

## ABOUT MANEO | MANEO PRINCIPLES

### About MANEO

Since 1990 MANEO – The Gay Anti-Violence Project in Berlin has operated as an independent project of Mann-O-Meter e.V. It is the longest running and best known gay anti-violence project in Germany. MANEO has been recognised and commended many times for its work by institutions including the Federal Agency for Civic Education, the Berlin State Commission Against Violence, the Berlin Sports Federation, the Mete Ekşi Fund, and Berlin Pride.

Our services are targeted towards gay and bisexual men living in Berlin or staying in Berlin on a temporary basis. Our services are also targeted towards individuals living in Berlin and who, outside of the city, have been a victim of, or witness to, discrimination and crimes of violence. Since 1990 more than 15,000 persons seeking assistance have used our services, currently we assist around 1,000 individuals each year.

### MANEO principles

MANEO has four areas of work: Victim support, reporting point, violence prevention and empowerment. The experiences and insights gained in these areas reinforce each other and are brought together in MANEO's comprehensive approach to anti-violence work.

Professional and unbureaucratic assistance. We offer professional help and assistance, drawing on our skills and many years of experience. This assistance is provided rapidly and without any bureaucracy. We take every inquiry seriously. Advice is provided whether or not a

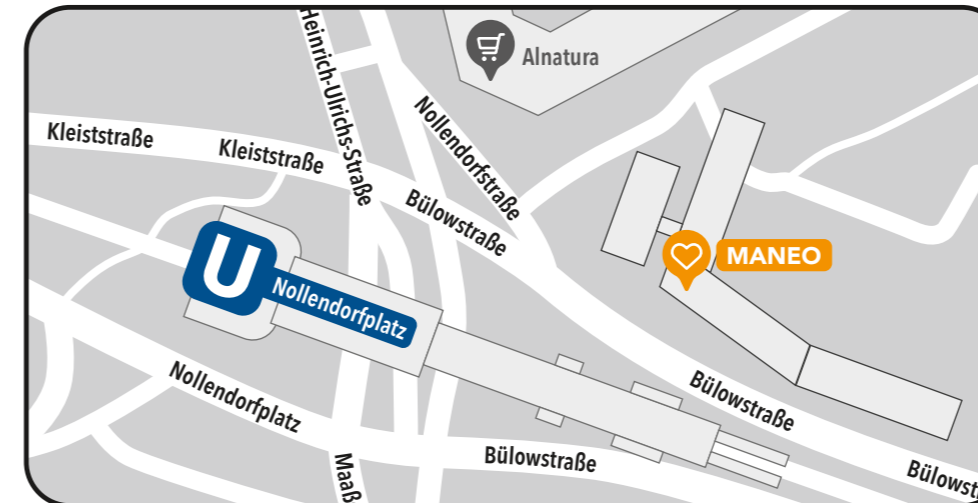
criminal complaint is made. We work together with every user to find individual solutions. As a matter of course, we treat all information as confidential.

By gay men, for gay men. Anyone contacting us will not face disapproval or accusations. Our advice team comprises well-experienced gay and bisexual men. It is our objective to help and assist individuals following an act of violence or discrimination and to strengthen their sense of autonomy.

## EMERGENCY NUMBERS IN BERLIN: GERMANY + 49 | BERLIN PREFIX (0) 30

<b>MANEO victim support</b> Victim support – Berlin's gay anti-violence project	<b>21 63 336</b>
<b>Police</b>	<b>110</b>
<b>Fire service and ambulance</b>	<b>112</b>
<b>AIDS hotline</b>	<b>19 411</b>
<b>Drugs hotline</b>	<b>19 237</b>
<b>Poisoning emergency</b>	<b>19 240</b>
<b>Out-of-hours doctor</b>	<b>31 00 31</b>
<b>Dental emergency</b>	<b>89 00 43 33</b>
<b>Report a bank, credit or ID card lost or stolen</b>	<b>116 116</b>
<b>LGBTIQ liaison officers with Berlin Police</b>	<b>46 64 97 94 44</b>
<b>LGBTI liaison officers with Berlin Public Prosecutor's Office</b>	<b>90 14 26 97</b>

