

PRESIDENCY OF THE COUNCIL OF MINISTERS

Council of Ministers Resolution n.º 2/2024

Summary: Approves the National Strategy for the Rights of Victims of Crime - 2024-2028

The Programme of the 23rd Constitutional Government sets out objectives in terms of victims of crime, predominantly focused on state intervention in the field of gender-based violence and domestic violence. However, as the data provided by the Commission for the Protection of Victims of Crime shows, the needs of victims in Portugal naturally goes beyond interventions aimed at these specific criminal phenomena. Furthermore, the release of the recent final report by the Independent Commission for the Study of Child Sexual Abuse in the Portuguese Catholic Church emphasised the frequency and incidence of this reality, which should not be neglected when considering an integrated response to the protection of these victims.

The reality described demonstrates the need to ensure that people in general can identify situations of victimisation, while at the same time knowing and being able to exercise their rights as victims. In addition, multidisciplinary support must be made available to victims of crime, especially during the criminal proceedings, regardless of the type of crime involved, and without secondary victimisation occurring.

Aware of this reality, the 23rd Constitutional Government, through Order n.º 3982/2023, published in the Official Journal, 2nd series, n.º 64, on March 30th 2023, created a working group specifically dedicated to drawing up the National Strategy for the Protection of Victims of Crime, chaired by the Ministry of Justice and comprising representatives from the government areas of home affairs, finance, parliamentary affairs, science, technology and higher education, education, labour, solidarity and social security and health, as well as the Prosecutor General's Office (responsible for coordinating the support offices for victims of gender-based violence that operate within the central investigation and prosecution departments), the Commission for the Protection of Victims of Crime and non-governmental organisations that carry out effective work to support victims of crime, specifically the Women Association Against Violence (AMCV – Associação de Mulheres Contra a Violência), the Portuguese Association for Victim Support (APAV – Associação Portuguesa de Apoio à Vítima), Child Support Institute (IAC – Instituto de Apoio à Criança) and the Alternative and Response Women's Union (UMAR – União de Mulheres Alternativa e Resposta), as well as two academics specialised in victimology.

It is in this context, in line with international guidelines on the matter, taking into consideration the comparative experience, and without neglecting the progress made by national public policies on victims of crime, that the National Strategy for the Rights of Victims of Crime - 2024-2028 (ENDVC) emerges.

According to a vision that is embodied by the motto *listening to victims*, the ENDVC aims at being an instrument driven at everyone, establishing guiding principles that, among other things, reflect the importance of commitment to European guidelines, the relevance of an interdisciplinary perspective, the commitment to raising awareness and empowering victims and the community, as well as, at an organisational level, the empowerment of public and private responses aimed at victims in view of an holistic consolidation of rights.

Therefore, the ENDVC seeks to guarantee crime prevention and effective responses to all situations of victimisation, without neglecting the specific needs of particularly vulnerable victims.

It is intended that the implementation of the ENDVC will be followed up and monitored, so that the degree of implementation of the established objectives and measures/actions can be accurately

gauged.

The working group set up by the aforementioned Order was characterised by the active participation of all the relevant government areas, as well as the intense consultation of all the relevant focal groups that comprised academia (Coimbra Hospital and University Centre, Criminology School of the Faculty of Law of the University of Oporto, Faculty of Law of the University of Lisbon, Faculty of Law of the University of Macau, NOVA School of Law, Faculty of Education and Psychology of the Catholic University of Oporto, Lisbon School of Medicine of the University of Lisbon, Faculty of Psychology and Educational Sciences of the University of Oporto, Institute of Judicial Police and Criminal Sciences, School of Social and Political Sciences of the University of Lisbon, University of Maia and University Fernando Pessoa), various associations (Association of Private and Cooperative Educational Establishments, Portuguese Association of Social Workers, National Association of Portuguese Municipalities, National Association of Civil Parishes, National Teachers Association, National Association of Family Health Units, Portuguese Association of Private Higher Education), Confederations (National Confederation of Parents' Associations), Superior Councils in the area of Justice (High Council of the Judiciary and High Council of the Public Prosecution Service), professional organisations (Portuguese Bar Association, Portuguese Board of Nursing, Portuguese Medical Board, Portuguese Psychological Association), the Ombudsman's Office, non-governmental organisations ("Association Against Femicide", "Women of the 21st Century - Association for the Development and Support of Women", "Family Planning Association", "Portuguese Association of Women Lawyers", ""Breaking the Silence Association", "Elderly Protection Commission", "Portuguese Red Cross", "National Federation of Cooperatives and Social Solidarity", "Criminal Forum - Criminal Lawyers Association", "Opus Diversities", "International Organisation for Migration") and a group of people representing victims of crime.

Thus:

Under the terms of Article 199(g) of the Constitution, the Council of Ministers resolves:

1 - To approve the National Strategy for the Rights of Victims of Crime - 2024-2028 (ENDVC), set out in the annex to this resolution and of which it forms an integral part, as a fundamental intervention instrument for the affirmation and protection of the rights of victims of crime.

2 - To designate, for the period up to June 30th 2029, the organic entity for implementation of the ENDVC as the entity whose mission is to coordinate the ENDVC, to be assisted by a Technical Monitoring Committee, under the following terms:

- a) The organic entity for the implementation of the ENDVC meets at any time and includes:
 - i) A representative of the member of the Government responsible for the area of justice, who chairs;
 - ii) The head of the Directorate-General for Justice Policy, who replaces the representative of the member of the Government responsible for the area of justice in their absences and nonattendance;
 - iii) A representative of the member of the Government responsible for national defence;
 - iv) A representative of the member of the Government responsible for home affairs;
 - v) A representative of the member of the Government responsible for finance;
 - vi) A representative of the member of the Government responsible for equality;
 - vii) A representative of the member of the Government responsible for culture;
 - viii) A representative of the member of the Government responsible for higher education;

- ix) A representative of the member of the Government responsible for education;
 - x) A representative of the member of the Government responsible for social affairs;
 - xi) A representative of the member of the Government responsible for health;
 - xii) A representative of the member of the Government responsible for territorial cohesion;
- b) The Technical Monitoring Committee meets every six months and is comprised of:
- i) A representative of the High Council of the Judiciary;
 - ii) A representative of the Prosecutor General's Office;
 - iii) A representative of the Portuguese Bar Association;
 - iv) A representative of the Portuguese Psychological Association;
 - v) A representative of the Portuguese Medical Board;
 - vi) A representative of the National Association of Portuguese Municipalities;
 - vii) A representative of the National Association of Civil Parishes;
 - viii) Four representatives of civil society organisations appointed by the structure for national coordination and monitoring of the implementation of the ENDVC.

3 - To establish that administrative and logistical support for the activities of the organic entity for the implementation of the ENDVC and the Technical Monitoring Committee is provided by the General Secretariat of the Ministry of Justice (SGMJ).

4 - To determine that participation in the organic entity for the implementation of the ENDVC and in the Technical Monitoring Committee does not confer the right to any remuneration or allowance, despite the reimbursement of transportation and accommodation expenses, under the legal terms in force, to be paid by the SGMJ.

5 - This resolution shall enter into force on the day following its publication.

Presidency of the Council of Ministers, December 7th 2023. – The Prime Minister, António Luís Santos da Costa.

