



22nd February
European Day For Victims of Crime
“Making Victims’ Rights a Reality”



A SOCIAL MEDIA STRATEGY

Participate in **European Day Of Victims Of Crime**
through a 10-day awareness-raising campaign for victims’ rights!

HOW TO GET INVOLVED?

Spread the word: share our campaign messages on your social media channels!

Share your story with us on our social media channels!

Start a conversation: comment and question!

www.victimsupport.eu

COMMUNICATION RESOURCES

Campaign hashtag

#MakeVictimsRightsaReality

Other relevant hashtags

#EuropeanDayOfVictimsOfCrime
#StandUp4VictimsRights
#VictimsRightToRespect
#VictimsRightToRecognition
#VictimsRightToInformation
#VictimsRightToSupport
#VictimsRightToBeHeard
#VictimsRightToProtection
#VictimsRightToCompensation
#VictimsRightToRestorativeJustice
#VictimsRightToReimbursementOfExpenses
#VictimsRightToInteractWithTrainedProfessionals
#VictimsRightToCrossBorderAssistance

Communication toolkit: <https://victimsupport.eu/news/press-releasemaking-victims-rights-a-reality-campaign-kicks-off-on-11-february-2019/>

- ✓ Logo;
- ✓ Web-banner;
- ✓ A generic press release for campaign kick-off.

Victim Support Europe channels:

-  **victimsupporteurope**
-  **@VictimSupportEU**
-  **victim support Europe**
-  **www. victimsupport.eu**

Campaign's Timeline



Partner Channels/Influencers

@VSScotland (Victim Support Scotland)
 @Vsac_Ireland (Victim Support at Court)
 @VictimSupport (Victim Support England and Wales)
 VictimSupportNI (Victim Support Northern Ireland)
 @FranceVictimes (Victim Support France)
 @JeromeBERTINFV (Jerome Bertin)
 @eu_eas (European External Action Service – EEAS)
 @weisserring (WEISSER RING e. V.)
 @CrimeVictimLine (CrimeVictimsHelpline)
 @Geri_Hanna (Geraldine Hanna)
 @IRVARoadsafety (Irish Road Victims)
 @victimsupportnz (Victim Support New Zealand)
 @AmberAlertEU (AMBER Alert Europe)
 @Rondpuntvzw (Rondpunt)
 @FEVRorg European (Federation of Road Traffic Victims)
 @EURightsAgency (EU Fundamental Rights)
 @NewEuropeans (New Europeans #FBPE)
 @Intervict (Academic research institute in victimology and criminal justice)
 @EuropeanWomen (EuropeanWomen'sLobby)
 @PICUM_post (The Platform for International Cooperation on Undocumented Migrants promotes the rights of undocumented migrants in Europe)
 @CoEinBrussels (Linking news and opinions from the 47-nation Council of Europe and the European Court of Human Rights with the Brussels agenda)
 @AGE_PlatformEU (EU-funded network of organisations of/for older persons in Europe)

DAY 1. Victims' Rights

Relevant hashtags

#MakeVictimsRightsaReality
 #EuropeanDayOfVictimsOfCrime
 #VictimsRights
 #VictimSupportEuropeForVictimsRights
 #VoiceOfVictims

Posts

Talk about the campaign

1. *Are you uncertain whether you are or have been a victim of crime? Do you feel that something 'wrong' has happened but are not sure what to do next?*

Let's first clarify what is a victim of crime.

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights



Victim Support Europe



With financial support from the Justice Programme of the European Union

#MakingVictimsRightsA Reality

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Victims of Crime




"Victim" is defined in the EU Victims' Rights Directive and includes not only a person who has suffered harm which was directly caused by a criminal offence, but also 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 direct line, the siblings and the dependants of the victim.

2. *The EU Victims' Rights Directive: What Does it Bring?*

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#VictimsDirective



3. *European countries should ensure the effective recognition of, and respect for the rights of victims with regard to their human rights.*
#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights
4. *Every victim should be respected and recognised. Support the #MakeVictimsRightsaReality campaign today for victims' rights in practice tomorrow!*
#VictimSupportEuropeForVictimsRights
5. *Victims' rights are not working, if victims can't report the crime properly, if victims are not helped, disempowered and blamed! Among the most significant outcomes of the EU Victims' Directive should be efforts to ensure the fair treatment of victims with dignity and respect.*
#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights
6. *Obtaining knowledge is the first step in a process of social change. Share the information from the #MakeVictimsRightsaReality campaign! Let's work together to make rights for victims a reality!*



Victims Directive - Content

• Art. 1 – Objectives

- Victims to receive appropriate **information, support and protection** and be able to **participate** in criminal proceedings.
- Victims to be **recognised** and treated in a **respectful, sensitive, tailored, professional and non-discriminatory** manner.
- **Best interest of the child** primary consideration, to be assessed on an individual basis. **Child sensitive approach** to prevail (consider age, maturity, views, needs and concerns).

