

If you find them, report them to the Bürgerdienst Wien (City of Vienna Community Services) by calling 01/502 55 plus the number of your district (01 to 23), asking for the graffiti to be removed as quickly as possible. Please also notify the association ZARA for record purposes.

A VALUABLE HINT:

ZARA – Zivilcourage und Anti-Rassismus-Arbeit

ZARA – Acts of Courage and Anti-Racism

The team of the ZARA advisory centre provides free information and advice about legal and other measures to victims and witnesses of racist assaults.

The team supports clients and follows through in whatever course of action was jointly agreed upon. The advisory centre systematically documents all incidents reported by witnesses – this can also be done on the Internet via www.zara.or.at/kontakt/dokumentation. ZARA considers the dissemination of information and the sensitisation of society as some of its main tasks. Therefore, ZARA offers sensitisation training, courses, workshops in companies and educational institutions as well as the one-year programme “Anti-Racism Work”.

Verein ZARA

Schönbrunnerstrasse 119/13,
entrance via Am Hundsturm 7, 1050 Vienna,
T 01/929 13 99, e-mail: office@zara.or.at

website: www.zara.or.at

Advisory Centres:

→ **Stelle zur Bekämpfung von Diskriminierungen
der Stadt Wien
Office for the Fight against Discrimination
of the City of Vienna.**

The advisory office is in charge of employees working for the City of Vienna and of issues raised by third parties about institutions or services for which Vienna is responsible as a province (such as hospitals or social assistance matters). Free advice and mediation is offered in case of discrimination.

Stelle zur Bekämpfung von Diskriminierungen
Muthgasse 62, Riegel C 3.07, 1190 Vienna
T 01/4000 38951, e-mail: post@bsb.wien.gv.at

→ **Anwältin für die Gleichbehandlung ohne Unterschied
der ethnischen Zugehörigkeit in sonstigen Bereichen und
für die Gleichbehandlung von Frauen und Männern bei
Gütern und Dienstleistungen
(Equal Treatment Ombud in charge of gender-related
discrimination in the area of goods and services and ethnic
discrimination in other areas)**

If a case of discrimination does not fall within the remit of the Province/ City of Vienna, the Ombud is in charge of offering advice and support to people who feel that their right to equal treatment was infringed.

Taubstummengasse 11, 1040 Vienna, T 01/532 28 68 and free of charge from all Austria: 0800/206119, e-mail: gaw3@bka.gv.at

If you work for the Austrian federal government, turn to the equal treatment commissioner in charge of the unit you work in. In all other cases,

contact the Ombud in charge of equal treatment issues.

(See also under “Sexual Harrassment”, page 38)

Training to Support Acts of Courage / Anti-Racism / Human Rights

→ Argumentationstraining gegen Stammtischparolen Arguments against the Politics of the Pub

The training units aim at finding and discussing positions to counter the politics of the pub, they offer rhetorical skills and reinforce self-assertion. The slogans which are most challenging and provocative are discussed. Subsequently, the discussions are analysed and effective strategies and responses are sought and tested.

Training also deals with the psychology of prejudice, reasons for aggressive behaviour and authoritarianism as well as the affinity of these slogans to right-wing extremist views. Moreover, suitable arguments and counter-positions are identified.

asylkoordination Österreich

Burggasse 81/7, 1070 Vienna

T 01/53 212 91, e-mail: asylkoordination@asyl.at

website: www.asyl.at

→ Zentrum Polis - Politik in der Schule lernen Polis Centre – Learning politics at school

Workshops offered for school classes:

- Recht hat jedeR!? Trainings für den alltäglichen Umgang miteinander
Every wo/man has rights!? Training for Dealing with Each Other in Every-Day Life
- Workshops on human-rights issues and education for democratic citizenship

Zentrum Polis

Helferstorferstrasse 5, 1010 Vienna

T 01/4277 27444, e-mail: service@politik-lernen.at

website: www.politik-lernen.at

→ Zivilcourage-Training**Training to Facilitate Acts of Courage**

Training in this field deals with the courage of the individual when it comes to intervening in “unpleasant” situations in public. Building on the participants’ own experiences, the five steps for action are identified: perceiving – understanding – realising that something has to be done – weighing alternative actions – acting.

Verein ZARA

Schönbrunnerstrasse 119/13,

entrance via Am Hundsturm 7, 1050 Vienna,

T 01/929 13 99, e-mail: office@zara.or.at

website: www.zara.or.at

Information Material:

→ Antidiskriminierung im Betrieb.

A manual for the identification of and fight against discriminatory practices in businesses. Brochure published by AK Wien (Vienna Chamber of Labour) and ÖGB (Austrian Trade Union Federation), Vienna 2005 (available in German only). Free download from:

<http://wien.arbeiterkammer.at/bilder/d65/AntiDiskrimBetrieb.pdf>

→ **Ralf-Erik Posselt:**

Ein Courage-Training zur Entwicklung und Stabilisierung von Zivilcourage.