## HOW TO FIND US



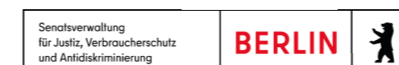
### Contact for victims, witness and other persons affected by violence:

By phone: daily between 5pm and 7pm on +49 (0)30 216 33 36  
Email: [opferhilfe@maneo.de](mailto:opferhilfe@maneo.de) | Online: [www.maneo.de/report](http://www.maneo.de/report)

MANEO – The Gay Anti-Violence Project in Berlin  
Office: Bülowstr. 106, 10783 Berlin (Mon-Fri 10am-1pm):  
+ 49 (0)30 254 647 34 | Email: [maneo@maneo.de](mailto:maneo@maneo.de) | [www.maneo.de](http://www.maneo.de)

MANEO is an independent project of Mann-O-Meter e.V.  
Bank details for donations: Mann-O-Meter e.V. (account holder),  
IBAN: DE96 1002 0500 0003 1260 00, BIC: BFSWDE33XXX (Sozialbank),  
reference: victim support.

For donation receipt, please, contact us.



# FOR LOVE, DIVERSITY AND ACCEPTANCE

Together for an open and diverse society



ONLINE: [WWW.MANEO.DE/REPORT](http://WWW.MANEO.DE/REPORT)

PHONE: +49 (0)30 21 63 336

Even in today's Germany it is possible to become the victim of a homophobic assault in everyday situations, at work, when having fun, etc. Whether the assault involves an insult or a serious physical injury, the experience can be very upsetting and raise many questions together with a need for information.

MANEO's gay assault hotline provides an opportunity to talk to someone in confidence daily from 5pm - 7pm. Call us on (030) 216 33 36. Whatever the crime, we help everyone whether as victim, witness or domestic partner and whether the assault happened recently or many years ago. In the majority of cases, individuals approach us because of hate crimes. However, we also provide advice to individuals affected by domestic violence, sexual assaults, forced marriage, robbery, theft, knock-out drops, violence against persons owed special protection or other offences.

Following an initial consultation, qualified staff offer professional psychosocial counselling and support. We take the time, as part of our victim support service, to respond to individual questions and detailed concerns. We take fears and worries seriously. We do not take any action that the advice seeker does not want. We support individuals to process

their experience and overcome the feeling of powerlessness.

- Counselling and assistance are provided whether or not a criminal complaint is made.
- Counselling is confidential and can be provided anonymously on request.
- Our assistance is available as a one-off and also on a continuing basis as part of our psychosocial counselling service.

MANEO can help you with information e.g. on the following questions:

**1. Do I need to see a doctor?**

All injuries should be medically recorded, including their after-effects and details of the healing process. For example, we cooperate with the Outpatient Clinic for Protection against Violence at the Charité (Berlin's University Hospital) which, for the purpose of documenting evidence, can carry out medical examinations in MANEO's counselling rooms. We can also put you in touch with other doctors.

**2. What evidence exists?**

Please hold on to items which could be used as evidence. Also keep hold of emails, text messages (SMS), messaging through apps and the contact details of

any witnesses. Take photos of injuries. We can provide you with some general tips on what to look out for.

It is always advisable also to write down a statement of what happened ('memory log'). We can help with this too.

**Memory log**

Write things down as soon as possible. Memories quickly fade. Provide a detailed, personal account of the situation, keeping to the facts.

1. What exactly happened?
2. When did it happen?
3. Where did it happen?
4. What was the appearance of the suspect?
5. Were there any witnesses?
6. What happened after the attack?
7. Were there any injuries?