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Justice

7. *European countries should ensure that victims are assisted in all aspects of their rehabilitation, in the community, at home and in the workplace! #MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights*
8. *Being a victim of crime affects all aspects of life and may leave the person feeling anxious, fearful, angry or depressed. Victims are more likely to make a good recovery if they are provided with an opportunity to talk openly and in confidence about their reactions, to people who have been trained to offer suitable support.
#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights*
9. *If you have fallen victim to crime, you are entitled to certain rights and services in the aftermath of crime, both in the criminal justice system and wider society. VSE produced a video on victims' rights, explaining in a simple way victims' rights and services. Watch [the film](https://www.youtube.com/watch?v=vL1EyaqGw8&t=5s) to learn more about victims' rights in Europe!
(<https://www.youtube.com/watch?v=vL1EyaqGw8&t=5s>)
#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights*
10. *This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive). The video features Yasmine, an LGBTQI+ victim of*

hate crime. A really important story about the individual getting immediate practical and emotional help from LGBTI support organisation.

#MakeVictimsRightsaReality

#Good Human Rights Stories

@eu_eeas

<https://www.youtube.com/watch?v=oYRrxgrhTr8>

11. *Eve Farrelly, manager of The Cari Foundation, which helps child sexual abuse victims, talked about the journey to setting up Europe's first service dogs for children in criminal proceedings. This story is about minimising trauma and helping victims have a voice.*

<https://www.youtube.com/watch?v=WPJXkz6oUqw>

#MakeVictimsRightsaReality

#Good Human Rights Stories

#VictimsRights

#VoiceOfVictims

@eu_eeas

12. *This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive). This video features Robby Simenon, a disabled victim of crime. Robby was beaten up by two neighbours. One of the first to help Robby was his social solicitor and journalists.*

<https://www.youtube.com/watch?v=xLv43QYgsYg>

#MakeVictimsRightsaReality

#Good Human Rights Stories

#VictimsRights

#VoiceOfVictims

@eu_eeas

13. *This video features Raquel Moreno dos Santos who talks about her work as a psychologist and victim support worker at Portuguese Association for Victim Support. This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive).*

<https://www.youtube.com/watch?v=bFtraHQXXsQ>

#MakeVictimsRightsaReality

#Good Human Rights Stories

#VictimsRights

#VoiceOfVictims

@eu_eeas

14. According to [Eurostat](#) data, around 25 million criminal offences against persons or property, excluding minor crimes, are recorded annually in the European Union. Yet most crimes are never reported, which leads to an estimate that there is likely to be up to 75 million direct victims of crime every year in the EU. REPORT A CRIME! BE AN ACTIVE CITIZEN!

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

15. The most recent [Eurobarometer](#) survey, published recently, found that 68% of respondents agreed that their country has benefitted from EU membership. But there have been very few attempts to list the concrete benefits of EU membership to ordinary people across the EU. Ahead of the European elections in May this year, it is hoped that this website will illustrate to what extent the EU makes a difference and how the European Union impacts your daily life, what Europe does for you, your family, your business and your wellbeing, we look at what Europe does for victims of crimes.

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#EUElections2019

<https://what-europe-does-for-me.eu/en/portal>

16. If you were victim of a crime, you have the right:

#MakeVictimsRightsaReality



RIGHTS OF VICTIMS OF CRIME

IF YOU WERE VICTIM OF A CRIME, YOU HAVE THE RIGHT:

