

# what should we do in cases of violence against women?

A GUIDE TO RESOURCES AND SERVICES

call  
**900 840 111**  
and get  
informed



EUSKO JAURLARITZA



GOBIERNO VASCO

A bibliographic record for this work can be referred to in the catalogue on the Basque Government Bibliotekak network:<http://www.bibliotekak.euskadi.net/WebOpac>

1st Edition: January 2015

Print run: 3,000 copies

© Government of the Basque Autonomous Community

Department of Employment and Social Policy

Internet: [www.euskadi.eus](http://www.euskadi.eus)

Published by: Eusko Jaurlaritzaren Argitalpen Zerbitzu Nagusia/  
Servicio Central de Publicaciones del Gobierno Vasco/ Basque Government Central Publications Service  
Donostia-San Sebastián, 1 – 01010 Vitoria-Gasteiz

Design: didart ([www.didart.eu](http://www.didart.eu))

Printing:

Legal Deposit:

# If you are suffering violence against women or you suspect you are...

- Remember **you are not alone** 4
- **What should you do** if you are suffering violence or you suspect you are? 5
- If you are at **risk call 112** or go to the nearest Ertzaintza police station 6
- If you have **injuries** call 112 or go to your health centre 7
- If you would like **more information**, call 900 840 111, 24 hours a day (immediately, confidentially and anonymously) 8
- If you require **face-to-face** assistance, you can make an appointment with Victim Assistance Service (SAV) 9
- **Services and resources** (Financial Aid, Housing, Work and Training And Education) 11

## ... call **900 840 111** and get informed

**DIRECTORATE OF SOCIAL SERVICES**  
(Department of Employment and Social Policy)  
**BASQUE GOVERNMENT**  
Donostia-San Sebastián, 1 - 01010 Vitoria-Gasteiz

Technical advice  
945 019 327 / 945 019 316  
[violenciacontramujeres@euskadi.eus](mailto:violenciacontramujeres@euskadi.eus)



<http://www.gizartelan.ejgv.euskadi.eus/r45-servsoci/es/>

# You are suffering from violence against women if...

- **You suffer or have suffered violence by a partner or ex-partner.** Such violence does not only have to consist of physical or sexual assault. Be aware you are also suffering from this type of violence if you feel that your partner or ex-partner:

**CONTROLS YOU:** constantly calls you, sends you text messages, e-mails; controls you via WhatsApp, or checks your social networking profiles; asks for explanations on where and with whom you have been or what you do or say; controls your money; or controls how you dress and asks you to change your clothes when you do not like them; or

**ISOLATES YOU:** he does not like you having friends, does not want you to see your family, or he puts you down in front of other people, shouts at you and constantly reproaches you by blaming you and saying you are always wrong; or

**INTIMIDATES YOU:** you are afraid of him, he insults or humiliates you, threatens that he will commit suicide or keep your daughters and sons from you, retains important documents from you such as your passport or bankbooks, coerces you, blackmails you, etc.

- You are suffering from or have suffered from **physical, psychological or sexual violence by a man in your family, other than your partner or ex-partner.**
- You are or have been the **victim of a crime against sexual freedom:** sexual assault, sexual abuse, forced prostitution, human trafficking for sexual exploitation, exhibitionism, sexual provocation, etc. or if you feel that you are harassed in your work environment.
- **Or you are harassed simply for being a woman...**



## Remember...

- **All women** have **the right** to a life free of violence; do not be afraid if you are in an irregular situation.
- **You are in charge of your life**, your body and you decide what you want to do.
- Your **sons** and **daughters** will be much better off if you are better.
- Don't be influenced by clichés or by what you're supposed to do.
- You have the **right to say NO**; trust your feelings; if you are not convinced by something, don't hesitate to **SAY NO**.
- It is important you are not perceived as being vulnerable. **Face up** to your situation. That's one way to **protect yourself**.
- Telling someone you trust about what is happening to you is a good way to move forward. **Look for support** in a friend or someone in your family or neighbourhood or seek out a professional.
- Be mindful that the process can be tough at the outset, but in the long run you will be glad you decided to **change your life**.
- There are many women of all ages, social status or nationality who have gone through or are going through what you are experiencing now.