ANNEX

(referred to in paragraph 1)

National Strategy for the Rights of Victims of Crime – 2024-2028

Part A – Framework

1.1 - Reasons for a National Strategy for the Rights of Victims of Crime

To be a crime victim is a possibility that everyone shares. But it is not an eternal condition or a fatality. Whilst it is a potentially life-changing experience, it does not necessarily have to be insurmountable. This is precisely the vision of the 23rd Constitutional Government. That's why enforcing the rights of victims of crime and promoting support and protection measures is a priority for this legislature. In this context, the Programme of the 23rd Constitutional Government has defined as cross-

cutting objectives the strengthening of the response and multidisciplinary support offered to victims of crime, in partnership with representatives of public and private sectors, and in conjunction with the judicial system, while at the same time guaranteeing state intervention in the phenomena of gender-based violence and domestic violence.

According to the Global Peace Index 2022, Portugal is one of the safest countries in the world. Nevertheless, the government is pursuing a balanced criminal policy based on the triangular conjunction between 1) the safety of citizens, 2) the prosecution of criminals and 3) the effectiveness of the rights of crime victims. In order to achieve this, we must not neglect the development of integrated public policies focused on crime victims, which are now materialised in the 1st National Strategy for the Rights of Victims of Crime (ENDVC) 2024-2028. The ENDVC is an instrument that is intended to be aimed at everyone. To this end, it sets out an action plan that seeks to simultaneously guarantee crime prevention and promote holistic and effective responses to anyone who has been crime victim. At the same time, the ENDVC incorporates and reinforces the work already done for certain victims, namely the specific responses included in different national regulations on public policies in the field of violence against women, domestic violence, gender-based violence, ill-treatment of children and young people, human trafficking, discrimination based on sexual orientation, gender identity and expression and sexual characteristics, and discrimination based on racial or ethnic origin.

The objectives set out in the ENDVC are in line with fundamental international guidelines focused on crime victims. Thus, the ENDVC takes into account the Convention on the Elimination of All Forms of Discrimination against Women, adopted by the United Nations General Assembly Resolution 34/180 of December 18th 1979, the Declaration of Basic Principles of Justice for Victims of Crime and Abuse of Power, adopted by the United Nations General Assembly Resolution 40/34 of November 29th 1985, and the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, adopted by the United Nations General Assembly Resolution 39/46 of December 10th 1984 and the Convention on the Rights of the Child, adopted by the United Nations General Assembly Resolution 44/25 of November 20th 1989.

The ENDVC also considers the text of the Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention), adopted on October 25th 2007, and the Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention), adopted on May 11th 2011, and comprehends what is laid down for all victims of crime in Council Directive 2004/80/EC of April 29th 2004 relating to compensation to crime victims, as well as in Directive 2012/29/EU of the European Parliament and of the Council of October 25th 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA. On the other hand, the ENDVC also considers other legal instruments adopted by the EU that respond to the specific needs of certain victims, such as: Directive 2011/36/EU of the European Parliament and of the Council of April 5th 2011 on preventing and combating trafficking in human beings and protecting its victims, and replacing Council Framework Decision 2002/629/JHA; Directive 2011/93/EU of the European Parliament and of the Council of December 13th 2011 on combating the sexual abuse and sexual exploitation of children and child pornography, and replacing Council Framework Decision 2004/68/JHA; and Directive (EU) 2017/541 of the European Parliament and of the Council of March 15th 2017 on combating terrorism and replacing Council Framework Decision 2002/475/JHA and amending Council Decision 2005/671/JHA. The ENDVC also takes into account the 2021 EU Strategy on the Rights of the Child and the European Child Guarantee.

The ENDVC is aligned with the EU Strategy on Victims' Rights 2020-2025, which is why the aim was bringing together in a single document the rights of crime victims enshrined in the aforementioned EU instruments, reuniting and reinforcing the practical application of the international guidelines described above and projecting the evolutionary path of domestic legislation and institutional and non-institutional responses to crime victims.

At this level, and while devoting attention to all crime victims, it is important to highlight the so-called most vulnerable victims. In this context, it is worth noting that the specific objectives of criminal policy set out under the Law 51/2023 of August 28th, which defines the objectives, priorities, and guidelines of this policy for the 2023-2025 biennium, comprehends the promotion and protection of victims of crime, in particular most vulnerable victims, including children and young people, pregnant women, and the elderly, the sick, people with disabilities and immigrants. Notwithstanding the fact that domestic legislation already complies with the main international guidelines listed above in terms of victims' rights, namely through Law n.º 130/2015, of September 4th, which approves the Victim's Statute, it is recognised that there is still room for improvement regarding legal solutions and models of response to victims needs they predict.

These are, in short, the reasons for the creation of the ENDVC.

1.2 - Vision, principles, and beneficiaries of the Strategy

Vision - listening to victims, recognising and validating their perspective, reducing the impact of crime on victimisation cases.

Reducing crime and victimisation must be based on a perspective of respect for human rights, the development of democracy and the promotion of the rule of law and strengthening the capacity to hold offenders responsible and penalise them, reinforcing victims' rights and taking their needs into account.

The ENDVC was built on a conceptual and pragmatic model based on the needs, capacities, and voices of victims of crime, calling for the promotion of balanced partnerships and professional collaboration between both the public and the private sector, and the third sector, namely non-governmental organisations, in order to strengthen trust, shared commitment and collective action in favour of the quality of services provided to crime victims.

Principles - This ENDVC is based on the following guiding principles:

a) Commitment to and alignment with European guidelines, which recognises the rights of crime victims as a priority issue for the EU, in particular the guidelines set out in the EU Strategy on Victims' Rights (2020-2025);

b) A multidisciplinary perspective, informed by scientific evidence, which draws on up-to-date multidisciplinary knowledge of the scale and nature of the crime phenomenon and recognises its inherent complexity, as well as the current needs of crime victims;

c) A multi-level, comprehensive and integrated approach for all crime victims, which adapts the measures to be implemented at each stage of the response in the light of the specific characteristics of each victim and/or type of crime, within diverse contexts;

d) Raising awareness and empowering victims and the community, from the perspective of victims' rights, specialisation and the commitment of stakeholders and professionals, which promotes well-being, guaranteeing protection and a comprehensive, timely and effective response to all victims' needs, including reparation;

e) Empowering public and private responses aimed at victims and consolidating their rights, which guarantees full access for victims to a support network, through the provision of specialised services dedicated to protecting the rights of victims of crime, granting them fair, dignified, empathetic, professional and personalised treatment, guided by full equality and inclusion;

f) Strengthening access and support for victims in their interaction with the justice system, which recognises the importance of empowering victims to understand and participate in the justice system, strengthens support for victims, and promotes the full participation and defence of victims in the justice system;

g) Institutional coordination, knowledge sharing and networking, in which the plurality of entities dedicated to victims and the affirmation and protection of their rights recommends the establishment of coordinated practices and standardised mechanisms that promote cooperation and protection for victims of crime across the board in a timely manner. Priority is given to optimising a multi-sectoral and territorially broad network, built up by public and private entities, in an integrated manner with civil society organisations which, as privileged interlocutors, enable the formulation and implementation of targeted public policies;

h) Continuous monitoring and evaluation of results, which recognises the need to set up a monitoring mechanism to evaluate the impacts achieved through the implementation of the ENDVC and to produce proposals and recommendations.

