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Signposting & Referral Pathways

Victim Support Services in Italy

Created by EuroCrime – Research, Training and Consulting Srl and
SIPL – Fondazione Scuola Interregionale di Polizia Locale

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Coordinated by:

In cooperation with:



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PROTASIS Project

(JUST/2015/RDAP/AG/VICT/9318)

VICTIM SUPPORT SERVICES CATALOGUE

ITALY

The Italian Victim Support Services Catalogue – PROTASIS Project – was developed by:

EuroCrime – Research, Training and Consulting Srl



SIPL – Fondazione Scuola Interregionale di Polizia Locale



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Project PROTASIS JUST/2015/RDAP/AG/VICT/9318

SIGNPOSTING & REFERRAL PATHWAYS (WS1)

ITALY

NATIONAL LEVEL

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
DIPARTIMENTO PER LA GIUSTIZIA MINORILE E DI COMUNITA'	Public entity	Italian Ministry of Justice Via Damiano Chiesa, 24 – 00136 Roma tel. +39 06.681881 fax +39 06.68807087 – e-mail: giustizia.minorile@giustizia.it	https://www.giustizia.it/giustizia/it/mg_12_4.page	Children		Free
ASSOCIAZIONE ITALIANA FAMILIARI E VITTIME DELLA STRADA (AIFVS) ONLUS	Private entity	Via A.Tedeschi, 82 - 00157 Roma Tel. 06/41734624 e-mail: info@vittimestrada.org	https://www.vittimestrada.org/	Victims of road accidents	1 -2- 3 – 14 – 8	Free
ASSOCIAZIONE CENTRO ITALIANO DI MEDIAZIONE E FORMAZIONE ALLA	Private entity	Tel: +39 0516231247 Fax: +39 0516231247 E-mail: info@cimfm.it E-mail: mrmondin@tin.it (Maria Rosa Mondini)	http://www.cimfm.it/	General support to victims of any kind of violence	9 – 6	Free

MEDIAZIONE (C.I.M.F.M)		Sede operativa: via Santo Stefano 119 - 40125 Bologna				
AIVM Associazione Italiana Vittime di Malagiustizia	Private entity	Piazza Luigi di Savoia, 22 – 20124 Milano E-Mail: segreteria@aivm.it ; info@aivm.it ; Tel. +39 02 66715134	https://aivm.it/	General support to victims of any kind of violence	2	Free
Autorità Garante per l'Infanzia e l'Adolescenza	Public entity	Via di Villa Ruffo, 6 - 00196 Roma Tel: +39.06.67.79.65.51 PEC: autoritagaranteinfanzia@pec.it	http://garanteinfanzia.org/	Children	1	Free
D.i.Re DONNE IN RETE CONTRO LA VIOLENZA	Private entity	Casa Internazionale delle Donne - Via della Lungara, 19. Roma 00165 Tel. +39 392 720 0580 E-mail: direcontrolaviolenza@women.it	http://www.direcontrolaviolenza.it/	Women	1 – 2 – 3 – 6 – 8 – 10	Free
SAVE THE CHILDREN ITALIA Onlus	Private entity	Ufficio di Roma: Via Volturno, 58 - 00185 tel: (+39) 06.4807.001 email: info.italia@savethechildren.org Ufficio di Milano: Via Cornaggia, 6 - 20123	https://www.savethechildren.it/	Children	8	Free

		Tel. (+39) 02 6707 8446 email: infomilano@savethechildren.org				
LIBERA (Associazioni, nomi e numeri contro le mafie) – S.O.S. GIUSTIZIA: Servizio di ascolto e di assistenza alle vittime della criminalità organizzata	Private Entity	Via IV Novembre, 98 - 00187 Roma Tel. 06/69770301 /2 /3 E-mail: libera@libera.it	www.libera.it	Victims of organized crime and Mafia organization	1 – 2	Free
AVISL ONLUS - Associazione Vittime Incidenti Stradali, sul Lavoro e Malasanità	Private entity	Via Besana, n. 8 - 20122 MILANO e-mail: info@avisl.it 800 300 523 (numero verde)	http://www.avisl.it/it	Victims of road accidents, healthcare system malfunctions and accidents at work	2	Free
Associazione BON'T WORRY onlus	Private entity	Sede legale: Viale Castro Pretorio, 122 - 00185 - Roma (Italy) – E-mail: info@bontworry.org	https://www.bontworry.org/it/	Women	1 – 2 – 3 – 10 – 12 - 5	Free
AIPC – SocialMente Associazione Italiana di Psicologia e Criminologia	Private entity	Roma Tel. 0644246573 (numero verde) E-mail: aipcitalia@gmail.com	http://www.socialmente.net/	General support to victims of any kind of violence	8 – 3 – 9	Free

