



Funded by the Justice Programme of the European Union.

Asociatia
PRO REFUGIU.org

CSD
CENTER FOR
THE STUDY OF
DEMOCRACY

LPR
Landespräventionsrat
Niedersachsen



SCANDINAVIAN
HUMAN RIGHTS
LAWYERS



SURVEY REPORT

VICTIMS OF CRIMES RIGHTS
COMPETENT STAKEHOLDERS IN
ROMANIA, BULGARIA, GERMANY, SWEDEN

February
2018

AUTHORS

Silvia Berbec, Lawyer, President Pro Refugiu Association, Romania

Miriana Ilcheva, Research Fellow Center for the Study of Democracy, Bulgaria

Ruth Nordström, Chief Lawyer and President Scandinavian Human Rights Lawyers, Sweden

Henrietta Heinonen, Lawyer and Legal Researcher, Scandinavian Human Rights Lawyers, Sweden

Patricia Feito, Researcher, Scandinavian Human Rights Lawyers, Sweden

Dagmar Freudenberg, Public Prosecutor ret., Scientific Assistant, Germany

This publication has been produced with the financial support of the Justice Programme of the European Union. The contents of the publication are the sole responsibility of the authors and can in no way be taken to reflect the views of the European Commission

CONTENTS

INTRODUCTION	page 1
CHAPTER 1 The rights of victims of crime in the national legislation of Romania, Bulgaria, Germany, Sweden	page 2
Romania	page 2
Bulgaria	page 5
Germany	page 7
Sweden	page 11
CHAPTER 2 The state involvement in the victims support in Romania, Bulgaria, Germany, Sweden	page 17
2.1. Models of generic victims support entities.	page 17
Romania	page 17
Bulgaria	page 17
Germany	page 17
Sweden	page 19
2.2. Public coordination of the victims support services	page 20
Romania	page 20
Bulgaria	page 21
Germany	page 22
Sweden	page 24
2.3. Institutions responsible to ensure the protection of victims' rights, provision of legal assistance and of other type of support services (social, health)	page 25
Romania	page 25
Bulgaria	page 29
Germany	page 31
Sweden	page 34
CHAPTER 3 The NGOs involvement in victims support and assistance services in Romania, Bulgaria, Germany, Sweden	page 36
3.1. Non-governmental organizations providing legal assistance and other type of support services for victims	page 36
Romania	page 36
Bulgaria	page 41
Germany	page 46
Sweden	page 52
3.2. The cooperation of NGOs with institutions in providing assistance to victims of crimes during their access to the justice system	page 57
Romania	page 57
Bulgaria	page 58
Germany	page 59
Sweden	page 59
CHAPTER 4 The Victims' Helplines in Romania, Bulgaria, Germany, Sweden	page 61
Romania	page 61
Bulgaria	page 61
Germany	page 62
Sweden	page 62
CHAPTER 5 Cross –border support for victims of crimes	page 63
Romania	page 63
Bulgaria	page 64
Germany	page 65
Sweden	page 65

INTRODUCTION

The report is elaborated as part of the project *Pro Victims Justice through an Enhanced Rights Protection and Stakeholders Cooperation*. The project is coordinated by Association Pro Refugiu in partnership with Center for the Study of Democracy Bulgaria, Crime Prevention Council of Lower Saxony Germany, Scandinavian Human Rights lawyers Sweden.

The report provides a detailed image of Romania, Bulgaria, Germany, Sweden legal framework, competent stakeholders to protect victims' of crimes rights and ensure support, assistance throughout the complex judicial proceedings as are part of a criminal trial. Crime represents a violation of the individual rights of the victims and an unlawful act against society as a whole. Each country judicial system has its own particularities, some having a more or less victim centered-approach.

The report constitutes an overview of the most relevant stakeholders in Romania, Bulgaria, Germany and Sweden with attributions in the protection of victims' rights, access to justice, punishment of the perpetrators and assistance support services for the victims. The report is focusing on relevant stakeholders with competencies in several types of victims, based on each country particularities.

Victims' effective access to justice depends to a large extent on the availability of the targeted victims' support services. In practice not all the victims receive comprehensive assistance during and after the judicial proceedings.

The survey report contains a description of the competencies of institutions and non-governmental organizations, as not all the time it can be encountered a unique general institution or organization to cover the whole range of victims. The report ensures a broaden image of who is competent, based on the type of victim.

The study methodology consisted in gathering the information by studying the legal framework, desktop research being complemented with questionnaire with specific targeted inquiries filled by institutions and non-governmental organizations from all the 4 countries.

The findings are presented in five chapters. Chapter 1 is a substantial presentation of the legal framework on victims' rights; Chapter 2 is about the state involvement in the victims' support, access to justice; Chapter 3 contains information on the NGOs involvement and their cooperation with the public institutions; Chapter 4 presents data on the most relevant hotlines which operate in the benefit of victims; Chapter 5 outlines the relevance of cross-border cooperation and how it is achieved.

CHAPTER 1

The rights of victims of crime in the national legislation of Romania, Bulgaria, Germany, Sweden

ROMANIA

The Criminal Procedure Code does not use the notion of victim of an offence, but uses the notion of person injured by an offence, a person who in the criminal proceeding acts as an injured party or a civil party. The Criminal Procedure Code grants to the injured person participating in the criminal proceedings, that is to the party subjected to an offence, as well as to the person bringing a civil action in the criminal trial, numerous rights and obligations depending on the quality in which s/he participates in the criminal proceedings.

As concerns the legislative framework containing provisions on victims of crime, we can mention:

- Law no. 211 of 27 May 2004 on certain measures to ensure the protection of crime victims.
- Law no. 678 of 21 November 2001 for the prevention and combating of human trafficking.
- Decision no. 299 of 13 March 2003 for the approval of the Regulation for the enforcement of the Law no. 678 of 21 November 2001
- Law no. 217 of 2003 on the prevention and combating of family violence. The law is republished under the provisions of Art. 248 of Law no. 187/2012 for the implementation of Law no. 286/2009 on the Criminal Code.

General aspects of the rights of victims of criminal offenses in the criminal proceedings:

The victims' right to receive information from the first judicial body they present to.

The first judicial body to which the victim is presented (police, prosecutor's office) has the obligation to inform them on the following: the services and organizations providing psychological counselling or any other form of assistance to the victim, according to their needs; the criminal investigation authority to which they can submit a complaint; the right to legal assistance and the institution where they can turn to in order to exercise this right; the conditions and procedure for granting free legal assistance; the procedural rights of the injured person and civil party; the conditions and procedure to benefit from the provisions of the Criminal Procedure Code concerning the protection of the injured party and the civil party, as well as the provisions of the Law no. 682/2002 on the protection of witnesses; the conditions and procedure for granting financial compensation by the state; the right to be informed, if the defendant is deprived of liberty, respectively sentenced to a custodial sentence, related to their release in any way, according to the Criminal Procedure Code.

Filing the complaint. The complaint is the notification made by a natural or legal person regarding an injury caused by an offence.

The status of injured person. The person who has suffered an injury by committing an offence has the status of *injured person* in the criminal proceeding, having a series of procedural rights.

Cases where the prosecution is set in motion at the prior complaint of the injured party. As a result of investigations performed by the judicial authorities as a result of the complaint filed by the victim, the criminal proceedings may be set in motion where there is evidence to suggest that a person has committed a criminal offense and no circumstances impede its setting into motion. The prosecution has as its object the prosecution of persons who have committed offences and, for the vast majority of offences its set in motion is done by the ex officio prosecuting

authorities. However, there are a number of offenses for which the law expressly provides that the prosecution of the criminal action is made only upon the preliminary complaint of the injured person.

The right to consult a mediator, in cases permitted by law. Mediation is a way of settling the conflict amicably, with the help of a third party mediator. This can only be done with the consent of the parties involved. In the criminal side of the trial, mediation can only take place for offenses for which, according to the law, the withdrawal of the preliminary complaint or the reconciliation of the parties removes the criminal liability.

The mediation agreement can also be concluded only in respect of the civil action (compensation), in which case the criminal trial will continue.

If s/he decides to participate in the criminal proceedings, the injured party has the following rights:

- the right to bring a civil action in order to recover the damage from the perpetrator (if s/he does not wish to participate in the criminal proceedings as a civil party, the injured party may address themselves to the civil court for damages).
- the right for compensation from the perpetrator.
- the right of access to the file, under the law.
- the right to be informed of the stage of the criminal prosecution.
- the right to be heard; the right to ask questions to the defendant, witnesses and experts.
- the right to legal assistance and representation throughout the criminal proceedings.
- the right to free legal assistance in certain cases.
- the right to propose evidence, to raise exceptions and to draw conclusions, as well as to make any other requests related to solving the criminal aspect of the case.
- the right to benefit free of charge from an interpreter when s/he does not understand, does not express himself/herself well or cannot communicate in Romanian.
- the right to complain against the acts of the prosecution authorities if they have harmed his/her legitimate interests.

According to the *Law no. 211/2004 on certain measures for the protection of victims of crime*, psychological counselling is granted free of charge upon request to the victims of the following offence categories (victims of attempts to the offences of murder and serious murder; victims of domestic violence offenses, victims of intentional offences that resulted in grievous bodily harm to the victim; victims of rape, sexual assault, sexual intercourse with a minor and sexual abuse of minors). Also, state financial compensation may also be obtained by the spouse, children and dependants of the deceased by the above offenses.

Compensation shall be granted to the victim only if s/he notifies the criminal investigation bodies within 60 days of the date when the offense was committed or, if it was unable to notify the criminal investigating authorities, within 60 days of on the date when the state of impossibility ceased. Free legal assistance is also granted on request *to victims of offenses other than those listed*, if the monthly income per victim's family member is at most equal to the country's gross minimum basic salary. The application for free legal assistance shall be submitted *in the court in whose jurisdiction the victim resides*. In addition to the provisions of Law no. 211/2004, the Criminal Procedure Code provides, as a general rule, that whenever the judiciary considers that for some reason the injured person cannot defend himself/herself, if s/he has not chosen a lawyer, *orders the designation an ex officio lawyer*.

Special measures of protection that can be taken against the person injured in the criminal proceedings when the conditions provided by the law are met (caretaking and surveillance of his/her dwelling or provision of temporary housing); accompanying and ensuring the protection of the injured person or his/her family members during journeys; the protection of identity data; his/her hearing/listening without being present through the audiovisual means of

transmission with distorted voice and image when the other measures are not sufficient; non-public hearing).

Protect the victim's intimate or private life or their dignity during the criminal proceedings. The proceedings in the course of the criminal prosecution are non-public. As regards the trial phase, if hearing in open court could harm the morality, dignity or intimate life of the injured person, the hearing may be declared non-public entirely or for a particular part of the case.

The psychological counselling of victims of crime. According to the *Law no. 211/2004 on certain measures for the protection of victims of crime*, psychological counselling is granted free of charge, upon request, to: victims of attempts to the offences of murder and serious murder; victims of domestic violence offenses, victims of intentional offences that resulted in grievous bodily harm to the victim; victims of rape, sexual assault, sexual intercourse with a minor and sexual abuse of minors; victims of ill treatment applied to minors; victims of trafficking and exploitation of vulnerable persons and the attempt to these offences.

The state financial compensation is a way of compensating for the prejudice suffered by victims of certain types of offenses in cases where such compensation cannot be obtained from the perpetrator. This can be obtained by individuals subjected of one of the following offenses: attempted murder and serious murder; the offense of bodily injury; an intentional crime that resulted in the victim's bodily injury; the offense of rape, sexual intercourse or sexual assault; the crime of trafficking in human beings or trafficking in minors; the offense of terrorism; any other intentional offense committed with violence. The state financial compensation may also be obtained by the spouse, children and dependents of the deceased persons for committing the the above mentioned offenses. The conditions and procedure for these compensations are detailed in the *Law no. 211/2004 on certain measures for the protection of victims of crime*.

The rights of victims of certain types of crime

Victims of trafficking in persons benefit from a series of special measures, detailed in *Law no. 678/2001 on preventing and combating trafficking in human beings*, including: the protection of privacy and identity; the right to their physical, psychological and social rehabilitation; the protection and special assistance of minor victims according to their age; the psychological support and assistance required for social integration from the National Agency against Trafficking in Persons or from non-governmental associations acting in the field; temporary accommodation, on request, in Centers for the assistance and protection of victims of trafficking in human beings, which are subordinated to the County Councils of Arad, Botoșani, Galați, Giurgiu, Iași, Ilfov, Mehedinți, Satu Mare and Timiș; the obligation of the county employment agencies to organize, under the law, special short-term programmes for the training of the accommodated victims. These agencies are also required to provide victims of trafficking in human beings - free of charge and with priority - counselling and job mediation services in order to identify a job; the possibility of granting to victims of trafficking in persons, Romanian citizens, social housing, with priority, through the local councils of their place of residence; legal and binding legal assistance. Detailed information on the special protection of victims of trafficking in human beings can be found in *Law no. 678/2001 on preventing and combating trafficking in human beings*, as well as in the *Government Decision no. 299/2003 for the approval of the Regulation on the application of the provisions of Law no. 678/2001 on preventing and combating trafficking in human beings*.

Victims of domestic violence are another category of people who benefit from special protection measures. According to *Law no. 217/2003 on the prevention and combating of domestic violence*, domestic violence can take the following forms: verbal violence, psychological violence, physical violence, sexual violence, economic violence, social violence, spiritual violence. Under the present law, victims of domestic violence have a number of special rights, such as: the

right to special protection, according to their situation and needs; the right to counselling, rehabilitation, social reintegration, as well as free medical care. The authorities have the obligation to ensure, in order to accommodate the victims of domestic violence, according to their needs: *emergency reception centers; recovery centers for victims of domestic violence; centers for the prevention and combating of domestic violence.*

Under the provisions of Chapter IV of Law no. 217 of 22 May 2003, as recently amended and supplemented by Law no. 25 of 9 March 2012, the **protection order** may be requested, this representing a measure available to the victim of domestic violence. Once the amending law entered into force, i.e. as of 12 May 2012, victims of domestic violence can use this legal measure to protect their physical or mental integrity or personal freedom from the aggressor.

BULGARIA

Implementing its international commitments, Bulgaria supports victims of crime via its Criminal Procedure Code (*Наказателно-процесуален кодекс*)¹ and Law on Support and Financial Compensation of Victims of Crime (*Закон за подпомагане и финансова компенсация на пострадалите от престъпления*).² A couple of other acts impact the situation of victims of trafficking: the Law on Countering Human Trafficking (*Закон за борба с трафика на хора*)³ and the National Mechanism for Referral and Support of Victims of Trafficking (*Национален механизъм за насочване и подпомагане на жертви на трафик*),⁴ regulating the co-operation of institutions and NGOs in supporting victims. Domestic violence is still not criminalized as such, despite the signing and impending ratification of the Istanbul Convention and a package of legislative amendments prepared by the Ministry of Justice. Protection against domestic violence is currently given under a civil procedure in the Law on Protection against Domestic Violence (*Закон за защита от домашното насилие*).⁵

The Criminal Procedure Code (CPC) regulates the participation of victims in the criminal proceedings against perpetrators. The victim can be only a witness (Art. 117 and following), with limited procedural rights, or a party, private prosecutor (Art. 76 and following) or civil claimant (Art. 84 and following), in the trial. The victim can complain about the crime against him/her (Art. 209), be a witness with a number of rights (Art. 122) and have distinct rights as a victim in the pre-trial proceedings (Art. 75), including the right to appeal the termination or suspension of proceedings by the prosecutor (Art. 243-244). The recent transposition of the Victims' Rights Directive in the Code introduced the notion of specific protection needs of the victim/witness, which can be subject of an expert opinion (Art. 144, para. 3) and necessitate measures to avoid contact with the defendant (Art. 139, para. 10) and reading the victim's testimony in court without further interviewing him/her (Art. 281, par. 1, item 6).

The victim support and financial compensation law includes in its scope for financial compensation a fairly small group, including victims of terrorism, premeditated and attempted murder, premeditated grave bodily injury, sexual assault, rape, human trafficking, organized crime and other crimes as a resulting element of which death or grave bodily injury have occurred. The law confers to all victims of crime of general nature a fairly broad right to information (Art. 6), as well as right to psychological aid by victim support organizations and practical support (Art. 8 and following). Financial compensation is generally given after the trial and covers material damage directly following from the crime and including medical treatment costs, lost earnings,

¹ Available at <http://www.lex.bg/laws/ldoc/2135512224>

² Available at <http://www.lex.bg/laws/ldoc/2135540550>

³ Available at <http://www.lex.bg/laws/ldoc/2135467374>

⁴ Available at <http://antitrafficking.government.bg>

⁵ Available at <http://www.lex.bg/laws/ldoc/2135501151>

court and administrative fees, lost alimony, funeral costs and other material damage (Art. 12 and following).

Indigent victims of trafficking, domestic and sexual violence have specific right to state-paid primary legal aid for participation in proceedings (Art. 22, para. 1, item 7, Law on Legal Aid⁶). State paid procedural representation is offered based on the victim's right to have a counsel (Art. 75 of the Criminal Procedure Code) and the right of indigent parties to proceedings (private prosecutor, civil claimant) to have an attorney when the interests of justice so require (Art. 23, para. 2 of the Law on Legal Aid). The national legal aid helpline (see below) and the regional legal aid centres recently introduced in law and practice play a particularly important role in serving victims' legal needs.

Children victims have the right to a special representative, attorney, if their interests contradict those of their parents or guardians (Art. 101) and their interviewing is subject to special rules on the presence of parents/guardians/psychologists (Art. 140) and for avoiding contact with the defendant and reading the child's testimony in court (Art. 281, par. 1, item 6). Children are most often interviewed on specially equipped premises – the so called 'blue rooms'.

Bulgaria offers direct remedies against domestic violence acts by means of a civil law procedure, where authorities cannot act ex officio and the launch of the proceedings is very much dependent on the will of the victim to submit a complaint. All victims of domestic violence may seek protection under the domestic violence law from the regional court at their permanent or current address. Domestic violence includes each act of physical, sexual, psychological, emotional or economic violence, as well as the attempt thereto, the coercive limitation of personal life, personal freedom and rights, committed against relatives, or persons, who are currently or have been in a familial relationship or cohabitation (Art. 2, par. 1). For children, domestic violence also includes any act of domestic violence, committed in their presence (Art. 2, par. 2). Court proceedings can be initiated by the victim, but also by his/her siblings or relatives in the straight line, his/her guardian or the director of the local Social Assistance Directorate, if the victim is underage, is under limited legal capacity or has disabilities (Art. 8). If the court honors the motion, it issues a protection order with one or more of the following protection measures (Art. 5):

- obliging the perpetrator to abstain from committing domestic violence;
- removing the perpetrator from the co-habited home for a term, determined by court;
- prohibiting the perpetrator to approach the victim, his/her place of living, work of social contacts and recreation under conditions and term, determined by court;
- temporary placement of the child with the victimized parent or the parent not having committed the violence under terms and conditions, determined by court, if that does not contradict the interests of the child;
- obliging the perpetrator of violence to take part in specialized programmes;
- referring victims to rehabilitation programmes.

A fine of 200 to 1000 BG Leva is also imposed (Art. 5, par. 4).

Protection by criminal law against domestic and gender based violence acts is only secondary – i.e. when the specific acts have reached the gravity to be classified as crimes, e.g. murder, bodily injury, etc. However, a number of crimes among persons in close relationships are of private nature – for proceedings to be opened, the victim has to submit a complaint directly to court. The Criminal Code criminalizes the violation of domestic violence protection orders and European Protection Orders (Art. 296, CC), but criminal proceedings under this provision are rarely opened.

⁶ Available at <http://www.lex.bg/laws/ldoc/2135511185>

Regarding victims of trafficking, the anti-trafficking law confers to them a number of entitlements, including a special protection statute (Art. 25). An equivalent of a reflection period of one month is in place and for children it can be prolonged to two months (Art. 26). In case of a child victim, child protection authorities are immediately notified, the child's family is traced and representation is ensured (Art. 21, 24). Children victims of trafficking and children of victims of trafficking are ensured education in state and municipal schools (Art. 23).

The National Referral Mechanism (NRM) for victims of trafficking is an official and binding framework of co-operation of institutions and NGOs in supporting victims. It provides for standard operative procedures in three stages: identification and referral, including special protection under the anti-trafficking law and risk assessment, protection and support, including crisis intervention and support during the reflection period and social inclusion (reintegration), including long-term psychological support and empowerment. Children victims of trafficking are subject to a specific co-ordination mechanism.

GERMANY

The rights of victims in national legislation

Since 1986 the rights of victims were developed in Germany and implemented in the German Criminal Procedural Law. As the Directive 2012/29/EU came into effect, the last missing standards mentioned in this directive were implemented by the Victims' Rights Reform Act *Opferrechte reformgesetz* (3. ORRG) which entered into force on 31 December 2015. The minimum standards, as mentioned in the directive, have been transformed into law in Germany based on the framework Decision 2001/220/JI.