Beneficiaries - The ENDVC's beneficiaries are those who have been a crime victim, this being understood as the natural person who has suffered harm and the family members of a person whose death has been directly caused by a criminal offense and who have suffered harm as a result of that person's death, regardless of the type of crime in question, including those who in these contexts act as witnesses in proceedings. In addition to these particular beneficiaries, the Strategy is also aimed at the entire population in general, in order to promote literacy in terms of the rights of victims of crime and foster increasingly active citizenship in this field around a national culture of non-violence and the promotion of human rights.

1.3 – Definitions

a) Restorative Justice [source: Article 2(d) of Directive 2012/29/EU of the European Parliament and of the Council of October 25th 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA]:

Any process whereby the victim and the offender are enabled, if they freely consent, to participate actively in the resolution of matters arising from the criminal offence through the help of an impartial third parties;

b) Repeat victimisation (source: Recommendation (2023)2 of March 15th 2023 of the Committee of Ministers to the Member States on rights, services and support for victims of crime):

A situation in which the same person is a victim of more than one criminal offence over a specific period of time and includes, in particular, situations in which the person is a victim of criminal offences committed by the same offender and situations in which the person is a victim of criminal offences of a similar nature committed by different offenders;

c) Victim of crime [source: Article 67-A of the CPP, pursuant to Article 2(a) of Directive 2012/29/EU of the European Parliament and of the Council of October 25th 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA]:

i) A natural person who has suffered harm, including physical, mental or emotional harm, or economic loss which was directly caused by a criminal offence;

ii) Family members of a person whose death was directly caused by a criminal offence and who have suffered harm as a result of that person's death. Family members means the spouse, the person who is living with the victim in a committed intimate relationship, in a

joint household and on a stable and continuous basis, the relatives in the direct line, the siblings and the dependents of the victim;

iii) Child means any person below 18 years of age.

d) Most vulnerable victims:

Because of their personal characteristics, the nature of the crime suffered or personal circumstances, some victims are more vulnerable than others. Most vulnerable victims are therefore victims who need priority, specialised and integrated support. In this context and considering article 67-A of the CPP, a most vulnerable victim is a person whose special fragility results, in particular, from their age, health or disability, or because the type, degree and duration of victimisation has caused injuries with serious consequences for their psychological balance or the conditions of their social integration.

According to article 67-A(3) of the CPP, victims of violent crime, especially violent crime (*e.g.* Article 1(j) and (l) of the CPP) and terrorism are always considered most vulnerable victims. Taking into account the guidelines set out in the EU Strategy on Victims' Rights 2020-2025, and also the statistical incidence of internal crime reported in the 2022 RASI, victims of homicide, human trafficking and related crimes, crimes against sexual freedom and self-determination, hate crimes, gender-based violence, domestic violence, cybercrime, terrorism and other offences which are also included in violent and especially violent crime, as well as some specific groups, such as children and young people, the elderly, migrants, LGBTQIA+ people and people with disabilities, are considered most vulnerable victims.

e) Secondary victimisation (source: Recommendation (2023)2 of March 15th 2023 of the Committee of Ministers to the Member States on rights, services and support of victims of crime):

Occurs not as a direct result of the criminal offence but as a consequence of the response of public or private institutions and other individuals to the victim.

Part B - Strategic Lines (SL), general objectives (GO) and specific objectives (SO)

For the 2024-2028 period, the SL are as follows:

SL1 - Prevention and public awareness on crime and victimisation

SL1 affirms the importance of a culture of prevention.

As part of promoting a culture of prevention, the ENDVC seeks to respond to individual or victim-specific issues, but it also aims at building a safe and empathetic socio-community environment. Education and awareness-raising, along with the promotion of an open dialogue, insofar as they promote literacy about victimisation and greater knowledge of the victim, are also integral factors in a culture of prevention, which is prioritised in this ENDVC.

To realise a culture of prevention, the following GOs and SOs have been defined:

GO1.1 – To prevent crime and victimisation

1.1.1 – To define local and sectoral approaches to general prevention

1.1.2 – To promote literacy to prevent crime and victimisation

GO1.2 - To raise awareness of victimisation

1.2.1 – To promote literacy on victimisation

GO1.3 - To raise awareness of the consequences of crime

1.3.1 – To promote literacy about the consequences of crime

SL2 - Information and access to justice

The EU Strategy on Victims' Rights (2020-2025) shows that, despite the remarkable progress made by member states, the lack of information and insufficient support and protection limit the full exercise of the rights of victims of crime.

Convinced that empowering victims to access justice gives them back the power that crime has taken from them and favours full information, the ENDVC's priority objective is to simplify, reduce bureaucracy and bring closer mechanisms for victims' initiative and participation in criminal proceedings.

To achieve this, the following GOs and SOs have been defined:

GO2.1 – To facilitate and promote reporting crimes

2.1.1 – To increase access and diversify tools for reporting of crimes

2.1.2 – To mitigate obstacles that make it difficult to report crimes

GO2.2 - To empower victims to participate in criminal proceedings

2.2.1 – To publicise the victim support and justice services

2.2.2 – To promote victim's proximity when accessing the law

GO2.3 – To guarantee equal access to justice to every victim

2.3.1 – To the provision of information to victims

2.3.2 – To improve victim's access to justice

SL3 - Access to victim support services

The full recognition and implementation of victims' rights requires appropriate services to offer general and specialised support, considering victims' individual needs. These responses must allow for the necessary coordination and follow-up by all the organisations involved, namely in the field of health.

To achieve this, the following GOs and SOs are defined:

GO3.1 – To guarantee the victim the right to access supporting services

3.1.1 – To articulate responses based on the assessment of individual needs

3.1.2 – To simplify the access to victim support services

GO3.2 – To guarantee the victim the right to health services

3.2.1 – To improve NHS care and responses in victimisation situations

GO3.3 – Acknowledge and improve victim support services

3.3.1 -To improve the legal status of the victim support services

GO3.4 – To ensure the rights of the children and youth victims in emergency foster care or shelter

3.4.1 – To provide appropriate health, rehabilitation, education or other care for the child or youth victims

SL4 — Victim participation in criminal proceedings

According to Directive 2012/29/EU of the European Parliament and of the Council of October 25th2012, victims' rights include, beyond the provision of information and support, participation in criminal proceedings and the protection of victims, the recognition of victims with specific protection needs.

Victim participation in criminal proceedings is a key feature in promoting an inclusive, compassionate, and effective justice system. For this reason, the ENDVC aims at promoting an active participation of victims of crime in the justice system, to ensure that their interests are correctly understood, particularly with regard to compensation, with the aim of providing an outcome to the criminal proceedings that recognises and addresses any personal and social repercussions, or the possibility of resorting to forms of Restorative Justice, as provided for in Law no. 21/2007, of 12 June, and delimited in Article 48(1) of the Istanbul Convention.