ASSOCIAZIONE TELEFONO ROSA	Private entity	Viale Giuseppe Mazzini, 73 00195 - Roma Tel. 06.37.51.82.82 Email: telefonorosa@alice.it	http://www.telefonorosait/	General support to victims of any kind of violence, especially women	1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10 – 11	Free
TELEFONO AZZURRO ONLUS	Private entity	Centro territoriale Forlanini - Roma Via Portuense 332 - 00149 Tel. 06.95219201	www.telefonoazzurro.it	Children	1 – 2 – 3 – 4 – 5 – 6 – 7 – 8 – 9 – 10 – 11	Free
1522 - HELPLINE	Public Service	Dipartimento per le Pari Opportunità/Presidenza del Consiglio dei Ministri	http://www.pariopportunita.gov.it/contro-la-violenza-sessuale-e-di-genere/numero-verde-1522/	Women and victims of stalking	8	Free
114 - HELPLINE	Public Service	Dipartimento per le Pari Opportunità/Presidenza del Consiglio dei Ministri	www.114.it	Children	8	Free
800.191.000 - HELPLINE	Public service	Ministero dell'Interno	http://www.interno.gov.it/it/file/stato-800191000-numero-verde-vittime-dei-reati-tipo-mafioso	Victims of organized crime and Mafia	8	Free
800-228866 Servizio AntiSette - HELPLINE	Private service		https://www.romasette.it/servizio-antisette-numero-verde-a-fianco-delle-vittime/	Victims of hidden sects and occult phenomenon	8	Free
800 290 290 Numero Verde Antitratta - HELPLINE	Public Service	Dipartimento per le Pari Opportunità/Presidenza del Consiglio dei Ministri	http://www.osservatoriointerventitratta.it/servizio/il-numero-verde-800-290-290/	Victims of trafficking	8	

REGIONAL LEVEL

LAZIO Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
Associazione Centro Servizi Interdisciplinare C.S.IN. ONLUS	Private entity	Sede Operativa: Via Arno n.62 00192 Roma Numero verde 800146563	https://www.csino.nlus.org/	General support to victims of any kind of violence	1 – 2 – 3 – 4 -12 -6 – 8 - 9	Free
Casa Internazionale dei diritti umani delle donne	Public Service – Municipality of Rome	Responsabile dei Servizi: Dr.ssa Rossella Nepi e-mail: rossella.nepi@comune.roma.it Tel. 06/6710.9725	http://www.comune.roma.it/pcr/it/casa_inter_dir_uma.ni.page	Foreign women victims of violence	2 – 5 – 6 - 12	Free
A.P.S. CASA INTERNAZIONALE DELLE DONNE	Private entity	Palazzo del Buon Pastore Via della Lungara 19 00165 Roma Presidente – Francesca Koch e-mail: presidente@casainternazionaledelledonne.org	http://www.casainternazionaledelledonne.org/index.php/it/home	Women	2 – 3 – 10 - 12	Free
ASSOCIAZIONE ANTIGONE	Private entity	Via Monti di Pietralata 16 00157 Roma tel. +39 06.4511304 E-mail:	http://www.azioneantigone.it	Victims of criminal justice system and prisoners	2	Free

		egreteria@associazioneantigone.it				
ASSOCIAZIONE DIFFERENZA DONNA ONLUS	Private entity	Via Flaminia, 43, Roma Tel.: +39 06 678 0537	www.differenzadonna.org	Women	1 – 2 - 3 – 12 – 5 - 9	Free
Associazione Sostegno Donna	Private entity	Piazza Fulvio Nobiliore, 5- 00044 Cocciano (RM) Tel: 06 94015165 Email: sostegnodonnaonlus@libero.it	www.sostegnodonna.it	Women, also victims of human trafficking	1 – 2 – 3 – 4 – 5 – 7	Free
ASSOLEI Sportello Donna Onlus	Private entity	Via Benedetta, 28 – 00153 Roma (RM) Tel: 06 5809363 Email: info@assolei.it	www.assolei.it	Women	1 – 2 – 3 – 4 – 6	Free
Centro Donna LISA – Associazione Donna in Genere	Private entity	Via Rosina Anselmi 41 00139 – Roma (RM) Tel: 06/87141661 Email: info@centrodonna.lisa.it	www.centrodonna.lisa.it	Women	2 - 4	Free
Stella Polare – Risorsa Donna	Private entity	Largo San Giovanni 03039 – Sora (FR) Tel: 0776/839275 Email: info@risorsedonna.org	www.risorsedonna.org	Women and children	All	Free

EMILIA-ROMAGNA Region

Organisation Name	Type	Contact details	Website	Target groups of victims* ¹	Services provided* ²	Charges
FONDAZIONE PER LE VITTIME DEI REATI	Public entity	Viale Aldo Moro, 64 - 40127 Bologna; c/o Servizio per la Sicurezza e la Polizia locale della Regione Emilia-Romagna. T.: 051 5273 401 e-mail: fondazionevittime@regione.emilia-romagna.it	http://www.regione.emilia-romagna.it/fondazione-per-le-vittime-dei-reati	General support to victims of any kind of violence, but more often support to women and children	6 – 11 – 12	Free
CENTRO PER LE VITTIME DI REATO E FATALITA' - CASALECCHIO DI RENO (BO)	Private entity	Presso "Casa della Solidarietà", via del Fanciullo 6, 40033 Casalecchio di Reno (BO). Tel.: 051 613.21.62 E-mail: centrovittime@casalecchionet.it	www.casalecchionet.it/centrovittime	General support to victims of any kind of violence	2 – 3	Free
CASA DELLE DONNE – Per Non Subire Violenza ONLUS	Private Entity	Via dell'Oro 3 – Bologna Tel.: 051-333173 E-mail: info.casadonne@women.it	www.casadonne.it	Women	1 – 6 – 10 - 5	Free
Associazione Centro	Private entity	Vicolo Grossardi, 8 Parma	www.acavpr.it	Women	1 – 6 – 10 - 5	Free

