria has been open since 2013 and is and available to girls or young women who are threatened or affected by forced marriage.[59] Admission to the ermergency flat is organised by **Orient Express**. The service is aimed at girls and young women aged 16 to 24 from anywhere in Austria who are at risk or already victims of forced marriage and need to be housed anonymously in order to be protected from this and other forms of violence:

- Accommodation for eight young women and girls, as well as two emergency beds
- Protection by means of a secret address and necessary security measures
- Round-the-clock support at the accommodation
- Integrated support in German, Turkish, Bosnian/Croatian/Serbian, Arabic, Farsi, English and French
- Accompaniment to appointments, for instance with government authorities or doctors
- Support with future planning

> In 2018, 36 girls and young women who were threatened with or already affected by forced marriage were given accommodation at the ermergency flat.

A transitional flat has also been in operation at Orient Express since January 2019. It functions as a follow-on service with spaces for 15 women and girls aged 16 to 24. Besides the ermergency flat, the range of services includes:

- Weekly group discussions
- Educational leisure activities (for example sports, crafts, workshops, celebrations)
- Psychological and therapeutic services provided in-house by the staff or, where necessary, by external agencies
- Accompaniment and support on the way to independence.

[58] Provision of transitional flats by AÖF and ZÖF were not included in the research.

[59] https://www.orientexpress-wien.com/schutzeinrichtungen

3.2 Funding and bases

The **women's shelters** in Austria mainly receive public funding, which means principally from the governments of the federal states. Each federal state has its own legal provisions in regard to this funding: Upper Austria and Burgenland have enshrined the funding of women's shelters in law. The four women's shelters in Vienna have an open-ended contract with the City of Vienna (GREVIO Shadow Report NGO-Coalition 2016: 54). The financial situation of the women's shelters is more precarious in the other federal states, not least due to the absence of a legal basis and because of single-year contracts (ibid.: 54; AÖF 2017a). The women's shelters provide their services largely free of charge to women who do not have their own income; women with an income often have to pay a financial contribution, depending on their means (GREVIO Shadow Report NGO Coalition 2016: 54).

The **Orient Express** ermergency flat is funded by the Division for Women and Equality of the Federal Chancellery and the Federal Ministry of the Interior. The transitional flat is financed by the Vienna Social Fund. Accommodation for minors in both facilities is funded by the children and youth welfare service.

3.3 Standards

The **women's shelters in the AÖF** operate in line with international and feminist basic principles (AÖF n. y.: 7). A new quality brochure was published in spring 2017 entitled "yesterday for today for tomorrow" („*gestern für heute für morgen*"), which was prepared in cooperation with the staff of the individual women's shelters (ibid.: 17).

The **Dynamic Risk Analysis System** was implemented in the women's shelters (and in the violence protection centre) of the federal state of Salzburg in order to assess risk levels and serious hazards among affected persons (Federal Chancellery 2019a: 27).

3.4 Distribution

Most of the 30 **women's shelters** are located in urban areas.[60]

3.5 Availability

All **women's shelters** are accessible 24/7. Women can be admitted at any time of day or night.

3.6 Access

In principle, all shelters are open to all women who are threatened by and/or at risk of familial violence – regardless of nationality, income, or religion.

However, like with funding, each federal state has its own legal provisions governing access to women's shelters. These provisions can – firstly – make it harder or even impossible for women affected by violence to access shelters in another federal state, especially due to the difficult

[60] AÖF: Amstetten, Burgenland, Hallein, Innviertel, Linz, Mistelbach, Neunkirchen, Pinzgau, Salzburg, Steyr, Tirol, Vöcklabruck, ifs FrauennotWohnung (Dornbirn women's shelter), Wels, Wiener Neustadt; ZÖF: Four women's shelters in Vienna, Kapfenberg, Graz, St. Pölten, Klagenfurt, Lavanttal, Spittal/Drau, Villach

reimbursement arrangements between the individual states. This becomes particularly problematic when there are too few places in a federal state and women and children are therefore unable to claim protection (AÖF, n. y.: 5). Secondly, these provisions can make it difficult for asylum-seeking women and women with precarious residence status to access women's shelters, or even exclude them completely (GREVIO 2017a: 33),[61] not least due to the fact that basic welfare provisions for asylum-seeking women falls under the responsibility of the national government, while management of the women's shelters is the responsibility of the federal states.

The women have the right to bring their child or children with them. In practice, however, only a few women's shelters offer places to male adolescents aged over 14 (ibid.: 32). In addition, financial constraints mean that not all women's shelters have enough staff to care for and support the children (AÖF 2017b).[62]

Due to the lack of barrier-free rooms, women with restricted mobility or particular care needs that require personal assistance can rarely be accepted into a shelter.[63]

3.7 Duration of stay

The **women's shelters** offer temporary accommodation for as long as a woman's individual situation requires the special protection they offer.[64] There are no known measures for shortening the duration of stay.

> In 2018, around 26 percent of the 623 women, who sought protection in the AÖF's women's shelters, stayed for between 4 days and 1 month. A further 26 percent stayed between 1 and 6 months, and 12 percent stayed longer than 6 months. One percent stayed for longer than a year (AÖF 2018: 16).

In 2018, there were 2,277 follow-up care contacts in total, provided in the form of ambulatory counselling sessions, house visits or telephone calls with women after their stay in a women's shelter (ibid.: 3).