To achieve this, the following GOs and SOs have been defined:

GO4.1 – To encourage the victim's participation in criminal proceedings

4.1.1 – To ensure access to a translator and/or interpreter throughout the various stages of criminal proceedings

4.1.2 – To facilitate the mobility of most vulnerable victims in attending court proceedings far from their place of residence or location

4.1.3 – To grant the victim powers to influence proceedings, irrespective of whether the victim is constituted as an assistant to the prosecutor

GO4.2 – To protect victims and acknowledge those with specific protection needs

4.2.1 – To improve the legal framework for victim protection and assistance

4.2.2 – To adapt the police and judicial facilities dedicated to victim's assistance

4.2.3 – To adapt the procedural protocols to victim attendance

4.2.4 – To implement protection measures to mitigate the risk of secondary victimisation

GO4.3 – To individually evaluate the needs of protection and assess the risk of further victimisation

4.3.1 – To ensure that an individual assessment is carried out

GO4.4 – To promote Restorative Justice in cases where it is legally admissible

4.4.1 – To encourage the use of Restorative Justice measures and proceedings

4.4.2 – To encourage the existence of Restorative Justice services in the pre- and post-sentencing stages

GO4.5 – To ensure the fair and effective compensation to the victim

4.5.1 – To assure effectiveness in compensating victims

4.5.2 – To improve the evaluation of the victims' injuries

4.5.3 – To facilitate awarding compensation of victims

SL5 - The victim being a central part of any organisational culture

Organisational culture is assumed to be a standard of minimum, valid and shared assumptions, acting as a basis for an attitude of respect and integrity within organisations. The incorporation of victims into the organisational culture, in particular in the justice institutions, is a guarantee of the attention that should be paid to victims at that level.

The ENDVC is convinced that the development of an organisational culture that promotes victims' rights fosters greater sensitivity, empathy and understanding for the victims, allowing for the creation and development of adequate support.

The following GOs and SOs have been defined for its implementation:

GO5.1 – To ensure an organisational culture that promotes victims' rights and meets their needs

5.1.1 – To improve the victims' experience in the justice system

5.1.2 – To ensure that victims can react to resume their rights

5.1.3 – To improve the system's performance in responding to the victims and their needs

5.1.4 – To uphold victims' rights at institutional level

5.1.5 – To strengthen institutional mechanisms to identify victimisation

5.1.6 – To ensure support to victims in labour disputes

GO5.2 - To improve an informed intervention

5.2.1 – To empower first-line services in contact with the victims

5.2.2 – To empower professionals involved in legal proceedings on the subject of crime victimisation

5.2.3 – To train professionals involved in legal proceedings on the subject of most vulnerable victims

GO5.3 – To promote collaborative approach in working with victims

5.3.1 – To guarantee the creation of a multidisciplinary working method for most vulnerable victims

GO5.4 – To ensure a fair and respectful presence of victims on the media

5.4.1 – To encourage positive messages and communication strategies

SL6 - Knowledge, funding, monitoring and evaluation

The study of victimisation is a fundamental element in guaranteeing full knowledge of the social reality and victimisation in Portugal.

It is this knowledge that makes it possible to implement responsible, targeted, and effective public policies that are empathetic and understanding. The ability to tailor public intervention by understanding victims needs has to be based in information and knowledge.

Also favouring the continuous and effective application of the ENDVC, evaluation and monitoring measures are listed in the name of transparency and accountability.

To achieve this, the following GOs and SOs have been defined:

GO6.1 – To consolidate and reinforce knowledge about victimisation

6.1.1 – To know data and statistics on victimisation in Portugal

6.1.2 – To invest in the study of comparative criminal policy measures with an impact on preventing/decreasing victimisation

6.1.3 – To know the real universe of crime victims dealt with in court proceedings, in order to facilitate the design of criminal policies

6.1.4 – To adopt methodologies to measure criminal severity, enabling a more comprehensive analysis of reality

6.1.5 – To improve health registration systems in cases of interpersonal violence

GO6.2 – To ensure funding for the implementation of the ENDVC

6.2.1 – To ensure the financial sustainability of the ENDVC

GO6.3 - To promote an integrated vision and alignment between the ENDVC and other National Strategies underway

6.3.1 – To ensure harmonisation and non-overlap between the ENDVC and other National Strategies

GO6.4 – To monitor and evaluate the ENDVC

6.4.1 – To ensure the evaluation of the application of the ENDVC

The objectives described above are materialised through indicators and goals, to be achieved in the 2024-2028 timeframe.

In terms of accountability and involvement in implementing of the ENDVC, responsible entities and those who are merely involved are identified. It is assumed responsible entities are always governmental areas thematically related to the objectives and indicators pointed out. The order in which the governmental areas are identified is protocolar, therefore co-responsibility for ensuring that the identified objectives and indicators are achieved is at place. The governmental areas will convoke services and organisations in the respective political area and involve them on the implementation of objectives, measures/actions, and indicators. Some of the entities involved are outside the strict scope of government, including, for example, civil society, through NGOs or academia, and others are independent of government, for example with the involvement of the PGR, ANAFRE or ANMP.

Part C – Map annexed: presentation of the strategic lines, the general objectives and their specific objectives, the concrete measures/actions to be developed, the indicators, the entities responsible and involved and the targets
National Strategy for the Rights of Victims of Crime (ENDVC)

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
SL1 — Prevention and public awareness on crime and victimisation.	GO1.1 — To prevent crime and victimisation.	1.1.1 — To define local and sectoral approaches to general prevention.	1.1.1.1 — To formulate crime prevention proposals based on the Municipal Security Councils and on the County Consultative Council.	Presentation of the proposals.	MAI, MAAP, MTSSS, MCT.	CSM, PGR, ANMP, CPCJ, AMCV, APAV, IAC, UMAR and others ONG.	X	X	X	X	X
			1.1.1.2 — Guarantee a seat for NGOs that provide victim support services on the Consultative Councils of the Municipalities.	No. of advisory councils with victim support services represented.	MJ.	CSM, PGR, ANMP, ANAFRE, AMCV, APAV, IAC, UMAR and others ONG.		1	2	3	4
			1.1.1.3 — To ensure there are spaces at large-scale events, in particular music or academic events, specifically designed to contribute to the prevention of violence, e.g. gender or sexual violence, by providing a space of comfort, support and information to the participants who need it.	No. of pilot-projects	MAI, MJ, MAAP, MS, MCTES.	ANMP, ANAFRE, UMAR and others ONG, private organisations promoting the events.		1	2	3	4
			1.1.1.4 — To consolidate local networks of collaboration between NGOs supporting victims and/or intervene with particularly vulnerable groups and the school and higher education community.	Presentation of the results	MAI, MJ, MAAP, MCTES, ME, MTSSS, MS.	ONG.	X	X	X	X	X
			1.1.1.5 — To strengthen the intersectoral collaborative network for violence prevention in the health sector.	No. of local meetings.	MAI, MJ, MTSSS, MS.		150	150	150	150	150
			1.1.1.6 — To implement the safe higher education programme, together with the EISU.	Presentation of the results.	MAI, MCTES.			X	X	X	X
		1.1.2 — To promote literacy to prevent crime and victimisation.	1.1.2.1 — To develop a nationwide information and communication strategy in the media and digitally to promote healthy environments and a culture of non-violence.	No. of general campaigns.	MAI, MJ, MAAP, MS.	AMCV, APAV, IAC, UMAR and others ONG.	2	2	2	2	2
				No. of campaigns targeting particularly vulnerable victims.			3	3	3	3	3

