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Factsheet for case **AT-2020-12/584**

## Campaign "Safe at Home"

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Country	Austria, applies nationwide
Time period	Temporary, started on 19 March 2020
Type	Recommendation
Category	Measures to prevent social hardship – Protection of vulnerable groups (beyond employment support)
Case created	14 April 2020 (updated 03 May 2020)

### Background information

With state restrictions on movement to curb the coronavirus, experts fear an increase in domestic violence. To counteract this, a package of measures was first presented by the government on 19 March. The criminal prosecution of the perpetrators would be further ensured, entry and proximity bans would be further pronounced, and directions would be implemented. This would mean that the police can give those affected by domestic violence applications for an injunction against violent partners at first contact and take the completed forms with them on inspection visits a few days later. Applications can also be submitted electronically. The removal of violent offenders would also be guaranteed in quarantine areas. On 5 April, new measures were presented and figures showing a slight decrease in the number of domestic violence cases.

### Content of measure

When presenting measures in mid-March, it was emphasised that the 24-hour helpline had been increased in terms of funding and staff and that online advice for women at risk of violence was expanded. Furthermore, information brochures on the protection against violence were being published, to be distributed in supermarkets. A professional online help and advice service ("help chat") has been available from 19 March 2020 every day from 3 pm to 10 pm for women and girls affected by violence, in several languages (German, English, Turkish, Farsi / Dari (Persian), Russian, Bulgarian and Arabic).

On 5 April, the interior minister presented a new campaign 'Safe at home' (Halt der Gewalt), which is

designed to help women with violent partners. He appealed to victims of domestic violence, mostly women and children, not to remain silent. Police officers would know exactly what to do in a specific case, they were 'trained to decide exactly that' - and also for prevention.

Since the weekend, there has been extensive information and services on the subject of violence in the family on the website of the Ministry of the Interior, and additional advertisements since Sunday. The Ministry has announced 'Prevention Spots' for next week. The information is available in several languages.

## Use of measure

In the first two weeks after increasing funding and staffing for the telephone helpline, the number of calls increased by over 70 percent.

## Actors, target groups and funding

Actors	Target groups	Funding
National government Other social actors (e.g. NGOs)	Children (minors) Women	National funds

## Social partners

Role of social partners	No involvement
Form of involvement	Not applicable

Not the genuine field of work of social partners.

## Sectors and occupations

This case is not sector-specific.

This case is not occupation-specific.

## Sources

- 19 March 2020: Help chat ([www.haltdergewalt.at](http://www.haltdergewalt.at))
- 19 March 2020: Package of measures against domestic violence ([orf.at](http://orf.at))
- 05 April 2020: Safe at home ([bmi.gv.at](http://bmi.gv.at))
- 05 April 2020: New campaign against domestic violence ([orf.at](http://orf.at))