The duration of stay in the **Orient Express** ermergency flat depends on the individual situation and the level of victim risk; it can range from a few days to several months. The duration of stay in the transitional flat is limited to no more than one year.

3.8 Miscellaneous

The ZÖF association offers – in cooperation with counselling centres for men – **professionally mediated clarifying discussions** for women from the shelters; these discussions focus on victim

[61] In some cases, a stay in a women's shelter is only funded if a woman is entitled to Austrian social security benefits.

[62] Between 2015 and 2018, 12 women's shelters received project funds of 6,000 euros per year from the Federal Chancellery – Section III (Women's Affairs and Equality) to pay for the psychological care of children: https://www.parlament.gv.at/PAKT/VHG/XXVI/AB/AB_02108/imfname_728485.pdf (in German). The association AÖF calls for at least three workers per women's shelter to provide counselling and support to children (AÖF 2017b).

[63] Victims can obtain information about barrier-free women's shelters from the Frauenhelpline: http://www.frauenhelpline.at/ (in German)

[64] http://www.frauenhaeuser-zoef.at/betroffene_frauen.htm (in German)

protection.[65] The women are thus given the opportunity to talk with their (ex-) partners in a protected setting.

The European network against violence against women **WAVE** (Women Against Violence Europe) was part of the AÖF association for over 20 years till 2014.

3.9 Assessment

Austria's uses non-state support services to implement Article 23. The shelters are provided by non-profit associations that receive public funds for the purpose – predominantly from the regional state governments. Each federal state has its own legal provisions with regard to financing. Hence, the financial resources and planning certainty for women's shelters across Austria varies. The occasionally precarious funding situation impacts directly on the services the shelters can offer. Often they can only cater to short-term crisis intervention rather than long-term support (GREVIO 2017a: 16).

In addition, the legal requirements that the federal states attach to the financing lead to differing circumstances in the women's shelters: An especially problematic factor is the complicated or refused access to women's shelters in regard to the admission of affected women from different federal states,[66] of asylum-seeking women, women with precarious residence status and women with older sons (ibid.: 32, 33). In addition, the women's shelters do not accommodate the special needs of female victims of violence with addiction problems, psychological problems, learning difficulties or physical disabilities (ibid.: 33; Schachner et al. 2014). Many women's shelters are not barrier-free.

A positive factor is that women can be admitted to all shelters at any time of the day or night. They can also stay as long as their individual situation requires the special protection afforded by a women's shelter. There are no known measures for shortening the duration of the stay.

However, shelters do not exist everywhere in Austria: The number of support places is particularly deficient in rural areas[67], as well as in some federal states such as Styria (GREVIO Shadow Report NGO Coalition 2016: 77). As such, Austria does not meet the requirements of the Istanbul Convention to create one family place per 10,000 head of population,

> In total, the 30 women's shelters offer 766 places for women and children. To fulfil the recommendation of the Istanbul Convention, there would have to be 866 family places, so Austria is 100 places short.[68]

[65] https://www.frauenhaeuser-zoef.at/opferschutzorientierte_klaerungsgespraeche.htm (in German)

[66] The committee for "Victim Protection and Work with Perpetrators" of the Criminal Law Task Force proposes that an exchange quota for women's shelters should be enshrined in law (Criminal Law Task Force 2019: 16): Each federal state would hence be required, without bureaucratic complications or reimbursement of costs, to accept a set number of admissions for high-risk women or families, adjusted according to each state's population. Among the main purposes of this measure would be to ease the strain on the highly frequented women's shelters in Vienna.

[67] For instance in the regions of Waldviertel in Lower Austria, Mühlviertel in Upper Austria or Oberland in the Tirol.

[68] The population of Austria was 8.86 million in 2019.

In 2018, 181 women were unable to find accommodation in the independent women's shelter responsible for them due to a shortage of spaces (AÖF 2018: 4). This indicates that there should be twice as many places.

The programme of the former Kurz administration included a plan for the Austria-wide expansion of acute interventions dealing with violence against women and children, as well as a further expansion of emergency shelters for women and children (NVP/FPÖ 2017: 107). The Austrian parliament passed a law in May 2018 requiring the provision of 100 new support places (emergency shelters and women's shelters) for female victims of violence by 2022[69], while at the same time ensuring existing support services by guaranteeing the current budget.[70] This decision was preceded by an Austria-wide evaluation[71] that investigated the demand for counselling and support places.

[69] A fifth women's shelter is being constructed in Vienna to provide 50 of these places: https://www.derstandard.at/story/2000091939837/wien-baut-fuenftes-frauenhaus

[70] https://www.parlament.gv.at/PAKT/VHG/XXVI/E/E_00020/index.shtml

[71] The information was obtained the website of the Federal Chancellery: https://www.bundeskanzleramt.gv.at/bundeskanzleramt/nachrichten-der-bundesregierung/2019/frauenministerin-bogner-strau-neue-frauen-notrufnummer-fur-schnelle-hilfe.html (in German). According to the website, the evaluation showed that the shortage does not refer to the number of places in women's shelters, but to the availability of inter-state women's shelter places and transitional flats.