In: Siegfried Frech, Günther Gugel (ed.): Zivilcourage lernen. Analysen – Modelle – Arbeitshilfen. Bundeszentrale für politische Bildung, Bonn 2004 (available in German only).

Free download from: www.bpb.de/publikationen/K74L8K

→ **Rainer Barbara / Reif Elisabeth:**

DU SCHWARZ?! ICH WEISS!

The book title includes an untranslatable pun (it could be “You black!? Me white!” or “You black?! I know!”) and contains highly illustrative exercises and modules for educational work on the issues of xenophobia and violence-proneness.

Gesellschaft für bedrohte Völker, Vienna 1997, second reprint 2001 (available in German only).

SAFETY AND SECURITY – DON'T LOOK AWAY

The issues of safety and security as well as protection from violence concern everybody. Acting when watching an assault, or deliberately standing up in public against sexual harassment or violence must become a matter of course for men and women alike.

TIPS:

■ **Don't remain inactive, respond!**

Of course, nobody will expect you to put your own life at risk by confronting the attacker in a violent assault. Your fear is comprehensible. However, you can and should act by calling police immediately – you can even do that without having to state your name! You might even disrupt the situation by shouting, from a safe position, that you have called the police. Stay in the vicinity when police arrive, you are an important witness.

■ **Get help!**

Turn to passers-by. Spot and address people you think can help. Or run to a café or restaurant in the area and shout for help. The more people's attention you attract, the better the chance that the attacker leaves the victim alone because of "too many witnesses".

■ **Offer support!**

All victims of violent acts are in a state of shock. At this stage, women need help. Don't leave them to themselves, stay with them. Talk to them and calm them down, tell them that police or an ambulance is on the way and will be there shortly.

■ Stand up and fight violence against women and girls!

Don't laugh at sexist jokes just to be polite. Speak out, saying that it is neither funny nor appropriate to make them. If you observe a woman or a girl being sexually harassed, take action. The person concerned needs your support. In case of sexual harassment at work, you as a female colleague should react if you notice any transgressions. Interrupt by "butting in" or take the harasser to task.

■ Mention it if you suspect violence!

Relatives, girlfriends, acquaintances, female colleagues, superiors or neighbours can play an important role in identifying signs of violence. The persons concerned tend to be ashamed and remain silent. Therefore, mention your suspicion of violence, show you understand and offer support. This way, you will help the woman concerned defend herself.

■ Take women experiencing violence seriously!

Give the woman concerned the feeling that she can confide her problems to you. Take the woman seriously, respect her emotions. Listen carefully. Don't put the blame on anyone, don't reproach anyone, and don't look for ways to excuse the violent acts in any way. Take a stand and clearly condemn the violence for which the perpetrator is the only person to blame. Avoid giving too many pieces of advice or pressuring the victim. The chance to talk is important for her, maybe you are actually the first person who she tells about her experiences. Draw the woman's attention to the advisory centres. You can also call one of the advisory centres yourself and get information about their programme or advice about how to proceed.

Important Addresses

24/7 EMERGENCY NUMBERS

→ **24-Stunden Frauennotruf der Stadt Wien**

24-Hour Women's Emergency Helpline of the City of Vienna

T 01/71 71 9 (24/7 availability)

e-mail: frauennotruf@wien.at

website: www.frauennotruf.wien.at

→ **Frauenhelpline gegen Männergewalt**

Women's Helpline against Male Violence

T 0800/222 555 (freephone number for all of Austria, 24/7 availability)

→ **Zentraler Notruf des Vereins Wiener Frauenhäuser**

Central helpline of the Association Vienna Women's Shelters

T 05 77 22 (24/7 availability)

website: www.frauenhaeuser-wien.at

EMERGENCY NUMBERS AND ADVISORY CENTRES

→ **Beratungsstelle Wiener Frauenhäuser**

Advisory Centre of the Vienna Women's Shelters

Fleischmarkt 14/10, 1010 Vienna, T 01/512 38 39

e-mail: verein@frauenhaeuser.at

website: www.frauenhaeuser-wien.at

→ **Frauenberatungsstelle "Frauen beraten Frauen"**

Advisory Centre of Women for Women

Lehargasse 9/2/17, 1060 Vienna, Seitenstettengasse 5/7, 1010 Vienna

T 01/587 67 50, e-mail: office@frauenberatenfrauen.at

website: www.frauenberatenfrauen.at

→ Frauentelefon der Stadt Wien**Women's helpline of the City of Vienna**

T 01/408 70 66 (Mon, Tue and Wed 8 – 12 and Thu, Fri 12 – 4 p.m.)