**3. Do I need to file for criminal prosecution?**

You can file a criminal complaint in person at any police station – also online at [www.berlin.de/polizei](http://www.berlin.de/polizei). Time limits apply in relation to certain offences (e.g. insult). Also for certain offences you must file for criminal prosecution in addition to making a criminal complaint. We can advise you on where and how you can file a criminal complaint and on the LGBTIQ contact points with the Berlin Police and the Berlin Public Prosecutor's Office.

You have the right to file a criminal complaint in your first language. If you make a statement to the police or in court, an interpreter will be provided. We can advise you on this.

**4. Do I need legal advice?**

We can advise you on how to access a lawyer as quickly as possible. Experienced lawyers can provide information on the costs and how these can be covered (e.g. legal aid, etc).

**5. What if I have to appear in court and give a witness statement?**

If you receive a court summons, you are required to appear in court and give a statement as a witness. For everyone, an upcoming court appearance involves uncertainties. But it can also provoke fears, for example, of coming face to face again with the perpetrator. We can advise you on options for assistance and on the support we provide for your court appearance. You have the right to give your statement in your first language. If there are more questions in relation to your court appearance, we can provide you with information.

**6. Do I need to notify my insurer?**

In many cases of injury or harm, assuming that the appropriate insurance cover has been bought, you may be able to claim on your insurance. You should contact your insurer for more information.

**7. Can I apply for assistance?**

Individuals whose health has been impaired following an act of violence are entitled, on application, to healthcare, pension and welfare benefits in accordance with the Social Code (Book 14). We can also provide information on hardship payments from the Federal Government for victims of terrorist and extremist acts and on other funds that may provide assistance. Also if you need help in filling out the application forms, please contact us at any time.

**We are here to offer you advice.** You can talk to us about your experience or about whatever is on your mind following the assault.

**What if the experience has left me feeling unsettled?**

Injuries include not only wounds that are externally visible but also psychological consequences of the assault, for example, shock, difficulties in sleeping, ongoing fears, significant unease and deep sadness. We can talk about these things and provide you with information on specialists and therapy options.

**What can I say to friends?**

Good friends are there for you. In a crisis you can turn to them for support. Get in touch with them, call them up, agree to meet, invite them to your place or go visit them.



**Reporting point**

MANEO records acts of hate violence in Berlin directed towards gay and bisexual men and LGBTIQ+ as a whole. A hate motive can be combined with any form of crime. That is why we regularly record a broad spectrum of different offences, i.e. cases of discrimination, insults, threats, bullying, bodily harm, robbery, blackmail, sexual assaults, criminal damage, etc.

Once a year we compile a MANEO report. The incidents of hate motivated crime that we have recorded are statistically analysed by us on an anonymous basis and the results summarised. We present our report in Berlin's House of Representatives to all the political parties in the assembly to mark the International Day Against Homophobia, Biphobia and Transphobia (17 May).

The recording and documentation of incidents serves to clarify the dimensions of homophobic violence in Berlin and contributes towards reducing the number of hidden cases.

Anyone can report incidents and events they have witnessed to us in person, by phone, post, email or online using our reporting form: [www.maneo.de/report](http://www.maneo.de/report)