4 Support for victims of sexual violence (Article 25)

> *"Parties shall take the necessary legislative or other measures to provide for the setting up of appropriate, easily accessible rape crisis or sexual violence referral centres for victims in sufficient numbers to provide for medical and forensic examination, trauma support and counselling for victims."*
>
> (Article 25 IC)

The Istanbul Convention distinguishes between sexual violence referral centres that offer immediate support, especially by providing medical treatment for victims and the gathering of forensic evidence, and rape crisis centres that offer support in the longer term, especially in the form of psychological counselling and legal assistance. However, the States Parties are not instructed to establish both forms of crisis centres (CoE 2011: 26).

> Almost a third of women in Austria experience sexual violence (ÖIF 2011: 105).[72]

4.1 Sexual violence referral centres for victims of sexual violence

Acute crisis support for women and girls affected by sexual violence is offered by the 24-hour women's emergency line (*24-Stunden Frauennotruf*) run by the City of Vienna[73] and five autonomous counselling centres across Austria that specialise in sexual violence[74]. In addition, victims of sexual violence in Austria can turn to victim-protection groups (*Opferschutzgruppen*) in hospitals. A variety of contact points is available in Austria to document injuries sustained and to preserve evidence. Their services were surveyed in 2015 by the then Federal Ministry of Education and Women's Affairs (BMBF 2015). The clinical-forensic examination centre of the Medical University of Graz[75] was presented in this study as an example of good practice.

4.1.1 Services

The **24-hour women's emergency line** is an agency that specialises in sexual, physical, and psychological violence against women and girls. Its services prioritise medium-term support for victims of violence, as well as acute and crisis support for women and girls aged 14 and over. They include:

- Immediate support and crisis intervention
- Accompaniment to the police, to court or hospital

[72] Survey of 1,292 women aged 16 to 60.

[73] https://www.wien.gv.at/menschen/frauen/beratung/frauennotruf/index.html (in German)

[74] The women's advice agencies dealing with sexual violence mainly prioritise medium- to long-term support for female victims of sexual violence, so they are presented in Chapter 4.3.2 .

[75] https://www.medunigraz.at/klinisch-forensische-ambulanz/allgemeines/?sword_list[]=gerichtsmedizin&sword_list[]=ambulanz&no_cache=1 (in German)

The counselling team consists of clinical and health psychologists, qualified social workers and lawyers.

Victim protection groups offer specialist assistance and situational support to adult[76] victims of physical and/or sexual violence. The range of services includes:

- Special medical, nursing, and therapeutic treatment and care in hospitals for victims of violence.
- Discussion sessions
- Information about counselling services and refuge options, as well as support in contacting the relevant facilities
- Coordination and cooperation with counselling and support agencies outside the hospital

The victim protection groups are also tasked with raising awareness of the subject of violence against women and children and of contributing to the early identification of female patients affected by violence. Hence, victim protection work also involves the organisation of training, operating procedures and public relations at each hospital.

The composition of victim protection groups is defined by law: They consist of two specialist casualty and gynaecology/obstetric physicians, a nurse and a psychologist or psychotherapist.

> In 2017, a total of 799 victim protection cases in Vienna were documented by ten victim protection groups (City of Vienna 2018: 30).[77]

The **clinical-forensic examination centre** is for people of all ages who have been affected by physical and sexual violence, child abuse, or mistreatment. The range of services includes:

- Forensic medical examination with extensive documentation of injuries and, where needed, preservation of evidence and preparation of an expert opinion.
- Information about further support options
- Referral to other services, for example further medical investigation and treatment, specialist support services and/or psychological or legal counselling

The services of the clinical-forensic examination centre are free of charge to victims. There are four specially trained doctors.

4.1.2 Funding and bases

The **24-hour women's emergency line** is a service of the women's department of the City of Vienna, which also funds it.

The establishment of **victim protection groups** has been a legal requirement[78] for all hospitals with gynaecological and casualty departments since 2011. There are no legal provisions about how the work of the victim protection groups should be funded. It was not possible to obtain

[76] There are child protection groups for children and young people.

[77] This number does not include all potentially relevant departments, as some did not document any victim protection cases due to time constraints (ibid.).

[78] Article 8e Hospitals and Sanatoria Act (*Krankenanstalten- und Kuranstaltengesetz*)

information on whether and to what extent the hospitals provide financial resources for this purpose.

4.1.3 Standards

The federal requirement to set up **victim protection groups** in hospitals was initially enshrined in the regional state laws. There is no Austria-wide, standardised concept for the establishment of victim protection groups and their work.[79] The Vienna Hospital Association, the 24-hour women's emergency line, the police and the forensic medicine department developed an **evidence preservation set** in 2004. It guarantees consistent evidence preservation and has become established in the hospitals of the City of Vienna as the treatment standard for examining victims of sexual violence (MA 57 et al. 2005). 31). A forum for networking the victim protection groups in Vienna was founded in 2013 on the initiative of the Viennese Programme for Women's Health and the 24-hour women's emergency line of the City of Vienna. It includes the victim protection groups at ten hospitals in Vienna. The aim is to promote standardised procedures when dealing with female patients affected by violence and to network with the police, the Department for Youth and Family of the City of Vienna and violence prevention institutions. A **checklist for cases of violence against women**[80] was developed in this context. It is designed to help medical staff to identify violent assaults and to respond to them correctly in everyday clinical work.[81] The **MedPol questionnaire**[82] is used Austria-wide as a consistent documentation questionnaire for violent offences or where there is reason to suspect third-party responsibility. It is designed to meet the requirements of the court. This was developed in partnership between the Austrian Medical Chamber (*Österreichische Ärztekammer*), the Austrian Society for Forensic Medicine (*Österreichische Gesellschaft für Gerichtsmedizin*), and the Federal Ministry of the Interior.[83]

The **clinical-forensic examination centre** states that it uses internationally recognised high standards in its examinations. In addition, the centre voluntarily uses the latest imaging procedures (CT, MRI) for research purposes, as doing so enables an objective and precise assessment, especially of the kind of injuries that are not externally visible and have hence been largely impossible to assess so far.

