



Domestic violence

Violence within a relationship

Information • Help • Directory



## Foreword

The Istanbul Convention on Preventing and Combating Violence Against Women entered into force in Germany on February 1, 2018. In adopting the convention, Germany undertakes to put in place wide-ranging measures to prevent and combat violence against women and domestic violence, to protect victims, and to punish perpetrators of such violence.

Every year in the District of Steinfurt, the police are called to a significant number of incidents of domestic violence. With the head of the district administration as its patron, the District of Steinfurt *Runder Tisch Häusliche Gewalt* (Domestic Violence Round Table) was first convened on July 8, 2003.

*Runder Tisch Häusliche Gewalt* has the following objectives:

- condemnation of domestic violence
- to tangibly improve protection for and help for victims
- to employ preventive measures to reduce incidents of domestic violence

In writing this brochure, the authors have taken into account the fact that women are more commonly affected by domestic violence than men. Consequently, it is primarily addressed at women as victims of domestic violence.

It is of course self-evident that all statements apply equally to all other people threatened with or affected by domestic violence.

## Published by:

Runder Tisch - Häusliche Gewalt Kreis Steinfurt

Contact: District Equality Officer Brigitte Kumpmann; other contacts can be found on the web-page: [www.kreis-steinfurt.de/häuslichegewalt](http://www.kreis-steinfurt.de/häuslichegewalt)

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Patron: the head of the Kreis Steinfurt district administration



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## To the women reading this brochure

Dear women,

in Germany you have the right to live freely. As a woman, you have the same rights as a man. Your opinion counts just as much as the opinion of a man and the opinion of your family. You can decide for yourself how you want to live. You (and your children) have the right to a life free of violence.

### What does that mean?

You can make all of your own decisions. You do not have to ask anyone's permission. You can, for example, decide:

- Where and how you want to live. You can, for example, live alone or together with other women or men. You don't have to be married if you want to live with someone else.
- Whether you want to be in a relationship, get married, split up with someone or get divorced. You decide who you marry. You can also marry another woman.
- Whether you want to kiss or have sex with someone. And you decide whether or not you want to repeat this.  
That's true even if you're married.
- Whether you want to have children and how many children you want to have. That includes whether you want to use contraception, what sort of contraception you use, and whether you have an abortion.
- When you want to leave your home, where you go, and who you meet.
- Whether you want to open your own bank account, what you do with your money, how much money you spend and what you spend it on.
- What profession you train for and what job you do. That includes whether you want to do an apprenticeship or go to university.
- Whether you choose to be politically active, and which party and people you vote for.
- How you bring up your children. Note, however, that you have a duty to protect your children from violence. In Germany, you cannot hit or kick a child or hurt a child in any other way. Such actions are against the law.

# What is domestic violence?

## Domestic violence

Domestic violence means violence that occurs between people who are or have been in a close social relationship, e.g. between

men and women,

parents and children

same-sex partners.

### Domestic violence

- usually happens within the supposed safe space of the home
- is an insidious process in which acts of humiliation and violence and their consequences for the people involved ratchet up gradually
- is a cycle in which phases of violence alternate with phases in which the perpetrator expresses remorse and promises to behave better in future
- predominantly affects women and children
- is in the majority of cases – even where the target of the violence is a man – perpetrated by men
- is not a 'private matter'; it is a major public concern!

## What forms of domestic violence are there?

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The various forms of domestic violence do not usually occur in isolation, but in combination with each another. At heart, domestic violence is often about exercising power and control. Forms of violence include:

### **Physical violence:**

This includes pushing, shoving, hitting, punching, kicking, choking, holding, tying up, burning, throwing things, hair pulling, depriving victims of food, attacking with a weapon, etc., right up to murder and attempted murder.

### **Sexual violence:**

Sexual violence means any sexual activity that involves coercion or force. This includes acts such as coercing others into sexual acts, sexual harassment, rape, sexual threats, sexual assault, treating others as sexual objects, sexual abuse, sexual exploitation, etc.

### **Mental/emotional abuse:**

This encompasses acts such as intimidation, insults, threats, frightening someone, repeatedly shouting at someone, giving someone the silent treatment, humiliating and degrading someone in front of others, destroying objects of high personal value, blaming the victim for the violence, threatening to take away the children, etc.

### **Economic abuse:**

This includes forbidding someone from working or forcing someone to work, controlling someone's access to money, refusing or taking money, controlling someone's expenditure, denying someone access to their bank account, etc.

### **Social abuse:**

This concerns the victim's social life and includes actions such as exploiting privileges to treat your partner like a servant, taking decisions without the involvement of the person concerned or on their behalf, limiting, monitoring or controlling someone's contacts, forbidding someone from attending a language course, from going out or from meeting friends or family, telling someone they're mad, locking them in, etc.

