



## WAVE Statistic 7: National Women's Helplines<sup>1</sup> in Europe (30 June 2011)

The following table shows the number of countries which have (at least one) national women's helpline.

### Overview on National Women's Helplines (NWH)

|  | National women's<br>helpline<br>24/7<br>free of charge | National women's<br>helpline<br>free of charge | National women's helpline<br>24/7 |
|--|--|--|-----------------------------------|
| Number countries that<br>have a NWH      | 16<br>(36.4%)  | 24<br>(54.5%)                                  | 19<br>(43.2%)                     |
| Number countries <u>without</u><br>a NWH | 28<br>(63.6%)  | 20<br>(45.5%)                                  | 25<br>(56.8%)                     |
| Total number countries                   | 44   | 44   | 44                                |

The table shows, that out of the 44 countries in which information was gathered, 16 countries have a national women's helpline operating 24 hours, 7 days a week (24/7) providing services free of charge (Armenia, Austria, Azerbaijan, Bulgaria, Cyprus, Denmark, Georgia, Greece, Iceland, Italy, Macedonia, Malta, Spain, Sweden, Turkey, UK). **28 countries do not have a 24/7 women's helpline.**

Additionally, eight countries (Finland, Hungary, Ireland, Lithuania, Netherlands, Norway, Russia, Slovenia) have a national women's helpline free of charge, but not operating 24/7, and in three countries (Czech Republic, Liechtenstein, Romania) it is the other way round – 24/7 service, but not free of charge.

Only around one third (36.4%) of the countries in Europe fulfill the standard of providing free of charge and around the clock telephone support to women survivors of violence. Two third of the countries (63.6%) do not offer such services yet.

The most recent women's helpline was established in Russia in the beginning of 2011. In Germany the government is planning to open a women's helpline in the near future.

The funding situation of women's helplines is still a major problem and a lack of resources is often the reason why national women's helplines cannot provide their services around the clock and free of charge.

<sup>1</sup> A national women's helpline is defined as a specific services for women survivors of all forms of violence operating nationally

### National Women's Helplines per country

|                      | National Women's Helpline<br>24/7<br>Free of charge | National Women's<br>Helpline<br>Free of charge | National Women's Helpline<br>24/7 |
|----------------------|---|--|-----------------------------------|
| Albania              | no  | no   | no                                |
| Armenia              | yes   | yes  | yes                               |
| Austria              | yes   | yes  | yes                               |
| Azerbaijan           | yes   | yes  | yes                               |
| Belarus              | no  | no   | no                                |
| Belgium              | no  | no   | no                                |
| Bosnia & Herzegovina | no  | no   | no                                |
| Bulgaria             | yes   | yes  | yes                               |
| Croatia              | no  | no   | no                                |
| Cyprus               | yes   | yes  | yes                               |
| Czech Republic       | no  | no   | yes                               |
| Denmark              | yes   | yes  | yes                               |
| Estonia              | no  | no   | no                                |
| Finland              | no  | yes  | no                                |
| France               | no  | no   | no                                |
| Georgia              | yes   | yes  | yes                               |
| Germany              | no  | no   | no                                |
| Greece               | yes   | yes  | yes                               |
| Hungary              | no  | yes  | no                                |
| Iceland              | yes   | yes  | yes                               |
| Ireland              | no  | yes  | no                                |
| Italy                | yes   | yes  | yes                               |
| Latvia               | no  | no   | no                                |
| Liechtenstein        | no  | no   | yes                               |
| Lithuania            | no  | yes  | no                                |
| Luxembourg           | no  | no   | no                                |
| Macedonia            | yes   | yes  | yes                               |
| Malta                | yes   | yes  | yes                               |
| Montenegro           | no  | no   | no                                |
| Netherlands          | no  | yes  | no                                |
| Norway               | no  | yes  | no                                |
| Poland               | no  | no   | no                                |
| Portugal             | no  | no   | no                                |
| Romania              | no  | no   | yes                               |
| Russia               | no  | yes  | no                                |
| Serbia               | no  | no   | no                                |
| Slovakia             | no  | no   | no                                |
| Slovenia             | no  | yes  | no                                |
| Spain                | yes   | yes  | yes                               |
| Sweden               | yes   | yes  | yes                               |
| Switzerland          | no  | no   | no                                |
| Turkey               | yes   | yes  | yes                               |
| Ukraine              | no  | no   | no                                |
| UK                   | yes   | yes  | yes                               |

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