4.1.4 Distribution

The **24-hour women's emergency line** is a service of the City of Vienna. Research was not carried out to determine whether and how female victims outside Vienna contact this support service and therefore receive counselling.

[79] Publication of the evaluation report (refer to FN 84) will also include a toolbox for newly founded victim protection groups.

[80] https://www.wien.gv.at/menschen/frauen/beratung/frauennotruf/checkliste-gewalt.html (in German)

[81] https://www.wien.gv.at/gesundheit/beratung-vorsorge/frauen/frauengesundheit/schwerpunkte/gewalt/vernetzung-opferschutzgruppen.html (in German)

[82] https://bundeskriminalamt.at/202/Gewalt_widersetzen/files/Dokumentationsbogen.pdf (in German)

[83] Apparently, there are other documentation questionnaires circulating in Austria aside from the MedPol questionnaire, but they are seemingly inadequate in places (BMBF 2015: 6). There is no conclusive overview of the documentation questionnaires that are currently in use.

An Austria-wide overview of established **victim protection groups** does not exist at present.[84]

The **clinical-forensic examination centre** only operates in Graz.[85]

4.1.5 Access

The **24-hour women's emergency line** is staffed by multilingual counsellors and interpreters.

The examinations at the **clinical-forensic examination centre** are carried out regardless of whether the violent act has been or will be reported to the authorities.[86] As a rule, the referral is made by a doctor, victim protection institution, police or public prosecutor. The examination centre is available to all children, adolescents, and adults affected by violence. No information on access restrictions was identified.

4.1.6 Availability

Women and girls affected by violence can contact the **24-hour women's emergency line** round-the-clock. No information was identified concerning availability of the **victim protection groups**. The clinical-forensic examination centre is open on weekdays from 8:00 am to 4:00 pm. Appointments must be arranged in advance by telephone.

4.1.7 Miscellaneous

In their 2018 reform proposals, the nationwide violence protection centres recommend that the legal provisions should include the requirements for participation of one their representatives (refer to Chapter 2.3.1) in the victim protection groups (refer to Chapter 2.3.1.7) (Austrian violence protection centres 2018: 11).

4.2 Rape crisis centres for victims of sexual violence

There are five autonomous counselling centres dealing with sexual violence. They came together in 2010 to form the Alliance of Autonomous Counselling Centres for Women Affected by Sexual Violence Austria (*Bund autonome Frauenberatungsstellen bei sexueller Gewalt Österreich*)[87]. In addition, the violence protection centres in Burgenland, Lower Austria, Styria, and Vienna (refer to Chapter 2.3.1) also offer counselling and support to victims of sexual violence and harassment. Furthermore, there is a counselling centre for women with learning difficulties and multiple disabilities who have suffered sexual violence.[88]

[84] In 2018, the Austrian Federal Ministry of Labour, Social Affairs, Health and Consumer Protection commissioned Gesundheit Österreich GmbH with preparing an evaluation. An online-toolbox is earmarked for publication in summer 2020. The evaluation will not be published: https://goeg.at/Versorgung_Gewaltopfer (in German)

[85] Comparable institutions exist also in Vienna (outpatient crisis clinic at the hospital AKH Wien: https://frauenheilkunde.meduniwien.ac.at/gyn/patientinneninformationen/ambulanz/krisenambulanz/ (in German)) as well as in Innsbruck (outpatient clinic for victims of violence) and Salzburg (BMBF 2015).

[86] The preserved evidence is kept for six months if the victim does not want to file a police report (at present).

[87] http://www.sexuellegewalt.at/ (in German)

[88] http://www.ninlil.at/kraftwerk/ninlil.html (in German)

4.2.1 Services

The services of the **Counselling Centres for Women Affected by Sexual Violence** cater to women and girls aged 14 and over who have experienced or defended themselves against sexual violence. They include:

- Free information and counselling
- Crisis support/intervention as the first step towards regaining internal and external security and psychological stability with the help of a clinical psychologist
- Psychological and psychosocial counselling
- Counselling for carers, so for significant persons such as relatives and partners, as well as teachers and social counsellors
- Psychosocial and legal process assistance:
    - Information on court procedures
    - Preparation for cross-examination and protective accompaniment when reporting crimes and attending trial
- Preventative work:
    - Primary prevention does not address specific persons, rather society as a whole. It aims to identify and eradicate societal causes of violence.
    - Secondary prevention: Violent situations should be identified at an early stage and appropriate intervention measures taken.
    - Tertiary prevention: Therapy and crisis intervention for both victims and perpetrators are prioritised here.