**You  
are not  
alone**

# What should you do if you are suffering violence against women or you suspect you are?

- **CALL 112 IF YOU ARE IN DANGER. THE ERTZAINITZA** will respond immediately and implement the appropriate protection measures for your particular case. (Page 6)
- If you have a **hearing and/or speech disability**, send a text **MESSAGE TO 600 123 112** with your personal details and location, by typing the words **“gender violence”**. (Page 6)
- **If you have physical or psychological injuries or you think you have been subjected to them**, go to a **HEALTH CENTRE** or **HOSPITAL** and explain how you received such injuries. Ask for copy of the medical report. They will also refer the injury report to the relevant court. (Page 7)
- If you would like to discuss **your situation CONFIDENTIALLY with a professional**, if you have questions about whether what is happening to you is violence or if you want advice on the different alternatives to solve the problem, call **900 840 111** (24-hour service). This helpline offers a listening service as well as advising and informing you about all the rights and services available to you. You will also be referred to other services if required and you will even be accompanied via telephone throughout your process if you wish. (Page 8)
- **If you would like to discuss your situation IN PERSON with professionals**, contact the Victim Assistance Service (SAV) in your province (**ÁLAVA 900 180 414**, **BIZKAIA 900 400 028** and **GIPUZKOA 900 100 928**). This service which is provided by the Basque Government offers information and the social, legal and psychological assistance you may require. We will also refer you to appropriate services and resources. (Page 9)
- You can also make an appointment at your **local social service office in your town hall**, where you will be provided with information on all resources and services to which you are entitled (temporary accommodation if necessary, access to counselling, legal advice, etc ...) and where you will be supported and advised on decisions to be taken to improve your quality of life. (Page 10)

**The Basque Government and others agencies have made these services and resources available.**

# If you are at risk...

or go to the nearest  
**Ertzaintza police station**

Call  
**112\***

- They will respond to you in an emergency.
- Reports can be made **24 hours** a day.
- If you wish, we can make contact with a **lawyer** to guide you before and during the filing of the **report** and in relation to the application for a **protection order** for both criminal measures (remand, restraining order, prohibition of disclosure, etc.) and for provisional civil measures (use of family housing, custody and visitation of sons and daughters, child support and maintenance, etc.).
- The Ertzaintza will contact the relevant **social services** if you wish, especially if you require emergency **accommodation**.
- They provide a personalized follow-up service, while taking the most **appropriate protection measures** based on your level of risk.
- They provide a **mobile phone** (Bortxa) for you to contact your appointed policeman (ertzaina) directly if you feel you may be at risk and for you to contact the 24-hour Specialized Care Services Hotline. Additionally, this phone is equipped with a **GPS** service so you can be located.

If you feel you are at **risk**, do not hesitate to go in **search of support**:

# If you are at risk...

or go to your health centre



Call  
112\*

- If you have **physical injuries**, either as a result of physical assault or sexual abuse, or **psychological injury** or you think you have been subjected to them, go to a **HEALTH CENTRE** or **HOSPITAL** and explain how you received such injuries.
- Ask for copy of the **medical report**. it can be used in court in the event a case is filed.
- They will refer the **injury report to the relevant court**.
- If needed, they will put you **in contact with social services**.
- In the event your physical integrity is at risk, **the Ertzaintza will be called**.



\* If you have a hearing and/ or speech disability, send a text **message to 600 123 112** with your personal details and location, specifying the words **“gender violence”**.



go out to your **neighbourhood** or stop a **passerby on the street**.

24  
hours

## If you would like more information...

Call **900 840 111**, 24 hours a day, if you need to speak to a professional **immediately, confidentially and anonymously**

**You can access the Specialized Information Service and Hotline Service For Female Victims of Domestic Violence (S.A.TE.VI.) 24 hours a day if:**

- You need **information** about social, health, court and police services and resources (especially outside business hours and/or on public holidays).
- You are feeling **overwhelmed or scared**.
- You are **unsure** or feel **ashamed**, afraid or insecure.
- You want **to be listened** to because you need to break your silence.
- You want to make new decisions.
- You want to be referred to a face-to-face service that is most suited to your needs given your current situation.

**The Basque Government Directorate of Social Services has made this specialized telephone service available to you that:**

- Is immediate, anonymous, confidential and free, and **will not show up** on your phone bill.
- Is available **24 hours** a day, 365 days a year.
- Is staffed by specialized **professionals**.
- Is provided in **51 languages** and available via Telesor for people with **hearing and/or speech disability**.
- Serves not only women who are victims of gender-based violence by partners or former partners, but also victims of domestic violence, sexual harassment and/or gender-based violence in the workplace, sexual assault, forced prostitution and human trafficking for the purpose of sexual exploitation.
- **Provides support** not only to women victims, but also to **their close friends/family** as well as to any **professionals** who may require information or advice.
- **Provides support to all woman**, regardless of their employment status.

<http://www.gizartelan.ejgv.euskadi.eus/r45-servsoci/es/>



# If you would like more information...

If you require **face-to-face** assistance, you can make an appointment with **Victim Assistance Service (SAV)**, which is located in the Courthouses in Vitoria-Gasteiz, Bilbao, Barakaldo and Donostia-San Sebastián.

The Basque Government Directorate of Justice has made this **free, confidential, individual and personalized service** available to you, whether you have filed a report or not. You can attend SAV:

- To receive advice before filing the report and follow up the case until the process has been completed.
- To receive advice on the most satisfactory solution to the consequences generated by the crime.
- To receive information about the procedural steps, the rights corresponding thereto, the right to free legal aid, financial aid and social resources that you may avail of.
- To receive psychological and social care should you require it.
- To refer you to the relevant health or social services if necessary.
- To accompany you throughout all these processes and, ultimately, in court.

