

Glossary

1522 free helpline for gender-based violence and stalking. All helpline operators are women. They can be contacted by phone calls or by using the 1522 mobile app for messages and chat.

Anti-violence centers: provide immediate, short and long-term specialist support services for women survivors of violence. All services are free of charge. Immediate, round-the-clock access to safe accommodation for women and their children is also ensured by anti-violence centers, a number of which therefore further qualify as shelters. The 2014 State-Regions Agreement defines the minimum requirements for accessing state funding. Under the terms of this agreement, public local entities and non-governmental organizations may set up anti-violence centers and shelters.

Nuisance calls: the total calls to 1522 made with the intention of causing problems, such as jokes, annoyance, harass, disparagement and wrong numbers.

Valid calls: the total calls made by users and/or victims for reasons appropriate to the service provided by 1522.

- victim of violence seeking for help
- legal information
- victim of stalking seeking for help
- useful phone numbers for out of target calls
- reporting of violence
- information about national shelters for victims of violence
- information about the helpline 1522
- information for professionals on the procedures to be followed in the event of violence
- information on legal responsibility of the public services workers
- emergency
- reporting of public services malfunctions
- international after hours calls
- victim of discrimination seeking for help
- reporting of media misinformation

Victims: people who called 1522 to ask for help for themselves and suffered violence in one of its various forms

Users: people who called 1522 to ask for help for themselves or others.

Witnessing Violence: violence witnessed by a minor.