Since 2004, more precisely since 2009, victims of crimes were supposed to be informed as soon as possible in a written form and in a comprehensible language about the following rights:

- the possibility to participate as an accessory prosecutor
- the possibility to claim the damages of the crime within the criminal procedure (the so-called "Adhäsionsverfahren"), section 403 of the German Procedural Criminal Law (Strafprozessordnung -StPO -)
- the possibility to prove annuity claims as result of the damages of the crime, based on the law of compensation of victims. – (Opferentschädigungsgesetz – OEG)
- the possibility to apply for a protection order (e.g. a distance order or a ban order) against the offender, based on the German Protection against Violence Act;
- the possibility to get support and help from a victim support service.

With the 3. ORRG coming in force on 1st of January 2016 in the Criminal Procedural Law (StPO), sections 406i – 406k is mentioned that all persons from police, from the justice system must inform victims when they come in contact with them. Furthermore the rights of victims of crime and the information procedure were newly structured by the 3. ORRG in section 406d – 406l StPO and some other additional new rights were inserted, substantiated and extended.

Observance of special needs of victims in general

All examinations and hearings of witnesses who are also victims of the crime must be done in observance to the special needs of the victims regarding their protection and support. This is mentioned in section 48 StPO for the investigations and in the same time for the trial. This principle is to be respected by police, prosecutors and judges, which come into contact with the victims of crime. In particular it has to be checked in every stage of the investigations and of the hearings

whether it is necessary to pursue examinations or trial in absence of the defendant in order to avert severe dangers of the victim. In this case it is necessary to examine whether the attendance of the defender is to be granted, to ensure the protection of interests in plea as it is provided by the Criminal Procedural Law.

Basically in Germany every trial is open to the public, but it has to be checked whether specific needs of a victim demand the exclusion of the public from the hearing in the court following the specifications in the Criminal Procedural Law.

Victim legally support

The right of the victim to receive legal support was mentioned in the law before the 3. ORRG. The right of participation as accessory prosecution is now inserted in sections 395, 397a, 406h StPO.

Right to use an interpreter

The victim's right on understanding what is happening and being understood, the right to an interpreter / translator was initially allowed only for the trial. Now is also available for the criminal complaint and for the preliminary proceedings as mentioned in section 158 subsection 4 StPO.

Right of protection

The witness has the right not to indicate the real residence, but another address. It is only necessary to give an address where the witness can be summoned (e.g. the address of a lawyer or of a police-station). This is to be appointed by the police, by the public prosecutor and by the judge, according with the provisions stipulated in section 68 StPO.

Right of professional psychosocial support granted by the State

For all the victims, the right to professionalized psychosocial support (PPS) during investigations and trial, is stipulated in section 406g StPO. This PPS is provided by trained persons who are qualified social workers or psychologists. After passing a standardized further education, bound to standards which are fixed nationwide by the ministries of justice in Germany, the supporter can apply for the approval in a federal state. The approval often is limited (e.g. five years) and should be given under the duty of continuous further education.

PPS gives a special kind of non-legal attendance during the whole criminal proceedings, aims to reduce the personal liability and secondary victimization as written in section 2 Law of psychosocial Support.

PPS also serves to ensure the stabilization of the victim and his / her participation in trial and by this, supports the establishment of the truth in the trial. The professionalized psychosocial supporter is allowed to be present during the hearing, although normally the victim is being interviewed alone. PPS is neutral to the criminal proceeding, is not a legal counseling, nor does it helps the investigations. It has to avoid any influence or suggestion on the testimony of the victim. Therefore the psychosocial supporter should avoid to speak about the details of the crime that the victim experienced.

Victims of sexual or violent felony can get PPS free of charge. It is important to know, that there are two types of crimes in Germany: the felony, which is being punished with imprisonment

for more than a year, and delict which is being punished with charges or shorter imprisonment. Children as victims of sexual or violence crimes can get PPS free of charge if the crime is only a misdemeanor. All other victims, especially adults who are victims of sexual or violent misdemeanor, can use PPS on their own charges. But in this case it can be possible that the psychosocial supporter to be excluded from the hearing if his presence could endanger the enquiry.

Right of information about ending the case

Victims of crimes have the right to be informed about the completion of the investigations: the file is dropped by the prosecution office or is sent to court. In case in which the file is sent to court the victims are to be informed of the date of trial and the sentence.

Right of compensation

Independently from accessory prosecution victims can – in some cases legal aid by a lawyer can be useful – obtain compensation for damages caused by the offense (e.g. compensation for immaterial or material damages). This right is mentioned in art. 12 and 16 of Directive 2012/29/EU and it can be claimed in Germany as part of the criminal procedure via adhesive procedure, section 403 ff. StPO. Compensation can also be obtained through the offender, either on a voluntary basis or according to courts instructions when the defendant is placed on probation. Last but not least the victim can sue the offender in front of a civil court. Corresponding to art. 12 of Directive 2012/29/EU in Germany the standards for the offenders' victim compensation have been formed and are currently being revised⁷.

Utilities, like compensation for damages caused to the victim health or economic damages, can be obtained in cases of assault, not in cases of stalking, upon request, following the Victims Compensation Act, at the pension office which is subordinated to the Social Ministry of each state. This also applies for victims from EU countries. The negative response is appealable at the appropriate social court and responsible for this is the Federal Ministry of Labour and Social Affairs⁸.

The implementation of social damages or utilities for victims of crimes is realised by the state's social security offices which are subordinated to the state's social ministries.

In case of health damages victims can use the general health care, but the institutions of health care will claim recourse from the offender.

The right to information on the convict's release from prison

In case of imprisonment of the defendant, the victim can apply for information about the release or other legal decisions which end the imprisonment, in case of terminated interruption of the imprisonment if the convicted comes to freedom only for some days. Additionally in cases of pre-trial custody the victim should be informed about the measures which are taken to protect the victim.

Rights and provisions for special groups of victims

Victims of domestic violence

⁷ Available at <https://www.toa-servicebuero.de/service/bibliothek/toa-standards-6-auflage>.

⁸ Available at <http://www.bmas.de/DE/Themen/Soziale-Sicherung/Soziale-Entschaedigung/Opferentschaedigungsrecht/oeg.html>

In the German Criminal Law (Strafgesetzbuch – StGB) there is no definition of domestic violence and no special crime fixed. As Germany signed the Istanbul Convention and ratified it in 2017, the definition of domestic violence in art. 3 of the Istanbul Convention can be used from the effective date of the 1st of February 2018, when this convention comes into force in Germany. It is to be used for combating domestic violence and implementing measurements regarding domestic violence.

All the federal states developed an action plan for combating domestic violence, including the development and support of local and regional networks.

In Germany there are action plans developed for combating domestic violence in the responsibility of the Federal Government in 1999 and later on in all federal States, framing the principle of public interest on combating every type of domestic violence in the fundamental interest of the society. In this context there was built the principle that the domestic violence is no longer a private matter (“Häusliche Gewalt ist keine Privatsache!”). Due to this principle victims of domestic violence can report their case and prosecution office is obliged to prosecute, if not the prosecution office is to substantiate the ending of case or dropping down with objective facts. Otherwise prosecution service is to prosecute cases of domestic violence even if the victim doesn’t want a trial.

As stipulated in the Action Plans, for the protection of victims of domestic violence there are shelters at local and regional level, financed by NGOs and by mostly local communities, where the victims can stay. There is a proactive cooperation between police and NGOs specialized in supporting victims of domestic violence.

Independent of the criminal proceeding, the victims can apply for a civil court decision based on the Protection against Violence Act (Gewaltschutzgesetz – GewSchG) to protect them from the perpetrator, e.g. a ban order to communicate personally or by telecommunication with the victim, not to approach more than a fixed distance as stipulated in the order.

Victims of Cross-Border Crimes

Victims of cross-border crimes (e.g. trafficking in human beings, sexual abuse of children, prostitution, abuse in working, forced to commit illegal acts, organ trafficking) have the same rights as the victims of domestic crimes. Even though those crimes didn’t happen in Germany they can be prosecuted in Germany due to the provisions of the crime scene in the German Criminal Law. To avoid threats from the offenders, the victims can be heard using video recordings of the hearings.

Due to the Federal System of responsibility most of the Federal States have orders binding the police and the prosecution service in networking for victim protection and ensuring victim legally and psychosocial support.

In cross-border cases the police can use the support of EUROPOL and INTERPOL. The prosecution service and courts can use also EUROJUST.

Children as victims

As codified in art. 1 subsection 2 and art. 22 subsection 4 of the Directive 2012/29/EU children are victims with definitely special needs. They have all rights of victims and the title to claim free charged Professional Psychosocial Support, legal support and the right of protection against contact with the perpetrator. Due to the principle right of contact with their parents in

cases where parents are persons charged with the crime, children are to get a guardianship by the family court to observe their rights, e.g. to refuse testimony.

SWEDEN

The aim of the Swedish judicial system is to work to prevent and fight against crime, and to support those who have been victims of crime. All individuals must be protected from criminal attacks on life, health, freedom, integrity and property. The right to access to court is crucial whenever one has been subjected to a crime. All the acts of the administration of justice and other exercise of public authority must be predictable and consistent, and must be conducted to a high standard.⁹

The main stress is on preventing crime which is the best and most effective way to increase legal security. Crime prevention efforts include measures in several policy areas that require commitment on the part of officials, business, NGOs and other actors. The most important group is young people; public measures to prevent young people not getting involved in criminal behavior must be clear and taken at an early stage. The system must provide families the support on local level by those who are the experts in the field.¹⁰

On the national level, the Swedish government has established an expert agency, the Swedish National Council for Crime Prevention, which has the task to support local crime prevention efforts so that the actors, such as the police, schools and social services, can work with preventing crime and insecurity in accordance with prevailing circumstances.

The Swedish Code of judicial procedure (Rättegångsbalken 1942:740) regulates the general rules for proceedings both in civil and criminal cases, and also the rules for evidence. In criminal cases a public prosecutor is empowered to prosecute offences falling within the domain of public prosecution. All offences, other than those expressly excepted, fall within the domain of public prosecution. A victim may report an offence for prosecution with any prosecutor or police authority. If the accusation has been made to an authority at a place other than one in which the prosecution may be instituted, the accusation shall be transmitted immediately to the authority at that other place.¹¹

General aspects of the rights of victims of criminal offenses in the criminal proceedings:

The first judicial body to which the victim is supposed to report the crime to, is the Police authority. If the crime is reported to the police, a process will be initiated that involves several different authorities:

- Report to the police (Police Authority)
- Preliminary investigation (Police Authority)
- Reports to insurance company
- Hearing at a Court (Sveriges Domstolar)
- Damages (The Courts and the Swedish Enforcement Agency)

⁹ The Swedish judicial system (June 2015) page 5.

¹⁰ The Swedish judicial system (June 2015) page 7.

¹¹ The Swedish Code of Judicial Procedure, Chapter 20; sections 1-5.

- Swedish Enforcement Agency (Kronofogden)
- Swedish Crime Victim Compensation & Support Authority (Brottsoffermyndigheten)

The police and the prosecutor are obligated to inform the victim about the following:

- possibilities of receiving damages and criminal injuries compensation
- that the prosecutor, if the victim so requests, is usually obligated to prepare and present the victim's claim for damages in court
- the regulations governing visiting bans, legal counsel for the injured party, and a support person
- how to apply for legal aid and legal advice
- which authorities and organizations that can offer support and assistance
- if the preliminary investigation is not being initiated or is being discontinued
- whether a legal action is being brought or not.

The website www.jagvillveta.se provides information in Swedish for children and young persons on crime, support and how to receive help. Information brochures in English and other languages are available at www.jagvillveta.se/sprakversioner.¹²

Legal representation/counsel

Victims of crimes as described in the *Penal Code (Brottsbalk 1967: 700)* will have a counsel appointed once a preliminary investigation has been initiated. The state pays for the appointed counsellor (within legal proceedings), who has the task of supporting and advising the victim concerning legal matters.

Pre-trial preparation

A victim of crime has the right to be informed of how the trial process will be carried out. In an attempt to make victims feel at ease and secure, the victim further has the right to visit the courtroom with an authority representative (prosecutor/social service/police) before the trial.

Interpreter

A victim of crime is entitled to have an interpreter present when dealing with all relevant authorities involved in entire legal proceedings. Within the court process, the *Swedish Code of Judicial Procedure (Rättegångsbalken 1942:740) Chap 5, Section 6* guarantees that should: a party, a witness, or any other person who shall be heard by the court be incapable of understanding and speaking Swedish, an interpreter may be engaged to assist the court. If a public interpreter for the language in question serves at the court, he shall be assigned. Otherwise, the court shall assign a suitable person to assist as interpreter in the case.

Information Protection

As a means of protecting the victim, he or she needs to be informed of their right to have their identity remain anonymous to the public and to be heard in court in the absence of the suspected offender. The perpetrator may however, still be able to hear the victim's testimony. Should the victim not wish to be present in the courtroom, he/she may have their testimony be

¹²<https://www.brottsoffermyndigheten.se/Filer/Broschyrrer/Andra%20språk/Information%20to%20crime%20victims.pdf>

recorded on a media device. Furthermore, the victim holds the right to not disclose information on their own criminal activity.

Witness Support

Victims of a crime are entitled, according to *Chapter 20, Section 15 of the Code of Judicial Procedure (Rättegångsbalken 1942:740)*, to have a person of his/her choosing to be present throughout the legal proceedings to offer support.

The Swedish Crime Victim Compensation and Support Authority has the overall responsibility for the witness support service (vittnesstöd) in Sweden.¹³ There is a witness support service established at all District Courts and Courts of Appeal in the country. The task of a witness support person is to help witnesses and injured parties, and to offer support and security before and after the court hearing. All active support persons have gone through witness support training, focusing on how to treat crime victims and the legal process. They have also been instructed to keep confidentiality of the case at hand.

At most Swedish District Courts, the Association for Victim Support has a separate room for crime victims and witnesses¹⁴. Witness supporters are familiar with the court and know most prosecutors and judges at the local District Court. Witness supporters can answer questions that arise during the process and follow up how the witness or injured party experiences the trial. They have been given training in what happens during the judicial process. The role of the witness support is to calm down witnesses and injured parties so that they are capable of telling their version as clearly and distinctly as possible. The witness supporter can provide information about the right to reimbursement for costs in connection with attendance at the court and where to collect this payment.

Information regarding perpetrator

In order to protect the victim's safety, the victim has the right to be informed of any changes concerning the perpetrator after court proceedings (e.g. release from prison).

The victims' rights to compensation

Anyone who is subjected to a criminal act has in general a right to compensation.

In Sweden, a victim has three main options for compensation.

1. Firstly, the victim can be awarded damages against the perpetrator according to tort law, determined by the court.
2. Secondly, compensation can be paid through various kinds of insurances, mostly private insurances, taken out by the victim with an insurance company.
3. Finally, the Swedish state can compensate the victim through the government compensation plan, known as Criminal Injuries Compensation, through the Crime Victim Compensation and Support Authority.

Compensation according to tort law

¹³ <https://www.brottsoffermyndigheten.se/eng/about-us/witness-support-service>

¹⁴ <http://www.brottsofferjouren.se/om-oss/vittnesstod/>

Initially, the victim is supposed to sue for damages from the perpetrator according to tort law Tort Law (*Skadeståndslagen 1972:207*). A claim for damages is a lawsuit in accordance with civil law, but the victim can also bring this civil claim for compensation from the offender during a criminal trial. Usually, the prosecutor will prepare and present the claim for damages jointly with the prosecution in the criminal trial and the victim's claim will be assessed by the court in conjunction with considerations about the offender's guilt or innocence.

Under tort law, the victim can sue a defendant for compensatory damages. The victim can receive compensation for personal injuries, including both physical and psychological injuries. The compensation covers loss of income, feelings of unease and pain, as well as expenses for any psychotherapy needed to recover from trauma. In addition, violation of personal integrity suffered by the victim will be reimbursed. The concept of violation of personal integrity requires that the crime involved a serious violation of someone's person, freedom, peace or honour. The compensation will also cover loss of or damage to property and purely financial losses.

Compensation according to private insurance

Most people in Sweden have private insurance, principally home insurance, which covers losses or injuries resulting from crimes. There are also additional collective or individual accident insurances covering personal injury.

Private insurance is based on an individual contract, which implies that people are covered by the insurance if they are able to be a part of the insurance scheme and pay the fee. The conditions for compensation to victims are fixed in the insurance policy and vary very little among insurance companies. Furthermore, compared to claims for damages according to tort law, the compensation is limited. Some losses are not compensated for and all victims are not included in the scheme. For instance, if the victim is living with the offender, the insurance is not valid.¹⁵

In private insurances, the victim's own behaviour has an effect on their eligibility for compensation. If the victim was under the influence of alcohol, he or she has no right to compensation. This is also true if the victim has, through self-indulgence, participated in an action that led to injuries resulting from crime.

Government Compensation Plan – Criminal Injuries Compensation

If the perpetrator is unknown or unable to pay the damages, or if the victim is not included in a private insurance scheme, the victim may be entitled to compensation from the government, according to the *Criminal Injuries Compensation Act (Brottsskadelag 2014:322)*¹⁶

Criminal Injuries Compensation is based on principles of public law and the compensation is secondary to damages and insurances. Thus, this compensation is payable to the victim only if he or she has not been compensated from any other system.

Public insurance

As stated, a victim has a right to be compensated for personal injuries from all the systems mentioned above. When a victim receives compensation for personal injuries, loss of income is also covered. Loss of income occurs when the victim is not able to work, mostly as a

¹⁵Mannelqvist, R., Ersättning till brottsoffer – samverkanellerkollision? In SvJT 2006, pp. 379-396.

result of illness. In Sweden, loss of income caused by illness or injury is usually covered by public health insurance, through sickness benefit.

Other forms of support¹⁷

Duty to inform the victim about penal care

If the victim has been subjected to a crime and the offender is as a result serving imprisonment or has been admitted for institutional psychiatric care, the penal institution has a duty to inform the victim if the convict is granted leave, escapes, is transferred to another institution, or is released. The victim will as the injured party be asked whether he or she wants this kind of information.

Visiting ban

The purpose of a visiting ban is to avoid situations that are potentially dangerous for the crime victim. Visiting bans have been issued and used primarily to protect women from being threatened and harassed by an ex-husband or partner, but such bans may also be issued to protect children and other vulnerable persons. A visiting ban means that the person who is threatening and harassing the victim is forbidden to visit, pursue or contact her/him in any other way. Such a ban may also be extended to ban the person from being in the vicinity of the victim's home, place of work or any other place where the victim normally happen to be.

A visiting ban can also be imposed on a person who cohabits with the person being threatened. This kind of ban, which is intended to bar the person making the threats from the joint home, can only be imposed if there is a serious risk of a crime being committed that would endanger the cohabitor life, health or liberty or would be a breach of the peace.

It is the prosecutor who decides whether to impose a visiting ban. If the prosecutor decides not to impose such a ban, the victim may request the district court to review the decision. A person who violates a visiting ban may be sentenced to payment of a fine or imprisonment for up to one year.

Protected personal data

If the victim needs to keep her/his address secret to avoid being subjected to threats or other kinds of harassment, s/he may be granted confidentiality; i.e. restricted access to the personal data on the victim which is stored in the National Population Register. Another way of protecting personal data is to register a person subjected to threats who has moved or intends to move under his or her old address.

Security package

In some cases, a person faces such a severe threat that it may sometimes be necessary to issue him or her with a security package. This package contains a mobile telephone and an alarm system, and can be borrowed from the local police authority once there has been a special review of the case.

Fictitious personal data

¹⁷<https://www.brottsoffermyndigheten.se/Filer/Broschyrrer/Andra%20språk/Information%20to%20crime%20victims.pdf>

If there is the risk of the victim being subjected to a very serious crime against the life, health or freedom, and if none of the other protection measures are deemed adequate, the victim may be granted permission to use an assumed – that is to say, fictitious – identity. An application to be given an assumed identity is made via the Swedish Police.

Swedish Prison and Probation Service¹⁸

The main tasks of the Prison and Probation Service are to implement prison and probation sentences, to supervise conditionally released persons, to implement instructions for community service, and to carry out pre-sentence investigations in criminal cases. The purpose is that spending time in the prison and probation system will bring about change, not simply provide secure custody, encouraging the perpetrators to live a better life after serving their sentence.

A basic concept in the Swedish sanctions system is to avoid imprisonment when possible. Imprisonment complicates the transition to a life of freedom and does not counter-act recidivism. That is why there are more people on probation than in prison in the Swedish Prison and Probation Service.

