

# POLICE ORDERS FOR THE PROTECTION OF VICTIMS OF DOMESTIC VIOLENCE IN KARLSRUHE

Information on procedures in Karlsruhe  
English | Englisch

## NOTES FOR THE USER

In order to improve readability and with regard to linguistic simplification, this publication is addressed mainly to women and children from page 7 on. Experience has shown, in the overwhelming majority of cases of domestic violence, they are the victims. Only very occasionally has a police protection order been made against a female partner. Naturally it can be made against an aggressive female partner, and in this case the regulations apply to her behaviour just as much as they would to a male partner. Important addresses of advice centres for men can be found in the appendix page 16 following.

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Since June 2000, the Karlsruhe police and the City Council have followed new procedures to protect men and women threatened, injured or abused by their partners. The offender can be forced to leave the joint home and prohibited from approaching his or her partner in order to protect the victim from further abuse.

In the course of the amendment of the Baden-Württemberg Police Act (Polizeigesetz Baden-Württemberg, PolG BW) in 2008, these procedures were explicitly embodied in the law.

In section 27a paragraph 3 of the Baden-Württemberg Police Act, the following protection orders (Schutzanordnungen) are stipulated:

## EXPULSION (WOHNUNGSVERWEIS), PROHIBITION OF RETURN (RÜCKKEHRVERBOT) AND PROHIBITION OF APPROACH (ANNÄHERUNGSVERBOT)

This booklet is intended to inform you about:

- the meaning of expulsion, prohibition of return and prohibition of approach,
- who decides about this,
- over which period of time these protection orders are issued,
- who administers the procedure,
- what consequences will be taken against the offender if they do not comply,
- what you can do in case of domestic violence,
- from which advice centres you will be able to obtain support; in the appendix you will find a list with the addresses of the police, courts, advice centres and other important facilities connected with domestic violence.

## DOMESTIC VIOLENCE – WHAT SHOULD YOU DO?

Many women try to hide the fact that acts of violence have been carried out against them or seek refuge with friends without informing the police. Men, too, who experience violence rarely turn to public services. However, often friends or neighbours call the police.

### What action is taken by the police?

The police will want to speak to you and the children who might be involved and also with your partner. Where a criminal offence is evident then this will be followed up by the police and submitted to the public prosecutors by means of a complaint. If there is a fear of recurring violence, then you may, in consultation with the police, decide either to move into a refuge for abused women (Frauenhaus) or you may wish to remain in your own home. If considered necessary, the police can support this latter decision with the expulsion of the offender (Wohnungsverweis, formerly known as Platzverweis), a prohibition of return (Rückkehrverbot) and/or prohibition of approach (Annäherungsverbot).

### The following services are available:

#### 1. REFUGE (FRAUENHAUS) OR HOTEL

If you cannot remain in your own home, the police help to find which refuge has a vacancy. If there are no vacancies in the Karlsruhe refuges, then you may choose to go to a refuge outside Karlsruhe or temporarily to a hotel. The police will give you details and arrange for your admission. The cost of the accommodation in a hotel will be paid for by Karlsruhe City Council's Social Services Department (Sozial- und Jugendbehörde, SJB) until the next available working day. After accommodation in a hotel, you should immediately turn to "Jobcenter" located at Rathaus West or, in case you are incapable of

earning a living, to the Social Services Office (Sozialamt) on the next available working day. There they will check whether they can pay hotel expenses.

In any case, if children are involved, it is highly recommended to contact the relevant Social Services Office for your area as soon as possible. This office as well as the advice centres for women (Frauenberatungsstellen) will assist you in taking the next steps (see addresses listed in the appendix).

#### 2. REMAINING IN YOUR OWN HOME

If you want to stay in your own home, the police can make an order to protect anyone who is threatened with violence – that means you and any children likely to be affected.

This protection order (Schutzverfügung) may set out the following:

- that the violent partner must leave the home AND must hand over the house keys.  
= **Expulsion** (Wohnungsverweis)
- that the violent partner will be prohibited from returning to the family home.  
= **Prohibition of return** (Rückkehrverbot)
- that the violent partner will be prohibited from approaching you and any children who might be affected. Irrespective of your place of residence, he must keep at a certain distance.  
= **Prohibition of approach** (Annäherungsverbot)

If the partner violates this protection order, he will be liable to pay a fine of up to 25,000 Euros (amount to be assessed by the City Council). Your partner can also be taken into custody.

