

We're here for you

against gender-based violence

For more information
www.palma.cat

Ajuntament  de Palma


G CONSELLERIA
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I CULTURA I IGUALTAT
B INSTITUT BALEAR DONA


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la Dona



GOBIERNO
DE ESPAÑA

MINISTERIO
DE IGUALDAD

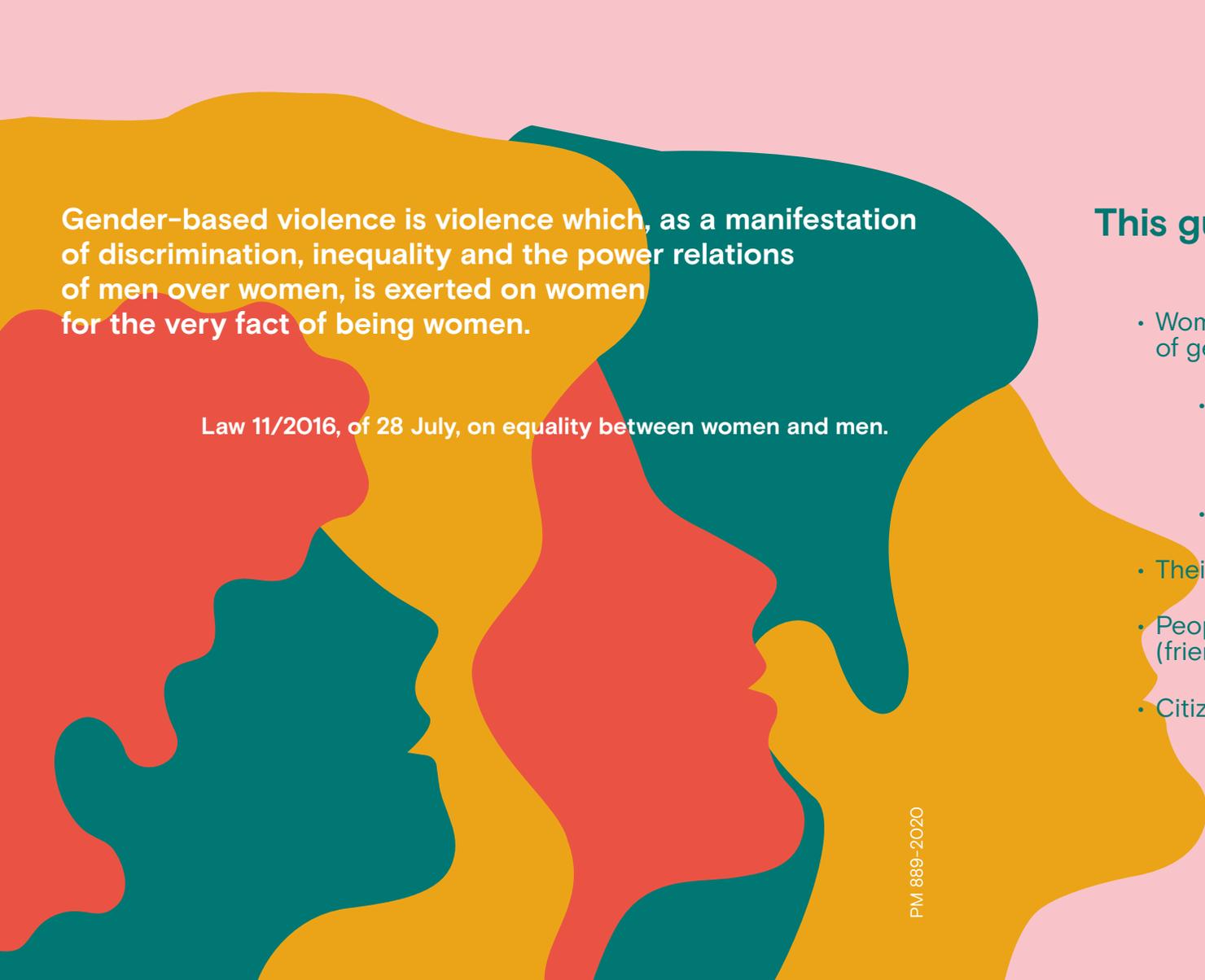
SECRETARÍA DE ESTADO
DE IGUALDAD
Y CONTRA LA VIOLENCIA DE GÉNERO

DELEGACIÓN DEL GOBIERNO
CONTRA LA VIOLENCIA DE GÉNERO


Pacto de Estado
contra la violencia de género

For emergencies


112
SOS



Gender-based violence is violence which, as a manifestation of discrimination, inequality and the power relations of men over women, is exerted on women for the very fact of being women.

Law 11/2016, of 28 July, on equality between women and men.

PM 889-2020

This guide provides useful information for:

- Women who live, have lived or could live in a situation of gender-based violence.
 - Regardless of their personal, administrative, legal or social situation, without the requirement of having filed a report about the violence suffered.
 - Whether or not they live with their aggressor.
- Their children, also victims of gender-based violence.
- People in their immediate environment (friends, neighbours...).
- Citizens of Palma who want to live in an equal and just city.