## Acute domestic violence - what should you do?

### **Stalking:**

Stalking often occurs after a breakup or when someone has been rejected. It can involve constant telephone calls, texts, voicemail messages or emails at all times of the day and night, love letters/flowers/gifts, ordering things in the victim's name, following someone or lying in wait for them, false accusations (e.g. to their employer), interrogating their friends and acquaintances, damage to property, insults, slander, threats, coercion, etc. Stalking can also occur online in the form of cyberstalking (see also 'digital abuse').

### **Digital abuse:**

Digital abuse is when someone is disparaged, insulted, harassed, discriminated against, pressured into something, etc. using digital devices or media, or online (chat rooms, websites, instant messaging, on social media sites such as Facebook and Instagram, etc.).

If you are abused, threatened or insulted, stand up for yourself!

Don't wait until you have experienced humiliation and injury.

Experience shows that violence within a relationship ratchets up gradually.

**Violence is not something you have to accept!**

**You are not defenceless and you do have rights!**

If you are in immediate danger,

**CALL THE POLICE USING THE EMERGENCY NUMBER 110**

### **right away!**

The police are there to protect you and have a number of options for dealing with the perpetrator. In North Rhine-Westphalia (NRW), actions the police can take against the perpetrator include measures under Section 34a of the NRW Police Act (Polizeigesetz NRW). This includes evicting the perpetrator from the home and a no-return order. These measures follow the principle:

**'PERPETRATOR GOES, VICTIM STAYS.'**

## Eviction order (*Wohnungsverweisung*)

To protect someone who is at genuine risk of suffering injury to their body, health or freedom, a court order can be obtained evicting the person giving rise to that risk from the home of the person at risk, and prohibiting them from entering the immediate area around the home.

This is usually necessary to break the cycle of violence.

## No-return order (*Rückkehrverbot*)

Perpetrators can be prohibited from returning to the residence and the immediate area around the residence for a period of ten days.

If the perpetrator is still in the residence when the police arrive, the eviction order and no-return order are always issued together.

If the perpetrator is not in the residence when the orders are issued, only the order prohibiting a return to the residence will be issued.

The police will provide the perpetrator with the opportunity to take any urgently needed objects for personal use with them directly.

Should the perpetrator require additional items for personal use during the period of the no-return order, the perpetrator must be accompanied by the police when collecting them.

You will always be informed of this beforehand by the police and the time and date agreed with you.



## Monitoring compliance with a no-return order

For your protection, over the course of the ten day period of the no-return order the police will automatically check compliance with the order at least once.

During this ten day period, you can remain in your home unmolested and should not allow the perpetrator back into your home.

## Other police risk reduction measures

In the event that the legal requirements set out in Section 34a of the NRW Police Act are not met, the police are able to take alternative, temporary measures against perpetrators.

These may include:

- banning them from specific locations
- detaining them in custody
- confiscating their key to the residence

The police will pursue all incidents of domestic violence of which they become aware.

As the victim, you will receive a document entitled *“Dokumentation über den Einsatz bei Häuslicher Gewalt”* (document concerning police attendance at an incident of domestic violence), which can be used as evidence in any civil proceedings, as well as for other purposes.

The police will also give you a copy of the leaflet **Informationen für Opfer häuslicher Gewalt** (information for victims of domestic violence), which includes information on what the police will do, options for protecting yourself under civil law, and a list of telephone numbers for various advice centres.

## What happens next?

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The ten day period of the no-return order provides you with an opportunity to sort out any personal and family matters.

To help you, you can take advantage of the help available from the advice centres and support services listed on pages 24 to 27.

You can also submit a **civil law application for protection under the Protection from Violence Act (*Gewaltschutzgesetz*)**.

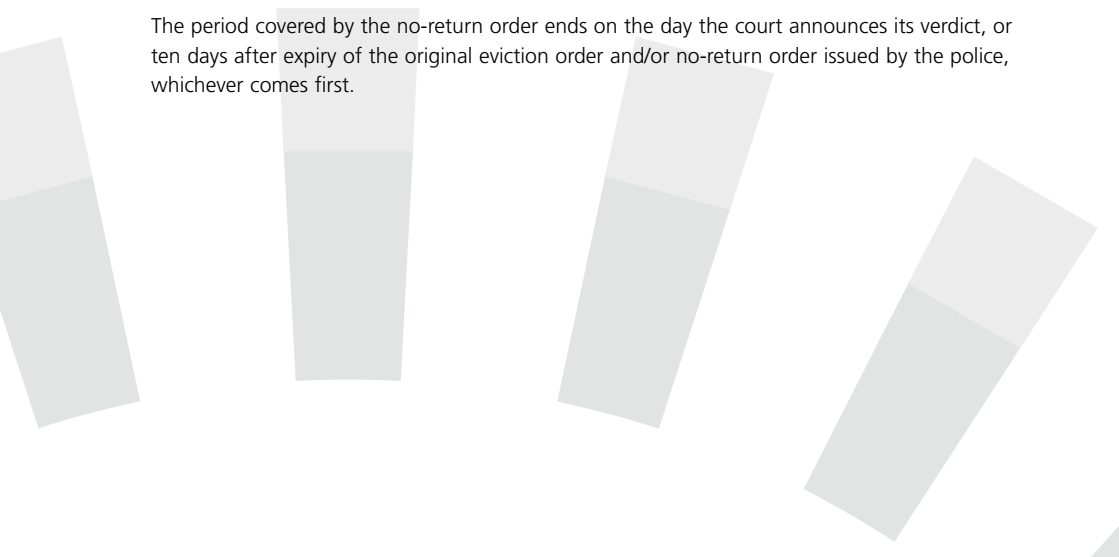
If necessary, the police can extend the eviction and no-return orders to cover the period until a court decision on your application is made.