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
			1.1.2.2 — To develop actions in schools able to make it easier to recognise disruptive behaviour that could be classified by law as a crime.	Carry out awareness actions aimed at the school community.	MAI, MJ, ME, MS.	ONG.	100	100	100	100	100
				An increase in the percentage of schools with the Seal of School Without Bullying School Without Violence.			2 %	3 %	4 %	5 %	6 %
				An increase in the percentage of schools with the Protective Seal.			2 %	3 %	4 %	5 %	6 %
				An increase in the percentage of schools with the Healthy School Seal.			2 %	3 %	4 %	5 %	6 %
				To develop pilot-projects "Restorative schools».			20	100	100	100	100
			1.1.2.3 — To develop actions in higher education to facilitate the recognition of disruptive behaviour considered crime.	Carry out awareness-raising actions aimed at the higher education community.	MAI, MJ, MAAP, MCTES, MS.	ONG.	50	50	50	50	50
			1.1.2.4 — To promote violence prevention literacy actions among users and the community, promoted by the National Network of NACJR, EPVA, SAD and focal points for violence prevention in the health sector.	No. of literacy and awareness-raising organised actions.			MS, MTSSS.	100	100	100	100
GO1.2 — To raise awareness of victimisation.	1.2.1 — To promote literacy on victimisation.	1.2.1.1 — To develop a strategy to raise awareness among children, pre-school, school and university students about victimisation processes.	No. of capacity-building actions.	MAI, MJ, MAAP, MCTES, ME.	PGR, ONG.	100	100	100	100	100	

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
			1.2.1.2 — To develop a nationwide information and communication strategy in the media and digitally to inform people about the existence of victimisation cases.	No. of campaigns	MAI, MJ, MAAP, MS.	AMCV, APAV, IAC, UMAR and others ONG.	1	1	1	1	1
	GO1.3 — To raise awareness of the consequences of crime.	1.3.1 — To promote literacy on the consequences of crime.	1.3.1.1 — To promote information campaigns on the Juvenile Justice System Law as a way of educating children and young people in Law.	No. of actions per class for students in the 2nd and 3rd cycles of basic and secondary education.	MAI, MJ, ME.	PGR, ONG.		1	1	1	1
SL2 — Information and access to justice	GO2.1 — To facilitate and promote reporting crimes.	2.1.1 — To increase access and diversify tools for reporting of crimes.	2.1.1.1 — To improve the existing online complaint/reporting tools, considering the inclusion of other informative and/or evidential features.	Presentation of the legislative proposal.	MAI, MJ.	PGR.		X			
			2.1.1.2 — To evaluate the possibility of extending the experience of the GAV next to DIAP to other particularly vulnerable victims and increase their territorial deployment.	Presentation of the study.	MJ.	PGR, AMCV, APAV, UMAR and others ONG.		X			
				No. of responses.			2	2	4	4	3
			2.1.1.3 — To ensure that there are articulated protocols between OPC and judicial authorities to receive complaints from children that are safe, confidential, accessible, and designed in a form and language adapted to them, depending on their age and maturity.	To improve performance protocols.	MDN, MAI, MJ.	PGR, AMCV, APAV, IAC, UMAR and others ONG.	X				
	2.1.2 — To mitigate obstacles that make it difficult to report crimes.	2.1.2.1 — To evaluate the possibility that, until the first individual assessment of the victim's protection needs has been completed, it is ensured that no personal data relating to the victim's residence are transferred to the immigration authorities.	Presentation of the study.	MAI, MJ, MAAP.	PGR, AMCV, APAV, IAC, UMAR and others ONG.	X					

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets					
					Responsible	Involved	2024	2025	2026	2027	2028	
			2.1.2.2 — To create a national response that enables certified translation and interpretation services based on the experience of the STT, to support the OPC, the courts, victim support services and other public services and the social sector.	Presentation of the legislative proposal.	MDN, MAI, MJ, MAAP.	AMCV, APAV, IAC, UMAR and others ONG.	X					
				Creating a response.				X				
	GO2.2 — To empower the victims to participate in criminal proceedings.	2.2.1 — To publicise the victim support and justice services.	2.2.1.1 — To draft information materials on the victims' rights and existing support services, also adapted to victims with special needs and translated into the official languages of the EU and/or other languages of significant expression, in different formats.	Provision of materials.	MAI, MJ, MAAP.	CSM, PGR, OA, AMCV, APAV, IAC, UMAR and others ONG.		X				
2.2.1.2 — To consolidate the national victim support helpline organised by APAV, aggregating, and redirecting to existing lines dedicated to most vulnerable victims.			Survey of existing services.	SDMA, MAI, MJ, MAAP, MTSSS.	PGR, APAV and others ONG.	X						
			Identification of the entities to be involved in the connecting lines.				X					
			To provide an updated telephone line.					X				
2.2.1.3 — To create a digital solution with a mobile component that, with georeferencing, allows, for example, access to information on rights and services, to submit a complaint/reporting, to access information on the status of the case, including in the post-sentencing phase, in Portuguese and in the official languages of the EU and/or other languages of significant expression.		Making the solution available.	MAI, MJ, MAAP.	ANMP, CSM, PGR, OA, AMCV, APAV, IAC, UMAR and others ONG.						X		
2.2.2 — To promote the victim's proximity when accessing the law		2.2.2.1 — To evaluate and strengthen national coverage of legal advice services.	Presentation of a proposed legislative amendment.	MJ, MTSSS, MCT.	ANMP, OA, ONG.		X					
	Provision of a network.						X					

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets					
					Responsible	Involved	2024	2025	2026	2027	2028	
	GO2.3 — To guarantee equal access to justice to every victim.	2.3.1 — the provision of information to victims	2.3.1.1 — To ensure the translation of the victim statute templates into the official languages of the EU and/or other significant languages.	To make the translation available.	MAI, MJ, MAAP.	CSM, PGR, OA, ONG.		X				
			2.3.2 — To improve victim's access to justice.	2.3.2.1 — To guarantee free legal advice and/or automatic appointment of a lawyer for particularly vulnerable victims to be defined.	Presentation of the legislative proposal	MJ, MTSSS.	ANMP, OA, ONG.	X				
			2.3.2.2 — To evaluate the possibility of creating a system for granting legal aid that bases the assessment of economic sufficiency exclusively on the applicant's income when the dispute involves one or more members of the household, and considers the victim's current financial/economic situation.	Presentation of a study, comprising a legislative proposal.	MJ, MTSSS.	CSM, PGR, OA, ONG.					X	
			2.3.2.3 — To evaluate the possibility of creating a system that ensures the appointment of the same legal lawyer for the victim when the same event generates several cases.	Presentation of the legislative proposal.	MJ, MTSSS.	CSM, PGR, OA, ONG.	X					
SL3 — Access to victim support services.	GO3.1 — To guarantee the victim the right to access supporting services.	3.1.1 — To articulate responses based on the assessment of individual needs.	3.1.1.1 — To map victim support resources and services.	Presentation of the map.	MAI, MJ, MAAP, MTSSS, MCT.	PGR, AMCV, APAV, IAC, UMAR and others ONG.		X				
			3.1.1.2 — To ensure national coverage of a network of victim support services, including specialised services for particularly vulnerable victims.	To enter into partnerships.	MAI, MJ, MAAP, MTSSS, MCT.	PGR, AMCV, APAV, IAC, UMAR and others ONG.				X		
				Entry into operation of the network.						X		