The various institutions offer additional services as well: The women's counselling centre in Graz provides trauma therapy, which is charged to clients according to their income. The women's counselling centre in Linz offers online counselling. The women's counselling centre in Salzburg can provide free legal representation in criminal proceedings. The lawyer ensures that all rights and claims are protected during the trial. In addition, the counselling centre offers advice on personal compensation claims based on the Austrian Victims of Crime Act, especially with regard to the options of receiving psychotherapeutic support.

There is one women's counselling centre in each of the cities Graz, Innsbruck, Linz, Salzburg and Vienna that operate as state-certified victim protection institutions. Non-profit associations are behind the women's counselling centres. It was not possible to obtain information on staffing at any of the five women's counselling centres: Four part-time counsellors work at the centre in Graz. Four female lawyers are available to represent clients as part of the support service for court cases. The team at the women's counselling centre in Innsbruck consists of four part-time staff members and three volunteer counsellors. There are four lawyers in Linz to provide counselling and trial support, one of whom works within a marginal employment arrangement, as well as three psychosocial counsellors. The women's counselling centre in Salzburg consists of a psychologist, a lawyer, several social workers and a life and social coach. The women's counselling centre in Vienna consists of four social workers, one of whom is also a lawyer and another who is a trainee psychotherapist.

The **counselling centre "Kraftwerk against Sexual Violence against Women with Learning Difficulties"** (*Beratungsstelle „Kraftwerk gegen sexuelle Gewalt an Frauen mit*

Lernschwierigkeiten"), which is operated by the association NINLIL (*Verein „NINLIL – Empowerment und Beratung für Frauen mit Behinderung"*), is a women's service centre that is accredited by the Division for Women and Equality of the Federal Chancellery (Federal Chancellery 2018: 28). The counselling centre's services are aimed at women with learning difficulties and multiple disabilities who are or have been affected by sexual violence. They include:

- Advice for victims and for the families or carers of women with learning difficulties affected by violence
- Referrals to other counselling centres that offer relevant services
- Regular moderated group meetings for eight women with learning difficulties who have experienced violence

In regard to the specific life circumstances of women with learning disabilities, counselling is also provided to teams at institutions for people with disabilities who deal with actual or suspected sexual violence and to female experts for protection against violence. The counselling centre consists of one manager and one counsellor, supported by an assistant on a marginal employment contract (Kraftwerk 2017: 6).

4.2.2 Funding and bases

All **women's counselling centres for sexual violence** are funded by Division for Women and Equality of the Federal Chancellery. Unlike in the rules for violence protection centres, this funding is not adjusted for inflation on an annual basis. The women's counselling centres have a framework agreement that includes personnel and material costs and has a term of three years. However, the funds are requested separately every year. Furthermore, there are single-year contracts with the Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice for one-time funding of psychosocial and legal process support for victims of violence (refer also to Chapter 2.3.1.2). All women's counselling centres also receive funds from the federal states and the responsible municipal authorities based on various assistance conditions. The women's counselling centres in Graz and Innsbruck have received additional funds from a campaign ("*Licht ins Dunkel"*) by the Austrian public service broadcaster ORF.

Kraftwerk is funded by the Municipal Department Women's Affairs of the City of Vienna and the Federal Ministry of Health and Women's Affairs. A third of the counselling work has been co-financed from the budget of the Vienna Social Fund (*Fonds Soziales Wien*) since 2011.

4.2.3 Standards

The women's counselling centres in Innsbruck[89] and Vienna[90] work according to principles they have developed themselves.

[89] https://www.frauen-gegen-vergewaltigung.at/ueber-uns/ (in German)

[90] http://www.frauenberatung.at/index.php/beratungsstelle/arbeitsprinzipien (in German)

4.2.4 Distribution

There is one **women's counselling centre for sexual violence** in each of the cities of Graz[91], Innsbruck[92], Linz[93], Salzburg[94], and Vienna[95]. The women's counselling centre in Innsbruck also provides counselling sessions in Landeck.

Kraftwerk is based in Vienna but provides counselling nationwide, including to other women's counselling centres that advise (or want to advise) women with learning difficulties.

4.2.5 Availability

None of the **women's counselling centres for sexual violence** are open 24/7. The 24-hour women's emergency line provided by the City of Vienna is also aimed at victims of sexual violence (refer to Chapter 4.3.1).

Kraftwerk is staffed on weekdays from 10:00 am to 5:00 pm, but for organisational reasons can only be reached by telephone during the core hours of Monday and Wednesday from 10:00 am to 1:00 pm and Tuesday and Thursday from 1:00 to 4:00 pm.

4.2.6 Access

The **Alliance of Autonomous Counselling Centres for Women Affected by Sexual Violence Austria** operates a shared website, but it only contains information in German. On its website, the women's counselling centre in Graz offers a barrier-free information brochure in German, Arabic, English, Farsi, Romanian, Serbian, and Turkish. The website of the women's counselling centre in Salzburg has information in German, English, Serbian, and Turkish.

Kraftwerk has developed guidelines[96] for counselling women with learning difficulties who are affected by violence in order to continue improving access to existing counselling services for these women.

4.2.7 Miscellaneous

The women's counselling centre in Graz is a member of the **Styrian Network against Sexualised Violence** (*Steirisches Netzwerk gegen sexualisierte Gewalt*).[97] This consists of violence prevention and victim protection institutions, support agencies for disabled persons, health, and youth work institutions, housing institutions, therapists, child protection service, police, prosecutors and other experts who work in the area of sexual violence.