You can submit your application to the competent district court (*Amtsgericht*) either

- in person or
- through a lawyer

Submitting an application under the Protection from Violence Act restarts the period covered by the no-return order.

The period covered by the no-return order ends on the day the court announces its verdict, or ten days after expiry of the original eviction order and/or no-return order issued by the police, whichever comes first.



## What legal protection is available?

Potential civil law protective measures include:

- a general personal protection order
- possession of the shared residence
- the right to decide the place of residence of or sole custody of the children
- suspending or restricting rights of access to the children
- compensation for damages and non-pecuniary losses

General protection orders and the granting of possession of a shared residence are intended to provide temporary protection from further acts of violence.

When submitting an application, you must provide credible evidence that domestic violence has taken place.

One option for providing this evidence is by means of the

**“DOKUMENTATION ÜBER DEN POLIZEILICHEN EINSATZ BEI HÄUSLICHER GEWALT”**

document given to you by the police.

## Court protection orders

Under Section 1 of the Protection from Violence Act (*Gewaltschutzgesetz*), if a perpetrator has intentionally and unlawfully caused injury to your body, health or freedom, the district court (Amtsgericht) can, to prevent further injury, issue a protection order.

This allows the court to forbid the perpetrator from

- entering your home
- coming within a specific distance (specified by the court) of your home
- visiting other locations that you regularly visit (e.g. your workplace or childcare setting)
- contacting you (in person, by telephone, by fax, by post or by email)
- bringing about ‘accidental’ encounters with you

Depending on the individual circumstances, the court can, where necessary for your protection, also order other measures.

Protection orders are issued for a limited time period.

Under Section 4 of the Protection from Violence Act, breaching a court protection order is a criminal offence.

## Possession of the shared residence

If you have suffered injury to your body, health or freedom and live in a long-term shared household with the perpetrator, under Section 2 of the Protection from Violence Act you can submit an application to the competent district court to request possession of the shared residence.

In addition, you are also entitled to possession of the shared residence where the perpetrator has threatened to inflict such injuries and where this is necessary to prevent 'undue hardship'. One example of where this applies would be in the event that the welfare of your children is seriously endangered.

To obtain possession of the residence, you or your lawyer must request possession of the residence in writing **no more than three months after the offence or threat took place**.

## Time for which possession of the residence is granted

If the perpetrator is the sole tenant or owner of the residence, possession of the residence is initially limited to the period required for your protection.

The maximum duration is usually six months, but this can be extended.

If you have a joint tenancy agreement with the perpetrator for the residence or if you are joint owners, the period of possession will be determined by the court based on the individual circumstances of the case.

The perpetrator must not prevent or impede your sole use of the residence. The court can also specifically prohibit him from giving notice on or selling the residence.

## Compensation for damages and non-pecuniary losses

Under Section 823 of the German Civil Code (BGB), if the perpetrator has intentionally or negligently injured your life, body, health, freedom, property or any other right, you can make a claim for compensation against the perpetrator.

In addition, under Section 253(2) of the Code, you are entitled to compensation for injury to body, health, freedom or sexual self-determination.

You can use a lawyer to take any such claim to court.

## Custody of children, right to decide the place of residence, rights of access

In many cases, domestic violence also affects children living in the household.

The provisions of the Protection from Violence Act do not, however, apply to children. Instead, this is covered by child protection legislation.

To prevent your children from suffering any further violent experiences, you can apply to the district court (*Amtsgericht*) for sole custody of or at least the right to decide the place of residence of the children.

If you wish to do so, it is advisable to seek legal assistance and/or help from the relevant *Jugendamt* (Youth Welfare Office). If you are on a low income, you can apply to the competent district court for legal aid.

Even if you have sole custody, the children's father still has a right of access to the children.