Probation is the most common non-custodial sanction and places the convicted person under supervision, normally for one year. There is also a trial period of three years. Serious breaches of probation can lead to the sentence being served in prison instead. Probation can also be combined with a shorter prison sentence or a fine. The Probation Service is aimed primarily at the supervision of persons conditionally released on probation, with or without contract treatment/community service; intensive supervision with electronic monitoring; work at remand centres and prisons and preparing client social reports.

¹⁸ <https://www.kriminalvarden.se/swedish-prison-and-probation-service/>

CHAPTER 2

The state involvement in the victims support in Romania, Bulgaria, Germany, Sweden

2.1. Models of generic victims support entities

ROMANIA

The country does not have a proper generic victim support organization as such and there currently isn't any Government institution tasked with developing generic victim support services. The existing framework of victim support services rather consists in a range of institutions and non-governmental organizations which provide services to different categories of specific.

BULGARIA

The country has not created yet generic victim support entities. Initial features of a generic victim support system are shown by the structures of public coordination of victim support services, elaborated upon in the section below.

GERMANY

Principal structure

As Germany is a federal republic with sixteen states in total, the competence for police and justice is generally assigned to each state. As a consequence there is the Federal Ministry of Justice and Consumer Protection and on the states level 16 ministries or senates – in the city states of Berlin, Bremen and Hamburg – for justice. Additional there is the Federal Ministry of the Interior, which is superordinated on one hand for the Federal Police and the Federal Border Guard, and on the other hand for the sixteen ministries or senates – in the city states of Berlin, Bremen and Hamburg – for interior. Each state ministry or senate is superordinated to the state's police. The cooperation of federal institutions regarding victim protection is very versatile and follows different competences. The ministries of justice and interior, generally support victim protection, but they do so within the limits of their competencies.

The different competencies are hard to understand for a victim. First of all one has to know that the criminal procedure is conducted following the so-called "Tatortprinzip" which means that it is conducted in front of the court where the crime has been done or where the crime's results took place - section 7 StPO. The first step in finding the appropriate official institution therefore is knowing this place (*where the crime has been committed or where it results took place*), finding the appropriate state and as a consequence the appropriate police office, prosecution office and court via the police's homepage or via several websites¹⁹ one can find the appropriate state and court. As the victims support facilities are being supported in different ways by the sixteen states it is also important to know the appropriate institution, in order to find help.

¹⁹ Available at <https://justiz.de/OrtsGerichtsverzeichnis/index.php> and <https://justiz.de/OrtsGerichtsverzeichnis/index.php>

Models of victim support

In Germany there are a lot of non-governmental victim support institutions. First of all since 1976 there is the WEISSER RING e.V., which is a non-profit victim support institution maintaining more than 400 field offices nationwide where voluntary members support victims of crime in their cases.

Female victims

Furthermore since the 1980s several non-profit organisations have been founded, mostly on a regional basis, who are supporting victims locally in the specific state, partly with governmental aid, they are providing advice and help in processing the crime. The majority of these organisations focus on women as victims. Some of these non-profit organisations have connected to form a nationwide institution e.g. the "Bundesverband Frauen gegen Gewalt e.V. – der Bundesverband der Frauenberatungsstellen und Frauennotrufe (Bff)". This association of women shelters and women support services incorporates more than 160 women's counselling centers and rape crisis centers. For more than 30 years women and girls affected by violence have received straightforward assistance close to their homes. The Bff represents the largest part of counselling in this field in Germany. The "Zentrale Informationsstelle autonomer Frauenhäuser (ZIF)" In Germany there are about 350 women shelters, about 130 of them are autonomous (mostly titled as "Frauen helfen Frauen"). They are independent of parties and confessions, feminist and anti-racist. Their self-conception differs comparing with to later founded women shelter conducted by confessional churches and charity unions. The Association of Women's Shelters (Frauenhauskoordination e.V. - FHK e.V.) devotes itself to reduce violence against women and to establish effective support for abused women and children. It is a non-profit organization working under the auspices of the major German welfare organizations and sponsored by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth. The Association of Women's Shelters offers information and advice, links and coordinates, gives incentives for further conceptual development and heightens public awareness

In the 1990s a network between these organisations has been formed also including other stakeholders whose nationwide board is the „Koordinierungskreis gegen Menschenhandel e.V. (KOK)". This development was partly initiated through a desired cooperation between police and victim related support institutions to fight cross-border-crimes as trafficking in human beings.

Male victims

In Germany does not yet exist a nationwide structure for victim support institutions specially for men as victims of sexual or other violence or human trafficking. There is the society "Männer gegen Männergewalt e.V." which is a cooperation of organisations who mainly provide advice to offenders but also to victims. Besides this society there are diverse advice offers which are not yet connected nationwide.

A well-established nationwide victim support service for men as victims of crimes and sexual harassment or violence, does not exist. It is unknown whether this is because men are mostly in the offenders part or whether the victims role stands in opposition to the men's self-concept. Male victims can't be excluded, especially regarding cross-border crimes as human trafficking and terrorism, but when it comes to sexual or violence crimes, including the refugees, women as victims prevail.

Regarding domestic abuse in the whole nation, organisations have been established, where there are offers to work with the offender in a preventative and reasonable way, in group or

individual sessions. Some of these organisations have also contact persons for men as victims of crime and sexual harassment or violence.

Victims of domestic violence

For victims of domestic violence there are nationwide well-structured networks ensuring the local and regional availability for victims to legal access by local specialized lawyers and to psychosocial support by NGOs.

Victims of terrorism

When it comes to victims of terrorism and right-wing extremism there has been a central contact-point providing financial aid and counsel working nationwide. This is being operated by the Federal Office of Justice, which carries out functions in proceedings on the granting of hardship benefits for victims of right-wing extremist attacks and terrorist offences. Help in cases of right-wing extremism could be requested by accessing the website

https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Opferhilfe/extremistisch/Haerteleistung_node.html .

Help in cases of terrorism could be requested by accessing the website https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Opferhilfe/terroristisch/Haerteleistung_node.html .

Since the terrorist attack on the Christmas market in Berlin in December 2016 the development has shown, that central governmental organisations are being required and should to be established in near future.

SWEDEN

In Sweden, The Swedish Crime Victim Compensation and Support Authority (Brottsoffermyndigheten) is the generic support entity, subordinated to the Ministry of Justice and led by a Director-General appointed by the Government.

The Swedish Crime Victim Compensation and Support Authority has national responsibility for three areas of activity²⁰:

1. Dealing with matters concerning criminal injuries compensation;
2. Administering the Crime Victims Fund; and
3. Serving as a Centre of Competence.

Criminal Injuries Compensation

A person who has been subjected to crime may be entitled to criminal injuries compensation, if the offender is unable to pay damages and there is no insurance covering the injuries arising from the crime. This compensation is financed through tax revenue and is primarily intended to compensate for personal injury. The possibility to receive compensation for loss or damage to property and for financial loss is very limited. In conjunction with paying out criminal injuries compensation, the authority also requires the offender to pay back the money, if possible.

²⁰ <https://www.brottsoffermyndigheten.se/eng>

Crime Victim Fund

The purpose of the Fund is to provide economic support to activities aimed at improving the situation for crime victims, initiated by researchers, NGOs, public bodies, private institutions and others, who in their profession deal with problems concerning crime victims.

The Fund is mainly financed by money from convicted offenders. All offenders convicted for an offence punishable by a prison sentence are liable to pay a lump sum of 500 SEK to the Fund. In addition, money is channelled from prisoners under electronic supervision.

Centre of Competence

In its role as Centre of Competence for crime victim issues, the authority informs victims, professionals, and the public on matters regarding victims of crime. It arranges seminars and training for professionals within the criminal justice system, NGOs, staff in health care, and social services. The authority produces information material, such as folders, leaflets and reports, in Swedish as well as in other languages.

The authority also administers Rättegångsskolan, a web-based training material on how the criminal justice process works and how a trial is run in Sweden. An English version is found on www.courtintroduction.se

The Criminal Injuries Compensation Board

The Criminal Injuries Compensation Board is the highest decision-making body regarding criminal injuries compensation. It is appointed by the Swedish government and resolves matters of a principal nature or of greater importance. The Board consists of active court lawyers, insurance experts, and members of the Swedish parliament. Normally, the Board meets three to six times a year. The decisions made by the Board cannot be appealed.

The Council of the Crime Victim Fund

The Council of the Crime Victim Fund reviews matters regarding grants from the Crime Victim Fund, administered by the Crime Victim Compensation and Support Authority. This council is made up of the authority's Director-General and seven other members appointed by the Government. The members are persons with research experience and a sound knowledge of crime victims and crime victim activities.

2.2. Public coordination of the victims support services.

ROMANIA

The provisions of Law no. 211 of 2004 on certain measures for the protection of victims of crime stipulate that victims have the right to legal, psychological, social assistance as well as other types of support. This law refers to the **Probation Services** of each tribunal, whose activity is coordinated by the **National Probation Directorate**, a structure with legal personality within the **Ministry of Justice**. Initially, these probation services were mandated to carry out work for the purpose of social rehabilitation of perpetrators and to provide counselling and support to crime victims. Along with the legislative changes over the years, including amendments to the Criminal Code and the Criminal Procedure Code, the role of these entities has expanded with regard to the activities related to the social rehabilitation of perpetrators, with a significant reduced activity in the support of victims of crime. Counselling and assistance to victims of crime is currently carried out mainly by non-governmental organizations and the General Directorates for Social Assistance and Child Protection (DGASPC) that exist in each county of Romania. Victims of crime can be assisted by the DGASPC, considering the social context of these persons, and can be referred to other institutions according to the issue of the case.

As regards the victims of certain types of offenses, we can mention that the legislation expressly stipulates provisions regarding the entities involved in developing strategies and policies

for assisting and promoting the victims' rights. *The Ministry of Labor and Social Justice* is the central public authority that elaborates social assistance policy and promotes the rights of victims of domestic violence. The ministries and other central specialized bodies of the public administration have the responsibility to develop a national strategy for preventing and combating the phenomenon of domestic violence, including an internal mechanism for coordinating and monitoring the undertaken activities, which are approved by Government decision, at the proposal of the Ministry of Labor and Social Justice, the Ministry of Home Affairs. *The National Agency against Trafficking in Persons* is the specialized structure, subordinated to the Ministry of Home Affairs, endowed with coordinating, evaluating and monitoring powers at national level for the implementation of policies in the field of trafficking in human beings through the public institutions as well as in the field of protection and assistance to its victims.

BULGARIA

Victim support and compensation in Bulgaria is coordinated by the National Council for Assistance and Compensation of Crime Victims. It is an interagency unit with the Minister of Justice, chaired by him/her or a designated deputy minister, and is composed of representatives of all bodies involved in the provision of support and compensation to victims – Supreme Cassation Court and Supreme Cassation Prosecutor's Office, Ministry of the Interior, Ministry of Health, Ministry of Labour and Social Policy, Ministry of Finance, Ministry of Justice, Ministry of Foreign Affairs, State Agency for the Protection of Children, National Anti-Trafficking Commission, Supreme Bar Council and the Association of Victim Support Organizations.

The Council's powers include:

- Drafting application forms for crime victims in Bulgarian, English, French and German as well as the various information forms for victims;
- Making policies, planning and presenting legislative and practical initiatives in the area of victim protection; coordinating the entities comprising it in their victim information and protection activities; commissioning and coordinating victimological research; training of victim support personnel;
- Supporting Bulgarian citizens having been victimized in another EU Member State in filling in their financial compensation requests and sending them to the competent authorities of the other Member State;
- Reviewing financial compensation requests through an expert commission;
- Deciding on these requests; and
- Paying compensations.

All institutions involved in particular in treating victims of trafficking sit on the National Commission for Combatting Trafficking in Human Beings, a central body that coordinates the work of all entities that provide support and protection to victims of trafficking. The Commission has specific powers regarding data collection and analysis, and management and supervision of the local commissions, shelters for temporary accommodation and centres for support and protection of victims of trafficking.

A deputy prime minister designated by the Council of Ministers chairs the National Commission, which is composed of a deputy minister of foreign affairs, a deputy minister of labor and social policy, a deputy minister of the interior, a deputy minister of justice, a deputy minister of health, a deputy minister of education and science, a deputy chairperson of the State Agency for National Security, a deputy chairperson of the State Agency for Child Protection, and a deputy chairperson of the Central Committee for Combatting Juvenile Delinquency, as well as a deputy chair of the Supreme Cassation Court, a deputy Attorney General and deputy director of the National Investigation Service. These institutions have specific roles in relation to supporting victims of trafficking.

GERMANY

Responsible for ensuring victim's rights are the states' governments, represented by their ministries of justice, more precise their integrated federal-state administration of justice department.

In the practice, during the **investigations** the prosecutor's office, which is directly subordinated to the federal-state administration of the justice department, is responsible. The locally responsible prosecution office is being supported by the state's police, which is subordinated to the prosecutor's office in the elucidation of a crime and is bound to the prosecutor's decisions.²¹

Fundamentally every police officer has to indicate to a victim of crime his/her rights and the different support institutions when criminal charges are pressed, according with sections 406i, 406j, 406k StPO. In most cases this is done by handing over the newly designed nationwide flyer which can easily be downloaded and is also translated in thirty languages²²

Due to the federal system in Germany the police of the Federal-States have developed a programme on the issue of crime prevention and victim protection the "Programm Polizeiliche Kriminalpravektion der Länder und des Bundes – ProPK."²³

As all Federal State have established a so called Landeskriminalamt (State Criminal Police Office) mostly with a special division for victim protection and questions of victim support, it can be concluded that in this State Criminal Police Offices can be found more information. The complete list can be found by accessing the website

<http://www.arbeitskreis-innere-sicherheit.de/104-0-Landeskriminalaemter.html>

In trial the independent courts and the belonging judges are responsible for the verification of victim's rights.

In cases of accessory prosecution the victims of crimes have the opportunity to get a lawyer paid by the state who will then be responsible to ensure the victim's rights. Same goes for every lawyer a victim chooses herself/himself.

Legal assistance

Every injured person can use legal support, according with section 406f subsection 1 StPO. The participation of a victim through accessory prosecution is possible in several crimes, enumerated in section 397a StPO. In cases of severe violence and sexual offences as well as attempted or accomplished homicide according to section 397a, subsection 1 of the stop, generally at Federal-State's expense, in other cases partial on Federal-State's expense if the victim is in need, section 397a subsection 2 StPO. Basically the legal representation of a victim can be resumed by every lawyer who is accredited in Germany. As in correlation with the crimes, the criminal law

²¹ Regarding the other tasks like averting of danger and public safety and policy, the state's police is being subordinated to the state's ministry for the interior.

²² Available at

http://www.bmjbv.de/SharedDocs/Downloads/DE/Opfermerkblatt/Opfermerkblatt_Neutral.pdf?__blob=publicationFile&v=3 and

http://www.bmjbv.de/DE/Themen/OpferschutzUndGewaltpraevention/OpferhilfeundOpferschutz/Opferhilfe_node.html

²³ Available at <http://www.polizei-beratung.de> and <http://www.polizei-beratung.de/opferinformationen/>

and the criminal procedure are playing an essential role, it is reasonable to mandate a lawyer familiar to these topics. In Germany lawyers can gain an additional qualification for several parts of law, called "Fachanwalt", which means that the lawyer has special and profound knowledge in this issue. Therefore in criminal procedures often "Fachanwälte für Strafrecht" – lawyers specialised in criminal law – are acting. But this additional qualification is focused primary on the plea of the defendant. Therefore it is not certain, that these lawyers are specially qualified for a victim's mandate and their sensitive situation. An additional qualification for a victim's lawyer does not yet exist in Germany. What exists is a union of lawyers who focus on accessory prosecution in the association "Nebenklage e.V.". Not all of the lawyers in Germany who work in accessory prosecution are members of this association.

If a victim needs help in finding a lawyer for accessory prosecution he/she can always contact the bar association of his/her state. They can provide information.

Social Support

In general there is no nationwide central structured coordination of victim support services by official entities with the exception of:

- **Professional Psychosocial Support**
The new founded official Professional Psychosocial Support by state-approved persons. As there was founded the professional psychosocial support by state-approved persons by the 3. ORRG²⁴ these persons are listed and can be found in the Federal States in special approving-lists.²⁵ Responsible for the Professional Psychosocial Support in the states are the ministries of justice.
- **The official database "odabs"**
The "Online-Datenbank für Betroffene von Straftaten" – online-database for aggrieved parties of crime, financed by all the states and also the Federal Government and being equipped by the centre for criminology in Wiesbaden.
- **Taskforces in the responsibility of Federal Ministries in the field of victim protection in general, in combating domestic violence and human trafficking**
The Federal Ministry of Justice and Consumer Protection has a special taskforce, where questions of victim protection regarding the cooperation of the federal republic and the states are discussed. As a first result there is a homepage where the different states are enlisted:
http://www.bmju.de/DE/Themen/OpferschutzUndGewaltpraevention/OpferhilfeundOpferschutz/Opferhilfe_node.html
Since 2001 the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth (Bundesministerium für Familie, Senioren, Frauen und Jugend – BMFSFJ) has been responsible for a taskforce for coping with domestic violence (Bund-Länder-Arbeitsgruppe häusliche Gewalt).
Furthermore the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth has the leadership for a taskforce for combating human trafficking (Bund-Länder-Arbeitsgruppe Menschenhandel)

To ensure the support of victims of crimes in the different states some of these founded centrally responsible institutions who initiate and support networks on a local and regional level, e.g.:

- Opferbeauftragte in Berlin <https://www.berlin.de/sen/justva/ueberuns/beauftragte/opferbeauftragter/> und Nordrhein-Westfalen www.opferschutzbeauftragte.nrw.de
- Koordinierungsstellen häusliche Gewalt, u.a. in Niedersachsen <http://lpr.niedersachsen.de/nano.cms/koordinierungsstelle-haeusliche-gewalt>
- Fachstelle Opferschutz in Niedersachsen <http://lpr.niedersachsen.de/nano.cms/fachstelle-opferschutz>.

These centrally responsible institutions are not yet nationwide in every state and in some cases still need infrastructure and further development.

In addition there exist nationwide different regional and local networks which are usually being staffed with multi-disciplinary workers and are coordinating their work in supporting the victims at a local level. In the issue of domestic violence that these networks are supported by focal-points on the level of Federal-States as the mentioned Koordinierungsstelle häusliche Gewalt, u.a. in Niedersachsen <http://lpr.niedersachsen.de/nano.cms/koordinierungsstelle-haeusliche-gewalt> and nationwide unified in the conference of coordinating offices, <http://www.frauenhauskoordination.de/infothek/kooperation.html?key=1-3> ; more English information is available at <http://www.frauenhauskoordination.de/english-summary.html>

SWEDEN

The overall aim of the Crime Victim Compensation and Support Authority is to look after the rights of all crime victims and to draw public attention to their needs and interests. In the Crime Unit, lawyers and administrative staff are working on handling cases of custody compensation. The information activities at the Knowledge Centre is handled mostly by lawyers, but also social welfare centres.

Coordination group for crime victim work

The Swedish Crime Victim Compensation and Support Authority is constantly working to make visible and to raise awareness about the victims' problems and situations. A forum for active cooperation is the Collaborative Group for Crime Victim Work, where authorities and non-profit organizations meet. The group consists of representatives of:

- Barnafriad - National Knowledge Center regarding children victims of crime
- Children's right in society (Barnens rätt i samhället)
- Victim Support Sweden (Brottsofferjouren Sverige)
- The Swedish Courts (Domstolsverket)
- Swedish Enforcement Authority (Kronofogden)
- The National Centre for Knowledge on Men's Violence Against Women (NCK)
- The Police Authority
- The National Organisation for Women's Shelters and Young Women's Shelters in Sweden
- Save the Children (Rädda Barnen)
- Support Center for Young Crime Victims / Support Center for Criminals
- The Swedish Bar Association (Advokatsamfundet)
- Stockholm South General Hospital's antiviolenace group (Södersjukhusets Antivåldsgrupp)
- The Foundation A Secure Sweden (Stiftelsen Tryggare Sverige)
- Unizon

- The Prosecution Authority (Åklagarmyndigheten)

2.3. Institutions responsible to ensure the protection of victims' rights, provision of legal assistance and of other type of support services (social, health).

ROMANIA

The main institutions in Romania with responsibilities, competences in the development of strategies, victim protection policies, access to the justice system, defense of law, legal, social and other support.

