

**VOICES UNBOUND**

**DONAU  
RSCHINGER  
MUSIKTAGE**



**16.-19.10.2025**

AWARENESS-KONZEPT  
**DONAUESCHINGER MUSIKTAGE  
2025**

**Donaueschinger Musiktage**

**Festival-Team**

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# 1. Mission Statement

## Principles

The Donaueschingen Music Festival is organized by the Donaueschingen Music Society in cooperation with the City of Donaueschingen, Südwestrundfunk, and SWR Experimentalstudio. For us, democracy means not only adherence to the principles of the rule of law, but also the promotion of social cohesion based on respect, tolerance, solidarity, and inclusion. Through our work, we are committed to strengthening democratic values—including freedom of art and expression—and enabling social participation.

## Attitude

The Donaueschingen Music Festival is a space of diversity where people with different experiences, identities, and backgrounds from more than 30 nations come together. We are aware that power structures, privileges, and hierarchies exist that shape our thoughts and actions. In this context, **discrimination and boundary violations** can never be completely avoided. However, our goal is to create a framework that is as safe as possible for everyone and that curbs discrimination and abuse of power. We want to take responsibility and therefore address the issue of awareness in an open communication process. We invite everyone involved in the Donaueschingen Music Festival to join us in this endeavor.

For us, **awareness** means working together to ensure that everyone can feel comfortable and safe at the Donaueschingen Music Festival. To this end, a concrete concept based on the basic principles of awareness work has been developed, which includes specific strategies for action and is continuously being refined. These strategies are primarily intended to provide preventive measures and support those affected in the event of a violation. The perspective of the affected person, with their wishes and needs, is our primary focus.

## Vision

We are committed to equal opportunities, diversity, and participation. One of our most important goals is to create an environment in which everyone feels welcome and invited.

We want the Donaueschingen Music Festival to be a safe space for everyone. A **safe space**, as we understand it, is a place where everyone can express themselves freely and safely, both in direct contact and online, artistically and privately. We want to create a place where the personal boundaries of each individual are protected and where each person is empowered to respect others and take responsibility for one another. This applies to all areas of our work and across all hierarchical levels—to the artistic and production teams of the Music Days, all artists, and our audience.

It goes without saying that conflicts and mistakes can occur. What is important to us is open and empathetic communication about them. We are forgiving of others and assume good intentions on their part.

We have developed a **Code of Conduct** as a guideline. It describes the forms of interaction we identify with and what we consider unacceptable. It serves as a reference for all those involved in the Donaueschingen Music Days (team, artists, and visitors) in their own actions.

## 2. Code of Conduct

### How we interact with each other:

We interact openly and respectfully. We address conflicts and try to resolve them together. Constructive criticism is welcome. We treat each other as equals and listen attentively.

### What we do not tolerate:

We do not tolerate any form of sexism, racism, discrimination, harassment, intimidation, hate speech, or other forms of violence. This applies to all areas: concerts, workshops, lectures, venues, and all performance spaces.

**Discrimination:** This includes, but is not limited to, discrimination based on

- Nationality, ethnic origin, or language
- Legal status
- Gender or sexual orientation
- Religion or worldview
- Political opinion
- Appearance, disability, health status, or age
- Social background, family and educational status, financial or professional status

**Harassment/intimidation:** This includes, among other things

- Stalking
- Inappropriate comments
- Unwanted touching
- Inappropriate photography or filming
- Unwanted sexual advances

We do not tolerate verbal or physical violence – this includes staring and catcalling (i.e. sexually offensive shouting, talking, whistling).

### What happens if there is a problem?

- During the festival, you can contact the awareness team in person or by phone. You can recognize them by their white vests.
- We are available Thursday 5 p.m. to midnight; Friday 10 a.m. to 1 a.m.; Saturday: 10 a.m. to midnight; Sunday 10 a.m. to 8 p.m.
- By phone: +49 15204520216
- or by email: [awareness-musiktage@donaueschingen.de](mailto:awareness-musiktage@donaueschingen.de)
- The awareness team will take immediate action in cases of harassment, aggression, or intimidation, including situations of individual and emotional overload. All reports are taken seriously and treated confidentially. The needs of the person(s) affected are our priority. We will only act with their consent, unless other people are at risk.
- If we learn of or are informed about discriminatory or other illegal incidents, we will investigate them. In the event of a violation, we reserve the right to remove individuals from the event.