## WHAT HAPPENS WHEN THE POLICE MAKE A PROTECTION ORDER?

If you, as the victim, decide to remain in your home and the police consider it necessary that for your safety, measures ought to be taken, this will be written down in an official protection order (offizielle Schutzanordnung) made by the police. This order specifies the length of time in which the partner has to remain away from the joint home and also what length of time he may not approach either you or your children respectively. The protection order issued by the police is valid for a few days only, four days at maximum. It can also be issued by the Karlsruhe City Council's Local Police Authority (Ordnungs- und Bürgeramt, OA), then valid for a maximum of two weeks. A further extension of the protection order is only possible if the critical situation persists and if you make a habitation assignment application (Antrag auf Wohnungszuweisung) to the family court or demand further protection measures according to the Protection against Violence law (Gewaltschutzgesetz, see also page 9 and the following pages of this brochure).

The police inform the offender, explain the contents of the protection order and describe what steps have to be taken as a result of this order. The order can either be issued in words or in writing. The police will then request him to hand over the keys of your home.

You may receive a copy of the protection order for your information or a shortened written version describing the content and period of time of the protection order.

If you live in Karlsruhe, Karlsruhe City Council's Local Police Authority (Ordnungs- und Bürgeramt, OA) is basically responsible

for the police protection orders (polizeiliche Schutzanordnungen). This office decides about the steps to be taken and gives information about the duration of the protection order (expulsion – Wohnungsverweis –, prohibition of return – Rückkehrverbot –, prohibition of approach – Annäherungsverbot). If you have any questions, please feel free to contact Karlsruhe City Council's Local Police Authority (Ordnungs- und Bürgeramt, OA) direct, telephone number: +49 721 133-3347.

If minors are involved directly or indirectly in your partner's violence, then Karlsruhe City Council's Local Police Authority (Ordnungs- und Bürgeramt, OA) or the Karlsruhe police itself will automatically inform the City Council's Social Services Offices (Sozialer Dienst). Social Services will then contact you, your partner and your children themselves.

The police will ask you if you will agree to them informing the Domestic Violence Clearing Centre (Clearingstelle Häusliche Gewalt). With your permission, the Clearing Centre will receive your name and address, telephone number (and mobile phone number if possible) and the time when the Police became involved. The Clearing Centre will then contact you themselves and advise you in confidence of possible means of protecting you from further violence. These counselling sessions are free of charge. You decide yourself what you want to happen. The women working at the Clearing Centre have a lot of experience and a great deal of (legal) knowledge and will be glad to give you the necessary support.

In case you had to leave your home due to an expulsion, the Clearing Centre can help you to find a competent counselling facility. This requires your specific consent. You may inform the police of this.

## POLICE LAW MEASURES AGAINST THE PERSON RESPONSIBLE FOR THE MALTREATMENT – AND WHAT HAPPENS IN CASES OF HIS NON-COMPLIANCE?

Experience has shown that many violent men are deterred from further violent action in cases where the police intervene and where there is a threat of legal proceedings to follow their actions.

The threat of having to pay administrative fines, if the safety order is not observed, works as a deterrent.

If the person responsible for the violent treatment still finds some way of threatening you or your children, then report this to the nearest police station immediately.

You can discuss with the police in advance how to react in an emergency and how to increase your security, perhaps by asking friends or neighbours for help.

## A FEW DAYS OF SECURITY FROM VIOLENCE – AND WHAT HAPPENS THEN?

The protection order (Schutzanordnung) issued by officials from the police departments is limited to four working days at maximum. The Karlsruhe City Council's Local Police Authority (Ordnungs- und Bürgeramt, OA) can issue protection orders for a period of up to two weeks. If you would like the protection order to be extended, the Protection against Violence law (Gewaltschutzgesetz) stipulates that you must make a further application to the family court as soon as possible. The police protection order (polizeiliche Schutzanordnung) may be extended by Karlsruhe City Council's Local Police Authority (Ordnungs- und Bürgeramt, OA), then being valid for another two weeks at maximum.