The committee for "Victim Protection and Work with Perpetrators" of the Criminal Law Task Force calls for a simplification of access to services for victims of sexual violence: It proposes the dismantling of bureaucratic obstacles for people affected by sexual violence when accessing

[91] Counselling centre TARA: http://www.taraweb.at/ (in German)
[92] Verein Frauen gegen VerGEWALTigung: http://www.frauen-gegen-vergewaltigung.at/ (in German)
[93] Autonomes Frauenzentrum afz: http://www.frauenzentrum.at/ (in German)
[94] Frauennotruf Salzburg: http://www.frauennotruf-salzburg.at/ (in German)
[95] Verein Notruf für vergewaltigte Frauen und Mädchen: http://www.frauenberatung.at/ (in German)
[96] http://www.ninlil.at/kraftwerk/dokumente/leitfaden-beratung.pdf (in German)
[97] http://www.netzwerk-gegen-sexualisierte-gewalt.at/ (in German)

psychotherapy, a lump-sum compensation via the Austrian Victims of Crime Act and funding for support when reporting a crime (Criminal Law Task Force 2019: 17).

4.3 Assessment

Austria prefers non-governmental support services when implementing Article 25. Rape crisis centres for victims of sexual violence are not available nationwide. They are lacking in rural areas especially. Hence, Austria fails to meet the recommendations of the Istanbul Convention to establish one place per 200,000 head of population.

> There is a total of 15 crisis centres for victims of sexual violence (not including victim protection groups). In order to fulfil the recommendation of the Istanbul Convention there would have to be 44 – i.e., Austria falls short by 29 facilities.

Crisis centres for women and girls who are affected by sexual violence are provided by the **24-hour women's emergency line of the City of Vienna** and **five autonomous counselling centres** across Austria that specialise in sexual violence. In addition, victims of sexual violence in Austria can approach the **victim protection groups** that are required by law to be established at all hospitals. Their work is currently being evaluated across Austria. The work of the victim protection groups in Vienna was described in 2018 and recommendations were formulated for ensuring good victim protection (City of Vienna 2018): The report indicates the need for more resources in terms of time, staffing, and premises in order to deal with the core tasks – early identification of victims and raising awareness among workers. Since there is no standardised Austria-wide concept for establishing victim protection groups and their work, it is reasonable to assume that good victim protection work rests, to a large extent, on the personal commitment of the people involved in the victim protection groups and on support from management at each hospital. Absent an evaluation, it is virtually impossible to assess whether the work of the victim protection groups meets the provisions of the Istanbul Convention as crisis centres for victims of sexual violence.

In Austria, there is no comprehensive availability of dedicated centres for forensic examinations and evidence preservation for victims of sexual violence.[98] It is helpful that the services offered by the various contact points were surveyed and evaluated in 2015 already (BMBF 2015): The report states that rapid evidence preservation is not possible in all cases. In addition, there is no consistent standard for documenting injuries. There is an institution that performs this work in each of the cities of Graz, Innsbruck, Salzburg, and Vienna, but they use varying procedures and conditions. However, in order to meet the requirements of the Istanbul Convention, the report recommends creating additional forensic examination facilities and improving the training for health and care staff (ibid.: 10). A matching **concept for an Austria-wide development of clinical-forensic networks** was presented in 2015 during a meeting of the working group "Protecting Women against Violence" (ibid.: 6f.).[99] It provides for the establishment of Austria-wide

[98] By law, victim protection groups cannot accept this task (BMBF 2015: 8).

[99] The concept is based on the experiences acquired during a 2013/14 pilot project in Styria (ibid.: 3).

headquarters (including an Austria-wide telephone counselling service), an internet forum and four regional agencies with clinical-forensic examination centres (ibid.: 7). Moreover, it suggests cooperation with twelve partner hospitals (three for each regional agency) (ibid.). The concept has not yet been implemented.[100]

Moreover, there is no comprehensive availability of rape crisis centres for victims of sexual violence in Austria. There is currently one **women's counselling centre for sexual violence** in each of the cities of Graz, Innsbruck, Linz, Salzburg, and Vienna. The absence of women's counselling centres in the other federal states is partly compensated by the violence protection centres in Burgenland and Lower Austria or is supplemented in the case of the violence protection centres in Styria and Vienna. Various organisations and bodies called for more counselling centres.[101] The project "Concept for the Comprehensive Care of Victims of Sexual Violence" outlines ways in which "an Austria-wide provision of specialist counselling centres can be achieved, with due consideration of the current infrastructure and, if needs be, ambulatory services" (Federal Chancellery 2019b: 57). The project was carried out by the Vienna women's counselling centre from November 2017 to May 2019 with funding from the Federal Chancellery. The follow-on project was launched In June 2019. It was intended to implement the concept, meaning the establishment of women's counselling centres for sexual violence in the four federal states of Lower Austria, Burgenland, Vorarlberg and Carinthia by 30 November 2020.Moreover, in May 2019, the governing parties of the former Kurz administration, ÖVP and FPÖ, introduced a motion for a resolution for the Austria-wide expansion of counselling centres for sexual violence, which was to be deliberated by the equality committee.[102]