If you and the father are unable to come to an amicable agreement, the district court will decide on the extent of and arrangements for exercising this right of access.

## Moving out of your home - where to go?

If – like many victims of domestic violence – you do not want to stay in what was your shared home and are unable to stay with friends or relatives, you can obtain help from a women's refuge.

In the District of Steinfurt, you can contact the women's refuge (*Frauenhaus*) in Rheine. For the protection of residents, the address is confidential.

**Frauenhaus Rheine, tel: 059 71 / 1 27 93**  
**24 hour hotline.**

When you speak to the refuge, they will be able to help you directly with key questions such as what paperwork you need to take with you when you come to the refuge.

The women's refuge is not an institution. The women who live there decide how they want to live and how they want to spend their days.

In the refuge, you and your children will have access to

- accommodation and protection
- free advice
- help and support

Our expert, individual advisory sessions will also provide you with information on the above legal issues.

The help and support aims to make it easier for you to plan your next steps, such as finding somewhere to live, finding new childcare or finding a new school for your children.

You can find information on other organisations that offer help and support, and on **spaces in women's refuges** on the following websites:

[www.frauen-info-netz.de/](http://www.frauen-info-netz.de/)

[www.frauenhauskoordinierung.de/hilfe-bei-gewalt](http://www.frauenhauskoordinierung.de/hilfe-bei-gewalt)

[www.odabs.org/nordrhein-westfalen/liste.html](http://www.odabs.org/nordrhein-westfalen/liste.html)

[www.bmfsfj.de/bmfsfj/themen/gleichstellung/frauen-vor-gewalt-schuetzen](http://www.bmfsfj.de/bmfsfj/themen/gleichstellung/frauen-vor-gewalt-schuetzen)

## What help is available for women?

### ‘GEWALT GEGEN FRAUEN’ DOMESTIC VIOLENCE HOTLINE

You can obtain free advice on all forms of violence and abuse 24 hours a day by calling the ‘Gewalt gegen Frauen’ domestic violence hotline on

**08000 116 016** or online at **www.hilfetelefon.de**

Advice is provided anonymously, confidentially, in a form accessible for people with a disability, in 18 languages, in sign language and in simplified German.

If you wish, advisors can also refer you to local support services.

The ‘Gewalt gegen Frauen’ domestic violence hotline can also be used by friends, relatives and professionals.



**08000 116 016**

# Women's advice centre

## Diakonie West e.V. women's advice centre with integrated sexual violence advice centre

### We provide you with:

- information and education
- advice
- crisis intervention and stabilisation
- accompaniment on visits to services such as courts, the police or the *Jugendamt* (Youth Welfare Office)
- referrals to other professionals such as therapists, doctors or lawyers

Advisory sessions are conducted voluntarily, confidentially, free of charge and, on request, anonymously. You (and your children) have the right to a life free of violence.

### Women's advice centre

-Focus on domestic violence and violence between partners-

We can provide advice on issues including:

- all types of domestic violence and violence between partners
- general protective measures such as applications under the Protection from Violence Act (*Gewaltschutzgesetz*), seeking safety at a women's refuge, or drawing up a safety and emergency plan
- decision-making processes, such as considering whether to separate
- developing a new, violence-free outlook on life
- upcoming court hearings or meetings between parents

Münstermuer 3  
48431 Rheine  
Tel.: 05971 800 73 70  
Email: [frauenberatungsstelle@diakonie-west.de](mailto:frauenberatungsstelle@diakonie-west.de)  
Website: [www.diakonie-west.de/hilfe-beratung/hilfe-bei-gewalt-gegen-frauen](http://www.diakonie-west.de/hilfe-beratung/hilfe-bei-gewalt-gegen-frauen)

### Sexual violence advice centre

-Focus on sexual violence-

We can provide advice on issues including:

- rape/sexual harassment or attempted sexual assault
- historical sexual abuse
- sexual harassment in everyday life or at work
- sexual abuse
- if you are thinking about reporting an incident to the police
- upcoming court hearings

Münsterstr. 48  
48431 Rheine  
Tel.: 05971 800 92 92  
Email: [fachberatung-gewalt@diakonie-west.de](mailto:fachberatung-gewalt@diakonie-west.de)  
Website: [www.diakonie-west.de/hilfe-beratung/hilfe-bei-gewalt-gegen-frauen](http://www.diakonie-west.de/hilfe-beratung/hilfe-bei-gewalt-gegen-frauen)



## Other support services

### **Trauma-Ambulanz für Erwachsene (adult psychological trauma clinic)**

Help for victims

Services include advice and information, help dealing with overwhelming emotions, help regaining a sense of security and control, etc.