According to the Protection against Violence law (Gewaltschutzgesetz), which came into force on 1st January 2002, you may apply for various protective measures. For example, the court may make a protection order to prohibit the offender from the following:

- gaining entry to your home
- coming within a certain distance of your home, as laid down by the court
- visiting places you visit regularly, for example: your place of work, school or kindergarten
- contacting you in any way, including telephone, letter, email or text message (SMS).

Other necessary prohibitions or orders may be stipulated over and above these restrictions. These prohibitions or orders can be issued by the court and are, in general, valid for a limited period.

If the victim has suffered physical abuse, damage to health or restriction of freedom, there is a right to make an application for the sole use of the joint home. In cases where the offender has only threatened such abuse, in order to prevent extreme hardship, it is necessary to demonstrate why access to the home should be limited.

The period of time during which sole use of the joint home is granted depends not only on the violent act itself but also on the actual rights of use and ownership. The application for sole use of joint home must be made within three months of the violent act.

Protection orders (Schutzanordnungen) may be stipulated, where harm to body, health or freedom have been seriously threatened. This is also the case where aggravation or molestation such as stalking are taking place.

An application for a temporary injunction can be made in emergencies where the dangerous situation and intimidation continue.

The relevant court for such applications is the Family Court (Familiengericht) at your place of residence (see addresses page 17).

You may also make the application yourself. You do not need a lawyer to do so. However, legal representation is recommended. If your income is too low, you may want to apply for help to cover the cost of the consultation and legal proceedings (Beratungs- und Verfahrenskostenhilfe). You can get further information and advice on legal issues from the Women's Advice Centres (Frauenberatungsstellen). Their address is on page 16.

Immigrants without German passport are subjected to special laws for foreigners, in which case more detailed advice and legal representation are usually absolutely necessary.

Addresses see Pages 16 and following pages

## ADVICE FOR WOMEN WHO HAVE EXPERIENCED VIOLENCE

It does not make any difference whether you decide to remain in your own home or go to a refuge (Frauenhaus), your life has been changed through the experience of violence. Experience shows that the threat of violence is particularly acute at the time of separation. Take your own safety and that of your children seriously.

At such times, there are a lot of decisions to be made:

- What steps can you take to protect yourself and your children?
- What is the legal position?
- Do you want to report your partner to the police?
- Do you think there is any chance of living together again without violence?
- Do you want a separation or a divorce?
- Where can you get financial help if necessary?
- How do you want to plan for the future?

Both refuge houses in Karlsruhe have experienced professional counsellors. They represent women and give you prompt, free advice with no bureaucracy. They also advise on legal procedures and social services and are at your side when you want to talk things over. All information is treated as confidential. (No information will be disclosed without your specific consent!)

If you need counselling in your own language, please inform the advice centre as soon as possible. The counselling agencies will do what they can to help.

The Social Services Offices (Sozialer Dienst) provides a lot of assistance for women and children living in violent relationships. When children are involved directly or indirectly in violent behaviour, their staff contact you automatically. You can of course call "your" office (the Social Services) yourself or go there in person.

Social Services offer all Karlsruhe residents appropriate confidential advice on a wide range of life's difficulties including financial questions, in which they have considerable experience. You decide the extent and content of any consultations yourself.

The advice centres of the refuge houses and the Social Services inform you about the possibilities of receiving counselling and legal cost aid (Beratungs- und Prozesskostenhilfe). They can also help you to find a suitable legal advisor.

Addresses and counselling partners pages 16 – 20

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## ... AND WHAT ABOUT THE CHILDREN?

Your children are probably suffering as a result of the violence, even if you think they are not aware of it. Nine out of ten children are in the same room or the next room when violence takes place.

It may be that your children feel responsible. You can help them by talking to them and explaining to them what has happened. Reassure them that it is not them who should feel ashamed for the violent behaviour.

Children react to violence in different ways. Many become withdrawn and find it difficult to communicate. Others express their feelings through conspicuous behaviour. They wet their bed or have problems at school for example.