### What we hope for:

**We want a supportive and caring environment:**

- Respect other people's boundaries. Important: The person affected decides what feels like a boundary violation. We do not question the experiences of those affected and we believe them.
- We cannot tell anyone's gender identity just by looking at them. Accept other people's pronouns or avoid using gender-specific forms of address.
- **No** always means **no**, and only a clear **yes** means **yes**.
- Take care of yourself and others.
- We practice allyship (if someone needs help, be an ally): Don't look away when someone needs help.
- If you don't know how to handle a situation, ask the awareness team or a member of the Donaueschingen Music Festival team for help.

We would also like to point out to all participants and visitors that there are legal regulations in both Germany and Donaueschingen (Baden-Württemberg) that prohibit certain symbols and expressions and therefore also apply to our event. Please contact the awareness team if you are unsure or need further information.

### 3. Structures

The Donaueschingen Music Festival takes place at many different locations. In addition to the Donauhallen, there are other venues and event locations throughout the city. For this reason, it is not possible for the Awareness Team to be on site everywhere and at all times. We have therefore developed structures that are designed to ensure the most comprehensive support possible in the event of a boundary violation.

### Contact options

The Awareness Team can be reached on the **Awareness cell phone number** during the Donaueschingen Music Festival Thursday 5 p.m. to midnight; Friday 10 a.m. to 1 a.m.; Saturday: 10 a.m. to midnight;

Sunday: Available from 10 a.m. to 8 p.m., also via WhatsApp, Telegram, and Signal: +49 15204520216.

Outside these hours, you can leave a message on the voicemail.

The awareness team can be reached by **email**: [awareness-musiktage@donaueschingen.de](mailto:awareness-musiktage@donaueschingen.de)

This email address can be used not only for specific incidents, but also for questions, needs, and other concerns related to awareness.

### Contact persons

The awareness team provides support in the event of boundary violations on site at the Donauhallen, by phone, and by email. Team members can be recognized by their white vests. If further measures are necessary to clarify an incident, the festival management will be consulted. If you need a place to retreat, a low-stimulus room is available that can be used in cases of acute overload.

The festival team is available on site, e.g. at the Donauhallen information stand, and can request support from the awareness team.

The venue supervisors are the contact persons at the venues for awareness issues.

## Locations

Several members of the awareness team are on site at the Donauhallen. The information stand is the first point of contact for awareness issues. There is a room at the Donauhallen that is reserved for confidential conversations and as a place of retreat.

Since a member of the awareness team is not available at all locations at all times, there are contact persons at most external venues (e.g., the venue supervisors) who can help with awareness issues. Outside the Donauhallen, these are: Baarsporthalle, Museum Art.Plus, Schlossplatz, Alte Molkerei, Orangerie, Lamplatz, Erich Kästner-Halle, Kleine Realschulhalle. The awareness team can be reached by phone and email from all venues.

## 4. Contact points

### Contact points in Donaueschingen

Grauzone e.V.  
Phone 0800-22 55 530  
Phone consultation hours:  
Monday-Thursday  
10 a.m.-12 p.m., 2 p.m.-4 p.m.  
[info@grauzone-ev.de](mailto:info@grauzone-ev.de)  
<https://grauzone-ev.de/home>

Women Help Women and Auswege e.V. (Women Help Women and Ways Out Association)  
Hohlengrabengasse 7  
78628 Rottweil  
0741/41314  
<https://www.fhf-auswege.de/#/home>

Victim Counseling Leonberg / Seehaus e.V. (Victim Counseling Leonberg / Seehaus Association)  
Glemseck 1  
71229 Leonberg  
Tel. 07152 / 331 23 – 304  
Fax 07152 / 331 23 – 301  
Ingrid Steck (Political work in victim support)  
[www.seehaus-ev.de](http://www.seehaus-ev.de)  
Mobile: 0176 / 13312476  
Jacqueline Hofmann  
Email: [jhofmann@seehaus-ev.de](mailto:jhofmann@seehaus-ev.de)

Ministry of Social Affairs Baden-Württemberg  
<https://sozialministerium.baden-wuerttemberg.de/de/soziales/gegen-gewalt-an-frauen>  
<https://sozialministerium.baden-wuerttemberg.de/de/soziales/gegen-gewalt-an-maennern>

## National Support Services

Helpline Violence Against Women  
Tel.: 08000 / 116 016 (24/7)  
Website: [www.hilfetelefon.de](http://www.hilfetelefon.de)

Languages: German, English, French, Spanish, Italian, Portuguese, Turkish, Kurdish (Kurmanji), Romanian, Polish, Russian, Albanian, Bulgarian, Serbian, Vietnamese, Ukrainian, Chinese, Farsi/Dari, Arabic, German Sign Language and Simplified German Language.