If your partner or ex-partner,

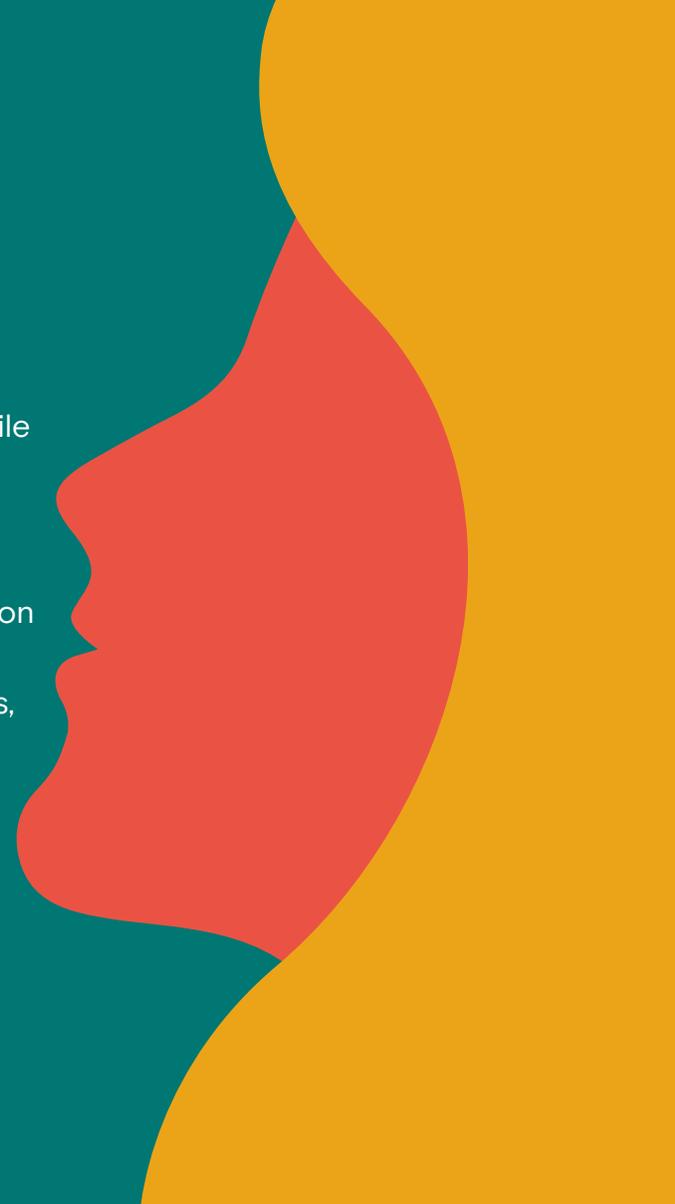
- Insults you, threatens you, humiliates you, blames you or demands you submit to unwanted requests.
- Pushes you, hits you ... with the intention of causing you harm.
- Pressures you to engage in unwanted sexual acts.
- Limits or deprives you of economic resources, based on his criteria.
- Places you in any other situation of gender violence, which can manifest itself in psychological, physical, sexual or economic violence.

If you live with your aggressor,

- Go to specialised services or contact them by phone or online.
- Always carry a charged mobile phone with you and change your password frequently.
- Prepare your escape: have your basic documentation on hand; plan ahead and think about where you're going to go.
- Keep in touch with people around you: family, friends, services, and ask for help.
- If you have children, they too are victims. Set up code words to ask for help. Escape from the violence with them.
- If you have to leave your home, you should know that there are residential alternatives.

If you don't live with your aggressor,

- Go to specialised services or contact them, by phone or online.
- Always carry a charged mobile phone with you and change your password frequently.
- Take charge of your safety: Request a telecare service or register with 112 as a person at risk.
- Keep evidence of the threats, aggressions, breaches of protection orders ...
- If you have children, help them and contact the care programme.



If he wants to assault you,

- Ask for help from 112.
- Get out of enclosed spaces and go to public areas (the stairs, the balcony, the street), where other people can see or hear you.
- Shout for help.
- If you can't get out, look for a safe place in the house that is not the kitchen and communicate with the outside.

If you have been assaulted,

- Isolate yourself from your aggressor.
- Ask for help.
- Go to emergency services (health centres, primary care facilities, hospitals ...).
- Keep the evidence (records, photographs, medical reports ...).
- If, for safety reasons, you are unable to return home, remember that there are residential alternatives.

If you know a woman in a situation of violence,

- Don't judge her. Escaping violence is not easy.
- Don't turn your back on her and don't get anxious about it.
- Talk to her and listen to her. Share the information in this guide with her.
- Agree on how to communicate in dangerous situations.
- Don't confront the aggressor.

If you witness an assault,

- Don't down play screams, beatings or other signs of violence. React and contact 112 immediately.
- Don't confront the aggressor.
- Make yourself seen and heard by shouting and calling for help.
- Don't lose sight of the aggressor or the victim.