All children in families experiencing violent behaviour suffer stress. But that does not inevitably lead to long-term harm. It is important that children and young people in this situation receive advice and support. Understandably, the mother cannot always give it to them. A specialist service provides support for children (the address is on page 17).

Young people have their own right to advice and help and can make use of the City Council's Social Services Offices (Sozialer Dienst) or Psychological Advice Centre (Psychologische Beratungsstelle) at any time (addresses on pages 18 and 19).

In addition, children and young people can phone the number against emotional distress ("Nummer gegen Kummer") of the German Society for the Protection of Children (Kinderschutzbund).

**Die Nummer gegen Kummer**  
**Telephone: 116111**  
**Monday to Saturday from 2 p.m. to 8 p.m.**  
**(free of cost)**

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## ... AND WHAT ABOUT THE OFFENDERS?

### HELP FOR MEN WHO HAVE PROBLEMS WITH VIOLENCE AND WANT TO DO SOMETHING ABOUT IT

Since July 2003, a new Domestic Violence Advice Centre (Beratungsstelle bei Gewalt im sozialen Nahraum) has been set up in Karlsruhe in close cooperation with Karlsruhe City Council.

Men who react to conflict by using violence and want to change can go there to get:

- information
- help and support.

Help is available in the form of individual counselling and group therapy. The aim is to learn new ways to behave and to express one's own needs without using violence when conflicts arise. If they wish, partners subjected to violent behaviour can get information about the methods used by the advice centre.

Further counselling for women as victims of violence is provided by the Women's Advice Centres (Frauenberatungsstellen), details in appendix.

If, as a victim of violence, you would like your violent partner to be referred to the Domestic Violence Advice Centre, we advise you to give details of physical injury to the police. You could make a statement suggesting that your partner should receive anti-violence training.

In case you had to leave your home due to an expulsion (Wohnungsverweis) and desire assistance and advice, you may inform the police of that fact in order for them to notify the Clearing Centre (Clearingstelle, see page 8).

The information is given without obligation and the help does not cost anything.

Addresses page 16

## ... AND FEMALE OFFENDERS?

### HELP FOR WOMEN WHO HAVE PROBLEMS WITH VIOLENCE AND WANT TO DO SOMETHING ABOUT IT

Since the setup of the new Domestic Violence Advice Centre (Beratungsstelle bei Gewalt im sozialen Nahraum), many women have been seeking advice and support there. After a first conversation, they were referred to other specialised services. In the context of a series of consultations, some women were accompanied for a certain period of time.

After it became apparent that there were constantly women who had problems with violence, the local Youth Welfare Association (Verein für Jugendhilfe Karlsruhe e.V.) agreed to extend the existing offer at the suggestion of the committee steering the project "Overcoming Domestic Violence". Karlsruhe City Council provided the financing. Since 1st July, 2013, anti-violence counselling and training has been offered to women. The procedure is similar to the one offered to men and, besides an initial clearing process, is based on advice and anti-violence training.

In case you – as a woman – had to leave your home due to an expulsion (Wohnungsverweis) and desire assistance and advice, you may inform the police of that fact in order for them to notify the Clearing Centre (Clearingstelle, see page 8).

The information is given without obligation and the help does not cost anything.

Addresses page 16

## ... MEN AS VICTIMS OF VIOLENCE?

Of course, men can also be affected by violence in partnerships. In many cases both partners have problems with violence. However, violent behaviour might as well only concern one of the partners.

Since 2014 the new Domestic Violence Advice Centre (Beratungsstelle bei Gewalt im sozialen Nahraum) is also giving support to men as victims of violence.

Addresses page 16

## CHANGE IS POSSIBLE

A very large number of calls to the police concern violent domestic disputes.

They often involve violence to women and children.

For far too long, attacks on women and children by violent men in their own homes have been trivialised or become something people would not talk about. Victims found little sympathy or protection while the offenders were often not dealt with. In these circumstances, women affected stayed silent and saw no alternative to returning to their violent partner.