For more information:

<http://www.justizia.net/asistencia-victima>

## To make an appointment:

### ÁLAVA-ARABA:

**900 180 414** (free phone)  
945 00 48 95

Palacio de Justicia  
Avda. Gasteiz, 18  
01008 Vitoria-Gasteiz

### BIZKAIA:

**900 400 028** (free phone)  
94 401 64 87

Palacio de Justicia  
Ibáñez de Bilbao, 3-5  
48001 Bilbao

94 400 10 31 (Barakaldo)

Palacio de Justicia  
Bide Onera, s/n  
48901 Barakaldo

### GIPUZKOA:

**900 100 928** (free phone)  
943 00 07 68

Palacio de Justicia  
Plaza Teresa de Calcuta, 1  
20012 Donostia-San Sebastián

## opening hours:

Monday to Friday from 9am to 2pm.

Tuesdays and Thursdays  
from 4pm to 6.30pm.

July and August: from 9am to 2.30pm.



# If you would like more information...

If you need personal assistance, you can also make an appointment with the **Local Social Service at Your Town Hall**, where they will provide you with:

- **Support** and **advice** to analyze what is happening to you and advise you on decisions to be taken to improve your quality of life.
- **Access to more specialized services** should they be required (temporary housing, legal, psychological, socio-educational, housing and employment services, etc.).
- **Access** to other resources, if required.
- **Information** about the rights which you have access to.

You can also rely on the support of **ASSOCIATIONS** that work to prevent and treat women victims of violence. They can help you and inform you about your rights and accompany you throughout your process of empowerment.

In addition, your claims can be heard via the associations on the advisory committee **EMAKUNDE-Basque Institute for Women\***, and in other forums for dialogue.

The process of empowerment is lifelong, so that in addition to the associations, the **DEPARTMENTS OF EQUAL OPPORTUNITIES** in the local councils usually offer self-defence workshops for women, empowerment workshops and others that will help you to make decisions that will improve your life.

The process of empowerment is lifelong



EMAKUNDE  
EMAKUNDEAREN ELISAL EMAKUNDEA  
INSTITUTO VASCO DE LA MUJER  
Basque Government - Gobierno Vasco  
Basque Government - Gobierno Vasco

945 016 700

[emakunde@euskadi.eus](mailto:emakunde@euskadi.eus)



[www.emakunde.euskadi.eus](http://www.emakunde.euskadi.eus)



## You may access these services and resources:

### € FINANCIAL AID

You are entitled to **financial aid made in one single payment** which is processed by the Basque Government's Directorate of Social Services if:

- The person who assaulted you is your partner or ex-partner,
- You have definitely ended the relationship with this person,
- You are currently a victim of domestic violence, as issued by the court less than one year ago,
- You have been registered on the electoral roll in the Basque Country for at least 6 months,
- You do not exceed a particular income band and
- You do not work or receive or have received Active Integration Income (Renta Activa de Inserción, RAI) as a result of gender violence.

You are entitled to **Income Security Benefit (RGI)** which is processed by the Lanbide-Basque Employment Service, which include a number of specific details if you are a victim of domestic violence:

- 1 year on the electoral roll and in current residence.
- 18 years of age.
- You will not be required to set up a cohabitation unit one year in advance.
- If, as a result of the violence, you have had to leave your usual place of residence to live at the home of friends or relatives or any other people, income earned by those other people will not be deemed as being yours.
- If you receive aid as a result of domestic violence (single payment aid or Active Integration Income (RAI) as a result of gender violence) it will not be counted as income when calculating your Income Security Benefit.
- If you are not ready to work, you do not have to commit to it.

 **HOUSING**

- You can register at Etxebide-Basque Housing Service as seeking rental housing as a victim of domestic violence, which will give you 10 more points on the general tables for 2 years and, in addition, you will not have to be registered on the electoral roll in any of the towns you apply for. In addition, in some cases you do not have to be homeless.
- If you are living at a residential shelter and you do not have access to housing, your social worker may, in exceptional circumstances, request rental housing provided you meet specific requirements.
- If you live in a rental property which is part of a Basque Government scheme you can request a change of residence if it is considered you may be at risk.
- If you have to leave home as a result of the violence, you can apply to a residential shelter directly through local municipal or provincial social services or indirectly through the Ertzaintza, medical centre, etc.

 **WORK AND TRAINING**

- If you need individual assistance and advice to help you in your job search, there is an instructor in gender violence based in each Lanbide-Basque Employment Service office. Ask to speak to this person.
- You will be provided with a customized career pathway to facilitate your entry into the job market and access to training courses.

 **EDUCATION**

- The Department of Education, Language Policy and Culture has made scholarships for university and non-university studies available to you and your children.
- If your children have to change school, the transfer of academic transcripts will be arranged for you.