Here for you

Care services for gender-based violence in Palma

If you have an emergency

Don't hesitate!
Contact **112**.

112 guarantees a rapid response in the event of an emergency.



If you have to leave your home

SAMVVG

Municipal Shelter Service for Victims of Gender-Based Violence

Tel. 971 46 58 09

Shelter, counselling, social and occupational integration, psychological and educational support; leisure resources for children.

Emergency medical services

Primary Care Facilities(PAC).

In Palma,
Arquitecte Bennàssar Health Centre,
Escola Graduada Health Centre,
S'Escorxador Health Centre

Son Llätzer Hospital

Son Espases Hospital

The medical team will report your injuries and refer you to the appropriate services.

To file a report

Palma Local Police

Av. de Sant Ferran,
s/n

Tel. 971 22 50 00
092

National Police

C. de Simó Ballester,
8, 3r

Tel. 971 22 52 02
971 22 53 62
091

Courts for Violence against Women

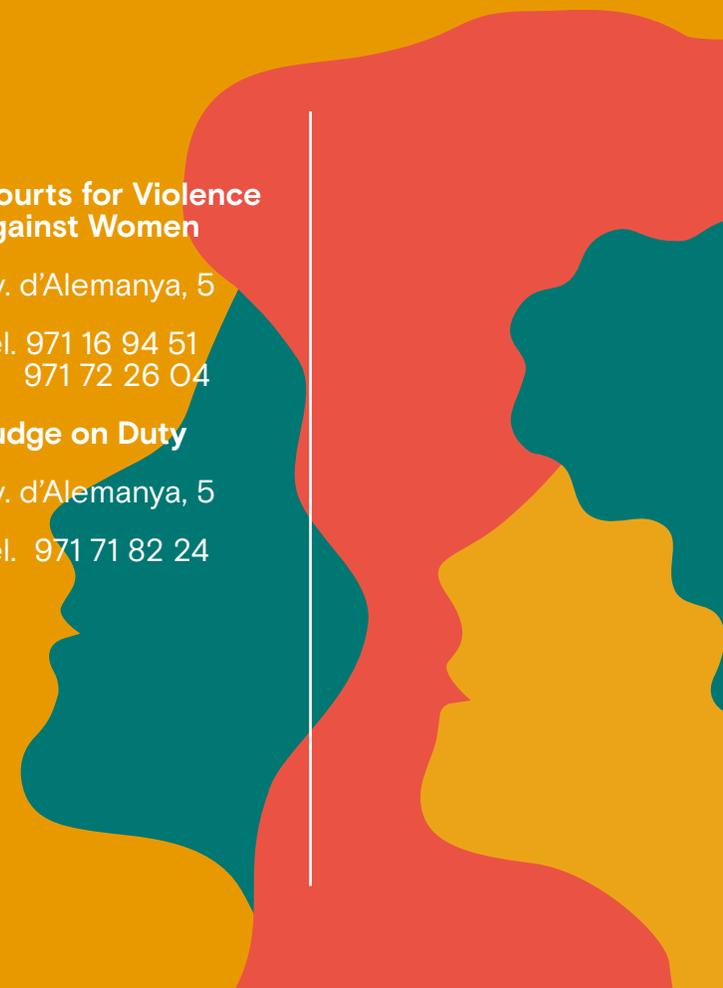
Av. d'Alemanyà, 5

Tel. 971 16 94 51
971 72 26 04

Judge on Duty

Av. d'Alemanyà, 5

Tel. 971 71 82 24



Here for you

Care services for gender-based violence in Palma

For legal guidance or advice

Women's Information Centre

C. dels Foners, 38

Tel. 971 59 82 05

Crime Victim Support Office

Av. d'Alemanya, 5

Tel. 971 67 86 12

Legal Advice Service (SOJ)

Travessa d'en Ballester, s/n

Av. d'Alemanya, 5, 4t

Tel. 971 17 94 06

Advice on how to apply for free legal assistance.

For social and psychological support

SAIVVG

Care programme for women affected by gender-based violence by their partner or ex-partner

C. de la Ferreria, 10, 3r.

Tel. 971 22 74 00

Information, guidance, advice, support and processing of security devices, with the Mobile Telecare Service.

Care programme for children who have suffered gender-based violence in the family

C. del Comte de Sallent, 11, 4t

Tel. 971 72 28 56

Psychosocial, individual and group care for children ages 4 to 17 years old.

24-Hour Service

Tel. 971 17 89 89

Specialised telephone and face-to-face support.

Care programme for men who want to achieve non-violent relationships

C. de Josep Tous i Ferrer, 6, 1er B

Tel. 971 72 28 56
654 062 602

Crime Victim Support Office

Av. d'Alemanya, 5.

Tel. 971 67 86 16

Psychosocial support. Crisis intervention.

For more information

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Guide to resources
for the care of gender-based
violence in Palma

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