- To be recognized and treated in a respectful, sensitive, helpful, professional and non-discriminatory manner.
- To immediately receive written acknowledgment of your formal complaint, stating the basic elements of the criminal offence concerned.
- To be informed when the person responsible is available, prosecuted or sentenced for criminal offences concerning your release from or full assigned detention.
- To ask for a review of a decision not to prosecute.
- To be reimbursed of expenses incurred as a result of your active participation in criminal proceedings, in accordance with your role in the relevant criminal justice system.
- To the extent without delay of reasonable property value is subject in the course of criminal proceedings, unless required for the purposes of those proceedings.
- To be informed as far as time as possible and any other strictly necessary for the purposes of the criminal investigation.
- To understand and to be understood through communications given in simple and accessible language.
- To make the complaint in a language that you understand or to receive the necessary linguistic assistance.
- To be provided with interpretation during any questioning or court hearings and with translation of information essential to the exercise of your rights, namely any decision ending the criminal proceedings.
- To access legal aid, where you have the status of parties to criminal proceedings.
- To obtain a decision on compensation for the offender, if applicable.
- To be protected from secondary and repeat victimisation, from information and from retaliation, including against the risk of emotional or psychological harm, and to have your dignity protected during questioning and when testifying.
- To have your individual protection needs assessed and suitable protection measures offered, if applicable.
- To be accompanied by a person of your choice when assistance to understand or to be understood is required.
- To receive information about your case, namely any decision not to prosecute or to prosecute the offender, the nature of the charges against the offender, amongst others.
- To access confidential victim support services, free of charge, before, during and for an appropriate time after criminal proceedings.
- To receive safe and competent, immediate justice services, subject to free and informed consent to participate, the acknowledgment by the offender of the basic facts of the crime, reaching a voluntary agreement and confidentiality of the restorative justice process.
- To engage with professionals trained and qualified in dealing with victims in an equal, respectful and professional manner.
- To have your privacy protected, including personal characteristics and images of you or of your family.
- To receive information about your rights, namely available support, how to make a complaint, prosecution, legal aid and legal aid, compensation, and facilitators of expression, amongst others.
- To choose not receive information about your case unless that information must be provided due to your involvement in the actual participation in the criminal proceedings.
- To be heard during criminal proceedings and provide evidence.
- To be interviewed during criminal proceedings without unjustified delay after the complaint.
- To be submitted to medical examinations as few times as possible and only where strictly necessary for the purposes of the criminal investigation.
- To avoid contact with the offender, unless permitted where criminal proceedings are conducted, unless the criminal proceedings require such contact.
- To be accompanied by your legal representative and a person of your choice.

IF YOU WERE VICTIM OF A CRIME IN A MEMBER STATE OF THE EU OTHER THAN THAT WHERE YOU LIVE...

You have the right to have your statement taken immediately after the complaint.

If you were unable to make the complaint in the Member State where the crime was committed, you can make it to the competent authorities of the Member State where you live, and they will forward it to the competent authority of the Member State where the crime was committed.

The authorities of the Member State where the crime was committed shall use, if possible, video conferencing and telephone conference calls for the purpose of hearing victims who are resident abroad.





17. When victims die as a result of the crime, their family members become victims too. Under the EU Victims' Directive, family members of deceased victims will enjoy the same rights as direct victims, including the right to information, support, protection and compensation. Family members of surviving victims also have the right to support and protection.

#MakeVictimsRightsaReality

#RightsOfVictimsFamilyMembers

#EUVictimsDirective



1. Rights of victims' family members

When victims die as a result of the crime, their family members become victims too. Under the new rules, family members of deceased victims will enjoy the same rights as direct victims, including the right to information, support, protection and compensation. Family members of surviving victims also have the right to support and protection.

Ellie's husband was killed in a terrorist attack. From now on, she has exactly the same rights as any other victim of crime under the Directive, including the right to information, support, protection and compensation.

Tim's mother is abused and the crime is reported to the police. As the child of a victim of crime, Tim has the right to support and protection according to his individual needs.

18. *Under the EU Victims' Directive, all communication with victims must be provided in a simple and accessible language. The form of communication must be adapted to the specific needs of every victim, including, for example, needs related to age, language and any disability.*

#MakeVictimsRightsaReality

#RightToUnderstand

#EUVictimsDirective



2. Right to understand and to be understood

Under the new rules, all communication with victims must be provided in a simple and accessible language. The form of communication must be adapted to the specific needs of every victim, including, for example, needs related to age, language and any disability.

Alberto is a young child aged six and becomes the victim of a crime. All people who come in contact with him must use language that is adapted to his age. They must also make sure that they understand what he is trying to tell them.

Mathilda is autistic and falls victim to hate crime. The police and all those coming into contact with her throughout the court proceedings must ensure that information is provided to her in a way that is adapted to her needs.

19. *Member States must guarantee that victims have access to support services and must facilitate the referral from authorities to such services. Support must be free of charge and confidential and available also to victims who do not officially report the crime. Support must include both general support services and specialist support services, such as shelters, trauma support and counselling specifically adapted to different types of victims.*

#MakeVictimsRightsaReality

#RightToSupport

#EUVictimsDirective



4. Right to support

Member States must guarantee that victims have access to support services and must facilitate the referral from authorities to such services. Support must be free of charge and confidential and available also to victims who do not officially report the crime. Support must include both general support services and specialist support services, such as shelters, trauma support and counselling specifically adapted to different types of victims.