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets								
					Responsible	Involved	2024	2025	2026	2027	2028				
			3.1.1.3 — To establish a model and protocols for referrals between OPCs and victim support services.	Presentation of the model.	MDN, MAI, MJ, MAAP, MTSSS, MCT.	PGR, AMCV, APAV, IAC, UMAR and others ONG.			X						
				To enter into protocols.							X				
		3.1.2 — To simplify the access to victim support services.	3.1.2.1 — To define the victim's path.	To define the flow of the victim's path and the function/responsibility framework.	MAI, MJ, MAAP, MTSSS.	AMCV, APAV, IAC, UMAR and others ONG.		X							
GO3.2 — To guarantee the victim the right to health services.	3.2.1 — To improve NHS care and response in victimisation situations.	3.2.1.1 — To guarantee the right to an NHS user number for the victims, even when undocumented, without the need of a legal representative.	Publication of a normative circular.		MAAP, MS.			X							
							3.2.1.2 — To ensure the non-traceability of the victims in the NHS registration systems.	Adequacy of the information systems.	MS.			X			
											Publication of technical guidance on forms of information retention and non-traceability of victims.				
							3.2.1.3 — To create responses for particularly vulnerable victims in the 5 regional mental health co-ordinations, in a local mental health service to be defined.	No. of the pilot-projects.	MJ, MS.	ONG.					
3.2.1.4 — To create care centres for victims of sexual violence in hospital emergency rooms.	No. of pilot-projects.	MJ, MAAP, MS.			1	1	1	1							
GO3.3 — Acknowledge and improve victim support services.	3.3.1 — To improve the legal status of the victim support services.	3.3.1.1 — To recognise victim support services as essential services of public interest.	Presentation of the legislative proposal.	MJ.	AMCV, APAV, IAC, UMAR and others ONG.	X									

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets					
					Responsible	Involved	2024	2025	2026	2027	2028	
	GO3.4 — To ensure the rights of the children and youth victims in emergency foster care or shelter.	3.4.1 — To provide appropriate health, rehabilitation, education or other care for the child or young victim.	3.4.1.1 — To establish a referral model and protocols.	Presentation of the models.	MJ, MAAP, ME, MTSSS, MS.	ANMP, ANFRE. ONG.			X			
				Presentation of the protocols.							X	
SL4 — Victim participation in criminal proceedings.	GO4.1 — To encourage the victim's participation in criminal proceedings.	4.1.1 — To ensure the access to a translator and/or interpreter throughout the various stages of criminal proceedings.	4.1.1.1 — To provide translation and/or interpreting services whenever deemed necessary.	Presentation of a legislative proposal to regulate the conditions for the exercise of translation and interpreting activities in the Justice area.	MAI, MJ.	CSM, PGR, OA.	X					
				Creation of a pool of translators and interpreters.				X				
		4.1.2 — To facilitate the mobility of most vulnerable victims in attending court proceedings far from their place of residence or location.	4.1.2.1 — To establish mechanisms for free transport, whenever costs and/or distance are an obstacle to the victim's attendance at the necessary events.	Creation of the mechanism.	MAI, MJ, MF, MAAP, MTSSS.	ANAFRE, ANMP.					X	
				Beginning of the application of the mechanism.								X
	4.1.3 — To grant the victim powers to influence proceedings, irrespective of whether the victim is constituted as an assistant to the prosecutor.	4.1.3.1 — To evaluate the possibility of giving victims more power to intervene in criminal proceedings, e.g. through refusal incidents, requests for accelerated proceedings, hearings on provisional suspensions of proceedings, reactions to indictments/filing of charges and indictments/non-indictments, appeals and enforcement of sentences.	Presentation of the study.	MJ.	CSM, PGR, OA.				X			

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
	GO4.2 — To protect victims and acknowledge those with specific protection needs.	4.2.1 — To improve the legal framework for victim protection and assistance.	4.2.1.1 — To establish a legal framework for victim protection and assistance, including specific measures for particularly vulnerable victims.	Presentation of a legislative proposal.	MJ, MAAP, MTSSS.	CSM, PGR, OA, AMCV, APAV, IAC, UMAR and others ONG.			X		
			4.2.2 — To adapt the police and judicial facilities dedicated to victim's assistance.	4.2.2.1 — To ensure that judicial spaces are adapted to ensure that there are waiting rooms for victims and, where possible, entrances, circulation channels and specific sanitary facilities.	% of rooms.	MJ.	AMCV, APAV, IAC, UMAR and others ONG.	25 %	50 %	75 %	90 %
		4.2.3 — To adapt the procedural protocols to victim attendance.	4.2.2.2 — To increase the number of victim assistance rooms in police facilities that guarantee privacy and confidentiality, in line with the provisions of the EISU.	No. of new rooms.	MAI.	AMCV, APAV, IAC, UMAR and others ONG.	5-7	5-7	5-7	5-7	5-7
			4.2.3.1 — To adopt police and judicial protocols that prevent physical and/or visual contact between victim and offender during procedural diligences.	Presentation of a proposal to the OPC.	MDN, MAI, MJ.	CSM, PGR.		X			
			Presentation of a proposal to the judicial authorities.				X				
		4.2.4 — To implement protection measures to mitigate the risk of secondary victimisation.	4.2.3.2 — To adopt/adjust protocols that facilitate the collection of evidence by a person of the victim's preferred gender whenever possible.	Presentation of a proposal comprising the OPC and INMLCF.	MDN, MAI, MJ.				X		
			4.2.4.1 — To evaluate the possibility of making it compulsory to take pre-recorded evidence regarding particularly vulnerable victims to be defined.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.				X	
			4.2.4.2 — To make it mandatory to record statements in audiovisual format for future reference.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.				X	

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets					
					Responsible	Involved	2024	2025	2026	2027	2028	
			4.2.4.3 — To ensure that children and other victims with specific communication needs are informed in advance about the steps they are taking and the terms of those steps.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.					X	
			4.2.4.4 — To ensure that children and other victims with specific communication needs are always heard with the intervention of a suitably qualified professional, without jeopardising the direction of the proceedings by the judicial authority.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.					X	
			4.2.4.5 — To adapt the Children's House model (<i>Barnahus</i> model) to the Portuguese reality.	A pilot-project.	MAI, MJ, MTSSS.	CSM, PGR, OA, ONG.		X	X	X	X	X
			4.2.4.6 — To evaluate the possibility of using evidence produced in a case in different jurisdictions, as a way of avoiding repetition of testimony by the victim.	Presentation of the legislative proposal.	MJ.	CSM, PGR, AO, ONG.					X	
			4.2.4.7 — To limit the access of other subjects and procedural actors other than the OPCs and the judicial authorities, as well as third parties, to data that make possible to locate or contact the victim.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.					X	
			4.2.4.8 — To ensure that whenever the crime involves the holder of parental responsibility, or there is a conflict of interest between the child victim and the holder of parental responsibility, the best interests of the child are considered, and that the consent of the holder of parental responsibility is not required for any act.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.					X	