While there is political debate on expanding the counselling centres for sexual violence, there is none that addresses the issue of funding for the current institutions. All counselling centres for women affected by sexual violence receive national government funding. However, the money is not adjusted annually for inflation – unlike in the rules for the violence protection centres – which, with due consideration of rising costs, automatically leads to budget constraints. Moreover, the amount of funds in each federal state and responsible municipal authority differs due to the varying assistance conditions. According to the Austrian NGO Coalition for the GREVIO Shadow Report, sustainable long-term funding for the women's counselling services addressing sexual violence is not secure (2016: 81).[103]

[100] The political party NEOS – The New Austria and Liberal Forum (*NEOS – Das Neue Österreich und Liberales Forum*) recently called for the introduction of ambulatory violence clinics in all federal states: https://www.parlament.gv.at/PAKT/VHG/XXVI/A/A_00685/fname_742734.pdf (in German)

[101] The alternative report called for the establishment and funding of a further women's counselling centre (GREVIO Shadow Report NGO-Coalition 2016: 81). In contrast, the establishment of counselling centres for sexual harassment was rejected (ibid.: 75). The GREVIO evaluation report called for the establishment of four women's counselling centres (GREVIO 2017a: 33). The committee for "Victim Protection and Work with Perpetrators" of the Criminal Law Task Force recently called for "the adequate assurance of services in all federal states" (Criminal Law Task Force 2019: 21).

[102] https://www.parlament.gv.at/PAKT/VHG/XXVI/A/A_00823/index.shtml#tab-Uebersicht (in German)

[103] It hence called for appropriate funding of the Alliance of Autonomous Counselling Centres for Women Affected by Sexual Violence Austria and of the five existing women's counselling centres that are organised under its umbrella (and of at least one further women's counselling centre) (GREVIO Shadow Report NGO-Coalition 2016: 81) The committee for "Victim Protection and Work with Perpetrators" of the Criminal Law Task Force also backs this demand (Criminal Law Task Force 2019: 21).

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Schachner, A.; Sprenger, C.; Mandl, S.; Mader, H. (2014): *Access for Women with Disabilities to Victim Protection and Support Facilities when Experiencing Violence. National Empirical Report AUSTRIA* (Zugang von Frauen mit Behinderungen zu Opferschutz- und Unterstützungseinrichtungen bei Gewalterfahrungen. Nationaler Empirischer Bericht ÖSTERREICH); http://women-disabilities-violence.humanrights.at/sites/default/files/reports/ws_3_empirischer_bericht_oesterreich.pdf.[104]

[104] All internet sources are currently available [16/06/2020].

6 Annex

I. Link list

a. General

- EIGE – European Institute for Gender Equality, Gender Equality Index: https://eige.europa.eu/gender-equality-index/2015
- End FGM European Network: https://www.endfgm.eu/
- FRA – EU Agency for Fundamental Rights (2012): Survey on gender-specific violence against women: https://fra.europa.eu/de/publications-and-resources/data-and-maps/gewalt-gegen-frauen-eine-eu-weite-erhebung
- UN Women – Global Database on Violence against Women: http://evaw-global-database.unwomen.org/
- WAVE – Women Against Violence Europe: https://www.wave-network.org/

b. Austria

- Advice services for women affected by sexual violence: http://www.sexuellegewalt.at/
- Austrian Autonomous Women's Shelter Network (AÖF): https://www.aoef.at/
- Faktenatlas Frauenberatungs- und Gewaltschutzeinrichtungen: http://www.faktenatlas.gv.at/articles/frauenberatung.php
- Federal Ministry for Women, Families and Youth – violence against women: https://www.frauen-familien-jugend.bka.gv.at/frauen/gewalt-gegen-frauen.html
- FRAUEN-HELPLINE Gegen Gewalt: http://www.frauenhelpline.at/
- HelpChat – online advice for women and girls affected by sexual violence: http://www.haltdergewalt.at
- Network of Austrian Counselling Centres for Women and Girls: http://www.netzwerk-frauenberatung.at/
- Plattform gegen Gewalt: https://www.gewaltinfo.at/plattform/
- Schrei gegen Gewalt! Information for deaf women about protection against violence: https://www.schreigegengewalt.at/
- Steirisches Netzwerk GEGEN SEXUALISIERTE GEWALT: http://www.netzwerk-gegen-sexualisierte-gewalt.at/
- stopFGM – Austrian platform against female genital mutilation: http://www.stopfgm.net/
- Union of Austrian Shelters for Women (ZÖF): http://www.frauenhaeuser-zoef.at/
- Violence protection centres and intervention centres in Austria: http://www.gewaltschutzzentrum.at/

