


Help for victims




Telephone counselling

BIF – Advice centre for women

Combatting violence in a marriage or partnership


 www.bif-frauenberatung.ch

 044 278 99 99

Winterthur women's crisis hotline


Victim assistance for women and girls


 www.frauennottelefon.ch

 052 213 61 61

Frauenberatung sexuelle Gewalt

Counselling for women: combatting sexual and domestic violence


 www.frauenberatung.ch

 044 291 46 46

Zurich victim counselling


For women, men, young people and children


 www.obzh.ch

 044 299 40 50

Kokon advice centre

Victim help and crisis counselling for children, young people and young adults in crisis


 www.kokon-zh.ch

 044 545 45 40

“Okey”: counselling and child protection centre


Victim counselling and child protection

 www.okeywinterthur.ch

 052 245 04 04

Zurich Children's Hospital: Children's support group and victim advice centre

 www.kinderschutzgruppe.ch


 044 266 76 46



Castagna

Counselling and information centre for sexually exploited children, young people and women and men exploited in childhood

 www.castagna-zh.ch

 044 360 90 40



Online and Chat Counselling

BIF – Women’s advice centre Zurich victim counselling

Our online and chat counselling is free of charge and confidential. Communication takes place via our secure platform.

 www.onlineopferberatung.ch



Face to face counselling

If you prefer to come to an advice centre and talk to us in person about your situation, the team in the advice centres will be happy to meet you. Just call in advance and make an appointment. All conversations in our advice centres are confidential and free of charge. You decide what you want to say. Nobody will force you to make a decision.






Women's refuges/ shelters


You and your children will be protected from domestic violence in the women's refuges and shelters. All women's refuges, the "Schlupfhuus" emergency shelter and the "Mädchenhaus" refuge for girls also have 24-hour help-lines that you can call for advice.


Zurich Violetta – women's refuge

 www.frauenhaus-zhv.ch


 044 350 04 04


Winterthur women's refuge

 www.frauenhaus-winterthur.ch

 052 213 08 78

Zurich Oberland women's refuge and advice centre


 www.frauenhaus-zuercher-oberland.ch

 044 994 40 94

Schlupfhuus Zurich – emergency shelter

Counselling, support and accommodation for young people in crisis


 www.schlupfhuus.ch

 043 268 22 66

Zurich Mädchenhaus – girls' refuge

Accommodation, protection and counselling for girls and young women affected by violence


 www.maedchenhaus.ch

 044 341 49 45

Winterthur crisis housing

A temporary home for children and young people in crisis

 www.okeywinterthur.ch

 052 245 04 30






Protection from violence/Prosecuting

A police report can help you protect yourself from violence. The police domestic violence units can give you advice and take actions to prevent violence against you. The police units work closely with the regional police and the public prosecution bodies in the canton of Zurich.

Zurich cantonal police

Domestic violence unit


fachstelle.hg@kapo.zh.ch

 044 295 98 60

Zurich city police

Domestic violence unit


fachstelle.hg@zuerich.ch

 044 411 64 12

Winterthur city police

Domestic violence unit

fachstelle.hg@win.ch

 052 267 64 69

Public prosecutors in Zurich

Information about the prosecution process, what rights you have as a victim, and the rights of the person being charged and other people involved in the process.

www.staatsanwaltschaften.zh.ch

In an emergency, always call 117