Today the situation has changed. The German government has launched an extensive programme to outlaw this kind of behaviour from society. From 22nd November 2008, a legal basis for the expulsion order (Wohnungsverweis), the prohibition of return (Rückkehrverbot) and the prohibition of approach (Annäherungsverbot) has been provided in section 27a paragraph 3 of the amended Baden-Württemberg Police Act (Polizeigesetz Baden-Württemberg, PolG BW).

The new law seeks to force offenders to accept more responsibility for their actions and to improve matters for the victims.

Today, criminal acts in the home, especially those involving what is called "actual bodily harm" ("einfache Körperverletzung"), are now officially taken up by the Karlsruhe State Prosecutor (Karlsruher Staatsanwaltschaft) rather than being left to private prosecutions. In such cases the police always make extensive investigations.

This booklet describes the procedures adopted by Karlsruhe City Council and the Karlsruhe police, drawing on both national and international experience.

A new approach to the treatment of victims is considered necessary. It has been shown not only that women and children can be greatly helped but also that violent behaviour can be deterred if those guilty of domestic violence are dealt with in a consistent way.

### **We want to encourage and support you in getting out of violent relationships!**

Your "Overcoming Domestic Violence" Project Team  
(Projektgruppe „Häusliche Gewalt überwinden“)

Important addresses and contacts pages  
16 – 20



## IMPORTANT ADDRESSES AND CONTACT PERSONS

### POLICE (POLIZEI)

Emergency call (free of charge)  
Telephone: 110

### WOMEN'S ADVICE CENTRES (FRAUENBERATUNGSSTELLEN)

**Frauenberatungsstelle Karlsruhe**  
(Karlsruhe Women's Advice Centre)  
– Advice centre for women with experience  
of bodily and / or psychological violence.  
Kriegsstraße 148, 76135 Karlsruhe  
Telephone: +49 721 849047  
Fax: +49 721 8305831  
info@frauenberatungsstelle-karlsruhe.de

**Frauenberatungsstelle SkF**  
(Women's Advice Centre)  
Catholic Women's Social Services (SkF)  
Akademiestraße 15, 76133 Karlsruhe  
Telephone: +49 721 91375-0 or -18  
Fax: +49 721 91375-75  
frauen@skf-karlsruhe.de

### REFUGE HOUSES IN KARLSRUHE (FRAUENHÄUSER IN KARLSRUHE)

**Frauenhaus Karlsruhe**  
(Refuge house Karlsruhe)  
Telephone: +49 721 567824  
Fax: +49 721 564794

**Frauenhaus SkF Karlsruhe**  
(Refuge house SkF Karlsruhe)  
Telephone: +49 721 824466  
Fax: +49 721 8244689

### DOMESTIC VIOLENCE ADVICE CENTRE FOR MEN (BERATUNGSSTELLE BEI GEWALT IM SOZIALEN NAHRAUM FÜR MÄNNER)

Clearing, counselling and training for men  
prepared to tackle their own violent behaviour  
and/or for those who are victims of violence.  
Verein für Jugendhilfe Karlsruhe e.V.  
(Youth Welfare Association)  
Karlstraße 154, 76135 Karlsruhe  
Advisor: Hans-Peter Menke  
Telephone: +49 721 68024680  
Fax: +49 721 68024686  
hans-peter.menke@vfj-ka.de

### ANTI-VIOLENCE COUNSELLING AND TRAINING FOR WOMEN (ANTI-GEWALT-BERATUNG UND TRAINING FÜR FRAUEN)

**Verein für Jugendhilfe Karlsruhe e.V.**  
(Youth Welfare Association)  
Karlstraße 154, 76135 Karlsruhe  
Advisor: Anja Pfettscher  
Telephone: +49 721 68024681  
Fax: +49 721 68024686  
anja.pfetscher@vfj-ka.de

### LOCAL POLICE AUTHORITY – KARLSRUHE CITY COUNCIL (ORDNUNGS- UND BÜRGERAMT, OA)

Ordnungs- und Bürgeramt, OA  
(Local Police Authority)  
General Police Law  
Department responsible for protection orders  
Kaiserallee 8, 76133 Karlsruhe'  
Telephone: +49 721 133-3347  
Fax: +49 721 133-3229  
polizeirecht@oa.karlsruhe.de