Antiviolenza di Parma		E-mail: acavpr@libero.it Telefono: 0521 238885				
Associazione Linea Rosa Onlus	Private entity	Via Mazzini 57/a 48121 Ravenna tel. 0544-216316 linearosa@racine.ra.it	www.linearosa.it	Women	2 – 3 – 4 – 5 – 10 – 11	Free
Centro Antiviolenza Trama di terre	Private entity	Via Aldrovandi, 31 – 40026 Imola Telefono 393 5596688 – fax 054228912	http://www.tramaditerre.org	Women	1 – 2 – 3 – 4 – 5 – 6	Free
Sos DONNA – UNA LINEA TELEFONICA CONTRO LA VIOLENZA	Private entity	VIA SARAGOZZA, 221/B – 40135 Bologna Telefono 051434345, 800453009 – fax 051434972	http://sosdonnabologna.weebly.com	Women	8	Free
Centro Antiviolenza “Centro Donna Giustizia”	Private entity	Via Terranuova, 12/b – 44100 Ferrara Telefono 0532 410335, 0532 247440	http://associazioni.comune.fe.it/44/centro-donna-giustizia	Women	1 – 2 – 3 – 4	Free
Servizio Antiviolenza del Gruppo di lavoro sulla violenza alle donne – Comune di Forlì	Public entity	Via Tina Gori, 58 – 47100 Forlì Telefono 0543 712660 – fax 0543 712670	http://www.comune.forli.fc.it/servizi/menu/dinamica.aspx?idArea=72479&idCat=68444&ID=68444	Women	All	Free
Centro Vivere Donna Onlus	Private entity	Via Don Sturzo, 21 – 41011 Carpi Telefono 059 653203	http://viveredonna.org	Women	1 – 2 – 4	Free

Centro Antiviolenza Casa delle Donne ONLUS	Private entity	Via del Gambero, 77 – 41100 Modena Telefono 059 361050 – fax 059 361369	http://www.donnecontroviolenza.it	Women – particular support to migrants and sexually exploited	1 – 2 – 3 – 4 – 5 – 7	Free
Sos Donna	Private entity	Via Laderchi, 3 – 48018 Faenza Telefono 0546 22060	http://www.sosdonna.com	Women	1 – 2 – 3 – 4	Free
Centro Antiviolenza “Nondasola” – Donne insieme contro la violenza ONLUS	Private entity	Via Spani, 12/A – 42100 Reggio Emilia Telefono 0522 506388, 0522 921380, 0522 920882 fax 0522 920882	http://www.nondasola.it	Women	1 – 2 – 3 – 5 – 8	Free
Centro Antiviolenza “Rompi il silenzio” ONLUS	Private entity	Via Marzabotto, 30 – 47900 Rimini Telefono 346 5016665	http://www.rompiilsilenzio.org	Women	1 - 4	Free
Associazione Telefono Rosa	Private entity	Stradone Farnese 22, 29121 Piacenza 0523334833 telefonorosapiacenza@libero.it	http://www.telefonorosadonnepc.it/	Women	All	Free

TOSCANA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
ASSOCIAZIONE RETE DAFNE ONLUS - Ascolto, orientamento e tutela alle vittime di reato	Private entity	Tel. 055 2616422	Website under construction	General support to victims of any kind of violence	1 – 2 – 12 – 3 – 4 – 6 – 8 – 9	Free
ASSOCIAZIONE ALETEIA DI FIRENZE Studi e Ricerche Giustizia Riparativa e Mediazione	Private entity	Viale Milton, 73 - 50129 Firenze Tel. 329 0942434 PEC associazionealeteia@pec.it	http://www.associazionealeteia.it	General support to victims of any kind of violence	9	Free
ALICE COOPERATIVA SOCIALE ONLUS - CENTRO ANTIVIOLENZA LA NARA	Private entity	via Pistoiese, 245 - 59100 Prato tel. 0574 433 102, fax 0574 23 673, E-mail alice@alicecoop.it	http://www.alicecoop.it/index.php/	Women	1 - 2 – 3 – 5 – 6 – 7 – 8 - 9	Free
ASSOCIAZIONE LUNA ONLUS – Centro antiviolenza	Private entity	Via delle Cornacchie 960/F, San Vito, Lucca Tel. 0583 587897 E-mail: mail@associazioneluna.it	http://www.associazioneluna.it/	Women	1 – 2 - 8 – 10 – 5 -	Free
CENTRO DI ACCOGLIENZA	Private entity	Via Ansedonia 6 -58100 Grosseto	www.olympiadego.org	Women	1 – 2 – 3 – 5 - 6	Free

DONNE MALTRATTATE, Associazione Olympia De Gouges		Tel. 0564.413884				
CENTRO ANTIVIOLENZA ARTEMISIA	Private entity	Via del Mezzetta, 1/int. - 50135 Firenze Women: tel. 055 602311 Children: tel. 055 601375	http://www.artemisiacentroantiviole.nza.it/	Women and children	1 - 2 - 3 - 5 - 8 - 10 - 12	Free
Associazione Amica Donna	Private entity	Piazza Grande 7 - 53045 Montepulciano (SI) Tel: 0578/712418 Email: info@associazioneamicadonna.it	www.associazioneamicadonna.it	Women	1 - 4	Free
Casa delle Donne di Viareggio - Centro ascolto «L'una per l'Altra» - Comune di Viareggio	Public entity	Via Marco Polo 6 - 55049 Viareggio (LU) Tel: 800614822 Mail: centroantiviolezzaviareggio@gmail.com	http://www.casadelledonneviareggio.it/new/	Women	1 - 2 - 3 - 8	Free
Centro Aiuto Donna «Lilith»	Private entity	Via XX Settembre, 17- 50054 Empoli (FI) Tel: 0571 725156 Email: gruppolilith@anpas.empoli.fi.it	www.lilithcentroaiutodonna.it	Women	All	Free
Centro di Ascolto donna chiama donna - Comune di Carrara (MS)	Public entity (but services)	Via Carriona, 42 - Carrara c/o ex Mulino Forti	http://www.comune.carrara.ms.gov.it/pagina2306_centro-antivioleza-	Women	1 - 3 - 4 - 8	Free