Maya is a refugee fleeing from Syria. She falls victim to violence in Europe but does not want to officially report the crime to the police. A social worker gets into contact with her. The social worker refers her to a specialist support service, where she will find shelter and will receive information, advice and emotional and psychological support.

20. *Victims are entitled to get a more active role in criminal proceedings. They have the right to be heard and be informed about the different steps of the proceedings. In particular, they must be informed if the offender will not be prosecuted and have right to have such a decision reviewed if they do not agree with the decision. They also have the right to compensation and if restorative justice proceedings are used in the national system, there are now safeguards in place to ensure victims' safe participation.*

#MakeVictimsRightsaReality

#RightToParticipateInCriminalProceedings

#EUVictimsDirective



5. Right to participate in criminal proceedings

Victims are entitled to get a more active role in criminal proceedings. They have the right to be heard and be informed about the different steps of the proceedings. In particular, they must be informed if the offender will not be prosecuted and have right to have such a decision reviewed if they do not agree with the decision. They also have the right to compensation and if restorative justice proceedings are used in the national system, there are now safeguards in place to ensure victims' safe participation.

Emilie's case is dismissed due to lack of evidence. She requests the public prosecutor's office to review the decision and the case is checked by another prosecutor who finds additional evidence to base a prosecution. She is heard during investigation and at the trial. She files a compensation claim which is dealt with in the criminal proceedings and receives a decision on compensation from the offender at the end of the trial.

21. *Victims must be protected from both the offender and from risk of further harm by the criminal justice system itself. In order to determine their protection needs, all victims must receive an individual assessment to see whether they are vulnerable to further harm that may arise during the criminal proceedings. If so, special protection measures must be put in place to protect them during the proceedings and against any possible threat from the offender. Special attention is given to the protection of children.*

#MakeVictimsRightsaReality
#RightToProtection
#EUVictimsDirective



6. Right to protection and to individual assessment

Victims must be protected from both the offender and from risk of further harm by the criminal justice system itself. In order to determine their protection needs, all victims must receive an individual assessment to see whether they are vulnerable to further harm that may arise during the criminal proceedings. If so, special protection measures must be put in place to protect them during the proceedings and against any possible threat from the offender. Special attention is given to the protection of children.

László and his family are assaulted in their home by armed robbers. The police asked them about any possible needs for protection or assistance during proceedings. During the criminal investigation that followed, the questioning of the parents was kept to a minimum and was always conducted by the same police officer, and their children were only interviewed once by a specialised officer to avoid any risk of harm. When the case went to court, they could wait in a separate waiting room so they did not have to face the perpetrators outside the court room.

DAY 2. Right to Respect and Recognition

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality
 #EuropeanDayOfVictimsOfCrime
 #VictimsRightToRespect
 #VictimsRightToRecognition
 #VictimSupportEuropeForVictimsVoices

Talk about the right

1. *The EU Victims' Rights Directive: What does it bring?*

#MakeVictimsRightsaReality
 #VictimSupportEuropeForVictimsRights
 #VictimsRightToRespect




#MakingVictimsRightsA Reality

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The New EU rules on victims' rights that apply since 16 November 2015 bring major changes in the way victims of crime are treated in Europe. The aim is that all victims of crime and their family members are recognised and treated in a respectful and non-discriminatory manner based on an individual approach tailored to the victim's needs. They change attitudes towards victims and place victims at the centre of criminal proceedings.

2. *Many police departments are committed to improving their services to the victims of crime by ensuring they treat them with #respect and #dignity whenever they visit the police stations to report crime. #MakeVictimsRightsaReality*

#VictimSupportEuropeForVictimsRights
#VictimsRightToRespect



#MakingVictimsRightsA

22nd February
European Day For
Victims of Crime



Reality



Victims have the right to a victim-friendly service and if the victim doesn't receive such a service from the police, the victim's rights have been violated. Police and other victim-related institutions should offer victim-friendly services to ensure they do not infringe on the rights of victims as any action that is contrary to this may subject the victim to secondary victimisation.

3. Training is provided to members of the police to equip them with skills in victim empowerment and to enable them to treat victims of crime with courtesy, fairness and professionalism.

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#VictimsRightToRespect

#MakingVictimsRightsA

22nd February
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Reality



In instances where the person is a victim of sexual harassment, police is required to enable a victim to be interviewed by a trained police officer who, if possible, is the same gender as the victim. This is in consideration of reducing any fears that the victim may experience in a gender-based violence related crime.