Helpline Violence Against Men

Website: [www.maennerhilfetelefon.de](http://www.maennerhilfetelefon.de)

Tel.: 0800 / 123 990 0 (Mon – Thu 8 AM – 8 PM, Fri 8 AM – 3 PM)

Weisser Ring

Victim hotline: 116 006 (7 days a week from 7 AM – 10 PM)

E-mail: [info@weisser-ring.de](mailto:info@weisser-ring.de)

Website: <https://weisser-ring.de>

Anti-Discrimination Counseling Center

Counseling center search for various areas of discrimination:

<https://fachstelle.antidiskriminierung.org/beratungsstellen>

## 5. What to do in case of awareness?

### Contacts:

Awareness team: act aware <https://act-aware.net/>

Email: [awareness-musiktage@donaueschingen.de](mailto:awareness-musiktage@donaueschingen.de)

Phone/Messenger: +49 15204520216 Thu 5 p.m.–midnight; Fri 10 a.m.–1 a.m.; Sat 10 a.m.–midnight; Sun 10 a.m.–8 p.m. Also available via WhatsApp, Telegram, and Signal. Outside these hours, you can leave a message on the voicemail.

### First things first:

- Take care of yourself! Assess the situation and don't put yourself in danger.
- Only do what you feel comfortable with.
- Coordinate your actions with the person affected.
- Don't stay alone! You can ask the awareness team or another member of the Donaueschingen Music Festival team for help at any time.

### Step by step:

1. Assess the situation: Do you feel safe?

- No: Please ask for assistance on site or leave the situation.

- Yes: Continue to 2.

2. Ask the awareness team for help: Is the awareness team available?

- Yes: Hand the case over to the Awareness Team.

- No: Continue with 3.

3. Ask the person concerned if they need help.

- No: Respect that.
- Yes: Provide support yourself.

4. Conclude the incident:

- Ask if the person needs anything else.
- Give the person the contact details of the awareness team.

5. Document the incident

- What happened? What was reported to you?
- Where and when did it happen?
- What did you do? What helped? What didn't?
- Who was involved? (The person affected remains anonymous!)
- What was missing?

## 6. Providing Support in an Awareness Case

### Basic Principles of Support Work

- We want to protect the affected person and restore their autonomy.
- We believe the affected person.
- The affected person determines when a boundary has been crossed.
- We centralise the needs of the affected person.
- We treat everything confidentially.
- We only act with the consent of the affected person.

### When You Are Approached:

- Stay calm.
- Introduce yourself and ask the person how they wish to be addressed.
- Be friendly and listen actively.
- Encourage the person, e.g.: "It was exactly right to come to us." / "Thank you for your trust."
- Never judge the situation and the person(s).
- If needed, bring in the Awareness Team. But don't leave the affected person alone.
- Make suggestions and ask what the person needs:
  - "Would you like us to go to a quiet place?"
  - "Would you like to speak with someone from the Awareness Team?"
  - "Should I contact a friend who can support you?"
  - "Would you like something to eat/drink?"
  - "Would you like to tell me what happened?"
  - "Would you like to discuss/clarify the incident with the other person?"
  - "What do you need/want?"
  - "How can I support you?"
- Take away feelings of guilt: "What happened is not your fault."

## Do's

- You can always bring in the Awareness Team or other support.
- The needs and wishes of the affected person are paramount.
- Respect the boundaries and personal capacities of all involved.

## Don'ts

- Avoid direct physical contact and maintain some distance.
- Don't ask what was experienced.
- Don't judge and don't investigate.
- Never bring in others without the consent of the affected person.
- You are not the focus, your counterpart is.
- Your attention should also not focus on the person causing the problem.

## When You Observe an Incident:

### Bystander Interventions: The 5 D's

1. Distract  
Divert attention from the situation through an everyday action. Ask, for example, "Hanna is looking for you, can you come with me for a moment?", or "Can you tell me where the toilets are?". Important: Don't address the situation itself. Afterwards, you can offer support.
2. Delegate  
Involve the responsible authorities, e.g., Awareness Team or venue supervisors.
3. Document  
Create a memory protocol of the situation and give it to the affected person.
4. Delay  
Even after an incident, you can ask the affected person if they need support and, for example, if they would like to speak with the Awareness Team.
5. Direct  
Your own safety must always be ensured in a direct intervention. Also, be careful not to override or bypass the affected person.

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As this text is the result of an ongoing process, we are grateful for any comments, questions, or suggestions for improvement; these can be sent by email to [awareness-musiktage@donaueschingen.de](mailto:awareness-musiktage@donaueschingen.de).