	are provided by a private entity – NGO)		donna-chiama-donna.html			
Donne che sostengono donne	Private entity	Piazza G. Rossa 16 – Ponte a Egola – 56028 San miniato (PI) Tel: 0571/843061 Email: associazione.frida@libero.it	associazionefrida.it	Women	All	Free
Liberetutte	Private entity	Via Marconi 51 – 51016 Montecatini terme (PT) Tel: 0572/910311 Email: info@liberetutte.org	www.liberetutte.org	Women, children, minors	All	Free
Pronto Donna	Private entity	Piazza Santa Maria in Gradi 4 – 52100 Arezzo (AR) Tel: 0575/355053 Email: info@prontodonna.it	www.prontodonna.it	Women (also with their children) – particular support to migrants and sexually exploited	All	Free

LIGURIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
Centro Provinciale Antiviolenza Telefono Donna	Public entity	Via Sormano, 12 – 17100 Savona Telefono 019 8313399 – fax 019 8313269	http://www.provincia.savona.it/servizi-modulistica/tutela-diritti/centro-anti-violenza	Women	1 – 2 – 3 - 8	Free

FRIULI VENEZIA GIULIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
Associazione “Da Donna a Donna”	Private entity	Via Roma, 13 – 34077 Ronchi dei Legionari Telefono 0481474700, 333 2810048	http://new.dadonnaadonna.org	Women	2 – 3 - 4	Free
Centro Antiviolenza Associazione “Voce Donna” ONLUS	Private entity	Viale Colsetti, 16 – 33170 Pordenone Telefono 0434 21779 334 3295364 331 2179530 fax 0434 21779	http://vokedonnapi.n.it	Women	1 – 2 – 3 – 4 - 5	Free
Centro Antiviolenza GOAP ONLUS	Private entity	Via San Silvestro, 3/5 – 34121 Trieste Telefono 040 3478827 – fax 040 3478856	http://www.goap.it	Women	1 – 3 – 4 - 5	Free

Zero Tolerance – Contro la violenza sulle donne	Public entity	Via San Valentino, 20 – 33100 Udine Telefono 800 531135 (H24); 0432 271699; 0432 271077	http://www.comune.udine.gov.it/comune/commissione-per-le-pari-opportunita	Women	1 – 2 – 3 – 4 - 8	Free

TRENTINO ALTO ADIGE Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
Centro Antiviolenza Associazione “GEA”	Private entity	Via del Ronco,17 – 39100 Bolzano Telefono 800 276433, 0471 513399 – fax 0471 513398	http://www.casadelledonnebz.it and http://www.casadelledonnebz.it/150.html	Women	1 – 2 – 3 – 4 – 5 - 8	Free
Casa delle Donne Centro Antiviolenza della Comunità Comprensoriale Valle Isarco	Public entity	Via Stazione, 27 – 39042 Bressanone Telefono 800 601330, 0472 820587 – fax 0472 820599	http://www.bzgeisacktal.it/system/web/guest/gemeindebetriebe.aspx?menuonr=221539977&detailonr=221539892&sprache=3	Women	1 – 2 – 3 - 4 – 5 - 8	Free

MARCHE Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
Casa rifugio Zefiro	Private entity	P.zza Stamira 13 – 60122 Ancona (AN) Tel: 071/2075383 Email: casarifugio@lagemma.org	www.lagemma.org	Women, children, minors, migrants	1 – 3 – 4 – 5 – 6 – 7 – 9	Free
Percorsi Donna – Telefono Donna	Private entity	c/o Punto di Accoglienza Territoriale P.le Marconi 14 – 63900 – Sant’Elpidio al mare (FM) Tel: 800 215809 Email: percorsidonna@ontheroadonlus.it	www.ontheroadonlus.it	Women, children, minors, migrants – specific focus on victims of sexual exploitation	1 – 2 – 3 – 4 – 5 – 6 – 7 – 9	Free

UMBRIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
Telefono Donna – Centro Pari Opportunità Regione Umbria	Public entity	Largo Cacciatori delle Alpi, 5 – 06121 Perugia (PG) Tel: 075/5046908 800861126 Email: telefonodonna@regione.umbria.it	http://www.regione.umbria.it/la-regione/telefono-donna	Women	1 – 2 – 3 – 4 – 8	Free

BASILICATA Region

Organisation Name	Type	Contact details	Website	Target groups of victims* ¹	Services provided* ²	Charges
Telefono Donna – Casa per le donne “Ester Scardaccione”	Private entity	Via dei Ligustri 32, 85100 – Potenza – (PZ) Tel: 0971 / 5555.1 Email: info@telefonodonnapotenza.it	www.telefonodonnapotenza.it	Women	1 – 4 - 8	Free

ABRUZZO Region

Organisation Name	Type	Contact details	Website	Target groups of victims* ¹	Services provided* ²	Charges
Associazione Ananke Onlus	Private entity	Via Tavo 248, 65100 – Pescara (PE) Tel: 085/4283.851 Email: info@centroananke.it	www.centroananke.it	Women	1 – 2 - 3	Free
Centro Antiviolenza “La Libellula”	Private entity	Via San Polo 46, 67039 – Sulmona (AQ) Tel: 0864/566918 Email: cav.libellula@alice.it	www.horizonservice.it	Women (very strict rules to be accepted)	5 - 8	Women are accepted in the shelter ONLY if a public entity proves to be available to cover the costs

