

## 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.

**Valid calls:** the total calls made by users and/or victims for reasons appropriate to the service provided by 1522. The appropriate reasons are: (a) victim of violence seeking for help; (b) victim of stalking seeking for help; (c) reporting of violence; (d) information about the helpline 1522; (e ) legal information; (f) useful phone numbers for out of target calls; (g) information about national shelters for victims of violence; (h) information for professionals on the procedures to be followed in the event of violence; (i) information on legal responsibility of the public services workers; (l) emergency; (m) reporting of public services malfunctions; (n) victim of discrimination seeking for help; (o) reporting of media misinformation; (p) consultancy.

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

**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.