4. Police officers are also trained to take statements from victims of crime in a professional and sensitive manner. They are required to always ensure the interview or taking of statements are done in the language the victim understands.

Watch the story of Robby Simenon, the victim of physical assault, where he shares his controversial experience when dealing with police.

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#VictimsRightToRespect

<https://www.youtube.com/watch?v=Tlu8neMRi3M&feature=youtu.be>

5. Victims have the Right to be Forgotten!

Watch our short video interview with Philip Adlem, victim of online harassment:

<https://www.youtube.com/watch?v=bOxzsQNKNgc>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

#OnlineVictimisation

#MakingVictimsRightsA

22nd February
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Victims of Crime



Reality



Philip Adlem shared with us his experience of being a victim of online harassment. In 2016, Philip proposed to his partner during the London LGBT Pride Parade, the recording of which has had over 100 million views on various media platforms world-wide. Phil's experience of homophobic online hate came was caused by this recording of his proposal at pride. He and his partner unexpectedly received both direct messages and indirect comments, including death threats and other hate messages. Phil considers himself to be resilient to most things given his experience working in violence, death and crime but the online hate aimed at him had a very large and very unexpected impact on him.

6. Investigating officers are obliged to give regular feedback to the victim of crime on the progress of the investigation. A victim has the right to ask for a copy of his/her statement and add to or amend the statement.

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#VictimsRightToRespect

7. Thanks to @Rondpunt vzw, on this webpage you can find information about your rights if you have suffered physical, mental or emotional harm or economic loss or lost a family member, due to criminalised behaviour on the road, such as involuntary injuries, hit-and-run, drunk driving and excessive speed driving.

<https://rondpunt.be/projecten/eu-project-victims-of-road-traffic-offences/eu-project-victims-of-road-traffic-offences/your-rights-after-a-road-traffic-offence/>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsOfRoadTrafficOffences

8. Victims who do not receive victim-friendly service and are not treated with fairness, respect and dignity are encouraged to report this as it is not acceptable and should be prevented at all costs.

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#VictimsRightToRespect

9. *Victims are at the centre of human rights thinking.*

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#VictimsRightToRespect



DAY 3. Right to information

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

Posts

1. The EU Victims' Rights Directive requires that national authorities give victims a range of information concerning their rights. For example, they will be informed about the type of support they can obtain, the procedure to make a complaint, how and under what conditions they can obtain protection, legal advice or compensation. The information must be given from the first contact with a competent authority and without delay.

#VictimsRightToInformation



Victims Directive - Content

• Art. 3-7 - Right to information

- Right to understand and be understood
- Right to get written (translated) acknowledgement of complaint
- Right to receive a range of information from first contact with competent authorities
- Right to receive information about victim's case throughout criminal proceedings
- Right to interpretation and translation

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Justice

2. Watch [the video](#) story of Robby Simenon, victim of physical assault, where he speaks about lack of information on compensation provided by police:

<https://www.youtube.com/watch?v=Tlu8neMRi3M&t=37s>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

3. *Under the Victims' Rights Directive, all communication with victims must be given in a simple and accessible language. The form of communication must be adapted to the specific needs of every victim and goes beyond of the victims' linguistic capacity. It must be adapted in particular to the victims' age, language or any disability.*

Watch [the video](#) story of Robby Simenon, victim of physical assault, where he speaks about lack of simple explanation provided by police to him, a victim with intellectual disability:

<https://www.youtube.com/watch?v=Tlu8neMRi3M&t=37s>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

2. Learn more about the victims' right to information and other rights by going through the 'EU Victims' Rights Directive: Frequently asked Questions':

file:///Users/user/Downloads/MEMO-15-6113_EN.pdf

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

3. *One of the important goals of media and journalists is to increase awareness of victims' issues. The media can help humanize a victim and their experiences when the criminal justice system is so focused on the offender and the crime. It can help someone tell their story of resilience and hope. It may provide an avenue for a family to talk about their loved one who was assaulted, or give someone a platform to advocate for social change or justice reforms. For example, Robby Simenon and his mother Gavina Goffaert were happy with the attention of journalists to their victim experience.*

Watch the TV report (in Flemish):

<https://www.tvl.be/nieuws/41-jarige-bilzenaar-met-een-beperking-slachtoffer-van-zinloos-geweld-60271>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

4. *Crime stories make news headlines every day, so as a victim of crime you may find yourself at the centre of media attention.*

Read a useful article on 'Dealing with the media':

<https://www.victimsupport.org.uk/help-and-support/coping-crime/dealing-media>



#MakingVictimsRightsA

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Reality



You might want to share your story with the media as part of your recovery process, to help the police catch the offender, to raise awareness of crime or for fundraising purposes. But you might also find the attention of journalists intrusive and upsetting — especially as you are trying to come to terms with what has happened.