*Trauma-Ambulanz für Erwachsene* at UKM – Universitätsklinikum Münster

Tel.: 0251 83-51888 or 0251 83-57815

Email: [pppambulanz@ukmuenster.de](mailto:pppambulanz@ukmuenster.de)

[web.ukm.de/index.php?id=psychosomatik\\_traumaambulanz](http://web.ukm.de/index.php?id=psychosomatik_traumaambulanz)

### **Gewaltopferambulanz (outpatient clinic for victims of violence)**

Bureaucracy-free help for victims of violence:

- expert advice from specially trained doctors
- recording of injuries in a form admissible in court
- preservation of trace and other evidence

All messages are treated in confidence. Staff are subject to a duty of confidentiality. If required (e.g. in the event of a subsequent court hearing), the clinic can use the records made to produce forensic medical reports on the interpretation of injuries.

**Gewaltopferambulanz** at the Universitätsklinikum Münster (UKM) Institut für Rechtsmedizin

Tel.: 0251 / 83 5 51 60

[web.ukm.de/index.php?id=rechtsmedizinizingewaltopferambulan](http://web.ukm.de/index.php?id=rechtsmedizinizingewaltopferambulan) (Note: no 'z' at the end)

### **ASS (anonymous evidence preservation)**

As a victim of a sexual offence, you can get medical help, and have evidence of the crime preserved and documented anonymously in a manner admissible in court at the following hospitals:

#### **Maria-Josef Hospital – Greven**

Zentrale Notaufnahme, Lindenstraße 29, 48268 Greven, Tel.: 02571 / 502-0

No on-site evidence preservation service - free escorted ride to the Franziskus-Hospital in Münster

#### **Klinikum Rheine – Mathias-Spital Rheine**

Frauenklinik, Frankenburgstraße 31, 48431 Rheine, Tel.: 05971 / 42-0

On-site evidence preservation service available

#### **Klinikum Ibbenbüren**

Große Straße 41, 49477 Ibbenbüren, Tel.: 05451 / 52-0

No on-site evidence preservation service, free ride by ambulance to Mathias-Spital in Rheine

## What support is available for children?

Children and adolescents are often also affected by domestic violence or may experience their mother being abused, humiliated or intimidated. This can be traumatic. They often feel in some way responsible and may have feelings of guilt. Children and adolescents who have witnessed violence need advice and support. This requires professional help in addition to any help provided by the family. Organisations offering specialised support and advice for children and adolescents include the

***Jugendämter (Youth Welfare Offices) in the District of Steinfurt and the Deutscher Kinderschutzbund (German Child Protection Association) in Rheine.***

Children and adolescents can also call the

***Deutscher Kinderschutzbund telephone hotline for children and adolescents***

free of charge from any landline or mobile phone nationwide.

***‘Nummer gegen Kummer’***

**Telephone: 0800 1110333 or 116111**

The hotline is manned Monday to Friday from 2 pm – 8 pm.

The number will not appear on your itemised telephone bill.

You can also contact the service online ([www.nummergegenkummer.de](http://www.nummergegenkummer.de)).

***Trauma-Ambulanz für Kinder und Jugendliche (child trauma clinic)***

at the UKM Klinik für Kinder- und Jugendmedizin

Tel.: 0251/ 83-56440 (office)

Tel.: 0251/ 83 56418 (ward, available 24 hours)

Email: [sekretariat-czerny@ukmuenster.de](mailto:sekretariat-czerny@ukmuenster.de)

[web.ukm.de/index.php?id=11725](http://web.ukm.de/index.php?id=11725)

## What support services are available for boys and men?

Crisis and violence counselling –  
men supporting men

### Real men talk.

#### Men supporting men

Violence counselling is a service for boys and men who have been violent or are afraid that they may be violent in future and want to change their behaviour.

The objective of the counselling is to take complete responsibility for what you have done and for your own actions. This is the only way for men to understand the extent of the suffering, fear and injury for which they have been responsible. For most men, this is a shocking and shameful realisation. It is, however, a key foundation for breaking out of this cycle.

Caritasverband Tecklenburger Land e. V.  
Klosterstr. 19  
49477 Ibbenbüren  
Markus Temmen  
Tel.: 0171 3010652  
Email: [gewaltberatung@caritas-ibbenbueren.de](mailto:gewaltberatung@caritas-ibbenbueren.de)  
[www.echte-männer-reden.de](http://www.echte-männer-reden.de)

### Further links to help and advice centres:

[www.maennerhilfetelefon.de/](http://www.maennerhilfetelefon.de/)  
[www.maennerberatungsnetz.de/beratung/](http://www.maennerberatungsnetz.de/beratung/)  
[www.maennergewaltschutz.de/maennerschutz-und-beratung/maennerschutzeinrichtungen/](http://www.maennergewaltschutz.de/maennerschutz-und-beratung/maennerschutzeinrichtungen/)

### Chance e.V. work with offenders

Chance e.V. provides counselling for violent offenders in the District of Steinfurt. Together, we explore the causes of acts of violence and work on alternatives. The counselling aims to enable you to live a life free of violence and to deal with conflict and crises without resorting to violence. We offer both individual and group sessions. Sessions are held at Steinstr. 13 in Steinfurt-Burgsteinfurt.