PIEMONTE Region

Organisation Name	Type	Contact details	Website	Target groups of victims * ¹	Services provided* ²	Charges
ASSOCIAZIONE RETE DAFNE ONLUS - Ascolto, orientamento e tutela alle vittime di reato	Private entity	Segreteria Telefonica attiva 24 ore su 24 Tel. 011.5683686 - Fax 011.501208 email: retedafne@gmail.com	http://retedafnetorino.it/	General support to victims of any kind of violence	1 – 12 – 2 – 3 – 4 – 6 – 8 - 9	Free
GRUPPO ABELE	Private entity	Corso Trapani, 91/b 10141 Torino tel: (+39) 011 3841011 – 3841066 email: segreteria@gruppoabele.org	www.gruppoabele.org	General support to victims of any kind of violence, specifically to women, immigrants, victims of trafficking	1 – 2 -5 – 9	Free
CONSORZIO C.I.S.S.A.C.A.	Public entity	Via Galimberti n. 2/a - 15121 Alessandria Tel.: 0131.229711 E-mail: info@cissaca.it	http://www.cissaca.it/	General support to victims of any kind of violence, specifically to women, immigrants, victims of trafficking	1 – 2 – 5 – 9	Free
ASSOCIAZIONE PIAM ONLUS	Private entity	Via Carducci n.28, 14100, Asti Tel: 0141_355689	http://www.piamonlus.org/	General support to victims of any	1 – 2 - 5 - 9	Free

		Cell: 328_1896997 piamonlus@yahoo.com		kind of violence, specifically to women, immigrants, victims of trafficking		
ASSOCIAZIONE TAMPEP ONLUS	Private entity	Sede operativa: Via Fagnano n. 30/2 - 10144 Torino Tel.: +39 011 768 17 22 E-mail: tampeponlus@tampepitalia.it	http://www.tampepitalia.it/	General support to victims of any kind of violence, specifically to women, immigrants, victims of trafficking	1 – 2 - 3 - 5 - 9	Free
Centro Antiviolenza Ascolto ed aiuto alle donne vittime di violenza- CAV	Public entity	Via Caraccio, 24 – 13900 Biella Telefono 800266233	http://www.cavbiella.altervista.org	Women	1 – 4 - 8	Free
Centro Antiviolenza Telefono Donna Cuneo	Private entity	via Carlo Emanuele 34 – 12100 Cuneo Telefono 0171631515	http://www.telefonodonnacuneo.it	Women	1 – 3 – 4 - 8	Free
Centro Antiviolenza	Private entity	Via Beggiarni, 7 – 12038 Savigliano	http://www.maipiusole.it	Women (also with their children)	1 – 3 – 4 - 5	Free

Associazione Mai + sole		Telefono 335 1701008, 3316893698, 331 6893684				
Donne e Futuro Onlus	Private entity	Via Barbaroux, 31 – 10121 Torino Telefono 011 5187438; 348 8960650; 348 8960654	http://www.donnefuturo.com	Women (also with their children and kids), adolescent girls – particular focus on migrants women	All	Free
Centro antiviolenza “Svolta Donna”	Private entity	Piazza Vittorio Veneto, 1 – 10064 Pinerolo Telefono 334 3664768; 800093900	http://www.svoltadonna.it	Women	All	Free
Centro Antiviolenza Telefono Rosa Torino	Private entity	Via Assietta, 13/A – 10100 Torino Telefono 011 5628314; 011 530666	http://www.telefonorosatorino.it	Women	1 – 2 – 4 - 8	Free
Centro Antiviolenza “Casa delle donne di Torino”	Private entity	Via Vanchiglia, 3 – 10100 Torino Telefono 011 8122519	http://www.casadelledonnetorino.it	Women	1 – 3 - 4	Free

LOMBARDIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims *1	Services provided*2	Charges
ASSOCIAZIONE LIBRA DI MANTOVA – CENTRO SUPPORTO VITTIME	Private entity	Via S. Pertini 6 Mantova, località Colle Aperto tel. +39-0376.49165 e-mail: info@associazionelibra.com FREE VICTIM SUPPORT +39 338.3127352	http://www.associazionelibra.com/it/centro-di-supporto-alle-vittime-di-reato-per-la-provincia-di-mantova/	General support to victims of any kind of violence	2 – 3 – 1 – 8	Free
CASA DELLE DONNE MALTRATTATE ONLUS	Private entity	Via Piacenza 14, 20135 Milano Tel. 02-55019609 E-mail: info@cadmi.org	http://www.cadmi.org/	Women	1 – 6 – 10 – 5	Free
CENTRO ANTIVIOLENZA CERCHI D'ACQUA	Private entity	Via Verona 9, Tel. 02.58430117 Email info@cerchidacqua.org	http://cerchidacqua.org/	Women	1 – 2 – 6 - 10	Free
ASSOCIAZIONE VITTIME DEL DOVERE Onlus	Private entity	Via Correggio n. 59 Monza Tel. +39 039 8943289 E-mail: segreteria@vittimedeldovere.it	www.vittimedeldovere.it	LEAS and their families, victims of generic crime and organized crime	1 – 2 – 8 – 3	Free
Centro Antiviolenza “Aiuto Donna – Uscire dalla	Private entity	Via San Lazzaro, 3 – 24122 Bergamo Tel.: 035 212933	http://www.aiutodonna.it/	Women	1 – 2 - 3 – 8 -	Free