Institution (RO)	Institution (EN)	Description of competencies, attributions	Contact details (address, phone, email, website)
Ministerul Justiției	Ministry of Justice	It is the specialized body of the central public administration, with legal personality, subordinated to the Government, which contributes to the proper functioning of the judiciary and to ensuring the conditions for the application of justice as a public service, the defense of the rule of law and citizens' rights and freedoms.	17 Apolodor Street, District 5, Bucharest, Romania Phone: 037 204 1999 E-mail: relatiipublice@just.ro http://www.just.ro/
Ministerul Public	Public Ministry	It is part of the judicial authority; it represents the general interests of society and defends the rule of law and the rights and freedoms of citizens; it performs its powers through prosecutors constituted in prosecutor's offices, according to the law. The Public Ministry includes: the Prosecutor's Office attached to the High Court of Cassation and Justice, the Prosecutor's Offices attached to the Courts of Appeal, the Prosecutor's Offices attached to the Courts, the Prosecutor's Offices attached to the Specialized Courts for Minors and Family, the Prosecutor's Offices attached to the Courts of First Instance and Military Courts.	12 Libertății Blvd., District 5, Bucharest, Romania. Phone: 021/319.38.33; 021/319.38.56 E-mail: sesizare@mpublic.ro http://www.mpublic.ro/
Instanțele de judecată din România - Judecătorii și Tribunale în cele 41 de județe ale României și în Municipiul București - Curți de Apel (Alba-Iulia, Bacău, Brașov, București, Cluj, Constanța, Craiova, Galați, Iași, Oradea, Pitești, Suceava, Timișoara, Târgu-Mureș - Înalta Curte de Casație și Justiție (ICCJ)	Romanian Courts - Courts and Tribunals in the 41 counties of Romania and in Bucharest - Courts of Appeal (Alba-Iulia, Bacău, Brașov, Bucharest, Cluj, Constanța, Craiova, Galați, Iași, Oradea, Pitești, Suceava, Timișoara, Târgu-Mureș - The High Court of Cassation and Justice (ICCJ)	The Court settles the cause of the judgment by ensuring the observance of the rights of the trial subjects and ensuring the administration of the evidence for the full clarification of the circumstances of the case in order to find out the truth, with full compliance with the law.	The contact details for each Court, Tribunal, Court of Appeal can be obtained by accessing the portals of the Courts http://portal.just.ro/SitePages/acasa.aspx Contact details of the High Court of Cassation and Justice (HCCJ) of Romania http://www.scj.ro/
Barourile din România	The Romanian Bars	In each of the 41 counties of Romania and in Bucharest, there is one Bar.	The contact details of each Bar are available on the website of the National Union of Romanian Bars

Serviciile de Asistență Judiciară a Barourilor	The Judicial Support Services of the Romanian Bars	The Judicial Assistance Service is directly subordinated to the Dean of the Bar and its activity is coordinated by members of the Bar Council. In the cases provided by the law, the bars provide legal assistance in the following forms: compulsory legal assistance, out-of-court assistance, free of charge assistance. In the cases provided by the law, assistance is performed by lawyers of the Bar, who can opt to register annually in the Register of Judicial Assistance. Judicial assistance is provided based on the lawyer's appointment following a written communication from the court, the criminal prosecution body addressed to the judicial assistance service. The compulsory legal assistance is granted and terminated under the provisions of the Criminal Procedure Code; the other forms of assistance are granted in compliance with the criteria established by law, the provisions of the Civil Procedure Code, the Government Emergency Ordinance no. 51/2008 on judicial public aid in civil matters and other special laws.	http://www.unbr.ro/unbr/barouri-membre/
Inspectoratul General al Poliției Române (IGPR) <i>Unități centrale</i> Direcția de Investigații Criminale Direcția de Combatere a Criminalității Organizate Direcția de Investigare a Criminalității Economice Centrul de Cooperare Polițienească Internațională Compartimentul Protecția Datelor cu Caracter Personal Oficiul Național pentru Protecția Martorilor.	The General Inspectorate of Romanian Police (GIRP) <i>Central units</i> Department of Criminal Investigations Directorate for Combating Organised Crime Directorate for Investigating Economic Crime Centre for International Police Cooperation Personal Data Protection Department National Office for Witness Protection.	Coordinates and provides guidance for the enforcement measures to maintain public order and safety, citizen safety, to prevent and combat crime and to identify and counteract the actions of elements that affect the life, freedom, health and integrity of individuals, private and public property, as well as other legitimate community interests. GIRP has subordinated a number of central and territorial units in all 41 counties of Romania and in Bucharest.	6 Mihai Vodă Street, District 5, Bucharest, Romania Phone 021.208.25.25 E-mail petitii@politiaromana.ro https://www.politiaromana.ro/
Agentia Nationala Impotriva Traficului de Persoane (ANITP) Centre Regionale ANITP	National Agency against Trafficking in Persons Regional	The activity of the Agency is not coordinated by another institution, being a specialized structure subordinated to the Ministry of Home Affairs. It has powers of coordination, evaluation and monitoring at national level of the implementation of policies in the field of trafficking in human beings through	20 Ion Câmpineanu Street, 5 th Floor, District 1, Bucharest, Romania Phone 021 311 89 82 021 313 31 00 E-mail anitp@mai.gov.ro http://anitp.mai.gov.ro

Centrul București	Regional	Centres of ANITP in the Romanian cities: Bucharest, Alba-Iulia, Bacău, Brasov, Constanța, Craiova, Cluj-Napoca, Galați, Iași, Oradea, Pitești, Ploiești, Suceava, Timișoara, Târgu-Mureș	public institutions, as well as those in the field of protection and assistance to victims. The Agency is the link between the victim of trafficking in human beings and the law enforcement agencies, as well as between them and the NGOs in the country providing services in this field.	
Centrul Alba-Iulia	Regional			
Centrul Bacău	Regional			
Centrul Brașov	Regional			
Centrul Constanța	Regional			
Centrul Craiova	Regional			
Centrul Cluj-Napoca	Regional			
Centrul Galați	Regional			
Centrul Iași	Regional			
Centrul Oradea	Regional			
Centrul Pitești	Regional			
Centrul Ploiești	Regional			
Centrul Suceava	Regional			
Centrul Timișoara	Regional			
Centrul Targu-Mureș	Regional			
Direcțiile Generale de Asistență Socială și Protecția Copilului (DGASPC)	General Directorates of Social Assistance and Child Protection (GDSACP)	They have competences in the field of social assistance, protection of children, family, the elderly, persons with disabilities, people in need. As regards the victims of crimes, they are assisted according to the social context and the specificities of each particular case. They are public institutions subordinated to the County Councils of the 41 counties of Romania, respectively the Local Councils at district level in Bucharest.	GDSACP District 1 Bucharest http://www.dgaspc-sectorul1.ro/ GDSACP District 2 Bucharest https://www.social2.ro/ GDSACP District 3 Bucharest http://dgaspc3.ro/ GDSACP District 4 Bucharest https://www.dgaspc4.ro/ GDSACP District 5 Bucharest http://www.dgaspc5.ro/ GDSACP District 6 Bucharest http://www.protectiacopilului6.ro/ GDSACP Bihor http://www.dgaspcbihor.ro GDSACP Arad www.dgaspc-arad.ro GDSACP Timiș http://www.dgaspc-tm.ro/ GDSACP Caraș-Severin http://www.dgaspcss.ro/ GDSACP Mehedinți http://www.dgaspcmh.ro/ GDSACP Hunedoara http://www.dgaspc-hd.ro/ GDSACP Cluj http://www.dgaspc-cluj.ro/ GDSACP Sălaj www.cjsj.ro DGASPC Satu-Mare http://www.dgaspcsm.ro/	

			<p>GDSACP Maramureș</p> <p>http://dgaspcmm.ro/</p> <p>GDSACP Bistrița-Năsăud</p> <p>http://www.dgaspcbn.ro/</p> <p>GDSACP Suceava</p> <p>http://www.dpcsv.ro/ro/</p> <p>GDSACP Botoșani</p> <p>http://www.dgaspcbt.ro/</p> <p>GDSACP Neamț</p> <p>http://www.cjneamt.ro</p> <p>GDSACP Iași</p> <p>http://www.dasiasi.ro/</p> <p>GDSACP Mureș</p> <p>http://www.dgaspcmures.ro</p> <p>DGASPC Vaslui</p> <p>http://www.dgaspc-vs.ro/</p> <p>GDSACP Harghita</p> <p>http://www.dgaspchr.ro/</p> <p>GDSACP Brașov</p> <p>http://www.dgaspcbv.ro/</p> <p>DGASPC Bacău</p> <p>https://www.dgaspcbacau.ro/</p> <p>GDSACP Alba</p> <p>http://www.protectiasocialaalba.ro/</p> <p>GDSACP Covasna</p> <p>http://www.protectiasocialacv.ro/</p> <p>GDSACP Sibiu</p> <p>http://www.dasib.ro/</p> <p>GDSACP Vrancea</p> <p>http://www.asistentasocialavn.ro/</p> <p>GDSACP Galați</p> <p>http://www.dgaspcgalati.ro/</p> <p>GDSACP Vâlcea</p> <p>http://www.dgaspc-vl.ro/</p> <p>GDSACP Dâmbovița</p> <p>https://www.dgaspcdb.ro/</p> <p>GDSACP Buzău</p> <p>http://www.dgaspc-buzau.ro/</p> <p>GDSACP Brăila</p> <p>http://dgaspcbraila.ro/</p> <p>DGASPC Tulcea</p> <p>https://www.cjtulcea.ro</p> <p>GDSACP Gorj</p> <p>https://www.dgaspcgorj.ro/</p> <p>GDSACP Dolj</p> <p>http://www.dgaspcdolj.ro/</p> <p>GDSACP Olt</p> <p>http://www.dgaspc-olt.ro</p> <p>GDSACP Argeș</p> <p>https://www.cjarges.ro</p> <p>GDSACP Teleorman</p> <p>https://dgaspctr.ro</p> <p>GDSACP Prahova</p> <p>https://www.copilprahova.ro/</p> <p>GDSACP Ilfov</p> <p>http://protectiacopilului.ro/</p> <p>GDSACP Ialomița</p> <p>http://dpcialomita.ro/</p> <p>GDSACP Călărași</p> <p>http://www.dgaspc-cl.ro/</p> <p>GDSACP Giurgiu</p> <p>http://www.dgaspcgr.ro/</p>
--	--	--	--

BULGARIA

The main national institutions involved in providing support and protection for victims of crimes are:

- The Ministry of the Interior is a first line institution responsible for the identification of victims and the investigation of crimes they were affected by; it is also the first institution to usually confront domestic violence, has a national coordinator on the matter and develops large scale training and prevention activities in the area;
- The Prosecutor's Office is in charge of the prosecution of perpetrators and ensures, together with the police, victims' comprehensive and non-traumatic participation in the criminal proceedings;
- Depending on their jurisdiction, criminal divisions of courts try perpetrators and ensure victims' participation during trial; civil divisions impose protection measures under the law against domestic violence;
- The Ministry of Justice is heading legislative work in the framework of various working groups, leads the National Council for Assistance and Compensation of Crime Victims and funds projects on domestic violence implemented by non-governmental organizations. Direct funding of NGOs on a project basis was introduced in 2009 for specialized programmes for survivors and perpetrators, as well as for work with the Ministry of the Interior bodies and the judiciary, monitoring of the implementation of the law against domestic violence, and studies and publications;
- State-paid legal aid is provided by attorneys and is organized by the National Legal Aid Bureau (NLAB) with the Minister of Justice and the bar councils.
- The State Agency for Child Protection is the key stakeholder as regards children, including child victims of crime and is, specifically, very much involved in the implementation of the Coordination mechanism for referral, care and protection of child victims of trafficking.

As regarding victims of trafficking and gender-based violence in particular, other institutions are of key importance too:

- The Ministry of Foreign Affairs identifies victims of trafficking abroad, facilitates the issuing of documents in cooperation with the Ministry of Interior, and assists their return to Bulgaria;
- The Ministry of Labor and Social Policy is involved with their identification and reintegration. Through the Social Assistance Agency it assists the identification of victims of trafficking and provides services to meet their social needs; through the Employment Agency it provides employment in the process of victims' reintegration. It is also very much involved in the reintegration of victims of domestic violence;
- Migration and asylum authorities are responsible for identifying and supporting such victims among the third country nationals they work with.

In addition, two international organizations perform essential functions in relation to victims of trafficking:

- The UN High Commissioner for Refugees is mandated to monitor Bulgaria's commitments relating to the provision of international protection;
- The International Organisation for Migration is involved with the identification of victims of trafficking, safe return and access to specialized social and psychological services.

Institution (BG)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Национален съвет за подпомагане и компенсация на пострадали от престъпления	National Council for Assistance and Compensation of Victims of Crime	<ul style="list-style-type: none"> •Drafting application forms for crime victims in Bulgarian, English, French and German as well as the various information forms for victims; •Making policies, planning and presenting legislative and practical initiatives in the area of victim protection; coordinating the entities comprising it in their victim information and protection activities; commissioning and coordinating victimological research; training of victim support personnel; •Supporting Bulgarian citizens having been victimized in another EU Member State in filling in their financial compensation requests and sending them to the competent authorities of the other Member State; •Reviewing financial compensation requests through an expert commission; •Deciding on these requests; and •Paying compensations. 	Sofia, 1, Slavyanska Str Tel: +359 2 9237 359 E-mail: g.spasov@justice.government.bg www.compensation.bg
Прокуратура на Република България	Prosecutor's Office of the Republic of Bulgaria	Prosecution of all crimes of general nature	Citizen Information Centre Sofia, 2, Vitosha Blvd +359 2 986 7671 Complaint form: https://www.prb.bg/bg/kontakti/#send-signal
Министерство на вътрешните работи, Главна дирекция „Национална полиция“	Ministry of Interior, General Directorate National Police	Investigation of crimes, informing victims about their rights	Sofia, 1, Alexander Malinov Blvd, e-mail: gdnp@mvr.bg https://mvr.bg/gdnp
Национално бюро за правна помощ	National Legal Aid Bureau	Organises state-paid legal aid to victims together with local bar councils	Sofia, 1, Razvigor St., Phone: +359 2 8193200 Email: nbpp@nbpp.government.bg http://www.nbpp.government.bg/en/
Национална комисия за борба с трафика на хора	National Commission for Combating Trafficking in Human Beings	<p>National Commission for Combating Trafficking in Human Beings determines and administers the implementation of the national policy and strategy in the area of combating trafficking in human beings, organizes and coordinates the interaction between institutions and organizations executing the anti-trafficking legislation, works to prevent trafficking in human beings and to protect, assist and reintegrate victims of trafficking.</p> <p>The Commission also:</p> <ul style="list-style-type: none"> ☒Develops on an annual basis a national programme for prevention and countering of trafficking in human beings and protection of victims of trafficking; ☒Promotes the research, analysis and statistical reporting of human trafficking data; ☒Contributes to the international co-operation for prevention and countering of trafficking in human beings; ☒Carries out information, awareness and educational campaigns aimed at potential victims of trafficking; ☒Develops training programmes for officials working in the area of prevention and counteraction of trafficking in human beings; 	Sofia, 52A „G. M. Dimitrov“ Blvd., Tel.: + 359 2 807 80 50, e-mail: office@antitrafficking.government.bg, http://antitrafficking.government.bg/en/

	<p>☒Manages and supervise the activities of the local commissions for combating trafficking in human beings and the centres for protection and support of victims of trafficking;</p> <p>☒Registers individuals and non-profit legal entities which provide shelter to victims of trafficking. In October 2017, there were 8 (eight) functioning facilities run by the NCCTHB providing specialized support services to victims of human trafficking.</p>	
--	---	--

GERMANY

Due to the federal system in Germany the main institutions are responsible on the national level as well as on the states level.

- The Federal Ministry of Justice and Consumer Protection is responsible for ensuring victim protection in general, implementing the Directive 2012/29/EU, and ensuring the international cooperation in criminal procedure
- Under the responsibility of the Federal Ministry of Justice and Consumer Protection the Federal Office of Justice carries out functions in foreign maintenance proceedings and is the central point of call when it comes to cross-border criminal, civil and commercial matters. Among others the Federal Office of Justice operates the Federal Central Criminal Register
- The Ministries of Justice of the States are responsible for ensuring the victim protection in the criminal proceedings through prosecution offices and courts
- The Federal Ministry of Family Affairs, Senior Citizens, Women and Youth is responsible for ensuring the general framework for the social support of victims
- Under the responsibility of the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth the Federal Office of Family and Central Duties of the Civil Society (Bundesamt für Familie und zivilgesellschaftliche Aufgaben) mainly operates cooperation of the state on one hand and citizens, associations, unions, foundations. The Federal Office of Family and Central Duties of the Civil Society operates the nationwide "**Hilfetelefon Gewalt gegen Frauen**" – **helpline violence against women**
- The Ministries of Social Affairs of the States are responsible for the implementation and ensuring of the social support on an individual basis
- The Federal Ministry of Interior is responsible for all questions of internal affairs including public safety. The Federal Police, working at all borders and airports is in the responsibility of this Ministry.
- Under the responsibility of the Ministry of Interior, the Bundeskriminalamt (Federal Criminal Police Office – BKA) works in national and international cooperation, investigations, research, development and personal protection. In the issue of crime the Federal Criminal Police Office is responsible for the criminal proceedings in international cooperation, in cases of child pornography, cybercrime, organized crime, trafficking in human beings, terrorism and extremism etc.
- Under the responsibility of the Federal Ministry of Interior, the Federal Office for Migration and Refugees operates on the issue of victims of crime, in 2013 was published a paper on the Identification of victims of trafficking in human beings in international protection and forced return procedures.
- The Ministries of Interior of the States are responsible in these states for the public safety and for the subordinated police in the states. Under their responsibility in all states there are Criminal Police Offices of the states, similar structured as the BKA and working in cooperation in the same area of crimes.
- The Federal Ministry of Labour and Social Affairs is responsible for the compensation of victims of crime and operates in the challenges of this report the *online-database for*

aggrieved parties of crime (Online-Datenbank für Betroffene von Straftaten – odabs), which is financed by all the states and also by the Federal Government and is being equipped by the centre for criminology in Wiesbaden.

- Under the responsibility of the State Ministries of Social Affairs are operating the pension offices(https://www.bmas.de/SharedDocs/Downloads/DE/versorgungsbehoerden-anschriften.pdf?__blob=publicationFile) of the states, implementing the compensation Law Act.

Institution (DE)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Bundesministerium der Justiz und für Verbraucherschutz	Federal Ministry of Justice and consumer protection	Ensuring victim protection in general, implementing the Directive 2012/29/EU, and ensuring the international cooperation in criminal procedure	Bundesministerium der Justiz und für Verbraucherschutz Mohrenstraße 37 10117 Berlin Telefon: 030/ 18 580 0 Fax: 030/ 18 580 - 95 25 E-Mail: poststelle@bmjv.bund.de
Bundesamt für Justiz	Federal Office of Justice	Carries out functions in foreign maintenance proceedings and is the central point of call when it comes to cross-border criminal, civil and commercial matters; operates the Federal Central Criminal Register	Post: Bundesamt für Justiz 53094 Bonn Habitation: Bundesamt für Justiz Adenauerallee 99 – 103 53113 Bonn Telefon: +49 228 99 410-40 Telefax: +49 228 99 410-5050
Bundesministerium für Familie, Senioren, Frauen und Jugend	Federal Ministry of Family Affairs, Senior Citizens, Women and Youth	Responsible for ensuring the general framework for the social support of victims; <i>leadership of taskforces for combating domestic violence, human trafficking, sexual child abuse</i>	Bundesministeriums für Familie, Senioren, Frauen und Jugend Habitation: Glinkastraße 24 10117 Berlin Telefon: 03018/ 555 - 0 Telefax: 03018/ 555 - 1145 E-Mail: poststelle@bmfsfj.bund.de De-Mail: poststelle[at]bmfsfj-bund.de-mail.de
Bundesamt für Familie und zivilgesellschaftliche Aufgaben	Federal Office of Family and Central Duties of the Civil Society	Operates cooperation of the state, citizens, associations, unions, foundations and the nationwide <i>"Hilfetelefon Gewalt gegen Frauen" – helpline violence against women</i>	Bundesamt für Familie und zivilgesellschaftliche Aufgaben Von-Gablenz-Str. 2-6 50679 Köln Telefon: 0221 3673-0 Telefax: 0221 3673-4661 E-Mail: service@bafza.bund.de
Bundesministerium des Innern	Federal Ministry of Interior	Responsible for all questions of internal affairs including public safety; to this ministry is subordinated the Federal Police, working at all borders and airports and the Federal Criminal Police Office (Bundeskriminalamt – BKA)	Bundesministerium des Innern Alt-Moabit 140 10557 Berlin Telefon: +49-(0)30 18 681-0 www.bmi.bund.de
Bundeskriminalamt – BKA	Federal Criminal Police Office	Responsible for the criminal proceedings in international cooperation in cases of child pornography, cybercrime, organized crime, trafficking in human beings, terrorism and extremism	Bundeskriminalamt -Hauptaus- Thaerstraße 11 65193 Wiesbaden Post-Anschrift Bundeskriminalamt 65173 Wiesbaden Tel.: +49(0)611/55-0 Fax: +49(0)611/55-12141 www.bka.de

			<p>Kommunikation per E-Mail: Diese E-Mail-Adresse ist ausschließlich für Inhaber eines DE-Mail-Kontos nutzbar</p>
Bundesamt Migration Flüchtlinge	für und	Federal Office for Migration an Refugees	<p>Operates in the issue of victims of crime, which are migrants or refugees; in 2013 it published a paper on identification of victims of trafficking in human beings in international protection and forced return procedures</p> <p>Postanschrift: Bundesamt für Migration und Flüchtlinge Frankenstr. 210 90461 Nürnberg</p> <p>Bürgerservice: Telefonnummer +49 911 943-0</p> <p>service@bamf.bund.de</p> <p>www.bamf.de</p>
Bundesministerium für Arbeit und Soziales		Federal Ministry of Labour and Social Affairs	<p>Responsible for victim's compensation and operates in the challenges of this report the online-database for aggrieved parties of crime (Online-Datenbank für Betroffene von Straftaten – odabs)</p> <p>Bundesministerium für Arbeit und Soziales (BMAS) Wilhelmstraße 49 10117 Berlin Postanschrift: 11017 Berlin Telefon: +49(0)30 18 527-0 Telefax: 030 18 527 2236 E-Mail-Adresse: info@bmas.bund.de</p>

SWEDEN

Social and health care services

According to the *Social Services Act (Socialtjänstlag 2001:453)*, each municipality has a duty to provide assistance and support to victims of crime within their districts. In terms of the act, municipalities are required to attend to; members of society and more particularly, the needs of women who are or have been victims of violence or other abuse by family members and children who have witnessed violence or other abuse by or against related adults, who may be in need of support and help. Municipalities are expected to provide victims with basic needs from shelter, financial aid to any psychosocial support they may need.²⁶

A victim may need medical help or other social and health care services such as social care, hospital care, physical and psychological rehabilitation. The victim may use these services under the same conditions as other customers. According to the *Swedish Health and Medical care law (Hälso- och sjukvårdslag 2017:30)*, the public sector is responsible to organize good and adequate health care for all people. There is also special legislation for foreigner and asylum seekers in terms of health and medical care.