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInformation

Raise awareness with resources about victims' rights!

5. *Victims have a Right to understand and to be understood (Article 3).*

#VictimsRightToInformation




#MakingVictimsRightsA

22nd February
European Day For
Victims of Crime

Reality

Victims have a Right to understand and to be understood (Article 3). Member States shall take appropriate measures to assist victims to understand and to be understood from the first contact and during any further necessary interaction they have with a competent authority in the context of criminal proceedings, including where information is provided by that authority.

6. *Victims have a Right to receive information from the first contact with a competent authority (Article 4).*

#VictimsRightToInformation




#MakingVictimsRightsA

22nd February
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Victims of Crime

Reality

Victims have a Right to receive information from the first contact with a competent authority (Article 4). You should have access to relevant information at the earliest stage and throughout the criminal justice process. This should include information on procedures, your role in them (if any), reports on progress (giving an explanation for any delays) and outcomes of criminal proceedings.

7. *Right of victims when making a complaint (Article 5).*
#VictimsRightToInformation




#MakingVictimsRightsA

22nd February
European Day For
Victims of Crime

Reality

Right of victims when making a complaint (Article 5). Member States shall ensure that victims receive written acknowledgement of their formal complaint made by them to the competent authority of a Member State, stating the basic elements of the criminal offence concerned.

8. *Right to receive information about their case (Article 6).*
#VictimsRightToInformation




#MakingVictimsRightsA

22nd February
European Day For
Victims of Crime

Reality

Right to receive information about their case (Article 6). Member States shall ensure that victims are notified without unnecessary delay of their right to receive all the necessary information about the criminal proceedings.

9. *Right to interpretation and translation (Article 7).*
#MakeVictimsRightsaReality
#EuropeanDayOfVictimsOfCrime
#VictimsRightToInformation



10. *On this webpage you can download the research outputs of the project 'Victims of road traffic offences' conducted by @Rondpunt vzw: <https://rondpunt.be/projecten/eu-project-victims-of-road-traffic-offences/eu-project-victims-of-road-traffic-offences/research/>*
#MakeVictimsRightsaReality
#EuropeanDayOfVictimsOfCrime
#VictimsOfRoadTrafficOffences



Share your personal experiences!

11. *"Journalists were at our home to interview, to film, to do everything for us in the aftermath of the assault. The television and the newspapers were very, very helpful!", Gavina Goffaert, mother of victim of hate crime (Belgium)*
 #MakeVictimsRightsaReality #VictimsRights



#MakingVictimsRightsA

22nd February
European Day For
Victims of Crime



Reality



"Journalists were at our home to interview, to film, to do everything for us in the aftermath of the assault. The television and the newspapers were very, very helpful!", Gavina Goffaert, mother of victim of hate crime (Belgium)

12. *Three road victims made a participatory video about their story and how they experienced the support after the crash. Samy lost his right arm in a car crash where he was the passenger and his best friend the driver. He talks about the treatment at the hospital and the support during rehabilitation:*

<https://vimeo.com/255893536>

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DAY 4. Right to Support

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToSupport

Posts

1. *Establishing #VictimSupportServicesStandards is essential to the development of high quality, effective, efficient and consistent #SupportServices provided by support workers and ensures that services meet the needs and expectations of victims.*

Get acquainted with our new info-graphic “Proposed standards for quality of victim support services in Serbia”, one of the visual outputs of the series of reports we prepared for the #WorldBank in Serbia.

This year we will continue our work on the development of an entire narrative around the victim services ecosystem that should exist within any country. #QualityOfService is part of that narrative and #standards helps achieve this objective.