violenza” ONLUS		E-mail: info@aiutodonna.it				
ASSOCIAZIONI TELEFONO DONNA	Private entities	LECCO: Via Tubi 43 Tel.: + 39 0341363484 Email: teldonnalecco@alice.it COMO: Via Castelnuovo 1 Tel.: +39 031 304585	LECCO: http://www.telefonodonnalecco.it/index.php COMO: http://www.telefonodonnalecco.it/acomio.it/	Women	8 – 5 – 2 – 3 – 6	Free
Centro Antiviolenza Sirio- C.S.F. Società Cooperativa sociale ONLUS	Private entity	Via Roggia Vignola, 18 – 24047 Treviglio Telefono 0363 303571; 0363 301773 – fax 0363 597832	http://www.siriocsf.it	Women (also with children) – specific shelter for girls victims of sexual violence	1 – 2 – 3 – 4 – 5 - 8	Free
Centro Antiviolenza “Casa delle Donne” ONLUS	Private entity	Via San Faustino, 38 – 25122 Brescia Telefono 030 2400636; 030 2807198 – fax 030 2400636	http://www.casadelledonne-bs.it	Women	1 – 2 – 3 - 4	Free
Associazione Incontro Donne Antiviolenza A.I.D.A. onlus	Private entity	Via Palestro, 34 – 26100 Cremona Telefono 0372 801427; 338 9604533	http://www.aidaonluscremona.it	Women	1 – 2 – 3 - 4 - 8	Free

Centro Antiviolenza “Donne contro la violenza ONLUS”	Private entity	Via XX Settembre, 115 – 26013 Crema Telefono 0373 80999 – fax 0373 80999	http://www.controlaviolenza.com	Women (also with children)	1 – 2 – 3 – 4 – 5 - 6	Free
Centro Antiviolenza “La metà di niente” c/o L’ORSA MINORE Onlus	Private entity	Via Vistarini, 13 – 26900 Lodi Telefono 0371 775881; 331 3495221	http://orsaminoreonlus.org	Women	1 – 2 – 3 – 4	Free
Telefono Rosa di Mantova	Private entity	via Tassoni n 14 – 46100 Mantova Telefono 0376 225656	http://www.telefonorosa.mantova.it	Women	1 – 2 – 3 – 4	Free
Telefono Donna Milano	Private entity	Piazza Ospedale Maggiore 3 – 20162 Milano Telefono 02 64443043/44 – fax 02 64443042	http://www.telefonodonna.it	Women	1 – 3 – 4 - 8	Free
Centro Antiviolenza “Casa di Accoglienza delle donne	Private entity	Via Piacenza, 14 – 20135 Milano Telefono 02 55015519 (donne in difficoltà), 02 55019609	http://www.cadmi.org	Women (WITHOUT children)	1 – 2 – 3 – 4 – 5 - 8	Free

maltrattate ONLUS						
C.A.DO.M. CENTRO AIUTO DONNE MALTRATTATE – ONLUS	Private entity	Via Mentana, 43 – 20900 Monza Telefono 039 2840006 – fax 039 2844515	http://www.cadom.it	Women	1 – 2 – 3 - 4	Free
Centro Antiviolenza “Donne insieme contro la violenza ONLUS”	Private entity	Via Dei Pini, 8 – 20090 Pieve Emanuele Telefono 02 90422123; 342 3625064 – fax 02 90420110	http://www.donneinsieme.org	Women	1 – 2 – 3 – 4 - 8	Free
Filo Rosa Auser	Private entity	Via XXV Aprile, 12 – 21010 Cardano al Campo Telefono 0331 263887; 348 3069895; 348 3212482 fax 0331 263887	http://www.filorosaauser.org	Women (also with children and kids)	1 – 2 – 3 – 4 - 8	Free

VENETO Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
A.S.A.V. Associazione Scaligera Assistenza Vittime di reato (Onlus) DI VERONA	Private entity	Sede legale: Via Antonio Provolo, 28 – 37123 Verona PEC: asav@pec.assistentzavittimedireato.vr.it Tel. 377 4776561	http://www.assistentzavittimedireato.vr.it/	General support to victims of any kind of violence	9 – 2 – 1	Free
CENTRO ANTIVIOLENZA BELLUNO DONNA ONLUS	Private entity	tel. e fax 0437/981577 E-mail: info@bellunodonna.it	www.bellunodonna.it	Women	2 – 3 - 6	Free
Centro Veneto Progetti Donna AUSER	Private entity	Via Tripoli 3, Padova Tel.: 0498721277 E-mail: info@centrodonnapadova.it	http://www.centrodonnapadova.it/	Women and children	8 – 2 – 3 – 6	Free
CENTRO ANTIVIOLENZA – COMUNE DI VENEZIA	Public entity	San Marco 4, 136 Venezia E-mail: centro.antiviolenza@comune.venezia.it tel. 041-2690610/612/614	http://www.comune.venezia.it/content/centro-antiviolenza	Women	1 - 8 – 5 – 2 - 3	Free
ASSOCIAZIONE TELEFONO ROSA VERONA	Private entity	Tel.: 0458015831 E-mail: trverona@gmail.com	http://www.telefonorosaverona.it/	Women	8 – 2 – 3	Free
Centro Antiviolenza	Public entity	Piazza Brà, 1 – 37100 Verona Telefono 800 392722	http://portale.comune.verona.it/ngc	Women (also with children)	1 – 2 – 3 – 4 – 5 - 8	Free