#### Lothar Bardenhorst

Tel.: 0251 620 88 25  
Mobile: 01515 5985193  
Fax: 0251 620 88 49  
[l.bardenhorst@chance-muenster.de](mailto:l.bardenhorst@chance-muenster.de)

#### Peter Runtenberg

Tel.: 0251 620 88 26,  
Mobile: 01525 108 26 41  
Fax: 0251 620 88 49  
[p.runtenberg@chance-muenster.de](mailto:p.runtenberg@chance-muenster.de)  
[www.chance-muenster.de/taeterarbeit.html](http://www.chance-muenster.de/taeterarbeit.html)

## Safety first - what you need to do

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At the very first sign of domestic violence, you need to start thinking about your safety and taking precautions to protect yourself and your children. You are entitled to seek safety and leave with your children, even if the perpetrator has custody of the children or your residence in Germany is dependent on your relationship with the perpetrator.

Do whatever you need to do to make yourself feel safe.

- **Don't let yourself become isolated.**  
Keep up contacts with your neighbours and ask friends and relatives to drop in regularly.
- **Take your family doctor into your confidence**  
and have them officially record any injuries you have suffered.
- **Contact the *Gewaltopferambulanz* (outpatient clinic for victims of violence)**  
and have your injuries documented in a manner admissible in court.
- **Save the police emergency number (110)**  
and the phone numbers of people you trust on your phone and/or mobile.
- **Leave your home with your children**  
if you fear an act of violence or feel threatened.
- **Make copies of important documents**  
(see also the checklist on the following page) and leave them with someone you trust.
- **Contact an advice centre**  
where you can get advice, help and support.

## Moving out of the home - what do you need?

If you leave your shared home, you should take the following documents and items with you (the original of your personal documents, copies of shared documents).

### Checklist:

- ✓ Keys (e.g. for your home, car, work, lockers, etc.)
- ✓ Cash, bank account documents, debit card, savings books, etc.
- ✓ You and your children's ID cards
- ✓ Health insurance cards
- ✓ Marriage and birth certificates
- ✓ Tenancy agreement, insurance policies
- ✓ Employment contract, references, *Lohnsteuervkarte* (tax card), *Sozialversicherungs- ausweis* (social security card)
- ✓ Notices from the *Arbeitsamt*, *Sozialamt*, *Jugendamt*, *Ausländerbehörde*, etc.
- ✓ Court orders, e.g. protection orders
- ✓ "*Dokumentation über den polizeilichen Einsatz bei häuslicher Gewalt*" document (if you have one from previous incidents)
- ✓ Essential medicines, medical certificates
- ✓ Personal belongings
- ✓ School equipment and toys for your children
- ✓ Clothes for you and your children
- ✓ Photographs of any damage and/or injuries on your phone

## What financial help is available?

If you separate from a perpetrator following an incident of domestic violence, you may find yourself temporarily dependent on financial support from the state. Possible types of support include *Sozialgesetzbuch II* benefits, payments under the Maintenance Advance Act (*Unterhaltsvorschussgesetz*) or payments under the Victims Compensation Act (*Opferentschädigungsgesetz*).

### *Sozialgesetzbuch II* benefits

If you are unable to meet you and your children's "essential costs" (*notwendiger Lebensunterhalt*) from your income, assets or with help from others, you are entitled to receive *Arbeitslosengeld II* (unemployment benefit II) or *Sozialgeld* (income support).

"Essential costs" covers food, clothing and housing. In addition, where specific conditions are met, you can apply for one-off grants for items such as household goods and other everyday items.

As soon it becomes clear that you are in financial difficulty for reasons such as loss of income, you should submit an application in person to your local *Jobcenter* without delay.

You will need to provide documentary evidence of your income and financial circumstances (see checklist). The *Jobcenter* will tell you what other documents you need.

If the relevant conditions are met, you can start receiving *Arbeitslosengeld II* or *Sozialgeld* the same month you submit your application.

### Benefits under the Maintenance Advance Act (*Unterhaltsvorschussgesetz*)

If the perpetrator is the father of children who live with you and the perpetrator does not meet his maintenance obligations for them, you can apply for benefits for your children under the Maintenance Advance Act.

All children up to the age of eighteen who live with a single parent are entitled to benefits under the Act.

Applications should be made to the relevant *Jugendamt*.

