

# 24 HOUR SERVICE

**900 178 989**

(Freephone number)

 Govern de les Illes Balears  
Conselleria de Famílies i Afers Socials

 Institut Balear de la Dona

 Pacto de Estado  
contra la violencia de género

 GOBIERNO DE ESPAÑA  
MINISTERIO DE IGUALDAD  
SECRETARÍA DE ESTADO DE IGUALDAD Y POLÍTICAS SOCIALES  
DIRECCIÓN GENERAL DE POLÍTICAS SOCIALES Y DE IGUALDAD DE GÉNERO  
CONSEJO REGULADOR DE POLÍTICAS SOCIALES Y DE IGUALDAD DE GÉNERO

## What is it

The 24-hour helpline and on-site support is a service offered by the Balearic Institute for Women (Institut Balear de la Dona) specialising in comprehensive care for victims of violence against women:

- Physical, psychological and economic
- Sexual violence (abuse, sexual exploitation, trafficking with a view to sexual exploitation and online sexual violence)
- Vicarious and symbolic violence, and femicide
- Female genital mutilation and forced marriage

Services are provided 24 hours a day/365 days a year throughout the Autonomous Community of the Balearic Islands.

## What we offer


The 24-hour service is a specialist care and support service run by qualified professionals with extensive experience offering the following services:

- Telephone care and support for emergency situations relating to violence against women
- Information, guidance and social and legal advice
- Referral to suitable specialist resources
- On-site support, with preliminary professional assessment during set hours. Call 900 178 989 for details of opening hours and availability.


## Who is it for

- Victims of violence against women and their families
- Children who are victims of male violence
- Persons around them
- Professionals
- The wider community

## How to access the service

 **900 178 989**  
(Freephone number)

 **112**  
(Emergency service)

 **016**  
(Helpline for information and advice on violence against women)

 **atencionS24h.ibdona@atenzia.com**



**AlertCops** App  



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