#VictimSupportStandards

#MakeVictimsRightsaReality

#VictimsRightToSupport



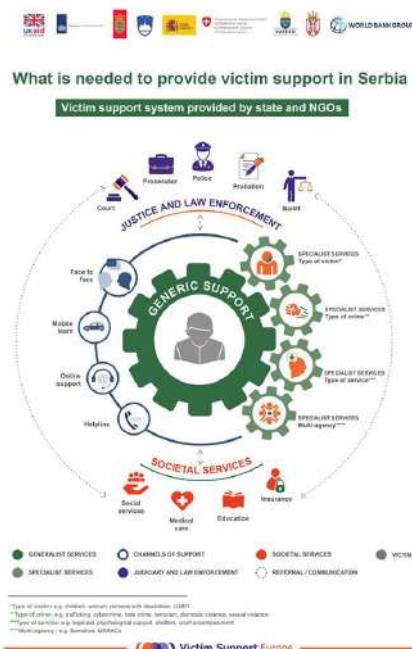
2. One of our 2018's achievements is a series of reports on "How to Ensure Quality of Victim Support Services?" that we prepared for the #WorldBank in Serbia.

Here is one of the visual results - an infographic "What is needed to provide victim support in Serbia" linked to the implementation of Articles 8 of the EU Victims' Directive: Victims' Right to access victim support services.

#VictimSupportStandards

#MakeVictimsRightsaReality

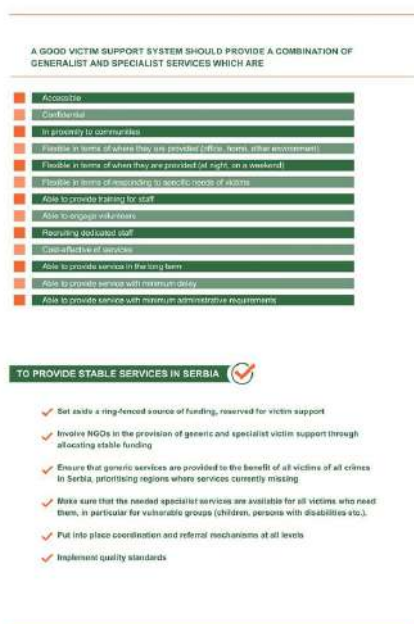
#VictimsRightToSupport

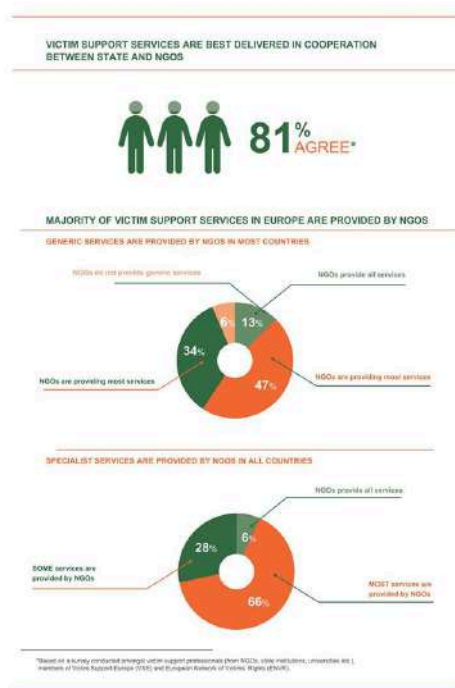


3. One of our 2018's achievements is a series of reports on "How to Ensure Quality of Victim Support Services?" that we prepared for the #WorldBank in Serbia.

Here is one of the visual results - an infographic, an overview of generalist and specialist services!

#VictimSupportStandards
 #MakeVictimsRightsaReality
 #VictimsRightToSupport





Raise awareness with resources about victims' rights

4. *Victims have a Right to access victim support services (Article 8).*
Member States shall ensure that victims, in accordance with their needs, have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings. Family members shall have access to victim support services in accordance with their needs and the degree of harm suffered as a result of the criminal offence committed against the victim.

#MakeVictimsRightsaReality

#VictimsRightToSupport

 **Victim Support Europe** 

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Victims have a Right to access victim support services (Article 8). Member States shall ensure that victims, in accordance with their needs, have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings. Family members shall have access to victim support services in accordance with their needs and the degree of harm suffered as a result of the criminal offence committed against the victim.

5. *Victims have a Right to access victim support services (Article 8). Member States shall take measures to establish free of charge and confidential specialist support services in addition to, or as an integrated part of, general victim support services, or to enable victim support organisations to call on existing specialised entities providing such specialist support.*

#MakeVictimsRightsaReality

#VictimsRightToSupport



6. *Victims have a Right to access victim support services (Article 8). Member States shall ensure that access to any victim support services is not dependent on a victim making a formal complaint with regard to a criminal offence to a competent authority.*

#MakeVictimsRightsaReality

#VictimsRightToSupport



7. For information regarding available Victim Support services across Europe, please, visit our info page: <https://victimsupport.eu/find-an-organisation/>

#MakeVictimsRightsaReality

#VictimsRightToSupport

8. *Victims have a Right to Support* from victim support services (Article 9).