Progetto Petra – Comune di Verona			ontent.cfm?a_id=5387			
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CAMPANIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
FONDAZIONE POL.I.S.	Public entity – Campania Region	Sede Operativa: Regione Campania, Palazzo Santa Lucia, via Raffaele De Cesare n. 28 80132 Napoli Tel: 081 7962889 E-mail: fondazione.polis@regione.campania.it	http://fondazione.polis.regione.campania.it/	Victims of organized crime	2 -3	Free
ASSOCIAZIONE TERRA VIVA	Private entity	Qualiano (NA) via Santa Maria delle Grazie n. 41 Tel. +39 08118740028 E-mail: qualianoterraviva@libero.it	http://www.associazioneterraviva.it/	Victims of organized crime, women, children	1 -2 – 3 - 6	Free
CASA RUT	Private entity	Comunità Rut – Suore Orsoline scm Corso Trieste 192 – 81100 Caserta Tel/fax 0823. 278078 E-mail: rut@orsolinescm.it	www.associazione.rut.it	General support to victims of any kind of violence	5 – 3 – 11 - 6	Free
SPORTELLLO DONNA	Private entity	Via De Meis, 131 Ponticelli – Napoli	www.lekassandre.com	Women	1 – 2 – 3 – 10 - 4	Free

ASSOCIAZIONE LE KASSANDRE		Cell. 388/0979950 E-mail: info@lekassandre.com				
Centro «Eva» – Centro di accoglienza per donne in difficoltà e loro figli minori	Private entity	Via Amendola 15, 81024 Maddaloni (CE), tel. 0823-204145 Email: antiviolenzaeva@libero.it	www.cooperativae.va.it	Women, children	All	Free
Coop Soc. «Aradia» – Santa Maria Capua Vetere (CE)	Private entity	Corso Garibaldi 19, S. Maria Capua a Vetere (CE). Tel: 0823 – 8498.44	www.coopdedalus.it	Women and minors, with a special focus on migrants and victims of sexual exploitation	All	Free
Sportello Lilith, Associazione «Sott'è'ncoppa»	Private entity	Via Luca Giordano 24 – San Sebastiano al Vesuvio (NA) Tel: tel. 0815749320 Email: sansebastiano@sportellolilith.it	www.sportellolilith.it	Women	1 – 2 – 3 - 4	Free

CALABRIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
ASSOCIAZIONE “ATTIVAMENTE	Private entity	Largo Ruffa - ex Palazzo Comunale – Tropea (Vibo Valentia)	www.attivamentecoinvolte.org	Women	1 – 2 – 3 - 4 – 8 - 10	Free

COINVOLTE” ONLUS		Tel.: +39 389.64 64 224 E-Mail: info@attivamentecoinvolte.org				
COOP. SOCIALE AGORA’ KROTON	Private entity	Via spiaggia delle forche 25, 88900 Crotona (CR) Tel.: +39 0962 901674 E-mail: francesca.zizza@virgilio.it	http://www.agorakroton.it/	General support to victims of any kind of violence, children and immigrants	2 – 3 – 11 – 5 - 10	Free

PUGLIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims*¹	Services provided*²	Charges
CENTRO ANTIVIOLENZA “ROMPIAMO IL SILENZIO” - Associazione Sud Est Donne	Private entity	Viale della Libertà 95 (quinto piano) Martina Franca (TA) tel. 331 7443573 E- mail: rav@sudestdonne.it	www.sudestdonne.it	Women	1 – 2 – 3 - 6	Free
RETE ANTIVIOLENZA LA.R.A. (Lavorare in rete per l’antiviolenza)	Public entity	Provincia di Brindisi - Via De LEO 3 - 72100 Brindisi Tel. 0831.565147 - 0831. 565132 E-mail: reteantiviolenza@provincia.brindisi.it	http://www.provincia.brindisi.it/index.php/le-azioni-lara/rete-interistituzionale-lara	General support to victims of any kind of violence	1 – 2 – 10	Free

CENTRO ANTIVIOLENZA "IO DONNA"	Private entity	Sede operativa: Via Cappuccini, 8 72100 Brindisi Tel.: 0831-522034	www.associazionei.odonna.com	Women	8 – 2 – 3	Free
GIRAFFA ONLUS	Private entity	Via Napoli, 308 70123 Bari Telefono/fax: 080 5741461 info@giraffaonlus.it	http://www.giraffaonlus.it/	Women	1 – 2 – 3 – 5	Free

SICILIA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
SPORTELLLO ANTISTALKING presso Associazione Codici, Centro per i diritti del cittadino	Private entity	Via Resuttana 352/B Palermo Tel.: 091 77 90 024 E-mail: codici.sicilia@codici.org	https://codicipalermo.wordpress.com/	Women	1 – 2 - 3	Free
CENTRO ANTIVIOLENZA "TELEFONO AIUTO"	Private entity	Salita Francesco Sala n.15, Agrigento Tel.: 092222922	http://www.vivereilsociale.it/vis/2011/09/04/telefono-aiuto/	General support to victims of any kind of violence	1 – 2 – 3 - 8	Free
Sportello antiviolenza Associazione Donne insieme Sandra Crescimanno	Private entity	94015 Piazza Armerina (Enna) Tel.: +39 0935 982436 E-mail: info@associazionedonneinsieme.it	http://www.associazionedonneinsieme.it/	Women	8 – 1 – 2 – 3	Free