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
			4.2.4.9 — To ensure that the victim is accompanied by a representative of the victim support service in any proceedings in which he or she takes part, whenever he or she so wishes.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA, AMCV, APAV, IAC, UMAR and others ONG.				X	
			4.2.4.10 — To review the rules regarding contacts between children and young people who are victims of domestic violence and sexual violence and their offenders, at least for as long as high-risk situations persist	Presentation of the study.	MJ.	CSM, PGR, OA.				X	
			4.2.4.11 — Create a response that allows to remove the offenders from the family home and directs them to social resources in the community	Presentation of the legislative proposal and of a pilot-project.	MAI, MJ, MAAP, MTSSS.	CSM, PGR, OA, ONG.		X			
				A pilot-project.					X	X	X
	GO4.3 — To individually evaluate the needs of protection and assess the risk of further victimisation.	4.3.1 — To ensure that an individual assessment is carried out.	4.3.1.1 — To specify how the individual assessment of the victim's protection needs should be carried out.	Presentation of the legislative proposal.	MAI, MJ, MAAP, MTSSS.	CSM, PGR, ONG.		X			
				Presentation of the assessment instrument					X		
	GO4.4 — To promote Restorative Justice in cases where it is legally admissible.	4.4.1 — To encourage the use of Restorative Justice measures and proceedings.	4.4.1.1 — To carry out training sessions on Restorative Justice for magistrates, lawyers, mediators/facilitators, court officials and other relevant stakeholders.	No. of training actions.	MJ.	CSM, PGR, OA.	5	5	5	5	5
		4.4.2 — To encourage the existence of Restorative Justice services in the pre- and post-sentencing stages.	4.4.2.1 — To ensure the provision of Restorative Justice service(s).	% of national coverage			10 %	25 %	50 %	75 %	100 %

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
	GO4.5 — To ensure the fair and effective compensation to the victim.	4.5.1 — To assure effectiveness in compensating victims.	4.5.1.1 — To give priority to victim compensation, either as an injunction in the provisional suspension of proceedings or as a condition for the suspension of the enforcement of the prison sentence, whenever this is appropriate and possible.	Presentation of the legislative proposal.	MJ.	CSM, PGR, OA.			X		
			4.5.1.2 — To evaluate the possibility of the sums paid by the offender as an injunction, in the provisional suspension of proceedings, being given, preferably, to an entity indicated by the victim.	Presentation of the legislative proposal.	MJ.	CSM, PGR, AO, AMCV, APAV, IAC, UMAR and others ONG.			X		
			4.5.1.3 — To specify the requirements for awarding, reducing, or excluding compensations to victims of violent crimes and domestic violence.	Presentation of the legislative proposal.	MJ.	CSM, PGR, AO, ONG.			X		
		4.5.2 — To improve the evaluation of the victims' injuries.	4.5.2.1 — To ensure that psychological damage is considered when determining compensation.	Definition of assessment criteria and instruments.	MJ, MS.	OM, OPP.		X			
				Equip the INMLCF's human resources with the skills to carry out medical-legal assessments on psychological damage.					X		
		4.5.3 — To facilitate awarding compensation of victims.	4.5.3.1 — To set up a fund for compensations to victims, resulting from the partial allocation of fines paid because of convictions in criminal proceedings.	Presentation of a legislative proposal.	MJ, MF.	CSM, PGR, OA.			X		

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
SL5 — The victim being a central part of any organisational culture.	GO5.1 — To ensure an organisational culture that promotes victims' rights and meets their needs.	5.1.1 — To improve the victims' experience in the justice system.	5.1.1.1 — To carry out a survey of national and comparative good practices.	Presentation of a report on good practices, including an action plan for their implementation.	MJ.					X	
		5.1.2 — To ensure that victims can react to resume their rights	5.1.2.1 — To create instruments to guarantee the victims' rights in their interaction with the justice system and victim support services.	To set up communication channels and protocols for action in the event of a victim's complaint about rights violations.	MAI, MJ, MAAP, MTSSS.	CSM, PGR, OA, AMCV, APAV, IAC, UMAR and others ONG.		X			
				To establish and publicise channels.					X	X	X
		5.1.3 — To improve the system's performance in responding to the victims and their needs	5.1.3.1 — To consider carrying out retrospective analyses of cases involving particularly vulnerable victims to be defined, in addition to what already exists.	Presentation of a legislative proposal.	MAI, MJ, MAAP, MTSSS, MS.	CSM, PGR, OA, AMCV, APAV, IAC, UMAR and others ONG.			X		
		5.1.4 — To uphold victims' rights at institutional level.	5.1.4.1 — To ensure that all public administration institutions include the rejection of all forms of violence and harassment in their Codes of Ethics or Conduct.	% of institutions.	All governmental areas.		10 %	25 %	50 %	75 %	100 %
		5.1.5 — To strengthen institutional mechanisms to identify victimisation.	5.1.5.1 — To develop circuits of action in the healthcare environment in cases where a user is identified as a victim of crime, to protect the victim.	Presentation of a proposal, including a circular on the scope of the mandatory reporting obligation (cf. article 242 of the CPP).	MAI, MJ, MS				X		

	<p>5.1.5.2 — To develop circuits of action in the school environment in cases where students are identified as victims of acts classified by law as crimes in school contexts, to protect the victim.</p>	<p>Presentation of a proposal, including a circular on the scope of the mandatory reporting obligation (cf. articles 73 da LTE and 242 of CPP).</p>	<p>MAI, MJ, ME.</p>				<p>X</p>		
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Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets					
					Responsible	Involved	2024	2025	2026	2027	2028	
		5.1.6 — To ensure support to victims in labour disputes.	5.1.6.1 — To develop response circuits in the Public Administration for workers who have been victims of crime in the workplace.	% of services with psychological support circuits in place.	All governmental areas.		5 %	10 %	15 %	20 %	25 %	
				% of services with legal aid in place.	All governmental areas.		5 %	10 %	15 %	20 %	25 %	
			5.1.6.2 — To disseminate information to private sector employers on how to support workers who are victims of crime in the workplace.	Awareness-raising activities aimed at companies on victims' rights and existing support resources.	MAI, MJ, MTSSS, MCT.	Trade union confederations and employers' associations.	20	50	100	100	100	
				Provision of information materials on victims' rights and existing support resources with QRCode.			5 %	10 %	15 %	20 %	25 %	
GO5.2 — To improve informed intervention.	To empower first-line services in the contact with the victims.	5.2.1 — To empower first-line services in the contact with the victims.	5.2.1.1 — To develop training actions to strengthen capacity-building to identify situations of victimisation and to apply action protocols.	No. of training actions.	MAI, MJ, MAAP, MTSSS, ME, MS.	PGR, ONG.	25	50	50	50	50	
			5.2.2 — To empower professionals involved in legal proceedings about crime victimisation.	5.2.2.1 — To reinforce the multidisciplinary training that judicial operators, OPCs and EMATs benefit from in terms of re-victimisation, secondary victimisation, and victim interview techniques.	No. of training actions.	MDN, MAI, MJ, MTSSS.	PGR, CSM, OA, ONG.	20	20	20	20	20
					Increase in the number of participants.			5 %	5 %	5 %	5 %	5 %
			5.2.2.2 — To reinforce multidisciplinary training for OPCs on evidence gathering.		No. of training actions.	MDN, MAI, MJ.	PGR, ONG.	10	10	10	10	10
					Increase in the number of participants.			5 %	5 %	5 %	5 %	5 %
			5.2.2.3 — To strengthen the specific training of lawyers enrolled in the access to the law system who work in criminal matters.		No. of training actions.	MJ.	OA, ONG.	10	10	10	10	10
					Increase in the number of participants.			5 %	5 %	5 %	5 %	5 %