## Benefits under the Victims Compensation Act (*Opferentschädigungsgesetz*)

If a perpetrator has caused injury to your health as a result of an act of violence (intentional, unlawful physical assault), you are entitled to benefits under the Victims Compensation Act.

The same applies to anyone who has suffered injury to their health while lawfully defending you from an intentional assault.

That might, for example, include children, friends or neighbours who helped or tried to help you.

You can submit an application for these benefits to Landschaftsverband Westfalen-Lippe (Versorgungsamt Westfalen), Von-Vincke-Str. 23-25, 48143 Münster.

Help with your application is available from sources including your health insurer, the police victims' commissioner (*Opferschutzbeauftragte*) and staff at victim support and crime prevention charity *Weißer Ring*.

# Directory

(in alphabetical order)

## **Ibbenbüren District Court (*Amtsgericht*)**

Telephone: 05451 / 9260

Fax: 05451 / 926100

the competent court for Hörstel, Hopsten, Ibbenbüren, Mettingen, Recke and Saerbeck

## **Rheine District Court (*Amtsgericht*)**

Telephone: 05971 / 40050

Fax: 05971 / 400520

the competent court for Emsdetten, Neuenkirchen and Rheine

## **Steinfurt District Court (*Amtsgericht*)**

Telephone: 02551 / 660

Fax: 02551 / 66155

the competent court for Altenberge, Greven, Horstmar, Laer, Metelen, Nordwalde, Ochtrup, Steinfurt and Wettringen

## **Tecklenburg District Court (*Amtsgericht*)**

Telephone: 05482 / 670

Fax: 05482 / 6712

the competent court for Ladbergen, Lengerich, Lienen, Lotte, Tecklenburg and Westerkappeln

## **District of Steinfurt *Amt für Soziales, Gesundheit und Pflege, Sozialpsychiatrischer Dienst* (Social Affairs, Health and Care Department, social psychiatry service)**

Steinfurt office

Telephone: 0 2551 / 69 28 30

Tecklenburg office

Telephone: 0 2551 / 69 35 60

0 2551 / 69 35 70

Rheine office

Telephone: 0 2551 / 69 40 27

0 2551 / 69 40 25

## **Anonyme Spurensicherung ASS (anonymous evidence preservation)**

Universitätsklinikum Münster

Institut für Rechtsmedizin

Röntgenstr. 23

48149 Münster

Telephone: 0251 / 835 51 51

Maria-Josef Hospital Greven

Accident and emergency department

Lindenstr. 29

48268 Greven

Telephone: 02571 / 50 20

Klinikum Rheine, Mathias Spital Rheine

Frauenklinik (women's health centre)

Frankenburgstr. 31

48431 Rheine

Telephone: 05971 / 420

Klinikum Ibbenbüren

Große Str. 41

49477 Ibbenbüren

Telephone: 05451 / 520

## **German Red Cross *Ärztliche Kinderschutzambulanz* (medical child protection clinic)**

Melchersstr. 55

48149 Münster

Telephone: 0251 / 4185 40

Fax: 0251 / 41 85 426

## **Caritasverbandes Tecklenburger Land e. V. advice service for boys and men**

Klosterstr. 19

49477 Ibbenbüren

Telephone: 0171 / 301 06 52

## **Caritasverband advice centre for parents, adolescents and children**

Bachstr. 15

48282 Emsdetten

Telephone: 02572 / 15739

Kirchstr. 5

48268 Greven

Telephone: 02572 / 15739

Klosterstr. 19

49477 Ibbenbüren

Telephone: 054 51 / 50 02 23

Lingener Str. 13

48429 Rheine

Telephone: 059 71 / 86 20



**Diakonisches Werk advice centre for parents, adolescents and children**

Stettiner Str. 25  
49525 **Lengerich**  
Telephone: 0 54 81 / 305 42 40  
Fax: 0 54 81 / 305 42 41

Wasserstr. 32  
48565 **Steinfurt**  
Telephone: 0 25 51 / 8637-0  
Fax: 0 25 51 / 8637-111

**Advice on separation and divorce**

**In Ladbergen, Saerbeck, Hörstel, Hopsten, Recke and Mettingen:**

Kreisel e. V.  
Schulstr. 11a, 49477 Ibbenbüren,  
Telephone: 02572 / 882 60

**In Westerkappeln, Lotte, Tecklenburg, Lengerich and Lienen:**

Beratungszentrum Diakonie  
Stettiner Str. 25, 49525 Lengerich  
Telephone: 05481 / 305 42 66

**In Altenberge, Nordwalde and Steinfurt-Borghorst:**

Caritasverband Steinfurt  
Kirchplatz 8, 48565 Steinfurt  
Telephone: 02552 / 702 4914