e-mail: frauentelefon@wien.at

→ Kriminalpolizeiliche Beratung**CID Advisory Service**

T 0800/216346 (freephone number for all of Austria)

→ Notruf und Beratung für vergewaltigte Frauen**Helpline and counselling for women after rape**

T 01/523 22 22, e-mail: notruf@frauenberatung.at

website: www.frauenberatung.at

→ Opfer-Notruf**Victim helpline**

T 0800/112 112 (freephone number for all of Austria)

e-mail: opfernotruf@weisser-ring.at

website: www.opfernotruf.at

→ Verein autonome österreichische Frauenhäuser;**Informationsstelle gegen Gewalt****Association Autonomous Women's Shelters –****Anti-Violence Information Centre**

Bacherplatz 10/4, 1050 Vienna /

Women's helpline: T 0800 222 555, T 01/544 08 20,

e-mail: informationsstelle@aoef.at

website: www.aoef.at

→ **Wiener Interventionsstelle gegen Gewalt in der Familie**
Vienna Centre for Interventions against Domestic Violence

Neubaugasse 1/3 1070 Vienna

T 01/585 32 88, e-mail: office@interventionsstelle-wien.at

website: www.interventionsstelle-wien.at

→ **Weisser Ring, Kriminalitätsofferhilfe**
Assistance to Victims of Crime

Nussdorfer Strasse 67/7, 1090 Vienna

T 0810/955065 or 01/712 14 05, e-mail: office@Weisser-Ring.at

website: www.weisser-ring.at

ADVISORY CENTRES FOR MIGRANT WOMEN
(NATIVE SPEAKER COUNSELLING)

→ **FEMSüd – Gesundheitszentrum für Frauen,**
Eltern und Mädchen

Health Centre for Women, Parents and Girls

Kaiser-Franz-Josef-Spital, Kundratstrasse 3, 1100 Vienna

T 01/601 91-5201, 5202, 5203

website: www.fem.at

→ **LEFÖ – Beratung, Bildung und Begleitung für Migrantinnen**
Advice, Education and Support for Migrant Women

Kettenbrückengasse 15/2/4, 1050 Vienna

T 01/581 18 81, e-mail: office@lefoe.at

website: www.lefoe.at

→ **MA 17 – Magistratsabteilung für Integrations-**
und Diversitätsangelegenheiten

MA 17 – Municipal Department for Integration and Diversity

T 01/4000 81510, e-mail: post@ma17.wien.gv.at

- **Miteinander Lernen – Beratungs-, Bildungs- und Psychotherapieeinrichtung für Frauen, Kinder und Familien mit dem Schwerpunkt MigrantInnen aus der Türkei**
Learning Together – Advisory, Education and Psychotherapy Centre for Women, Children and Families, with a Focus on Migrants from Turkey

Kopplstrasse 38/8, 1160 Vienna, T 01/493 16 08

e-mail: birlikte@miteinlernen.at

website: www.miteinlernen.at

- **Orient Express – Beratungs-, Bildungs- und Kulturinitiative für Frauen**
Advisory, Educational and Cultural Initiative for Women

Schönngasse 15-17 / Top 2, 1020 Vienna, T 01/728 97 25

e-mail: office@orientexpress-wien.at

website: www.orientexpress-wien.com

- **Peregrina – Bildungs-, Beratungs- und Therapiezentrum für Immigrantinnen**
Educational, Advisory and Therapy Centre for Immigrant Women

Währingerstrasse 59/6, 1090 Vienna, T 01/408 33 52 or 408 61 19

e-mail: information@peregrina.at

website: www.peregrina.at

- **Terra – Beratungszentrum für ältere Migrantinnen**
Advisory Centre for Older Migrant Women

Windmühlgasse 26, 1060 Vienna

T 01/581 07 17, e-mail: terra@sozial-global.at

website: www.sozial-global.at/home/terra

→ **Jugendarbeit der Männerberatung Wien**
Youth Workers of the Men's Advisory Centre

Senefeldergasse 2/25, 1100 Vienna

T 01/603 28 28-28, e-mail: jugendarbeit@maenner.at

website: www.maenner.at/jugendarbeit

→ **M.E.N. MännerGesundheitsZentrum**
Health Centre for Men

Kaiser Franz Josef-Spital, Kundratstrasse 3, 1100 Vienna

T 01/601 91-5454, e-mail: kfj.men@wienkav.at

website: www.men-center.at

→ **White Ribbon Österreich –**
Verein von Männern zur Prävention von männlicher Gewalt
Association of Men Working to End Men's Violence

Erlachgasse 95, 1100 Vienna (Männerberatung Wien)

Zustelladresse: Senefeldergasse 2/25, 1100 Wien

T 0650/603 28 29, e-mail: office@whiteribbon.at

website: www.whiteribbon.at