Legal, social and health care services in Sweden

Institution (SE)	Institution (EN)	Description of competencies, attributions	Contact details (address, phone, email, website)
<u>Justitie-</u> <u>departementet</u>	Justice Department (Legal)	The Ministry of Justice is responsible for judicial authorities, including the police, prosecutor's office, the courts, the prosecution, as well as migration and asylum and emergency preparedness. The Ministry of Justice is responsible for legislation in the areas of state and general administrative law, civil law, procedural law, criminal law and migration and asylum law.	Rosenbad 4 Stockholm, Sweden Phone: +46-08-405 10 00 E-mail: justitiedepartementet.registrator@regeringkansliet.se. Website www.regeringen.se/sveriges-regering/justitiedepartementet/
Brottsoffer- myndigheten	The Swedish Crime Victim Compensation and Support Authority (Legal)	The overall aim of the Crime Victim Compensation and Support Authority is to look after the rights of all crime victims and to draw public attention to their needs and interests.	Storgatan 49, Umeå, Sweden Phone: +46(0)90-70 82 00, dial 4 in the menu. E-mail: registrator@brottsoffermyndigheten.se Website https://www.brottsoffermyndigheten.se/en
Sveriges Domstolar	The Swedish Court (Legal)	Getting a case in an impartial court is a fundamental right. The task of the courts is to handle cases in a legal and effective way. The Swedish Courts are the collective name for the courts' activities. The Swedish Courts include the General Courts, the General Administrative Courts, the Rental and Land Affairs Committees, the Legal Aid Authority, the Legal Aid Board.	Phone: +46- 08-561 666 00 Website http://www.domstol.se/

²⁶ Social Services Act chapter 5 § 11.

Polis-myndigheten	Police Authority	The goal of the judiciary is to ensure the legal security of the individual. The police authority, together with other authorities within and outside the judiciary, through its efforts, will contribute to the crime policy objective - to reduce crime and increase people's security.	Phone: 114 14 Website https://polisen.se/
Åklagar-myndigheten	Swedish Prosecution Authority (Legal)	The prosecutor is an important link in the legal process involving the police, the prosecution service, the court and criminal care. It is the prosecutor who, within the bounds of the law, decides on whether legal proceedings are to be taken, and it is the prosecutor who leads the preliminary investigations and represents the State in court.	P.O. Box 5553 114 85 Stockholm, Sweden Phone: 10 562 50 00
Advokat-samfund	The Swedish Bar Association (Legal)	The Swedish Bar Association is the member organisation for Sweden's practising lawyers.	Box 27321 SE-102 54 Stockholm Sweden Phone: +46-084590300 E-mail: info@advokatsamfundet.se Website: https://www.advokatsamfundet.se/
Barnahus	Safehouse for children (Social)	Safe house for children is a special place where children that are suspected of being subjected to violence or sexual assault are received. At the safe house, the children meet with representatives from the police authority, prosecutor's office, doctors, social services and child psychiatry, at a safe, child friendly place. There are many around the country.	Phone: 114 14 (polis) Website: https://polisen.se/Om-polisen/Olika-typer-av-brott/Brott-mot-barn/Barnahus/
Socialstyrelsen	The National Board of Health and Welfare (Social)	The National Board of Health and Welfare is a government agency under the Ministry of Health and Social Affairs, with a very wide range of activities and many different duties within the fields of social services, health and medical services, patient safety and epidemiology.	Rålambsvägen 3, Stockholm, Sweden Phone: +46-(0)75 247 30 00 E-mail: socialstyrelsen@socialstyrelsen.se Website: http://www.socialstyrelsen.se/
Landstinget	County Council (Health)	The County Council is responsible for the county's residents receiving the health and dental care they need. In its function it is included everything from healthcare and health promotion to research, education and development.	Box 6909, 102 39 Stockholm, Sweden Phone: +46- 08-123 132 00 E-mail: registrator.hsf@sll.se http://www.sll.se/

CHAPTER 3

The NGOs involvement in victims support and assistance services in Romania, Bulgaria, Germany, Sweden

3.1. Non-governmental organizations providing legal assistance and other type of support services for victims

ROMANIA

At national level, there is no detailed information on all non-governmental organizations who provide assistance services to victims of different types of crime. The most well-known non-governmental organizations are those working in the field of promoting women's rights, protecting victims of gender violence, protecting rights and providing assistance to victims of trafficking in human beings.

“Rupem tăcerea despre violența sexuală”/ The “Breaking the Silence on Sexual Violence” Non-Governmental Network was initiated by the Association for Gender Freedom and Gender Equality (A.L.E.G.) in May 2014 from the need to make public and policy makers aware of the issue of sexual violence and re-victimization of women who complain against acts of sexual violence. “Breaking the Silence on Sexual Violence” Non-Governmental Network aims to introduce on the public agenda the issue of sexual violence, the rights of victims of such crimes, the legislation gaps and at the level of authorities that come in direct contact with victims. The activities of “Breaking the Silence on Sexual Violence” Non-Governmental Network are part of the project “Breaking the Silence about Sexual Violence: Strengthening the Capacity of NGOs to Integrate Sexual Violence on the Public Agenda”, funded by EEA 2009-2014 grants, within the NGO Fund in Romania. The member organizations of the informal network “Breaking the Silence on Sexual Violence” are the Transcena Association, the East European Institute for Reproductive Health, the Front Association, the Partnership Centre for Equality, E-Romnja, the AnA Feminist Analysis Society, the Filia Centre, the Artemis Association, the Association for Freedom and Gender Equality (A.L.E.G.), the ACTEDO Association.

The Network for the Prevention and Combating of Violence against Women is an informal, non-legal structure that brings together 19 Organizations active in promoting women's rights, protecting victims of gender violence and combating discrimination on grounds of gender. The network was crystallized in the period 2011-2014 through lobbying, advocacy and public campaign activities to amend the Law 217/2003, republished, particularly for the introduction of the protection order. The results of the activities carried out as a Network were: promotion and popularization of the protection order on the specific channels of each organization, monitoring the implementation of the protection order by collecting the data related to the applications for issuing a protection order from all the courts in Romania, the map of services for victims of family violence - carried out in partnership with the Ministry of Labor, Family, Social Protection and the Elderly - Directorate for Child Protection and its updating, public awareness of the necessity of involving central and local institutions to increase the protection of women victims of domestic violence. The Network for Preventing and Combating Violence against Women assumes to be the continuation of the National Coalition of NGOs Involved in Programmes on Violence against Women, active in the period 2002-2007, which has essentially contributed to shaping the specific

legislative context necessary for the protection of victims. 11 of the member organizations of the current Network were members of the Coalition.

The member organizations in the Network for the Prevention and Combating of Violence against Women:

- The Association of Women against Violence ARTEMIS - Cluj-Napoca
- TRANSCENA Association - Bucharest
- SENSIBLU Foundation - Bucharest
- GRADO Association - Romanian Group for Defense of Human Rights - Bucharest
- Foundation Centre for Equality Partnership - Bucharest
- The Association for Freedom and Gender Equality - A.L.E.G. - Sibiu
- The Centre for Curricular Development and Gender Studies - FILIA - Bucharest
- FRONT Association - Bucharest
- ANAIS Association - Bucharest
- E-ROMNJA - Association for Promoting Women's Rights Rome - Bucharest
- East-European Institute for Reproductive Health - IEESR - Tg. Mureş
- Centre for Mediation and Community Security Foundation - CMSC - Iaşi
- PAS ALTERNATIV Association - Braşov
- Association for the Promotion of Women in Romania - Timişoara
- The Bucovina Lady Society - Suceava
- ATENA DELPHI Association - Cluj-Napoca
- The Victory against Violence, Abuse and Discrimination Association - V.I.V.A.D. - Cluj-Napoca
- SEVA Association - Equal Opportunities-Value-Authority - Suceava
- SPICC Association - Solidarity, Participation, Inclusion, Communication, Cooperation - Timişoara
- Quantic Association - Bucharest
- The Association of University Women - Bucharest
- The "All for Family" Psychology and Therapy Association - Constanţa
- Future-Integrity-Success Association (VIS) - Constanţa
- Psihosfera Association - Braşov

Not all of the above-mentioned non-governmental Organisations provide assistance services for victims of gender-based violence, as some NGOs focus only on advocacy and lobbying, public campaigns and research studies. This conclusion results from the analysis of the existing information on the websites of these non-governmental Organisations and the completion of the questionnaire for the elaboration of the study by a number of NGOs.

As regards the issue of **assistance services for victims of trafficking in human beings**, there is no formal or informal network at national level, composed of all relevant NGOs in this area. NGOs collaborate, but this collaboration is materialized in some actions and joint projects usually within a well-defined time period; often the activity of providing assistance depends on the funds made available either by donors or by the state.

Organisation	Description of competences in the field of victim assistance	Contact details
ARTEMIS Association of Women against Violence	<p>Psychological counselling for women, sexually exploited children.</p> <p>Legal counselling: applicants receive information about their rights and how they can exercise them, about possible legal procedures, as well as assistance in drafting documents.</p>	<p>http://www.afiv-artemis.ro/ Romania, Cluj-Napoca City, 6 Rene Descartes Street Phone: 0742 181398 E-mail: contact@afiv-artemis.ro</p> <p>Romania, Baia Mare City,</p>

	<p>Therapeutic, support or self-support groups (self-help)</p> <p>Service Line -0264 598 155 - for women and children who want to talk about the various forms of violence/abuse that are currently being subjected to or have endured in the past, as well as for specialists wishing to consult on possibilities of intervention and assistance.</p>	<p>17A Moldovei Street Phone: 0262 250770 E-mail: stopviolenta@yahoo.com</p>
Sensiblu Foundation	<p>The Sensiblu Foundation provides social services to women and children victims of domestic violence within the "Casa Blu" programme.</p> <p>The Casa Blu Programme is ongoing and provides victim support through two types of Centres:</p> <p><i>A Counselling Centre</i>, with a public address, where women and children may apply for their services both directly and through other NGOs with similar programmes. Women benefit from free services of social, psychological and legal counselling, representation in court, the settlement of forensic certificates.</p> <p><i>A Recovery Centre (shelter)</i> with a secret address where women and children feel safe and can be accommodated between 1 and 6 months. Women are encouraged to find a job, to continue their studies, and children are encouraged to go into a form of education. Individuals benefit from social vouchers for food, personal care products, clothing, etc. During the stay, the assisted person collaborates with Casa Blu specialists in order to find the best solutions to the problems they face and to mitigate the effects of abuse. At the end of the stay in the shelter, the assisted person must be able to live an independent life from the aggressor, acquire new skills to cope with violent situations and overcome victim status by becoming a survivor.</p>	<p>http://www.fundatiasensiblu.ro/</p> <p><i>Casa Blu Counselling Centre</i> 4 Negru Vodă Street, Block C3A, Entrance 3, 3rd Floor Ap. 43, District 3, Bucharest, Romania</p> <p>Phone/Fax: 021 – 311 46 36 0787 54 18 54</p>
Association for Freedom and Gender Equality - A.L.E.G.	<p>The target group is made up of any person affected by gender violence, domestic violence, both the victim themselves and their dependants or other persons supporting the victim, regardless of race, nationality, ethnic origin, language, religion, sex, sexual orientation, opinion, political affiliation. Counselling centre for preventing and combating domestic violence (licensed</p>	<p>http://aleg-romania.eu/ Romania, Sibiu City Phone: +40 369 801 808 Fax: +40 369 801 067 Mobile: +40 753 893 531</p>

	service in 2016): <i>information</i> (by telephone, direct contact); individual psychological counselling, online information and counseling service, counselling and legal assistance, support group for the persons affected by domestic violence #SiEuReusesc	
Women's Association of Sibiu	<p>Victims of domestic violence. Since 2007, the Women's Association of Sibiu supported by the Women and Family Association of Norway has opened a Shelter called "Emergency Reception Centre for Women and Children Victims of Domestic Violence". The Women's Association of Sibiu has been re-accredited since 2016 as provider of social services and provides these social services through the Shelter:</p> <ul style="list-style-type: none"> - identifying and evaluating cases of domestic violence; - accommodation for a specific period for single women or with their children; - guidance and orientation in the field; - social, psychological and legal counselling; - support services for different situations of difficulty. 	<p>http://www.asociatiafemeilorsibiu.com Romania, Sibiu City, 25 Avram Iancu Street Phone number of the Association: 0269/216580 Phone number of the Shelter: 0369/591082 E-mail: af.sibiu@yahoo.com</p>

ANAIIS Association	<p>Target group represented by victims of domestic violence, women and children, but also elderly people.</p> <ul style="list-style-type: none"> - The ANAIIS Association is a provider of social services for victims of domestic violence facilitating access to specialized services consisting of: - social counselling and information - psychological counselling / psychotherapy - legal advice - assistance before the court to obtain a protection order - fixed-term hosting <p>The ANAIIS Association has two specialized centres for victims of domestic violence: The Counselling Centre for Preventing and Combating Domestic Violence The Emergency Reception Centre for Victims of Domestic Violence - INVICTA House</p>	<p>http://www.asociatia-anais.ro/</p> <p>Romania, Bucharest City Phone 021.210.89.62 0736.380.879 E-mail contact@asociatia-anais.ro</p> <p>CASA INVICTA Hosting Centre Phone 0738.752.295 0371.471.194 E-mail casa.invicta@asociatia-anais.ro</p>
The East European Institute for Reproductive Health	<p>Victims of domestic violence can benefit from specialised assistance (psychological counselling, social assistance, legal counselling, social integration/reintegration) within two distinct social services with operating license: The Centre for the Prevention and Combating of Domestic Violence</p> <p>Shelter – The Emergency Reception Centre (residential centre with secret location according to the law)</p>	<p>Romania, Târgu-Mureş City, 1 Moldovei Street, Phone: 0265 255532 0265 255931 Fax: 0265 255370 E-mail: office@eeirh.org</p>
Young Generation Association	<p>Victims of human trafficking Counselling, psychological, social, legal assistance</p>	<p>http://www.generatietanara.ro/ Romania, Timișoara City, 8 Molidului Street Phone. +40 256 282 320 Fax. +40 256 215 659 www.people2people.ro</p>
People to People Foundation	<p>Victims of trafficking in human beings, adults and minors, all forms of exploitation, both internal and external trafficking. Pre-repatriation and repatriation assistance, social assistance, health care, psychological assistance, social integration/reintegration services, legal assistance, material assistance, financial support to overcome urgent situations and for clearly defined periods of time, facilitating access to a home.</p>	<p>Romania, Oradea City, 36 Republicii Street E-mail restore@people2people.ro Phone 0359.411.700</p>
Betania Association	<p>Victims of human trafficking The organisation provides the following types of services: accommodation for a specific period (according to the victim's need), ensuring medical check-ups (they accompany the victims to specialised doctors and enroll them at the family doctor), ensuring food and personal hygiene, psychological counselling, legal counselling, vocational counselling (job finding, vocational retraining courses), re-enroll for the completion of high-school or university courses, and developing independent life skills.</p>	<p>http://www.asociatiabetania.ro/ro/</p> <p>Romania, Bacău City, 19bis Nordului Street Phone: +40 234 206016 Fax: +40 234 586002 E-mail: office@asociatiabetania.ro</p>
ADPARE Association	<p>Victims of trafficking in human beings - adults and children Counselling, social, psychological, legal, material assistance</p>	<p>http://adpare.eu/ Bucharest, Romania</p>
Pro Refugiu Association	<p>Victims of trafficking in human beings - adults and children Counselling, social, psychological, legal, material assistance</p>	<p>www.prerefugiu.org Bucharest, Romania E-mail office@prerefugiu.org Phone 0732.623.218</p>

BULGARIA

The involvement of civil society organizations and victim support groups in the criminal proceedings against perpetrators is not regulated in the law. Yet, experts point to a number of *ad hoc* forms of NGO involvement in criminal proceedings, such as where NGO representatives accompany victims in their first contacts with the police or to trials. Various arrangements also exist, where law enforcement and prosecution interview victims in crisis centers so that victims are not taken into a (hostile) institutional environment. NGOs may also testify as experts in court in relation to the health and psychological state of the victims.

In addition, NGOs provide legal assistance and representation to victims in the framework of various projects and initiatives.

Civil society organizations support victims of crime substantially through their involvement in the identification process of those victimized by human trafficking, sexual and gender-based violence, and by providing psychological, social and health services. Under the victim assistance and compensation legislation, psychological consultation and support is provided only by victim support organizations, commissioned and funded by the Ministry of Justice. They play an essential role in informing victims of their rights, as they are often the first to identify and establish contact with the victims.

Among organizations' main activities are operating shelters and crisis centers for temporary accommodation of victims of trafficking and violence.

Eleven of the most prominent NGOs countering gender based violence have formed the Alliance for Protection against Gender-based Violence, created in September 2008. The Alliance's mission is to co-ordinate and provide sustainability to the actions aiming at practical and legislative reforms for protection against domestic and gender-based violence, human trafficking, equality between women and men, developing and implementing social service standards, co-operation between the civic sector and institutions, monitoring, research and programme development. A number of those and other non-governmental organizations are involved in the process of developing victim support and anti-trafficking and gender-based violence policies.