**In Ochtrup, Steinfurt-Burgsteinfurt, Metelen, Horstmar and Laer:**

Caritasverband Steinfurt  
Kirchplatz 8, 48565 Steinfurt  
Telephone: 02552 / 702 4914

**In Wettringen, Neuenkirchen and Rheine:**

Caritasverband Rheine  
Lingener Str. 11, 48429 Rheine  
Telephone: 05971 / 8 62 13 15

**In Emsdetten:**

Caritasverband Emsdetten-Greven  
Bachstr. 15, 48282 Emsdetten  
Telephone: 02572 / 157-0

Kreisel e. V.  
Friedrichstr. 1-2, 48282 Emsdetten  
Telephone: 02572 / 882 60

**In Greven:**

Caritasverband Emsdetten-Greven  
Kirchstr. 5, 48268 Greven  
Telephone: 02571 / 800 90

**In Ibbenbüren:**

Caritasverband Ibbenbüren  
Klosterstr. 19, 49477 Ibbenbüren  
Telephone: 0 54 51 / 500 20

**Deutscher Kinderschutzbund (German Child Protection Association)**

An der Stadtmauer 9, 48431 Rheine  
Telephone: 0 59 71 / 91 43 90  
Fax: 0 59 71 / 91 439 33

**Ehe-, Familien- und Lebensberatungsstelle im Bistum Münster (Marriage, family and life counselling in the diocese of Münster)**

48282 Emsdetten  
Kirchstr. 18  
Telephone: 02572 / 9419019

48268 Greven  
Münsterstr. 35  
Telephone: 02571 / 98 65 81

49477 Ibbenbüren  
Klosterstr. 19  
Telephone: 0 54 51 / 5002 53

48565 Steinfurt  
Europaring 1  
Telephone: 0 25 51 / 86 44 46

48429 Rheine  
Herrenschreiberstr. 17  
Telephone: 0 59 71 / 9 68 90

**Diakonie WesT e.V. women's advice centre with integrated sexual violence advice centre**

Women's advice centre  
Münstermauer 3  
48431 Rheine  
Telephone: 0 59 71 / 800 73 70  
frauenberatungsstelle@diakonie-west.de

Sexual violence advice centre  
Münsterstr. 48  
48431 Rheine  
Telephone: 05971 / 800 92 92  
fachberatung-gewalt@diakonie-west.de

**Frauenhaus Rheine (women's refuge)**

Telephone: 05971 / 1 27 93  
(24 hour service, please arrange an appointment for an advice session by telephone)

**Gewaltopferambulanz (outpatient clinic for victims of violence)**

UKM – Universitätsklinikum Münster,  
Röntgenstraße 23, 48149 Münster  
Telephone: 0251 / 83 5 51 51

**'Gewalt gegen Frauen' domestic violence hotline**

Telephone: 08000 116 016, or online at  
[www.hilfetelefon.de](http://www.hilfetelefon.de)

**'Gewalt an Männern' support hotline for male victims of violence**

Telephone: 0800 1 239 900 or online at  
[www.maennerhilfetelefon.de](http://www.maennerhilfetelefon.de)

**Jobcenter**

Please contact the Jobcenter for the municipality in which you live

**Emsdetten Jugendamt (Youth Welfare Office)**

Am Markt 1  
48282 Emsdetten  
Telephone: 02572 / 92 23 16

**Greven Jugendamt (Youth Welfare Office)**

Rathausstr. 21  
48268 Greven  
Telephone: 02571 / 92 00

**Ibbenbüren Jugendamt (Youth Welfare Office)**

Alte Münsterstr. 16  
49477 Ibbenbüren  
Telephone: 05451 / 93 15 29  
05451 / 93 16 25

**Rheine Jugendamt (Youth Welfare Office)**

Klosterstr. 14  
48431 Rheine  
Telephone: 05971 / 93 95 11

**Steinfurt Jugendamt (Youth Welfare Office) Steinfurt office**

Tecklenburger Str. 10  
48565 Steinfurt  
Telephone: 02551 / 69 23 05

**Steinfurt Jugendamt (Youth Welfare Office) Tecklenburg office**

Landrat-Schultz-Str. 1  
49545 Tecklenburg  
Telephone: 02551 / 69 32 22

**Nummer gegen Kummer**

Support hotline for children and adolescents  
Telephone: 116 111  
Support hotline for parents  
Telephone: 0800 / 11 105 50

**Victims' commissioner for Steinfurt District Police**

Hansaallee 10  
48429 Rheine  
Telephone: 05971 / 9 38 59 14  
05971 / 9 38 59 17



## 24 hour support services

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Police

**Emergency number 110**

Frauenhaus Rheine women's refuge  
**05971/12793**

**'Gewalt gegen Frauen'**  
domestic violence hotline  
**08000 – 116 016**  
**[www.hilfetelefon.de](http://www.hilfetelefon.de)**