### COURTS (GERICHTE)

**Amtsgericht Karlsruhe – Familiengericht**  
(Karlsruhe Local Court – Family Court)  
Lammstraße 1 – 5, 76133 Karlsruhe  
Telephone: +49 721 926-5000

**Amtsgericht Karlsruhe-Durlach – Familiengericht**  
(Karlsruhe-Durlach Local Court – Family Court)  
Karlsburgstraße 10, 76227 Karlsruhe  
Telephone: +49 721 994-0

### FOR CHILDREN AND YOUNG PEOPLE

„Nummer gegen Kummer“  
(the number against emotional distress)  
Telephone: 116111 (free of cost)  
Monday to Saturday from 2 p.m. to 8 p.m.

**Deutscher Kinderschutzbund e.V.**  
(German Society for the Protection  
of Children)  
Kanalweg 40/42, 76149 Karlsruhe  
Telephone: +49 721 842208  
Fax: +49 721 843270

**Kindergruppe „Nangilima“**  
Sozialdienst katholischer Frauen (SKF)  
(Children's Group "Nangilima")  
Catholic Women's Social Services (SKF)  
Advisors: Luitgard Gauly, Gabriele Kopp  
Telephone: +49 721 91375-0  
Fax: +49 721 91375-75

**Sozialpädagogische/-psychologische  
Einzelarbeit für Kinder und Jugendliche  
bei der Frauenberatungsstelle Karlsruhe**  
(Individual Social and Educational Work for  
Children and Young People at the Karlsruhe  
Women's Advice Centre)  
Kriegsstraße 148, 76133 Karlsruhe  
Telephone: +49 721 849047

## SOCIAL SERVICES OFFICES AND THEIR CATCHMENT AREAS (SOZIALER DIENST – BEZIRKSGRUPPEN UND IHRE EINZUGSGEBIETE)

### KARLSRUHE CITY AREA

#### Bezirksgruppe Nordwest

Centre part of Weststadt, Hardtwaldsiedlung, Nordweststadt, Knielingen, Neureut, Nordstadt Kochstraße 7, 76133 Karlsruhe  
Telephone: +49 721 133-5303  
Fax: +49 721 133-5749  
sodi-nordwest@sjb.karlsruhe.de

#### Bezirksgruppe West

Mühlburg, Daxlanden, Alt-Grünwinkel, Albsiedlung, Rheinstrandsiedlung with Nussbaumweg  
Thomas-Mann-Straße 3, 76189 Karlsruhe  
Telephone: +49 721 15116-0  
Fax: +49 721 15116-240  
sodi-west@sjb.karlsruhe.de

#### Bezirksgruppe Südwest

Oberreut including Kleinseeäcker, Hardecksiedlung, Heidenstückersiedlung, Rüppurr  
Albert-Braun-Straße 2b, 76189 Karlsruhe  
Telephone: +49 721 133-5305  
Fax: +49 721 133-5399  
sodi-suedwest@sjb.karlsruhe.de

#### Bezirksgruppe Mitte-West

Innenstadt West, Südweststadt, southern part of Weststadt, Beiertheim, Bulach Kochstraße 7, 76133 Karlsruhe  
Telephone: +49 721 133-5311  
Fax: +49 721 133-5759  
sodi-mittewest@sjb.karlsruhe.de

#### Bezirksgruppe Mitte-Süd

Innenstadt Ost, Südstadt, Dammerstock, Weiherfeld, western part of Oststadt, Südstadt-Ost  
Zähringerstraße 34, 76131 Karlsruhe  
Telephone: +49 721 133-5307  
Fax: +49 721 133-5309  
sodi-mittesued@sjb.karlsruhe.de

#### Bezirksgruppe Ost

Waldstadt, Geroldsäcker, Rintheim, Hagsfeld, eastern part of Oststadt  
Beuthener Straße 42, 76139 Karlsruhe  
Telephone: +49 721 133-5306  
Fax: +49 721 133-5359  
sodi-ost@sjb.karlsruhe.de

You can best reach us during our consulting hours:  
Monday 8:30 a.m. to 12 p.m. and  
Thursday 2 p.m. to 5 p.m.