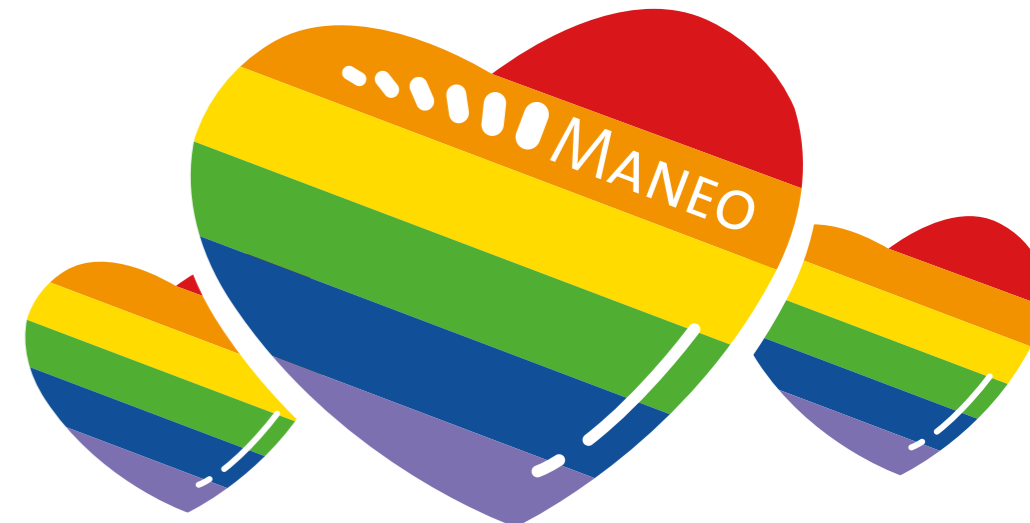
**Violence prevention**

MANEO raises awareness in relation to anti-gay hate violence and its consequences. MANEO draws attention to cases of discrimination and hate violence against LGBTIQ+, counteracting the trivialisation of hate violence against LGBTIQ+, and group-related hatred at large, as in all cases this puts the basic values of our society and our democracy at risk. Insights obtained in relation to anti-LGBTIQ+ violence are regularly shared with criminal justice authorities, the city administration and politicians, to support crime prevention, measures to protect against violence and educational work. MANEO also integrates businesses, institutions and associations in prevention and educational work. Overcoming hate violence motivated by prejudice must always remain a task for society as a whole.

Through the provision of informational events, training for disseminators and others and targeted informational materials MANEO delivers publicity and education on violence prevention and facilitates networking. In our outreach work and activities in Berlin's gay and LGBTIQ+ scenes, e.g. at major events, parties, scene locations and venues,

and in cruising areas, MANEO seeks to engage directly with participants, to increase their awareness of existing risks and of the different types of crime and how they are typically committed, and to familiarise them with MANEO's advice services.

MANEO played a decisive role in ensuring the appointment in 1992 of official full-time LGBTIQ+ contact persons within the Berlin police service and in 2012 of contact persons also with the Public Prosecutor's Office, the first of their kind anywhere in Germany. MANEO has organised several international expert conferences on homophobia and hate violence and two important surveys, carried out with academic support, on homophobia and victimisation in Germany. In cooperation with the German Film and Television Academy Berlin (DFFB), we have produced social ads shown in cinemas and in the 'Berliner Fenster' (the video channel showing in Berlin's U-Bahn trains). Early in 2014, in cooperation with the football club Hertha BSC, we developed two social ads on homophobia in football which premiered at a Bundesliga match at Berlin's Olympic Stadium and are shown publicly on many other occasions.



MANEO mobilises volunteer involvement and creates networks.

Volunteer staff members and numerous helpers are incorporated in project activities. This includes a 20-strong advisory board.

MANEO, together with European partner organisations, presents the annual Tolerantia Awards for outstanding engagement against homophobia and for diversity in society.

MANEO participates on a regional level in the Berlin Tolerance Alliance. The alliance brings together many companies and institutions in the campaign against homophobia and hate violence and for societal tolerance and diversity.

In 1993 we initiated the Lesbian and Gay Street Fair. Since 2006, with support from the Lotteries Foundation, we have carried out campaigns across Berlin helping to shape the public debate around homophobic violence. In 2007 MANEO was

instrumental in establishing 17 May as the International Day Against Homophobia, Biphobia and Transphobia in Germany. Since then we have mobilised annually with our campaign of Kiss Kiss Berlin. In 2013 we played a major part in having rainbow-coloured lighting installed on the dome of Nollendorfplatz U-Bahn station to mark the gateway to the lesbian and gay (rainbow) district.

Are you looking to volunteer regularly? Contact us.