Organisation (BG)	Organisation (EN)	Target Group (type of victims)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Асоциация на организациитеза подкрепа на пострадали от престъпления	Association of Victim Support Organizations	All victims of crime	Umbrella structure of victim support organizations created to elect a representative in the National Council for Assistance and Compensation of Victims of Crime and give information about its member organizations throughout the country	Tel: +359 2 980 0262
Фондация „Асоциация Анимус”	Animus Association Foundation	<ul style="list-style-type: none"> - Victims of all types of violence; - Victims of domestic violence; - Victims of human trafficking; - Victims of sexual violence; - Children victims of violence. 	<ul style="list-style-type: none"> - Crisis intervention; - Psychological consultation and support; <ul style="list-style-type: none"> o Psychoanalytical psychotherapy o Psychoanalysis o Psychological consultations - Short-term or long-term psychotherapy - Couples therapy - Clinical and social work/advocacy - Legal consultations and procedural representation; - Humanitarian assistance; 	Sofia, 85, Ekzarh Yossif Str (corner of 11 August Street) Tel/fax: +359 2 9835205; +359 2 9835305; +359 2 9835405 e-mail: animus@animusassociation.org www.animusassociation.org

			- Social support and empowerment.	
Български фонд за жените	Bulgarian Fund for Women	Victims of gender based violence and their supporting organizations	<p>- raises funds and gives grants to local NGOs working to advance women's and girls' rights, eliminate gender stereotypes, gender-based violence and discrimination, achieve gender equality in all spheres of life and make a social change;</p> <p>- supports and empowers local NGOs working on gender issues and empowers girls and women by involving them in its network and making them active participants and drivers of the social change.</p>	<p>Sofia, 37B Parchevich Str., Sofia +359 2 986 47 10 E-mail: office@bgfundforwomen.org https://bgfundforwomen.org/en/</p>
Женско сдружение „Екатерина Каравелова“	Women's Association Ekaterina Karavelova	Child victims Victims of gender-based violence	<p>-Center for Social Support – a comprehensive social service for children and families to prevent abandonment of children and their institutionalization; prevention of violence and school dropout; consultation and support of families at risk.</p> <p>The organisation's centre for consultation and prevention of domestic violence, built in 2011, offers specialized help to victims and perpetrators of domestic violence in the form of specialized programmes.</p>	<p>Silistra, 51, Vaptzarov Str, fl. 2, POBox 283 +359 86 821 495 +359 86 820 487 E-mail: ceta@mail.bg http://www.ekaravelova.org/index.php</p>
Фондация „Център Надя“	Nadja Centre Foundation	Victims of domestic violence, victims of human trafficking, child victims of violence	<p>Main purposes:</p> <ul style="list-style-type: none"> • To provide qualified and professional services in accordance with the highest standards and criteria. • To meet the needs and expectations of clients, women and children victims of violence. <p>Main activities:</p> <ul style="list-style-type: none"> -work towards preventing psychological & physical abuse over children; -help & support for victims of domestic violence; -work to prevent trafficking of human beings and offer help & support for victims of human trafficking or people affected by it. 	<p>Sofia, 166, Knyaz Boris 1 str. Tel/Fax: +359 2 9819300 E-mail: centrenadja@abv.bg http://centrenadja.org/</p>
Български център за джендър изследвания	Bulgarian Gender Research Foundation	Victims of gender-based violence	<p>Bulgarian Gender Research Foundation is an NGO that promotes social equality and women's human rights in Bulgaria. The organization's team consists of lawyers, academics, experts in advocacy, education, monitoring violations of human rights, lobbying for legislative changes, preparing publications, networking. The BGRF has branches in Plovdiv, Haskovo, Gorna Oryahovitz.</p>	<p>Sofia, 33, Vasil Levski Blv. Telephone: 02 963 53 57 Fax: 02 963 53 57 Mobile Phone Number: 0878 567 620 E-mail: office@bgrf.org http://bgrf.org/</p>

			The organisation is active in prevention and services for interdisciplinary support for victims of domestic violence.	
Сдружение „Център Отворена врата“	Open Door Centre Association	Women and children victims of violence	Main activities: <ul style="list-style-type: none"> • Social consultation; • Psychological consultation; • Legal consultation; • Information on ways to react after incidents of violence; • Referral to medical specialists, institutions and NGOs; 	Pleven, 55, Neofit Rilski Str Tel: +359 64 846713 +359 888396499 e-mail: opendoor_centre@hotmail.com
Фондация „SOS Семейства в риск“	SOS Families at Risk Foundation	Victims of gender based violence and human trafficking	The organization maintains a centre for social rehabilitation and integration, encompassing a rehabilitation and protection programme, providing telephone crisis consultation, psychological consultation, psychotherapy, family therapy, support groups for women victims of domestic violence, information and consultations on domestic violence legislation. The center also maintains a prevention programme with training and empowerment components. The organization's crisis center provides crisis placement and meeting the victim's everyday needs, crisis intervention, psychological consultations, social mediation and advocacy before institutions, educational support, legal consultations and procedural representation.	Varna, 21, Sinchetz Str Tel. +359 52 609 677 +359 52 613 830 E-mail: sos@mail.bg sos@ssi.bg http://sos-varna.org/
Асоциация „Деметра“	Demetra Association	Victims of trafficking, victims of domestic violence, children victims of violence	The organization maintains a number of services for victims of crime and violence: <ul style="list-style-type: none"> -centre for prevention of violence and crime; - crisis centre for children and adults victims of violence and human trafficking; - crisis centre for children victims of violence; - violence prevention programme for children and youth; - Universe centre for victims of sexual violence. 	Burgas, 102a, Sheynovo Str Tel: +359 56/81 E-mail: office@demetra.bg Website: http://demetra-bg.org
Сдружение „Център Динамика“	Dinamika Centre Association	Victims of gender-based violence and human trafficking	The organization maintains a consultative centre, as well as a crisis centre for children and adults victims of domestic violence and trafficking	Rousse, Panaiot Hitov Str Tel: +359 879453503 E-mail: office@dinamika-ruse.bg http://dinamika-ruse.bg/
A21	A21	Victims of human trafficking	In Bulgaria, the organization maintains a programme for long-term support where trafficking victims may restore their life, using free food or accommodation, health and psychological support, training programmes and	Sofia, 24, San Stefano Str, Tel: +359 88 445 4656 E-mail: info.bg@a21.org Website: a21.bg

			additional qualification. In Bulgaria, the organization also focuses on prevention via informing populations at risk through information campaigns and education programmes.	
Институт по социални дейности и практики	Social activities and practice institute	Children and adult victims of violence	<p>The Institute provides social services to vulnerable individuals, groups and communities; develops and implements new programmes, methods and approaches in social work. The services are provided in the complexes and centres managed by the Institute in the cities of Sofia, Shoumen, Vidin, Montana, Stara Zagora and Sliven. Secondly, the Institute encourages the development of policies supporting children victims of abuse, victims of crimes, or witnesses of crimes, as well as the development of justice provision, adapted to the needs of the children.</p> <p>The Institute also maintains Resource Centres such as „The Child Witness“, „Sexual Abuse and Exploitation of Children“, and „Children in Conflict with the Law“.</p>	Sofia, 1, Victor Grigorovich Str +359 2 852 47 13 e-mail: sapi@sapibg.org http://www.sapibg.org/en
Фондация „Х&Д Джендър Перспективи“	H&D Gender Perspectives Foundation	Victims of domestic violence	<ul style="list-style-type: none"> • Information and explanations on relevant legislation and procedures; • Telephone crisis consultation; • Social and psychological consultation, including initial assessment and, if need be, referral for psychological therapy; • Legal consultations, including accessible information on the length of legal proceedings and the possible outcome; • Labour mediation and consultations; • Referral to institutions, social service providers, human rights organizations, etc. 	<p>Dimitrovgrad, 1, Kliment Ohridski Str, fl. 1, office 1 Tel. +359391 2 5055; +359 879 130158; +359878 94 94 92</p> <p>Haskovo, 9, Pirin Str +359 38 624 685; +359 878 567 659; +359 879 132 080 e-mail: hdgender@gmail.com www.hdgender.eu</p>
Сдружение „Асоциация Ная“	Association NAIA	Victims of domestic and gender based violence, sexual violence, children victims of violence	<p>The Association maintains a Centre for social rehabilitation and integration of victims of domestic violence, where psychologists, social workers, lawyers and educational specialists provide multidisciplinary services. Those include:</p> <ul style="list-style-type: none"> • Emotional support; • Psychological consultation of victims, as well as parent perpetrators of domestic violence; • Psychotherapy; • Legal consultation; • Social consultation; 	Targovishte 37, Antim I Str, e-mail: naia_s@abv.bg www.naia.cf +359601 67025

			<ul style="list-style-type: none"> • Support in contacts with institutions and drafting of complaints and applications; • Social rehabilitation and integration; • Procedural representation under the domestic violence legislation; • Hotline for women and children witnesses and victims of domestic violence; <p>The Association also maintains a programme for domestic violence perpetrators.</p>	
Фондация „П.У.Л.С.” - „Позитивни умения на личността в социума”	PULSE Foundation	<p>- Rehabilitation programme for children and adolescent victims of physical, mental and sexual violence, victims of forced prostitution, children at risk and their integration in the family and community, including mediation between the victim and perpetrator;</p> <p>-Support and protection of women and children victims of violence towards social reintegration and personal realization and support for women’s intellectual, professional and spiritual development;</p> <p>-Programmes for prevention and care of persons at risk using psycho-active substances.</p>	Psychological consultations; legal consultations and representation; social mediation; long-term therapy; family consultations and couples therapy	Pernik, 2, Sredets Street Tel: +359 76 601010 www.pulsfoundation.org
Сдружение „Знание, успех, промяна“	Knowledge, success, change Association	Victims of gender-based violence	Consultative centre for domestic violence survivors – 9 AM-6 PM Consultative telephone line for violence survivors - +359 894 42 09 41 – 9AM-6PM	Blagoevgrad, 1, James Bourchier Str +359 895 75 00 99 E-mail: ksc_association@abv.bg
Фондация „Джендър алтернативи“	Gender Alternatives Foundation	Victims of gender-based violence	The organization maintains a consultative centre, provides legal aid, psychological and psychosocial consultation, group sessions for violence survivors and perpetrators.	Plovdiv, 38, 4 January Str Tel: +359 32 26 07 08; +359 879 260 101 E-mail: office@genderalternatives.org www.genderalternatives.org

GERMANY

Social support

In formal times at the national level in Germany there was no structured detailed information on all the non-governmental organizations providing assistance services for victims of crime. Since 2004 it was regulated for the first time by the law, that in the criminal proceedings it is allowed to point out NGOs to victims for giving support when the victim make a report of a crime. Since 2009 and more strictly since 2015 in the criminal proceedings police as well as prosecutors and judges are obliged to indicate victim support services to the victim to get social support and advice.

Since the beginning of the development of victim protection the police mostly pointed out the WEISSER RING e.V. the oldest NGO supporting victims by volunteers.

Most of the NGO's have been founded on a private initiative as non-profit organisations, especially in connection with the women's rights movement in the 1980s and 1990s, who are normally working with professionals. At federal level these have conjoined to unions.

In this way there were found, the following entities:

- the *Bundesverband Frauen gegen Gewalt e.V. – der Bundesverband der Frauenberatungsstellen und Frauennotrufe* (Bff). This association of women shelters and women support services (Bff) incorporates more than 160 women's counselling centers and rape crisis centers. For more than 30 years women and girls affected by violence have received straightforward assistance close to their homes. The bff represents the largest part of counselling in this field in Germany
- the *Zentrale Informationsstelle autonomer Frauenhäuser* (ZIF). In Germany there are about 350 women shelters, about 130 of them are autonomous (mostly titled as "Frauen helfen Frauen"). They are independent of parties and confessions, feminist and anti-racist. Their self-conception differs in this way to later founded women shelter conducted by confessional churches and charity unions .
- the *Frauenhauskoordinierung e.V. (FHK)*. The Association of Women's Shelters (Frauenhauskoordinierung e.V. - FHK e.V.) devotes itself to reduce violence against women and to establish effective support for abused women and children. It is a non-profit organization working under the auspices of the major German welfare organizations and sponsored by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth.

This unified stakeholder of victim protection are the main stakeholder in the networks **at** the national level. Partially they offer nationwide lists and links for victims to find out victim support services close to their place of residence.

Specialized in the field of human trafficking the *Koordinierungskreis Menschenhandel - KOK* - is the main stakeholder coordinated by the Federal Ministry of Family Affairs, Seniors, Women and Youth and joined by the police of the Federal-States and several NGOs working with victims of trafficking in human beings. Beside the KOK there are SOLWODI e.V. and ECPAT e.V. stakeholders for those victims, acting nationwide and also at international level.

Institution (DE)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
WEISSER RING e.V.	White Ring	Institution founded in the 1970s working with every group of victims All workers are voluntary members Online-support is available https://weisser-ring.de/hilfe/onlineberatung	WEISSER RING e. V. Bundesgeschäftsstelle Weberstraße 16 55130 Mainz Telefon: 06131 8303-0 Fax: 06131 8303-45 E-Mail: info@weisser-ring.de Internet: www.weisser-ring.de
Bundesverband Frauenberatungsstellen und Frauennotrufe*	Federal association of rape crisis centers and women's counselling centers – women against violence	Counselling center for women and girls aggrieved by gender based violent crimes; link for forwarding victims to regional specialized counselling centers is available	https://www.frauen-gegen-gewalt.de/home.html https://www.frauen-gegen-gewalt.de/organisationen.html
DGfPI e.V. Deutsche Gesellschaft für Prävention und Intervention bei Kindesmisshandlung und -vernachlässigung e. V.	German Association for prevention and Intervention in cases of child-abuse and child-neglect	Association for combating child-abuse, child-neglect and sexual abuse of children; Available also further education for professionals working in the field of child-welfare-institutions	DGfPI Sternstrasse 9 - 11 40479 Düsseldorf Telefon: 0211 - 4976 80 0 Telefax: 0211 - 4976 80 20 E-Mail: info@dgfpi.de https://www.dgfpi.de/mitgliederdatenbank.html
ECPAT Deutschland e.V. Arbeitsgemeinschaft zum Schutz der Kinder vor sexueller Ausbeutung	ECPAT Germany Association for protection of exploited children	Part of international Association, combating exploitation of children	http://www.ecpat.de/index.php?id=65
Frauenhauskoordination e.V.*	Association of shelters	Female victims of domestic and sexual violence;	http://www.frauenhauskoordinierung.de/schutz-und-hilfe-bei-gewalt/frauenhaeuser/frauenhaussuche.html
KOK Koordinierungskreis Menschenhandel *		Nationwide working-group under responsibility of Federal Ministry of Family Affairs, Seniors, Women and Youth with different stakeholders in the issue of THB; Member list with counselling associations available	https://www.kok-gegen-menschenhandel.de/startseite/ https://www.kok-gegen-menschenhandel.de/mitgliedsorganisationen-fachberatungsstellen/
SOLWODI e.V. Solidarity with women in distress*		Part of the international association SOLWODI, combating forced prostitution of women	https://solwodi.de/791.0.html
TERRES DES FEMMES Menschenrechte für die Frau e.V.*	Terres des femmes – Association for human rights of women	Association working for human rights in the issue of women rights	https://www.frauenrechte.de/online/index.php
Unabhängiger beauftragter für Fragen des sexuellen Kindesmissbrauchs	Independent Commissioner for Child Sexual Abuse Issues	Responsible federal government; Available: Fond for financial compensation Online-portal	Arbeitsstab des Unabhängigen Beauftragten für Fragen des sexuellen Kindesmissbrauchs Glinkastraße 24 10117 Berlin Telefon: +49 (0)30 18555 - 1551 Fax: +49 (0)30 18555 - 4 1551 E-Mail: kontakt@ubskm.bund.de https://beauftragter-missbrauch.de/en/the-commissioner/the-office/ http://www.fonds-missbrauch.de/

			https://beauftragter-missbrauch.de/hilfe/hilfeportal/
ZIF – Zentrale Informationsstelle autonomer Frauenhäuser *	Association of autonomous shelter		http://www.autonome-frauenhaeuser-zif.de/
* Due to their safety contact-data of shelters and similar organizations normally are not published			

About 10 years ago the police use internal lists of NGOs for recommendations to victims of crime. This lists were not transparent and available in the public. In 2013 on the national level there was founded the “Online-Datenbank für Betroffene von Straftaten” – online database for victims of crime - financed by all federal states and also the Federal Government. This online database is the current official list of social support.

Institution (DE)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Online-Datenbank für Betroffene von Straftaten – odabs.org	ODABS.org - online database for victims of crime	Online database for all groups of victims of crime	www.odabs.org Fredericke Leuschner Kriminologische Zentralstelle e.V. Viktoriastraße 35 65189 Wiesbaden Tel. +49 (0)611 15758-0 odabs@krimz.de f.leuschner@krimz.de

Besides there are partly governmental stakeholder, focal points, institutions or foundations in some states with different spheres of action.

Institution (DE)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Opferbeauftragter in Berlin	Agent of victim protection	In the Federal state responsible for all question of victim protection, victim support and implementation of development of victims' rights; Implemented by the Federal State law	https://www.berlin.de/sen/justva/ueber-uns/beauftragte/opferbeauftragter/
Opferbeauftragte In Nordrhein-Westfalen	Agent of victim protection	In the Federal state Nordrhein-Westfalen responsible for all question of victim protection, victim support and implementation of development of victims' rights; Implemented by the Federal State law	www.opferschutzbeauftragte.nrw.de
Fachstelle Opferschutz in Niedersachsen	Focal point of victim protection in Lower Saxony	In the Federal state Lower Saxony responsible for all question of victim protection, victim support and implementation as well as development of victim's rights; Implemented by the Federal State law	http://lpr.niedersachsen.de/nano.cms/fachstelle-opferschutz
Koordinierungsstelle häusliche Gewalt in Niedersachsen	Focal point of protection for victims of domestic violence in Lower Saxony	Is the Federal state responsible for all question of victim protection, victim support and implementation of networks specialized on victims of domestic violence; Implemented by the Federal State law	http://lpr.niedersachsen.de/nano.cms/koordinierungsstelle-haeusliche-gewalt
Stiftung Opferhilfe Niedersachsen	Foundation for victim support in Lower Saxony	Founded for victim support and victim protection in Lower Saxony in 2001; social support, professional psychosocial support and financial	http://www.opferhilfe.niedersachsen.de

		support is available as well as online advice for victims all over the state of Lower Saxony; Founded by the government of Lower Saxony	
Landesstiftung Opferschutz Baden-Württemberg	Foundation for victim support in Baden-Württemberg	Founded for victim support and victim compensation in Baden-Württemberg; Financial and social support is available	http://www.landesstiftung-opferschutz.de/
Stiftung Opferhilfe Bayern	Foundation for victim support in Bavaria	Founded for victim compensation and financial support for victim support in Bavaria	http://www.opferhilfebayern.de/
Stiftung Rheinland-Pfalz für Opferschutz	Foundation for victim support in Rheinland-Pfalz	Founded for victim compensation and financial support in Rheinland-Pfalz	https://jm.rlp.de/de/themen/opferschutz/stiftung-rheinland-pfalz-fuer-opferschutz/
Landesstiftung Opferschutz Schleswig-Holstein	Foundation for victim support in Schleswig-Holstein	Founded for victim compensation and financial support for victim support in Schleswig-Holstein	http://stiftung-opferschutz-sh.de/

As in the German Criminal Procedural Law is now laid down that victims are to be informed about all their rights and support services. Police can give the information to the victim about the available support services, but victims often are not able to work with this information, especially those who are severely injured or traumatized by the crime are not in the physical and mental constitution to use the information they have obtained. Victims whose relationship to and dependence of their offender are particularly vulnerable and not able to use the information and come in contact with victim support service in an active way. Most of them are victims of domestic violence and sexual crimes. As they often are not supported and in danger to be victimized in the criminal proceedings there were developed two ways to cope with this problem in Germany:

The issue of domestic violence and stalking in the most Federal-States was laid down in the law, the police give the information about the victims contact data to victim support service directly after the complaint, or after the police intervene when the crime occurs. The victim support service contacts the victim, promptly after the crime even if the victim doesn't agree to the referral of the data. Some countries give the data to victim support services only if the victim agree.

The other way results from the new official and government-financed professional psychosocial support which is laid down in the German Criminal Procedural Law and nationwide available in all Federal-States of Germany. Since 1st of January 2017 in every federal state of Germany there are officially approved professionalized psychosocial supporters who are enlisted in each state and can be found in this way. An overview of available websites, links and information for victim protection and support is available on the website of the Federal Ministry of Justice and Customer Protection

http://www.bmjbv.de/DE/Themen/OpferschutzUndGewaltpraevention/OpferhilfeundOpferschutz/Opferhilfe_node.html

Institution	Contact data (address, phone, email, website)
Psychosoziale Prozessbegleitung (Professional Psychosocial Support)	Information of and lists of approved Professional Psychosocial Support
Federal Ministry of Justice and Customer Protection	http://www.bmjbv.de/DE/Themen/OpferschutzUndGewaltpraevention/OpferhilfeundOpferschutz/Opferhilfe_node.html
Baden-Württemberg	http://www.olg-stuttgart.de/pb/,Lde/Startseite/Service/Psychosoziale+Prozessbegleitung
Bayern	https://www.justiz.bayern.de/media/pdf/psychosoziale-prozessbegleitung/liste_anerkannte_prozessbegleiter_26.9.2017.pdf
Berlin	

Brandenburg	https://mdjev.brandenburg.de/justiz/opferhilfe.html
Bremen	https://www.justiz.bremen.de/detail.php?template=20_search_d&search%5Bsend%5D=true&lang=de&search%5Bvt%5D=psychosoziale+Prozessbegleitung
Hamburg	Information under http://www.hamburg.de/justizbehoerde/service/7823368/psychpbg/ no list available
Hessen	https://ordentliche-gerichtsbarkeit.hessen.de/themen-von-z/psychosoziale-prozessbegleitung
Mecklenburg-Vorpommern	https://www.regierung-mv.de/Landesregierung/sm/Soziales/Hilfe-f%C3%BCr-Opfer-von-Gewalttaten/
Niedersachsen	https://www.mj.niedersachsen.de/startseite/opferschutz_und_opferhilfe_bei_straftaten/qualitaetsstandards_durchfuehrung_psychosozialen_prozessbegleitung_niedersachsen/qualitaetsstandards-fuer-die-durchfuehrung-der-psychosozialen-prozessbegleitung-in-niedersachsen--110971.html
Nordrhein-Westfalen	https://www.justiz.nrw.de/BS/opferschutz/psychosoz_prozessbegl/index.php
Rheinland-Pfalz	https://jm.rlp.de/de/themen/opferschutz/psychosoziale-prozessbegleitung/
Saarland	https://www.saarland.de/225618.htm
Sachsen	https://www.justiz.sachsen.de/content/5732.htm
Sachsen-Anhalt	https://mj.sachsen-anhalt.de/themen/opferschutz/psychosoziale-prozessbegleitung/
Schleswig-Holstein	https://www.schleswig-holstein.de/DE/Justiz/Themen/zeugenbegleitprogramm.html
Thüringen	https://www.thueringen.de/th4/tmmjv/LL/opferhilfeundopferschutz/psychosozialeprozessbegleitung/index.aspx

Legal support

In Germany NGO's basically don't offer legal support, only if lawyers are working there. Legal assistance is given by lawyers registered in local Bars.