## DURLACH

### Stadtamt Durlach – Jugend und Soziales (Youth and Social Affairs)

Bergwaldsiedlung, Dornwaldsiedlung, Durlach, Durlach-Aue, Grötzingen, Grünwettersbach, Hohenwettersbach, Palmbach, Stupferich, Untermühlsiedlung, Wolfartsweier Pfinztalstraße 33, 76227 Karlsruhe  
Telephone: +49 721 133-1917  
Fax: +49 721 133-1989  
jus@durlach.karlsruhe.de

You can best reach us during our consulting hours:  
Monday to Wednesday and Friday  
from 8:30 a.m. to 12 p.m.  
Monday to Thursday from 2 p.m. to 3:30 p.m.

## FURTHER ADVICE CENTRES FOR WOMEN AND MEN

### brücke (bridge)

Communication, information, coping with life  
Kronenstraße 23, 76133 Karlsruhe  
Telephone: +49 721 385038  
Fax: +49 721 3844459

### Ehe-, Familien- und Partnerschaftsberatungsstelle (Marriage, Family and Partnership Advice Centre)

Individual counselling in the mother tongue (French, English, Russian, Turkish and Spanish) by appointment as well as counselling for the deaf  
Nelkenstraße 17, 76135 Karlsruhe  
Telephone: +49 721 842288  
Fax: +49 721 856051

### pro familia Karlsruhe

Amalienstraße 25, 76133 Karlsruhe  
Telephone: +49 721 920505  
Fax: +49 721 9205060

Psychologische Beratungsstelle für Eltern, Kinder und Jugendliche der Stadt Karlsruhe (Karlsruhe City Council's Psychological Advice Centre for Parents, Children and Youths)  
Otto-Sachs-Straße 6, 76133 Karlsruhe  
Telephone: +49 721 133-5360  
Fax: +49 721 133-5449

## FURTHER IMPORTANT ADDRESSES

### Telefon-Seelsorge

(Telephone helpline run by the Catholic and Protestant churches)  
Telephone: 0800 1110111 or 0800 1110222 on duty day and night – free of cost

### Wildwasser & FrauenNotruf

(Wildwasser and Women's Emergency Call) Professional advice centre for the sexually abused  
Kaiserstraße 235 (third floor), 76133 Karlsruhe  
Telephone: +49 721 859173  
Fax: +49 721 859174

### Gleichstellungsbeauftragte der Stadt Karlsruhe

(Karlsruhe City Council's Equal Opportunities Officer)  
Rathaus am Marktplatz, 76124 Karlsruhe  
Telephone: +49 721 133-3062  
Fax: +49 721 133-3069  
gb@karlsruhe.de

## NATIONAL SUPPORT HOTLINE (BUNDESWEITES HILFETELEFON)

The national support hotline "Gewalt gegen Frauen" ("Violence against Women") is a service of Bundesamt für Familie und zivilgesellschaftliche Aufgaben (Federal Office for Family Issues and Civil Society Functions) which provides contact data of local offices nationwide. This service is free of charge and available 24/7.

Telephone: 0800 116016

## GLOSSARY (GLOSSAR)

Allgemeines Gleichbehandlungsgesetz	German General Law on Equal Treatment
Amtsgericht Karlsruhe	Karlsruhe Local Court
Annäherungsverbot	prohibition of approach
anonym	anonymous
Ansprechperson	contact person
Anti-Gewalt-Training	anti-violence-training
Ausländergesetz	special laws for foreigners
Ausländerrecht	legislation on foreigners
Beratungs- und Verfahrenskostenhilfe	the cost of the consultation and legal proceedings
Beratungsstelle bei Gewalt im sozialen Nahraum	Domestic Violence Advice Centre
Beratungsstelle für Frauen und Männer	advice centre for men and women
Betriebs- oder Personalrat	works or staff council
Bundesamt für Familie und zivilgesellschaftliche Aufgaben	Federal Office for Family Issues and Civil Society Functions
bundesweites Hilfetelefon	national support hotline
Bußgeld, Zwangsgeld	administrative fine, fine
Clearingstelle Häusliche Gewalt	Domestic Violence Clearing Centre
Cyberstalking	Cyberstalking
Deutscher Kinderschutzbund	German Society for the Protection of Children
Ehe-, Familien- und Partnerschaftsberatungsstelle	Marriage, Family and Partnership Advice Centre
Fachberatungszentrum	professional advice centre
Frauenbeauftragte	women's representative
Frauenberatungsstelle	women's Advice Centre
Frauenhaus	refuge / refuge house
Freiheitsberaubung	restriction of freedom
Gewalt gegen Frauen	violence against women
Gewaltdelikte	acts of violence
Gewaltschutzgesetz	Protection against Violence law
Gewaltverhältnisse	violent relationships
Gewerkschaft	trade union
Gleichstellungsbeauftragte der Stadt Karlsruhe	Karlsruhe City Council's Equal Opportunities Officer