Coordinamento Donne Siciliane contro la violenza (CDS)	Private entity	Via Francesco Crispi n. 88, Siracusa Tel.: +39 0931-61000 E-mail: lanereide.sr@virgilio.it	http://www.universitadelledonne.it/sicilia-cds.htm http://lanereide.xo.om.it/index.htm	Women	1	Free
Centro Antiviolenza Antistalking Telefono Donna «La Nereide»	Private entity	Via Servi di Maria 99 – 96100 Siracusa Tel: 0931/61000 e-mail: anereide.sr@virgilio.it	http://www.lanereide.it/	Women	1 – 2 – 3 – 4 – 5	Free
Associazione Thamaia onlus “Telefono Donna	Private entity	Via G. Macherione, 14 – 95127 Catania (CT) Tel: 095/7223990 Email: centroantiviolenza@thamaia.org	www.thamaia.org	Women, with a special service dedicated to migrants women	1 – 2 -3 – 4 – 7 – 8 - 9	Free
Le Onde Onlus	Private entity	Via XX Settembre 57 – 90141 Palermo (PA) Tel: 091/327973 Email: leonde@tin.it	www.leonde.org	Women	1 – 2 - 3 -4 - 5	Free

SARDEGNA Region

Organisation Name	Type	Contact details	Website	Target groups of victims ^{*1}	Services provided ^{*2}	Charges
ASSOCIAZIONE DONNE AL TRAGUARDO	Private entity	Scuola Emilio Lussu in via Piovella, Cagliari Tel.: +39 070-2080137	http://www.donnealtraguado.it/	Women and children	1 - 5 – 2 – 3 - 4	Free

ONLUS – CENTRO ANTIVIOLENZA						
CENTRO ANTIVIOLENZA DONNA ELEONORA	Private entity	Via Tirso n°8 – Piazza Eleonora d'Arborea, 44 Oristano Tel: 0783 71286 E-mail: info@centroantiviolenzaoristano.it	http://www.centroantiviolenzaoristano.it/	Women and children	1 – 2 – 3 – 4 - 5	Free
CENTRO ANTIVIOLENZA PROSPETTIVA DONNA ONLUS	Private entity	Via Genova, 51 – 07026 Olbia (OT) Tel: 0789 / 27466 E-mail: infoprospettivadonna@gmail.com	http://www.prospettivadonna.it/index.html	Women and children	1 – 2 – 3 – 4 - 5	Free
Donna Ceteris	Private entity	Via Cimarosa, 7 – 09128 Cagliari (CA) Tel: 070/492400 Email: info@donnaceteris.org	www.donnaceteris.org	Women – children of women killed owing to gender violence	1 – 2 – 3 – 4	Free
Domus de Luna	Private entity	ExMè Via Sanna n.2 - 09134 - Pirri Cagliari exme@domusdeluna.it tel: 070.7334782 – cell: 346.6789596	http://www.domusdeluna.it/index.php	Women, children, minors	3 – 4 - 5 - 6	Free



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LEGEND

***1** Target groups of victims: The organisation provides its services to any crime victim (General) or to specific groups of crime victims (Specialised)? If it is specialised, please also mention the target group of victims e.g. children, Domestic Violence, victims of trafficking, refugees/ asylum seekers/ migrants, LGBTI, victims belonging to national/ ethnic/ or religious minorities, elderly victims, children in alternative care, street children, etc.

***2** Possible services which an organisation may provide to victims include (but not limited to):

1. Information;
2. Legal aid, i.e. legal advice, or representation;
3. Emotional support, e.g. psychological first aid, professional help, support groups;
4. Counselling;
5. Shelter/ day-center;
6. Social support/ practical help (e.g. compensation claim, restoration, rehousing, etc.);
7. Translation;
8. Helpline/ supportline;
9. Mediation/ restorative justice services;
10. Vocational training/ job placement;
11. Child care/ schooling/ creative time
12. Medical aid;
13. Financial aid;
14. Online support.

NOTES

- In this Signposting and Referral Pathways document, the local dimension has been highlighted, through the indication of a number of entities and institutions at a regional level. In fact, in Italy the support to the victims of crime is provided mainly at a local level. Even the national helpline 1522, addressing women victims of gender violence, domestic or sexual violence, relies on a number of local associations/NGOs or other subjects dealing with the specific situation at the local level. Therefore, to privilege the practical aspects of this document (also considering that the training to be carried out in Italy will address local Police forces), the relevant entities have been catalogued according to the spatial/geographic dimension.
- Some bigger Italian regions, as Lombardia, offers a wider range of entities dealing with victims and with victims with special needs. On the other side, two smaller regions (Val d'Aosta and Molise) does not offer adequate services to victims of crimes. For these regions, it is suggested to contact the national helpline 1522 or entities available in the nearby regions (e.g. in the Piemonte region for the victims based in the nearby Val d'Aosta).
- To simplify the identification of the relevant subjects on the web, the original Italian names of the listed entities have been kept and have not been translated.
- The absolute majority of the subjects offering different kind of support to the victims are private entities, and most of all associations or NGOs. In most of the cases, local public entities (as municipalities) signed Memorandum of Understanding with those private subjects which are actually offering their services ALSO on behalf of the local authorities, covering all the Italian territory (and sometimes even overlapping their spatial competences). Usually, public bodies in their websites offer a direct link to the private entity in charge for their area.
- The above-mentioned private entities rely mainly on donations and available public funds, provided year by year. Owing to the uncertain financial support that they can obtain, the turnover among those associations and NGOs is relevant, and they “disappear” quite frequently. This Signposting and Referral Pathways document is updated at the 30 April, 2017, and all the listed entities are active, the addresses and contacts are verified and the websites are updated and fully working. A number of entities not adequate to the needs expressed in this document, or deemed not to be sufficiently reliable and stable, have been excluded by the list. A serious and in depth selection has been carried out. All the listed entities (even the smaller ones) have a relevant background and proved to be experienced and reliable in their field of activity, providing relevant examples of best practices.