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
			5.2.2.4 — To reinforce specific training for translators and interpreters on victimisation, the impact and consequences of victimisation, victims' reactions and communication with victims.	No. of training actions.	MJ.	ONG.	5	5	5	5	5
		5.2.3 — To train professionals involved in legal proceedings about most vulnerable victims.	5.2.3.1 — To reinforce the multidisciplinary training of magistrates on the consequences of children who are victims of domestic violence and sexual violence and who live with the offenders.	No. of training actions.	MJ.	CSM, CSMP, ONG.	5	5	5	5	5
	GO5.3 — To promote collaborative approach in working with victims.	5.3.1 — To promote collaborative approach in working with victims.	5.3.1.1 — To adapt to the Portuguese reality models of multi-agency inter-institutional cooperation on risk assessment of particularly vulnerable victims at high risk, to be defined, which exist at comparative level, without prejudice to what already exists at national level.	Presentation of a study. A pilot-project.	MAI, MJ, MAAP, MTSSS.	CSM, PGR, OA, ONG.		X			
	GO5.4 — To ensure a fair and respectful presence of victims on the media.	5.4.1 — To encourage positive messages and communication strategies.	5.4.1.1 — To carry out training sessions for OCS on how to report episodes of victimisation	No. of training actions.	MAI, MJ, MAAP, MC.	ERC, ONG.	10	10	10	10	10
			5.4.1.2 — To encourage self-regulatory initiatives by OCS on how to report situations involving violence/victims.	Presentation of a single commitment document.	MAI, MJ, MAAP, MC.	ERC, ONG.					X
SL6 — Knowledge, funding, monitoring and evaluation.	GO6.1 — To consolidate and reinforce knowledge about victimisation.	6.1.1 — To know data and statistics on victimisation in Portugal.	6.1.1.1 — To carry out a national victimisation survey, including gender-based violence as provided for in ENIND.	Carrying out a survey.	MAI, MJ, MAAP.	Academia, ONG.				X	
		6.1.2 — To invest in the study of comparative criminal policy measures with an impact on preventing/decreasing victimisation.	6.1.2.1 — To carry out a comparative study to identify measures with the greatest positive impact on the phenomenon of victimisation.	Presentation of a study.	MJ.	Academia.			X		

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets					
					Responsible	Involved	2024	2025	2026	2027	2028	
		6.1.3 — To know the real universe of crime victims dealt with in court proceedings, in order to facilitate the design of criminal policies.	6.1.3.1 — To ensure that the type of victim is clearly identified in the court processing system.	Development of changes in CITIUS.	MJ.					X		
				Statistical collection.							X	
			6.1.3.2 — To identify the protection measures and final court decisions applied to particularly vulnerable victims.	Development of changes in CITIUS.	MJ.					X		
				Statistical collection.							X	
			6.1.4 — To adopt methodologies to measure criminal severity, enabling a more comprehensive analysis of reality.	6.1.4.1 — To define and adopt methodology and indicators to measure criminal severity, in line with the provisions of the EISU.	Presentation of the proposal.		MAI, MJ.		X			
					Provision of statistical data.					X	X	X
		6.1.5 — To improve health registration systems in cases of interpersonal violence.	6.1.5.1 — To establish a specific registration module for children and young people at risk in the E-Bulletin of child and youth health and digital birth notification, integrated in the electronic health record - RSE-AP.	Making the module available.	MS.		X					
		GO6.2 — To ensure funding for the implementation of the ENDVC.	6.2.1 — To ensure the financial sustainability of the ENDVC.	6.2.1.1 — To create a specification in the General State Budget for victims of crime, in addition to what already exists.	Presentation of the legislative proposal.	MF.			X			
					6.2.1.2 — To evaluate the possibility of creating internal funding sources.	Identification of the funding sources.	MJ, MF, MTSSS.	ONG.		X		
					6.2.1.3 — To increase the number of applications for European funding sources aligned with the objectives of the ENDVC.	Identification of European funding sources.	MAI, MJ, MF, MAAP, MC, MCTES, ME, MTSSS, MS, MCT.	ONG.	x			
No. of applications submitted.	1			2		3			4	5		

Strategic lines	General objectives	Specific objectives	Measures/actions	Indicators	Entities		Targets				
					Responsible	Involved	2024	2025	2026	2027	2028
	GO6.3 — To promote an integrated vision and alignment between the ENDVC and other National Strategies underway.	6.3.1 — To ensure harmonisation and non-overlap between the ENDVC and other National Strategies.	6.3.1.1 — To institutionalise coordination meetings.	No. of meetings carried out.	MJ.		2	2	2	2	2
	GO6.4 — To monitor and evaluate the ENDVC.	6.4.1 — To ensure the evaluation of the application of the ENDVC.	6.4.1.1 — To carry out a mid-term evaluation of the application of the ENDVC.	Contracting evaluation. the	MAI, MJ, MF, MAAP, MCTES, ME, MTSSS, MS, MCT.	All stakeholders.	X		X		
Presentation of the results.									X		
6.4.1.2 — To carry out the final evaluation of the application of the ENDVC, including impact assessment.			Contracting evaluation. the								X

List of acronyms and abbreviations

AMCV — Women Association Against Violence.

ANAFRE — National Association of Civil Parishes.

ANMP — National Association of Portuguese Municipalities.

APAV — Portuguese Association for Victim Support.

CPCJ — Commission for the Protection of Children and Young People.

CPP — Code of Criminal Procedure.

CSM — High Council of the Judiciary.

DIAP — Department of Criminal Investigation and Prosecution.

EE — Strategic Lines.

EISU — Integrated Urban Security Strategy.

EMAT — Multidisciplinary Court Advisory Teams.

ENDVC — National Strategy for the Rights of Victims of Crime.

ENIND — National Strategy for Equality and Non-Discrimination.

ERC — Portuguese Regulatory Authority for the Media.

GAV — Victim Support Office.

IAC — Child Support Institute.

INMLCF — National Institute of Legal Medicine and Forensic Sciences.

LTE — Juvenile Justice System Law.

MAAP — Minister in the Cabinet of the Prime Minister and for Parliamentary Affairs.

MAI — Ministry of Home Affairs.

MC — Ministry of Culture.

MCT — Ministry of Territorial Cohesion.

MCTES — Ministry of Science, Technology and Higher Education.

MDN — Ministry of National Defence.

ME — Ministry of Education.

MF — Ministry of Finance.

MJ — Ministry of Justice.

MS — Ministry of Health.

MTSSS — Ministry of Labour, Solidarity and Social Security.

OA — The Portuguese Bar Association.

OCS — The Media.

OG — General objective.

SO — Specific objective.

OGE — General State Budget.

OM —Portuguese Medical Board.

ONG — Non-Governmental Organisation.

OPC — Criminal Police Body.

OPP — Portuguese Psychological Association.

PGR —Prosecutor General's Office .

RASI — Annual Internal Security Report.

SNS — National Health Service.

STT — Telephone Translation Service.

UE — European Union.

UMAR —Alternative and Response Women's Union.