Hausfriedensbruch	trespassing
Informations- und Unterstützungsangebote	information and counselling services
Informationsdefizit	lack of information
Kinderbüro der Stadt Karlsruhe	Karlsruhe City Council's Advice Centre for Children
Klinisch-Forensische Ambulanz	Clinical Forensic Ambulance
Migrationshintergrund	migrant background
muttersprachliche Beratung	advice in your own language auch: counselling by native speakers
Nebenklage	private criminal action auch: civil action
Nötigung	assault
Nummer gegen Kummer	number against emotional distress
Opferentschädigungsgesetz	Law on Compensation for Victims of Violence
Ordnungs- und Bürgeramt	(Karlsruhe City Council's) Local Police Authority
Polizei (Karlsruher Polizei)	the Karlsruhe police
Polizeiliche Anordnung	police orders
Polizeipräsidium	the Karlsruhe police headquarters
Projektgruppe „Häusliche Gewalt überwinden“	"Overcoming Domestic Violence" Project Team
Prostitution	prostitution
psychische Gewalt	psychological violence
Psychologische Beratungsstelle	Psychological Advice Centre
Rechtsbeistand	legal advice
Rückkehrverbot	prohibition of return
Schmerzensgeld	claim damages for pain and suffering
Schutz bei Gewalt im häuslichen Bereich	the protection of victims of domestic violence
Schutzanordnung	police protection order protective court order
Schutzwohnung	safe lodging
Schweigepflicht	duty to maintain confidentiality
sexuelles Selbstbestimmungsrecht	sexual self-determination
sexuelle Diskriminierung	sexual discrimination
Sozial- und Jugendbehörde	Social Services Department

Sozialer Dienst der Stadt Karlsruhe	The City of Karlsruhe's Social Services Offices
sozialer Nahraum	domestic violence (heißt wörtlich Gewalt im sozialen Nahraum)
Sozialministerium Baden-Württemberg	Baden-Württemberg Ministry of Social Affairs
Sprachbarriere	language barriers
Spurensicherung	safeguarding of evidence
Stadt Karlsruhe	Karlsruhe City Council (als Stadtverwaltung, die agiert), ansonsten City of Karlsruhe
Stalking	stalking
Strafanzeige erstatten	complain to the police
Telefonseelsorge	telephone helpline run by the Catholic and Protestant Churches
Unrechtsbewusstsein	awareness of wrong-doing
Verein für Jugendhilfe Karlsruhe e.V. (Anti-Gewalt-Beratung und -Training für Frauen)	Youth Welfare Association (Anti-violence counselling and training for women)
Vertrauensperson	people you trust
Vortäuschen einer Straftat	simulating a criminal offence
Weisser Ring	Weißer Ring
Wohnungsverweis	expulsion
Zeugenschutzprogramm	Witness Protection Programme
Zivilcourage	personal courage
Zwangsheirat	forced marriage

## ISSUED BY

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 "Overcoming Domestic Violence" Project Team  
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## INFORMATION

**This brochure is also available in the following languages:**

- Croatian
- French
- German
- Russian
- Turkish

**At:**

**Stadt Karlsruhe**

**Gleichstellungsbeauftragte**

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All the versions can be found online and can be downloaded at:  
[www.karlsruhe.de/hg](http://www.karlsruhe.de/hg)