II. List of Translations (English – German)

English	German
24-hour women's emergency line	24-Stunden Frauennotruf
Act on Protection Against Violence	Gewaltschutzgesetz
African Women's Organization in Vienna	Afrikanische Frauenorganisation in Wien
Alliance of Autonomous Counselling Centres for Women Affected by Sexual Violence Austria	Bund autonome Frauenberatungsstellen bei sexueller Gewalt Österreich
Association "NINLIL – Empowerment and Advice for Women with Disabilities"	Verein „NINLIL – Empowerment und Beratung für Frauen mit Behinderung"
Austrian violence protection centres	Gewaltschutzzentren Österreichs
Austrian Autonomous Women's Shelter Network	Verein Autonome Österreichische Frauenhäuser (AÖF)
Austrian Institute for Family Research at the University of Vienna	Österreichisches Institut für Familienforschung an der Universität Wien (ÖIF)
Austrian Integration Fund	Österreichischer Integrationsfonds
Austrian Medical Chamber	Österreichische Ärztekammer
Austrian Platform against Genital Mutilation	Österreichische Plattform gegen Genitalverstümmelung
Austrian Society for Forensic Medicine	Österreichische Gesellschaft für Gerichtsmedizin
Austrian Victims of Crime Act	Verbrechensopfergesetz
Code of Criminal Procedure	Strafprozessordnung
Counselling centre "Kraftwerk against Sexual Violence against Women with Learning Difficulties"	Beratungsstelle „Kraftwerk gegen sexuelle Gewalt an Frauen mit Lernschwierigkeiten"
Criminal Law Task Force – Commission on Protection of Victims and Work with Perpetrators	Task Force Strafrecht – Kommission Opferschutz und Täterarbeit
Department for Women and Equality of the City of Graz	Referat Frauen und Gleichstellung der Stadt Graz
Division for Women and Equality of the Federal Chancellery	Frauen- und Gleichstellungssektion im Bundeskanzleramt
Domestic Abuse Intervention Centre Vienna	Wiener Interventionsstelle
Education and Integration of the City of Graz	Abteilung für Bildung und Integration der Stadt Graz
Federal Association of Victim-Centred Work with Perpetrators	Bundesarbeitsgemeinschaft opferorientierte Täterarbeit
Federal Chancellery	Bundeskanzleramt
Federal Ministry of Constitutional Affairs, Reforms, Deregulation and Justice Ministry of Justice	Bundesministerium für Verfassung, Reformen, Deregulierung und Justiz Justizministerium
Federal Ministry of Education and Women's Affairs	Bundesministerium für Bildung und Frauen (BMBF)
Federal Ministry of Europe, Integration and Foreign Affairs	Bundesministerium für Europa, Integration und Äußeres (BMEIA)

Federal Ministry of Health and Women's Affairs	Bundesministerium für Gesundheit und Frauen (BMGF)
Federal Ministry of Labour, Social Affairs, Health, and Consumer Protection	Bundesministerium für Arbeit, Soziales, Gesundheit und Konsumentenschutz
Federal Ministry of the Interior	Bundesministerium für Inneres
FEM Süd Women's Health Centre	Frauengesundheitszentrum FEM Süd
Freedom Party of Austria	Freiheitliche Partei Österreichs (FPÖ)
GREVIO Shadow Report NGO-Coalition	NGO-Koalition GREVIO Schattenbericht
Hospitals and Sanatoria Act	Krankenanstalten- und Kuranstaltengesetz
Institute for the Sociology of Law and Criminology	Instituts für Rechts- und Kriminalsoziologie (IRKS)
Institute for Women's and Men's Health	Institut für Frauen- und Männergesundheit
Municipal Department Health and Social Planing of the City of Vienna	Magistratsabteilung Gesundheits-und Sozialplanung der Stadt Wien
Municipal Department Integration and Diversity of the City of Vienna	Magistratsabteilung Integration und Diversität der Stadt Wien
Municipal Department Women's Affairs of the City of Vienna	Magistratsabteilung Frauenservice der Stadt Wien
National Action Committee – National Action Committee to Draw up a National Action Plan under the Direction of the Austrian National Council President Mag. Barbara Prammer, Vice President Dr. Christa Pölzlbauer and the EU FGM Coordinator for Austria Etenesh Hadis	Nationales Aktionskomitee – Nationales Aktionskomitee zur Erstellung eines Nationalen Aktionsplans unter der Leitung der österreichischen Nationalratspräsidentin Mag. Barbara Prammer, Vice President Dr. Christa Pölzlbauer and the EU FGM Coordinator for Austria Etenesh Hadis
National People's Party	Nationale Volkspartei (NVP)
Nationwide Coordination Centre Against Abduction and Forced Marriage	Bundesweite Koordinationsstelle gegen Verschleppung und Zwangsheirat
NEOS – The New Austria and Liberal Forum	NEOS – Das Neue Österreich und Liberales Forum
Network of of Austrian Counselling Centres for Women and Girls	Netzwerk österreichische Frauen- und Mädchenberatungsstellen
Project "intact – education, awareness-raising and support around female genital mutilation"	Projekts „intact – Aufklärung, Bewusstseinsbildung und Unterstützung bei weiblicher Genitalverstümmelung"
Styrian Network against Sexualised Violence	Steirisches Netzwerk gegen sexualisierte Gewalt
Union of Austrian Shelters for Women	Zusammenschluss Österreichischer Frauenhäuser (ZÖF)
Victim protection groups	Opferschutzgruppen
Vienna Hospital Association	Wiener Krankenanstaltenverbund
Vienna Social Fund	Fonds Soziales Wien
Women-Only Counselling Centre for Migrant Women	Frauenspezifische Beratungsstelle für Migrantinnen (DIVAN)
Working group "abduction and forced marriage"	Arbeitskreis „Verschleppung und Zwangsheirat"

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Berlin Office: Lahnstraße 19, 12055 Berlin
+49 (0)30 - 616 717 9-0
beobachtungsstelle@iss-ffm.de

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Author

Katrin Lange: katrin.lange@iss-ffm.de

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