Information on gender-based violence

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What is the 016 service?

016

016- Ministry of Equality

The 016 helpline is a ***free and confidential service that*** leaves no trace in call logs and is accessible to people with disabilities (hearing, speech, and visual). They offer assistance in 53 languages, 24 hours a day. They also provide a tele-translation service in an additional 39 languages.

They offer general information on gender-based violence, specialized psychosocial support, and access to information on available resources (shelters, labor rights, social services, financial aid, among others), 24 hours a day, 365 days a year. In addition, legal advice is available from 8:00 a.m. to 10:00 p.m., Monday through Sunday. They also provide information to women's support networks on what to do. Gender-based violence is a crime. ***If you are experiencing gender-based violence, take action!*** Report it to the police so they can activate the *zero-tolerance protocol* and initiate an investigation, assessing the risk to the victim.

Accessibility for people with hearing and/or speech disabilities:

1. **SVIsual: http://www.svisual.org**
2. **Telesor: https://www.telesor.es**
3. **WhatsApp:** 600 000 016 (this number only supports WhatsApp, not phone calls)
4. **Online chat: Violencegenero.igualdad.gob.es**
5. **Email: 016-online [arroba] igualdad [punto] gob [punto] es (016-online[at]igualdad[dot]gob[dot]es)**
6. **DTS or textphone:** 900 116 016

More information:

- The circle that protects you - Ministry of Equality: https://youtu.be/wraVAe2CzGQ
- Website of resources from the Ministry of Equality: https://violenciagenero.igualdad.gob.es/informacion-3/recursos/

900 200 999 Andalusian Women's Institute (IAM) - Ministry of Social Inclusion, Youth, Families and Equality

One phone number for everyone: 900 200 999

The telephone number ***900 200 999*** is a ***free, 24/7 service available throughout the autonomous community of Andalusia*** . It is an anonymous and confidential resource, staffed by a team of specialized professionals who offer immediate assistance in various situations and answer any questions. This helpline provides **information** on programs, services, and resources for women, facilitates the **filing of complaints related to discrimination** , offers **specialized legal advice** , *especially in cases of gender-based violence, and coordinates emergency accommodation when necessary.*

This service is designed to provide **comprehensive support in multiple areas:** from *career guidance, training, and entrepreneurship* to *information on maternity, sexuality, and available social resources.* It is especially relevant for women who need ***to report situations of discrimination or violence, including harassment, assault, or abuse, offering immediate attention*** and, if necessary, access to urgent protection measures. It is based on the principles of continuous accessibility, free service, and professional support, adapting to the specific needs of each woman to provide effective responses at any time of day or night.

Other resources

- **VIOPET**

VIOPET PROGRAM

Have you considered postponing your move because you have no one to leave your pets with? The VIOPET program offers temporary care for all pets belonging to women who are victims of gender-based violence.

More information at: https://www.viopet.es/

- **Shelters**

Have you thought about leaving home, but you have no other option?

You can have:

- Temporary and immediate emergency centers.
- Shelters.
- Assisted living apartments.

How to access them? By calling 900 200 999.

More information at: https://www.juntadeandalucia.es/institutodelamujer/index.php/2013-08-08-10-31-21/servicios-especializados-en-violencia-de-genero/servicio-integral-de-atencion-y-acogida-a-victimas-de-violencia-de-genero

- **ATENPRO**

ATENPRO

This is the ***Victim Support and Protection Service*** , which offers immediate assistance in any situation involving the perpetrator. It uses ***geolocation technology*** and, in case of emergency, the necessary services will be mobilized. **It is not necessary to file a police report to access this resource;** only two requirements must be met: not living with the perpetrator and participating in programs for women victims of gender-based violence in the autonomous community.

More information about ATENPRO: https://youtu.be/iF0OH1VyNic?si=PXuPlK1ef8Z7QVBc

Rights of women victims of gender violence

- ***Right to information and advice,*** guaranteeing accessibility for women with disabilities.

- Right to ***comprehensive care, including free psychological assistance*** for women victims of gender-based violence and their children. Social and educational support for the family unit.

- Right to **receive financial aid** such as the Active Insertion Income, which is given priority once the status of victim of gender violence has been accredited and it has been shown that the income does not exceed the Interprofessional Minimum Wage.
- Right to receive ***free legal advice*** and to have a specific court-appointed lawyer in cases of gender violence.
- ***Labor rights*** include changes of workplace, reduced working hours or adjustment of work schedules, suspension of contract with job security, and, in the latter case, access to unemployment benefits. Absences from work due to physical or mental health problems resulting from violence will be justified and compensated when certified by specialized personnel (social and health services). Self-employed workers who are forced to cease their activity for their own protection will be considered to be in a situation of temporary cessation of activity and their social security contributions will be suspended.
- Right to ***specific employment programs and*** training for labor market integration for victims of gender violence registered as job seekers.
- Rights of **access to scholarships and study aid** : provided that this condition is met in the scholarship and the economic threshold is not exceeded, preferential access will be given to the general state scholarship, without applying requirements such as exceeding the teaching load, the number of years with the status of scholarship recipient or the requirement to pass a certain number of credits or modules.

All of this will be granted upon proof of victim status in cases of gender-based violence. How is this obtained?

According to Article 23 of Organic Law 1/2004, of December 28, on Comprehensive Protection Measures: Situations of gender-based violence that give rise to the recognition of the rights regulated in this law shall be proven by a ***conviction*** for any of the forms of violence against women provided for in this law, a ***protection order, or any other judicial resolution*** that grants a precautionary measure in favor of the victim, or by a ***report from the Public Prosecutor's Office*** indicating the existence of evidence that the complainant is a victim of gender-based violence. Situations of violence against women **may also be proven by *a report from social services, specialized services, or shelters of the competent Public Administration for victims of gender-based violence,*** or by any other means, provided that the sectoral regulations governing access to each of the rights and resources so stipulate.

Don't know where to find resources in your area? Access the Network of Support and Prevention Resources against Violence against Women (WRAP). Link here: https://wrap.igualdad.gob.es/recursos-vdg/search/SearchForm.action