Institution (DE)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Bundesrechtsanwaltskammer	German Federal Bar Association	Professional association of all bars in Germany, there are subdivisions in all federal states	www.brak.de https://www.bea-brak.de/bravsearch/search.brak Bundesrechtsanwaltskammer Körperschaft des öffentlichen Rechts Littenstraße 9 10179 Berlin Telefon: +49-30 - 28 49 39 – 0 Telefax: +49-30 - 28 49 39 – 11 E-Mail: zentrale@brak.de
Nebenklage e.V., Vereinigung von RechtsanwältInnen zur Wahrung von Opferinteressen im Strafverfahren	Association of lawyers for accessory prosecution	All victims of crimes, especially victims of sexual crimes	https://www.nebenklage.org/anwaltssuche/ Geschäftsstelle: Rechtsanwältin Susanne Latttek. Kottbusser Damm 67, 10961 Berlin (Neukölln) info@nebenklage.org ; Telefon: +49 30/450000-0, http://www.nebenklage.org
Anwaltsnotdienst Strafverteidiger	Plea-hotline	Private founded by Platform of German Lawyer and solicitor agency platform of Secret Agent	https://anwaltsnotdienst.com/ Ltd. Director: Jack Baratheon White Sitz: Trojan House Top Floor 34 Arcadia Avenue London N3 2JU United Kingdom

		Registered in England & Wales No 07280057 Fon: +44 (0) 207 7706340 Repräsentanz Berlin: Deutsche Anwaltsvermittlung Herr Dieter Müller Friedrichstr. 125 10117 Berlin Fon: 0700 8870 8860 www.deutsche-anwaltsvermittlung.de info@deutsche-anwaltsvermittlung.de
--	--	--

Health support

Utilities, compensation for health or economic damages caused to the victims, can be obtained in cases of assault, not in cases of stalking, upon request, following the Victims Compensation Act at the pension office which is subordinated to the social ministry of each state. This also applies for victims from EU countries. The negative response is appealable at the appropriate social court. Responsible for this is the Federal Ministry of Labour and Social Affairs.
<http://www.bmas.de/DE/Themen/Soziale-Sicherung/Soziale-Entschaedigung/Opferentschaedigungsrecht/oeg.html>

The implementation of social damages or utilities for victims of crimes is realised in the state's social security offices which are subordinated to the state's social ministries.

In cases of health damages, the victims can use the general health care. However the institutions of health care will claim recourse from the offender.

Institution (DE)	Institution (EN)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Bundesministerium für Arbeit und Soziales	Federal Ministry of Labour and Social Affairs	Regarding and implementing victims pension by Victims Compensation Act at the pension office	Bundesministerium für Arbeit und Soziales (BMAS) Wilhelmstraße 49 10117 Berlin Postanschrift: 11017 Berlin Telefax: 030 18 527 2236 E-Mail-Adresse: info@bmas.bund.de http://www.bmas.de/DE/Themen/Soziale-Sicherung/Soziale-Entschaedigung/Opferentschaedigungsrecht/oeg.html
Bundesministerium für Gesundheit	Federal Ministry of Health	Responsible for all questions of health care; Available - a special portal for migrants and asylum seekers; - guidelines for information, cooperation and health care for victims of sexual abuse	Bundesministerium für Gesundheit (BMG) Referat I "Internet, Soziale Netzwerke" Erster Dienstsitz: Rochusstraße 1, 53123 Bonn Zweiter Dienstsitz: Friedrichstraße 108, 10117 Berlin (Mitte) Telefon: 030 18441-0 (bundesweiter Ortstarif) Fax: 030 18441-4900 E-Mail: poststelle@bmg.bund.de https://www.migration-gesundheit.bund.de/en/homepage/ https://www.bundesgesundheitsministerium.de/themen/krankenversicherung/opferhilfe-sexueller-missbrauch.html#c4886

S.I.G.N.A.L. e.V. Intervention im Gesundheitsbereich gegen häusliche und sexuelle Gewalt	Association for intervention in health care in cases of domestic and sexual violence	Coordination centre for intervention in health care in cases of domestic and sexual violence	http://www.signal-intervention.de/Koordinierungsstelle
Unabhängiger beauftragter für Fragen des sexuellen Kindesmissbrauchs	Independent Commissioner for Child Sexual Abuse Issues	Responsible federal government; Available Fond for financial compensation Online-portal	Arbeitsstab des Unabhängigen Beauftragten für Fragen des sexuellen Kindesmissbrauchs Glinkastraße 24 10117 Berlin Telefon: +49 (0)30 18555 - 1551 Fax: +49 (0)30 18555 - 4 1551 E-Mail: kontakt@ubskm.bund.de https://beauftragter-missbrauch.de/en/the-commissioner/the-office/ http://www.fonds-missbrauch.de/ https://beauftragter-missbrauch.de/hilfe/hilfeportal/

SWEDEN

Non-governmental Organisations providing legal assistance and other type of support services for victims

A number of Swedish associations work on a voluntary basis to provide crime victims with help and support²⁷. The most well-established ones, located in many parts of the country, are women's shelters and crime victim support centres. In addition, there is a number of more specialized crime victim support organizations. The larger centres may have salaried staff, but most of those working in this field do so on an entirely voluntary basis. All are bound by professional secrecy.

Victim support centres

Victim support centres provide help to victims of all kinds of crimes, such as assault, burglary, bag-snatching, molestation, personal theft and unlawful threat. When a crime is reported to the police, the crime victim should be informed that there are victim support centres and other support services available. The police will also ask the crime victim whether he or she would like to be contacted by a support centre.

The victim support centres can offer help in the form of a support person, and many also run a witness support service. The national organization for these centres is called the Swedish Association for Victims Support.

The Swedish Association for Victims Support

The Swedish Association for Victim Support is a voluntary organization that provides free support for crime victims and witnesses and that works for better conditions for and more knowledgeable treatment of victims²⁸. The Association has more than 8000 members.

There are more than one hundred local victim support centres around the country. Here anyone who has been affected by a crime can get concrete help and support by talking to a

²⁷<https://www.brottsoffermyndigheten.se/Filer/Broschyrer/Andra%20språk/Information%20to%20crime%20victims.pdf>

²⁸http://www.brottsofferjouren.se/uploads/userfiles/files/Folder-We-care-about-victims-of-crime_new.pdf

“support person”. At the district courts there are also people called “witness supporters” who help both injured parties and witnesses at trials.

The association offers:

- Emotional support.
- Practical help.
- Information.
- Information about and help to apply for crime victim compensation and criminal injuries compensation

All the help is free and available to everyone, whether or not the crime has been reported and regardless of when it happened. Everyone who works for the association has given a pledge of confidentiality. All support persons and witness supporters have training and are bound by confidentiality. The activities of each local centre are coordinated by an employed victim administrator or a volunteer victim coordinator.

The local centres can link up with the Association’s national helpline when they are not able to take calls themselves. The national helpline relays the contact back to the local victim support centres. This means that crime victims are always able to speak to someone and can get answers to urgent questions. The victim support centres are intended to complement action by the public authorities. The Association cooperates with the police, the social services and other public actors.

Women’s shelters

Women’s shelters offer practical as well as psychological support to women who have been subjected to assault. Probably the most important kind of support that these shelters offer battered and threatened women is a refuge. Many women’s shelters also offer legal advice.

There are two national organizations: Women’s and Young Women’s Shelters in Sweden (Roks) and Unizon. Both Roks and Unizon provide shelters for young women. Terrafem is a support service for women and girls with a foreign background, and it runs a national helpline, providing support and advice in more than 40 languages.

Men’s shelters

Men’s shelters provide support to men who have been subjected to abuse as well as to men who have committed violent acts against women. The latter can receive help in controlling their aggression and ending their violent behaviour.

Barnahus (Safe house for children)²⁹

Most municipalities in Sweden are linked to Barnahus, a safe house for children. Children are subjected to more stress than adults because they do not always get all the information they are entitled to, since they cannot make decisions by themselves, and due to a higher involvement of government authorities. The risk is that they will feel even worse when the crimes are to be investigated. Therefore, it is important to take extra care of children who have been involved in crimes.

The safe house for children is a special place where children, who are suspected of being subjected to violence or sexual assault, are hosted. Children do not need to be in contact with representatives from the police, prosecutor’s office, doctors, social services and child psychiatry at different places, but may come to a safe, and child friendly place where every meeting is set up.

²⁹ <http://www.dagsattprataom.se/hjalp-2/barnahus/>

The first safe house for children in Sweden started in 2005. Now, most municipalities in the country are linked to a safe house for children. Some safe houses deal only with children under fifteen years, others receive all children under eighteen years. It also varies how much support and treatment the children and their families can be offered.

The biggest safe house for children that exists in Europe, is located in Stockholm. In the house for children in Stockholm, prosecutors, healthcare professionals, BUP and social services work close together to ensure that the rights of the child are best served. Sweden was the first country in the world to ban all child punishment and abuse, and now it is forbidden in over 40 countries of the world.

Stiftelsen Allmänna Barnhuset (Children's welfare foundation Sweden)

Children's welfare foundation Sweden is a state foundation, founded in 1633. Today the foundation has the task of supporting methodological and knowledge development, aimed to strengthening children and young people in socially vulnerable situations.

The work is based on the UN Convention on the Rights of the Child (the Children's Convention) and focuses on increasing the skills of professionals who meet children by developing and disseminating knowledge from research and internship. They provide funding for children and youth research, conducts own development projects, organizes conferences and seminars, and publish books on current issues.³⁰

When the Barnhuset was founded in 1633, it was a home for orphans and single mothers. During the 19th and 20th centuries, Barnhuset placed children in foster homes. The children's home was also committed to developing foster child care by paying attention to the needs of children.

Foster childhood activities ended in the 1960s.

Today, the Children's welfare foundation Sweden works to strengthen children and young people in vulnerable life situations. The business is aimed to practitioners, researchers and decision makers. The value foundation is the Children's Convention and the work is aimed at:

- Developing and disseminate knowledge from research and internship.
- Increasing the skills of the professionals who meet children.
- Influencing decision makers and politicians.

The work is done by:

- Supporting research
- Driving method development projects
- Organizing conferences
- Publishing books and reports

NGOs involved in victims support and assistance services in Sweden

Roks, the National Organisation for Women's Shelters and Young Women's Shelters in Sweden, is the largest member organisation for women's shelters and young women's shelters in the country. Roks aims at safeguarding the common interests of the shelters in their work against male violence towards women.

Roks strives to shape public opinion, and actively works to make the public aware of the reality that the shelters face, as well as conduct outward dialogues around the issues concerning

³⁰ <http://www.allmannabarnhuset.se/>

the shelters. There are currently around 100 women's and young women's shelters within the organization that can be found in the following link: ³¹

<https://www.roks.se/hittaenjour>

Some of the most important NGOs involved in victims support and assistance services in Sweden are the following:

Organisation (SE)	Organisation (EN)	Target Group (type of victims)	Description of attributions/responsibilities	Contact data (address, phone, email, website)
Frälsningsarmén Sverige	The Salvation Army Sweden	Victims of THB: Men, women, children and families of multiple exploitations, mostly sexual, prostitution, forced begging, forced labor.	The Salvation Army (TSA) is deeply committed to fight human trafficking. TSA works in the areas of prevention, protection and reintegration of victims of trafficking where their lives can be restored and where they receive the support they need for rebuilding their lives towards sustainable (re)integration in the local community.	Madeleine Sundell Address: Nybrogatan 79 B, 114 41 Stockholm, Postadress: Box 5090, 102 42 Stockholm Phone +46(0)8-562 282 00 Website: www.fralsningsarmen.se
Noomi, Hela Människan in Malmö	Noomi, part of the NGO Hela Människani Malmö	Women who are victims of domestic violence and women in prostitution and human trafficking.	Noomi provides a safe house in the south of Sweden, for women who have been abused in prostitution and human trafficking. The employees are trained social workers. We work alongside other stakeholders such as authorities and other NGO's to provide good assistance. WE also do outreach to come in contact with women in prostitution, in order to offer them information on their legal status and ways to be able to leave their current life style	Elizabeth Samuelsson Address: Poststugan 78, 21165 Malmö, Sweden Phone +46(0)40-6323521, Website www.noomimalmo.se
Talita Sverige	Talita Sweden	Women exploited in prostitution, human trafficking for sexual purposes.	We have formed a method for rehabilitation that consists of safe housing, trauma therapy, education, planning for the future, transition to independent living (studies/work) and integration into society.	Phone: +46(0)704-304464 Email: info@talita.se Website: http://talita.org
Brottsofferjouren Sverige	Victim Support Sweden	Victims, witnesses and others affected by crime	We represent the views and interests of victims and witnesses to the government and other stakeholders, in order to influence policy and practice	Address: Fabriksväg 25, plan 6 120 30 Stockholm Phone +46(0)8-644 88 00 E-mail info@brottsofferjouren.se Website: http://www.brottsofferjouren.se/
Föreningen Anhöriga Till Sexuellt Utnyttjade Barn, ATSUB	Swedish Association for Relatives of Sexually Abused Children	Children exposed to abuse in Sweden	Legal advice, group therapy	Address: Brännkyrkagatan 43, Mariatorget, Stockholm, Phone +46(0)8-6442112

³¹ <https://www.roks.se/about-roks>

				website http://atsub.se/
Terrafem Nätverk För kvinnors rätt mot mäns våld	Terrafem Multilingual helpline for immigrant women and girls	Terrafem is a non-profit organisation that works for the right of women of all ages to live in a society without the violence and abuse of men.	Terrafem is an organisation working for women who have been or are battered, raped, harassed, threatened, in risk of forced marriage, repressed in your personal life or in some other way experience abuse by your husband, partner, boyfriend, father, brother or some other person. We will talk to you over the phone or make plans for you to visit us for a private meeting.	Address: Kungsholmsgatan 8, Stockholm Phone +46(0)8-643 05 10 Website http://www.terrafem.org/
Rädda Barnen Sverige	Save the Children Sweden	Children who experience violence or who are at risk.	We work with advocacy towards decision makers, awareness for professionals and public, and direct support to parents and children. We have treatment facilities where we provide support and psychotherapy for children who are traumatized.	Address: Landsvägen 39 Sundbyberg, Stockholm Phone +46 (0)8-698 90 00 Website https://www.raddabarnen.se/
Kvinno-jouren Ada Tjejjouren	Ada Women's Shelter and Young Women's Empowerment Centre	Abused women, teengirls and children	Ada provides assistance, legal advice and protection to abused women, teen girls and children. It runs an emergency shelter for women, teen girls and children who need to flee their home to escape threats and violence.	Phone Women shelter: +46 (0)31 – 13 11 66 Teenagers shelter: +46(0)31 – 13 35 55 Legal advice: +46(0)31 – 13 35 96 Website: https://www.kvinnojouren-ada.nu/
FemCenterKvinnojour	FemCenterWom enshelter	Women who have been threatened or beaten, who have suffered violence at the hands of their husband, partner, boyfriend, parents, siblings or another relative. Women who have been subjected to a sexual assault, who feel trapped or isolated or who at risk of a forced marriage	Legal advice and support in the preparation of meetings with police and judiciary, guidance, communication with other authorities and other practical assistance. We also offer sheltered accommodation if required.	Address: Box 171 75, 200 10 Malmö E-mail: info@femcenter.se Phone +46(0)40-23 87 00, Website: http://www.femcenter.se/
Barnahus	Safehouse for children	Children victim of sexual abuse	Safe house for children is a special place where children that are suspected of being subjected to violence or sexual assault are received. Children do not need to be in contact with the police, prosecutors, doctors, social services and child psychiatry in different places, but may come to a safe, child friendly place. It's the adults the ones who come to the safe house. There are many around the country.	Phone 114 14 (polis) Website https://polisen.se/Om-polisen/Olika-typer-av-brott/Brott-mot-barn/Barnahus/

3.2. The cooperation of NGOs with institutions in providing assistance to victims of crimes during their access to the justice system.

ROMANIA

Non-governmental organisations targeting victims of trafficking in human beings, victims of gender violence/domestic violence, work in particular with the National Agency against Trafficking in Persons, the Directorate for the Investigation of Organised Crime and Terrorism, the Territorial Police Inspectorates, with the General Directorates for Social Assistance and Child Protection, the National Agency for Equal Opportunities for Women and Men, the National Agency for Employment, and the International Organisation for Migration - the Romanian Office.

Collaboration consists in referring cases for legal, social, psychological assistance during and after judicial proceedings, assistance during the procedures for repatriation of victims of trafficking, etc.

The National Agency against Trafficking in Persons (ANITP) ensures the coordination of the cooperation activities performed by the public institutions with the non-governmental organisations, in order to achieve the objectives of the National Strategy against the Trafficking in Persons. The exhaustive list of the various institutions and non-governmental organisations with which ANITP carries out partnership activities is available on the agency's website <http://www.anitp.mai.gov.ro/>. The fields covered by this collaboration are the implementation of the National Mechanism of Identification and Referral of victims of trafficking in persons, coordination of witnesses in criminal proceedings, elaboration and implementation of public policies in the field.

The Directorate for the Investigation of Organised Crime and Terrorism (DIICOT, <http://www.diicot.ro/>), within the Public Ministry; it is a specialised body for the investigation of trafficking crimes. In the field of investigating and combating trafficking in human beings DIICOT collaborates with institutions (The National Agency against Trafficking in Persons, The General Inspectorate of Border Police, The General Inspectorate of Romanian Police, The National Agency for Employment, The General Directorates for Social Assistance and Child Protection) and with some non-governmental organisations.

The National Agency for Equal Opportunities for Women and Men (ANES, <http://anes.gov.ro/>) is the central public authority with competence in the field of preventing and combating domestic violence. In accordance with the provisions of the Government Decision no.177/2016 on the organisation and functioning of the National Agency for Equal Opportunities for Women and Men, ANES is the specialised body of the central public administration, with legal personality, subordinated to the Ministry of Labor and Social Justice. The main tasks of ANES are: coordinates the implementation of the Government's strategy and policies in the field of gender equality, domestic violence and violence against women; proposes to the Ministry of Labor and Social Justice draft normative acts, national action plans and ensure their implementation; collects statistical data from their field of competence, develops, substantiates, proposes and develops programmes and projects, coordinates and guides methodologically the activities of the general directorates of social assistance and child protection and of the public social assistance services in connection with the application of the applicable legal provisions in the field of domestic violence; develops, proposes, implements, finances or, as appropriate, co-finances specific projects and projects within the programs of national interest in the areas concerned; proposes and substantiates the adoption of the necessary measures to ensure the adequate financing of services for preventing and combating domestic violence and violence against women and authorizes social services in the field of preventing and combating domestic violence. In carrying out its tasks, ANES cooperates with the central and local authorities, educational and research institutions, non-governmental organisations, and collaborates with the social partners in the elaboration and implementation of public policies, programmes meant to promote equal opportunities and treatment between men and women, preventing and combating domestic violence against women.

BULGARIA

As mentioned, Bulgaria does not have a generic victim support entity and regulates NGO-institutional co-operation via a number of documents and interinstitutional mechanisms.

Non-governmental organisations work with victims of crime and domestic violence survivors in the framework of several major program areas:

- Support to victims of trafficking and violence, including by operating crisis centres, in the capital and throughout the country;
- Enhancing gender equality and related counteraction of gender-based violence and intimate partner violence;
- Strengthening the general legal and practical situation of children and other vulnerable groups.

The National Council for Assistance and Compensation of Crime Victims, briefly described in the section on co-ordination of victim support, is also the main legal mechanism for interaction with civil society organizations due to the participation of the Association of organizations Supporting Crime Victims. The Association is supposed to unite the efforts of all organizations supporting crime victims and to serve as a focal point for organizations and victims, especially those who turn to the National Council. Information about the Association is fairly scarce and further efforts are needed for civil society organizations to sufficiently avail themselves of the legal opportunities to take part in the formulation of policies and practices for the support and financial compensation of victims.

Regarding victims of trafficking, the NRM, briefly described in the legislative section, was elaborated in the framework of a project implemented by Animus Association Foundation in collaboration with the National Commission for Combatting Trafficking in Human Beings in the period 2008 – 2010. It provides guidelines for implementing measures for protection and support to trafficked persons, which include the provision of unconditional support and guaranteeing a reflection period, special protection status for the duration of criminal proceedings, anonymity and data protection. The NRM also lays down the practical algorithm of coordination between shelters and crisis centres, on one hand, and local social workers or community centres, in order to ensure long-term support for victims in their reintegration after leaving their temporary placements. This algorithm however is often disrupted, especially when victims go back to marginalized or remote communities. In order to ensure consistent care and support for the hard process of victims' reintegration it is necessary to strengthen the ties between the crisis centre/shelter officers and the social workers who take over the case after the victims leave the centres.

NGOs may also attend meetings of the National Commission for Combatting Trafficking in Human Beings following a special procedure set forth in the Rules of Procedure and Organisation of the National Commission for Combatting Trafficking in Human Beings. Unlike this formal procedure, NGOs are full-fledged members of at least several local anti-trafficking commissions, mostly in municipalities where well-established NGOs operate crisis centres and provide other social services. Advisory councils on human trafficking have been set up with the mayors or regional governors in many municipalities and regions.

No established formal mechanism is in place for monitoring and evaluation of the provided support.

Support to domestic violence victims resembles closely that provided to victims of trafficking in terms of the variety of mechanisms for interaction between institutions and NGOs, as the two groups of victims often co-exist as priorities of victim support. NGOs have been acknowledged in law and in practice as partners in elaborating all policies for counteracting domestic violence and supporting victims. NGOs take part in the elaboration of the National Programme on Prevention and Protection against Domestic Violence and are involved as partners in all measures envisaged in it. NGOs elaborate specialized programmes in relation to two of the

protection measures referred to in the domestic violence legislation, namely mandatory referral of perpetrators to specialized programmes and referral of victims to rehabilitation programmes.

At the same time, however, NGOs' involvement in various legislative working groups, including those for harmonising the national legal framework with the relevant international treaties, is not regulated in sufficient detail and is often subject to the discretion of the respective administration. In addition, there is no expressly defined connection between the role NGOs play in formulating laws and policies, on the one hand, and extending public funds to projects of civil society organisations, on the other hand.

Similar to the NRM for trafficked persons, a draft Coordination Mechanism for Supporting Survivors of Domestic Violence (the Coordination Mechanism) has been developed to serve as an instrument for managing the cooperation between NGOs and institutions. The Coordination Mechanism lays down operational procedures to be followed in cases of imminent danger or a potential risk for the survivors and despite possible practical gaps, it should be an effective instrument since it enjoys the general approval of stakeholders and tries to envisage all possible scenarios. The Mechanism lays down in detail procedures for interaction between institutions and civil society organisations in the framework of different social services provided by NGOs, in particular crisis centres and social, legal and psychological services. The Mechanism is not yet formally in place due to barriers posed by some of the institutions involved.

On local level a number of practical forms of cooperation between institutions and NGOs have been observed. One particularly promising practice is the joint establishment of Prevention centres by the Ministry of Interior, municipalities and local NGOs. These centres work in the area of road safety and for the prevention of various unlawful actions. In the area of domestic violence, police officers and NGO representatives work together to consult survivors and implement specialized programmes, awareness campaigns and other prevention activities. Another form are the advisory councils with local authorities, where local NGOs are active participants and are often called upon to provide expert opinions. All these local structures have huge potential to contribute to better coordination between institutions and NGOs in the regions and to formulating effective targeted policies for counteracting violence and supporting survivors.

GERMANY

Almost all the victims support organisations are cooperating in local, regional, state-wide or nationwide networks mostly with the attendance of the local police or bilateral with governmental institutions regarding the criminal procedure.

In the issue of domestic violence there are nationwide local networks supported by cooperation offices of the Federal-States as available.

The now lawfully fixed professionalized psychosocial supporters have a legitimate duty for cooperation. The Federal-State's professionalized psychosocial supporters are enlisted in a public register.

SWEDEN

For around 20 years the Swedish Association for Victim Support has been giving free help to victims. The Association works for better conditions for victims of crime, representing the views and interests of victims and witnesses to the government and other stakeholders, in order to influence policy and practice.³²

The role of the support person

Most crime victims experience guilt and blame themselves and they often enter a crisis and may need to go through a process of coming to terms with what has happened to enable them to

³²http://www.brottsofferjouren.se/uploads/userfiles/files/Folder-We-care-about-victims-of-crime_new.pdf

move on. A support person is there to help a victim of crime, to listen, share experience and give advice.

A person who has just been subjected to a crime is in a very sensitive situation and how they are treated can be crucial for the process of coming to terms with what has happened. Nonchalant or unpleasant treatment can be experienced as violating by the victim, over and above the violation already experienced due to the crime, through “secondary victimization”. If desired, the support person can go with the victim to the police or to the court. It can feel secure for the victim to be accompanied by the support person. Moreover, the crime victim may want to talk about what happened during the police interview or in court with the support person.

If the victim needs additional help such as therapy, medical care, legal advice or financial support from the social services, the support person can help the crime victim to take these kinds of contacts.

Platform Swedish Civil Society against Human Trafficking

The organizations in the platform Swedish Civil Society against Human Trafficking identifies potential victims and often offer direct housing as well as long-term support for those who choose to remain in Sweden after trial. These services can be provided in cooperation with the municipality’s social services and the police. The Platform is a network consisting of approximately twenty NGOs and offers assistance to persons subjected to human trafficking. The members of the platform can offer such things as shelter, support conversations and long-term support.

The Platform continually gathers statistics about how many of the human trafficking victims the members of the Platform identify, and compile the statistics annually. The Platform cooperates with governmental authorities at various levels in order to improve the support to those who have been exploited. Many times it is in the Platform’s shelters that social services and the police will place victims of human trafficking. The Platform is part of society’s support system and is also responsible for supplementary support. The Platform is undergoing a certification process of its member organizations in order to ensure the quality of the support and to be a part of the national support program for victims of Human Trafficking, financed and owned by the County Administrative Board in Stockholm.

The Platform performs the following tasks: ³³

- coordinates the assistance to victims, and gather data on the civil society’s contacts with victims
- runs a national support program that grant accredited service providers that live up to set up minimum standards funding for support to victims that give them access to rights the system otherwise could not provide (mainly entry to the National Referral Mechanism)
- monitors and reports on how international directive and conventions are implemented in Sweden, as well as the outcomes of measures taken and trends encountered.
- encourage and facilitates exchange of information and knowledge among the members in the Platform, but also to and with authorities and other actors.
- take part in educational and capacity-building initiatives at workshops, seminars and conferences, as well regional and national as international
- works for strengthen the entitled rights of victims of human trafficking. The members of the Platform do joint statements and have a dialogue with stakeholders and decisions makers to improve the situation for victims of human trafficking.

³³ <https://manniskohandel.se/in-english/>

CHAPTER 4

The Victims' Helplines in Romania, Bulgaria, Germany, Sweden

ROMANIA

Helpline	Victims targeted	Institution/Organisation	Programme	Helpline Role
Help-Line Telephone Line	Victims of human trafficking	The National Agency against Trafficking in Persons	0800.800.678 reachable even from abroad, at number +4021.313.31.00 Available on working days, programme 8.00-16.00	Telephone line for victims of trafficking in human beings, notification of possible cases of trafficking.
National telephone line, free of charge	Victims of domestic violence, trafficking in human beings, gender or multiple discrimination.	The National Agency for Equal Opportunities for Women and Men (ANES)	0800 500 333 Programme 24/7	Victims of violence, as well as potential witnesses or others who are aware of these types of violence and who need support, information and counselling can make free calls both from the Romanian territory and abroad.
A.L.E.G Helpline	Victims of gender violence	Association for Freedom and Gender Equality - A.L.E.G.	0753.893.531 Programme Monday - Friday 9.00-18.00	It is an online counselling service that addresses to victims of sexual violence and other forms of gender violence. Through this online service, A.L.E.G. specialists can provide information and assistance. Also, people who are aware of cases of abuse can be provided with information in order to help them understand the effects of abuse, what are the most common reactions of victims and how one can act to help the victims.
Child's Phone	Abused children Report of abuse cases	Child's Phone Association	116.111 Monday-Sunday 8.00-20.00	All cases of abuse taken over by the Child's Phone are urgently referred for the attention of the social services in the county/home district and/or other institutions (Police, etc.), as appropriate.

BULGARIA

Below are the most popular and universal helplines for victims in Bulgaria. In practice, most of the organizations, listed above, provide phone consultations, including crisis consultations, on their regular phones, which are also advertised as victim helplines.

Helpline	Victims targeted	Institution/Organisation administrating the helpline	Name, Programme	Description of the helpline role
116 000	Missing children	Managed by the Nadja Centre Foundation	24/7	Missing children hotline
116 111	All children	Managed by Animus Association	24/7	Help and consultation for all children
0 800 1 86 76 +359 2 981 7686	All victims of violence	Animus Association Foundation	24/7	support of all victims of violence

+359 2 981 9300	Victims of gender-based violence	Nadja Centre Foundation	24/7	Support to victims of gender-based violence
0700 18 250	All victims of crime	National Legal Aid Bureau	9AM-5PM, on working days	National legal aid hotline
0800 20 100	All victims of trafficking	Managed by A 21 Bulgaria	24/7	Hotline for victims of trafficking

GERMANY

In Germany there is an officially lead and financed helpline. For women as victims of gender based crimes there is a national helpline: 0800-116 016. This helpline can't be phoned from outside of Germany, so it can only be used by victims inside Germany to get a first contact and procurement. The support by phone is carried out in 17 languages.

Beyond that there are singular online support platforms who are partly supervised by NGOs or institutions but are often only available in German and have a limited target audience.

Helpline	Victims targeted	Institution/Organisation	Programme	Helpline Role
Hilfetelefon GEWALT GEGEN FRAUEN	Female victims of violence	Responsibility of the Federal Ministry of Family Affairs, Seniors, Women and Youth 08000 116 016 https://www.hilfetelefon.de/	24/7 available As it couldn't be phoned from outside Germany victims may use it by e-mail via website or by Chat, both only available in German language	First Contact counselling off the record and anonym in 17 languages, referring to local victim support service

SWEDEN

Helpline	Victims targeted	Institution/Organization Name, administrating helpline	Programme	Description of the helpline role
020-521010	Gender base violence	Terrafem	08:00-17:00 on working days	Support to victims of gender-based violence
020-3900000	Human Trafficking	Nationellt Metodstöd mot prostitution och människohandel (National Method support against prostitution and human trafficking)		Operational methodological support to all municipalities, government agencies and NGOs in matters relating to prostitution and all forms of trafficking in human beings
0200-21 20 19	Victims, witnesses and others affected by crime	Brottsofferjouren Sverige (Victim Support Sweden)	Monday and Wednesday 9.00-17.00 Tuesday and Thursday 9.00-19.00 Friday 9.00-16.00	Help and support for people who have been affected by crime
020-356356	Children exposed to abuse in Sweden	ATSUB, Swedish Association for Relatives of Sexually Abused Children	9:00-16:00 working days	Information and support
116 000	Missing children	SOS Alarm	24/7	Missing Children
116 111	All children	BRIS	14:00-21:00 everyday	Help and consultation for children
020-50 50 50	Women exposed to violence and threats	National Centre for Women's peace	24/7	Information and professional support

CHAPTER 5

Cross-border support for victims of crimes

ROMANIA

International cooperation is an important tool in combating organised crime. Taking into account the many cases of criminal acts targeting criminal networks operating on the territory of several states, as well as the exclusive competence to conduct criminal investigations into organised crime and terrorism investigations, DIICOT represents the Romanian authority that participates in the implementation of international judicial cooperation in this matter.

The Police Cooperation Centre (CCPI) - a subordinate of the General Inspectorate of the Romanian Police - is the central national authority in the field of international police cooperation, being specialised in the exchange of operative information in the field of combating crime at international, cross-border level. CCPI brings together the following international police cooperation channels: INTERPOL, Europol, the Schengen/SIRENE Information System, as well as domestic affairs attachés and Romanian liaison officers accredited abroad as well as foreigners accredited in Romania.

The National Agency against Trafficking in Persons continuously collaborates with other entities and organisations in EU member states in order to facilitate victims' access to the rights provided by the law in the transnational referral programme, as well as to coordinate the participation of victims of trafficking in criminal proceedings from abroad. By fulfilling the role of Equivalent Mechanism of the National Rapporteur, the Agency also collaborates with EU institutions or similar bodies within the informal network of national rapporteurs.

The National Agency for Equal Opportunities for Women and Men (ANES) collaborates with European bodies and international institutions engaged in preventing and combating domestic violence and violence against women and in the field of equal opportunities and contributes to the preparation of periodic reports evaluating the progress in the application of international legal documents in the field. At the same time, ANES participates as a member in the structures for the coordination or management of the funds or programmes implemented in Romania by the institutions of the European Union, for the respect of the principle of equal opportunities and treatment for women and men in the allocation of resources.

As regards the non-governmental sector, many organisations that provide assistance to victims of different types of crime do not cooperate with similar entities in other countries. These organisations act locally, nationally, although it is generally recognized that many types of offenses are of cross-border nature, with frequent situations when the victim needs support, assistance both in the country of the illegal act and in the country of origin/residence. The lack of dialogue and cooperation to provide assistance during and after the judicial proceedings ultimately affects the victim who is largely deprived of comprehensive support services.

Among the non-governmental organisations in Romania assisting victims and constantly cooperating with NGOs, networks at European and international level, with institutions from other states, we can mention:

The Pro Refugium Association (target group – victims of trafficking in human beings) collaborates with organisations and institutions from countries such as Germany, Spain, Italy, Sweden, Norway, Belgium, Bulgaria and Greece. The organisation is a member of 3 networks: the

EU's Civil Society Platform against Trafficking in Human Beings, the Global Alliance Against Trafficking in Women, the Fundamental Rights Platform of the European Union Agency for Fundamental Rights.

The East European Reproductive Health Institute (IEESR) is the only institution in Romania that is a strategic partner of the United Nations Population Fund (UNFPA). Having cooperation arrangements with various institutions relevant to the key areas of UNFPA, IEESR, it provides technical assistance to 17 countries in Eastern Europe and Central Asia. These actions promote and disseminate in other countries the experience and best practices in Romania. The multi-sectoral response to domestic violence developed in Romania is the basis of a regional programme initiated by IEESR and UNFPA, which includes the following activity lines: promoting the multi-sectoral approach, adapting the international guides and protocols and developing the skills of professionals in the field. The regional programme is being implemented in 11 countries in Eastern Europe and Central Asia.

The People to People Foundation (target group – victims of trafficking in human beings) collaborates with the IOM and other EU NGOs and is a member of the EU Civil Society Platform against Trafficking in Human Beings.

Women's Association of Sibiu (target group - victims of violence). Since 2007, the Association is a member of ACWW (Associated Country Women of the World), through which it periodically carries out educational projects for victims and their children who receive specialised assistance from the Shelter that is coordinated by this Romanian organisation.

The Association for Freedom and Gender Equality (target group - victims of gender violence). It is a member of the WAVE (Women against Violence in Europe) Network and ASTRA (Regional Network for Sexual, Reproductive and Women's Health in Central and Eastern Europe).

The Young Generation Association, the Adpare Association (target group - victims of trafficking in human beings), cooperates with the IOM, non-governmental organisations from EU countries in the referral process, victim assistance during and after the legal procedures.

BULGARIA

Cross-border support for victims of crimes is among the responsibilities of the National Council for Assistance and Compensation of Victims of Crime. Namely, the Council is responsible for the international cooperation in the area of victim support by calling upon the competent authorities in other state, where Bulgarian citizens are victimized abroad, and supporting citizens of other states, legally residing on the territory of Bulgaria, for getting support under the victim support legislation. Bulgaria's diplomatic representations in other EU Member States are also obligated to inform in writing Bulgarian citizens victimized in the respective Member States about the state's competent authorities in the area of support and financial compensation, as well as about the procedure for receiving support in Bulgaria.

NGO stakeholders are involved in supporting victims in cross border cases via their well-established networks with peer organizations in other EU Member States.

The National Legal Aid Bureau is responsible for international co-operation in the area of legal aid.

Cross-border support for victims of crimes is developed in detail in the area of human trafficking. The national anti-trafficking commission is legally mandated and contributes actively to coordinating transnational cases of trafficking victims with the aim of providing timely support to those harmed and to the investigation and prosecution of the crime. Bulgaria has a

transnational mechanism for referral and support of trafficked persons in Bulgaria³⁴ and a special interinstitutional co-ordination mechanism for referral and care of unaccompanied Bulgarian children and children victims of trafficking coming from abroad.³⁵

GERMANY

In Germany the cooperation in criminal proceedings in cases of cross-border crimes, like all forms of trafficking in human beings, is in the responsibility of Bundeskriminalamt (BKA) https://www.bka.de/EN/Home/home_node.html, operated by investigation groups attended by members of the police from the involved countries and from the justice system in Germany, supported mainly by the European Justice Network where there are stakeholders of all European Countries. https://www.ejn-crimjust.europa.eu/ejn/EJN_Home.aspx
The BKA and the EJM could not be contacted directly by victims or their lawyers but is focusing more and more also questions of victim protection.

Regarding victims support in cases of cross-border crimes, in Germany the mainly national and international stakeholders are:

- ECPAT e.V. Germany, part of the international working association ECPAT, working in the issue of combating the sexual exploitation of children; <http://www.ecpat.de/index.php?id=65>
- KOBRA e.V. working since 1988 in the issue of sexual abuse and sexual violence against Children; <http://www.kobra-ev.de/>
- SOLWODI e.V., part of an international working charity organization that helps women in distress in the issue of trafficking, exploitation, violence, forced prostitution or forced marriages; <https://solwodi.de/85.0.html?&L=1>

All these organizations work together with additional members in the Koordinierungskreis Menschenhandel (KOK), a German NGO network and coordination office against trafficking in human beings. Currently KOK consists of 37 member organizations across Germany. This is a unique network as it represents a broad variety of different groups, including faith-based organizations and sex workers' rights groups.
<https://www.kok-gegen-menschenhandel.de/en/home/>.

All these organizations help to find social, legal and health support for victims in cases of cross-border crimes, with the exception of victims of terrorism. For victims of terrorism there is currently a new devilment of building a new network of support by the federal government in cooperation with the federal states.

SWEDEN

Sweden participates in a European crime prevention network. The network is intended to contribute to and develop crime prevention efforts in the EU and support crime prevention measures at local and national level.

The Swedish transnational legal cooperation is guided by three frameworks,

- Eurojust,
- the European Judicial Network and

³⁴ Available at <http://antitrafficking.government.bg/>

³⁵ Available at antitrafficking.government.bg/images/documents/Polezna_informacia/BG/1263815210.doc

- the European Mutual Legal Assistance (MLA) (the most commonly used).

Through the European Mutual Legal Assistance, all European legal authorities can cooperate and exchange information and evidence with other states regarding on going cases. Due to the diversity in legal systems across the EU, the aim of the MLA is to provide guidelines on how transnational cooperation within legal matters should be conducted, thereby creating a uniform approach to cases going beyond a state's borders.

Created by the European Council, Eurojust, consists of lawyers, prosecutors, judges, police officials etc., and serve as an entity focused on strengthening collaboration and cooperation in the fight against transnational crime. In line with partnership agreements and following a request, Eurojust may assist party states in criminal investigations. This assistance can take the form of bringing together the relevant authorities from different states so as to create coordinated efforts in criminal investigations as well as coordinating regional efforts in combatting specific crime areas such as human trafficking.³⁶

Transnational cooperation within the EU is further supplemented by the European Judicial Network which serves the same purpose as Eurojust however, with a particular focus on the judicial cooperation between EU member states.

NGO stakeholders are involved in supporting victims in cross border cases via their well-established networks with other organisations in other EU Member States. The Swedish National Legal Aid Bureau is responsible for international co-operation in the area of legal aid.

³⁶ Eurojust, Implementation of the Eurojust Action Plan against THB 2012-2016 Final Evaluation Report. Internet: <http://www.eurojust.europa.eu/Practitioners/operational/THB/Documents/2017-01-31-THB-FINAL.pdf>.