Victim support services shall, as a minimum:

- Provide information on criminal justice systems and the role/rights of victims;
- Provide emotional and practical support;
- Accompany you, if necessary and possible, during criminal proceedings;
- For information regarding available Victim Support services across Europe;
- Victim Support services should be: easily accessible; free of charge; confidential; victim-focused; fully competent to deal with the challenges faced by the victims they serve.

#MakeVictimsRightsaReality

#VictimsRightToSupport



9. *Three road victims made a participatory video about their story and how they experienced the support after the crash. Ellen was sent from pillar to post after her car crash. She experienced that every hospital is different and discusses the difficulties with regard to the recognition of her injuries, good care and the administrative aspect. Furthermore, the implications on her social life and activities are also mentioned.*

<https://vimeo.com/258233200>

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10. Booklet 'What after a crash abroad?': In this booklet @Rondpunt vzw explains what a road victim or relative needs to know and what they can do when involved in a crash abroad. The booklet is divided in different chapters: police, judicial aspects, insurance, medical aspects, psychosocial aspects, peer support, restorative justice practices and contact with the media:

[https://rondpunt.be/medialibrary/Booklet%20What%20after%20a%20crash%20abroad%20\(web\)_844.pdf?download=true](https://rondpunt.be/medialibrary/Booklet%20What%20after%20a%20crash%20abroad%20(web)_844.pdf?download=true)

#MakeVictimsRightsaReality
#EuropeanDayOfVictimsOfCrime
#VictimsOfRoadTrafficOffences

DAY 5. Right to be heard

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality
#EuropeanDayOfVictimsOfCrime
#VictimsRightToBeHeard
#VictimsRights
#VictimSupportEuropeForVictimsVoices

Posts

1. All victims of crime should be given the chance to make a statement in court about the impact the offence has had on their lives. In a report about the situation in England and Wales, it is said 15% of victims had been given the opportunity to make a victim statement in 2015/16. The right of victims to make a statement should be enshrined in law, with sanctions for police and other agencies if they did not offer the service. All crime victims should get court statement opportunity!

#VictimsRightToBeHeard
#MakeVictimsRightsaReality



2. Do you know when for the first time in the history of international criminal justice, victims were placed at the heart of proceedings? In 2005!

The establishment of the Office of Public Counsel for Victims (OPCV) in September 2005 was an effective step in strengthening the legal representation of victims in proceedings before the International Criminal Court. The Office's aim is to help victims make their voice heard. The office rapidly became well structured and ready to fulfill its mandate of providing support and assistance, both to legal representatives of victims and to victims themselves.

Read more: <https://www.icc-cpi.int/nr/rdonlyres/01a26724-f32b-4be4-8b02-a65d6151e4ad/282846/lrbookleteng.pdf>

#VictimsRightToBeHeard



3. Victim's right to be heard is a very important right and one which deserves serious consideration. Defendants have a right to make any statements they deem appropriate to the Judge prior to the imposition of the sentence. When a victim exercises their right to be heard at sentencing, this is an

opportunity for the Judge to see the other side of the story and provides for some balance in the sentencing process. Many victims find this to be a very helpful experience.

#VictimsRightToBeHeard

#MakeVictimsRightsaReality



4. *Not every victim is comfortable with speaking in front of people, especially about something very personal and in front of the defendant. Travel may also make it difficult for victims to come and tell their story live in court. Victims still have the option of writing an impact letter or statement. This is another way for victims to let the judge know what their concerns are and the affect of the crime on them. In most circumstances, this statement will be provided to counsel for the defendant and can become part of the permanent record. While victim support services cannot write victim's statement for a victim, our support workers will assist you and help answer questions.*

#VictimsRightToBeHeard

#MakeVictimsRightsaReality

5. *The Right To Be Heard: What the Stanford Survivor's Letter Means for All Crime Victims? Read Emily Doe's, Stanford sex-assault victim, impact statement:*

<https://paltoonline.com/news/2016/06/03/stanford-sex-assault-victim-you-took-away-my-worth>

#VictimsRightToBeHeard

#MakeVictimsRightsaReality

6. *What is the practical impact of the exercise of the right to be heard? Read the EC article about the effect of Oral Hearings and*

the role of the Hearing Officers:

http://ec.europa.eu/competition/publications/cpn/2005_2_22.pdf

#VictimsRightToBeHeard

#MakeVictimsRightsaReality

7. Learn more about how courthouse dogs help give victims of crime the courage to testify:

<https://www.youtube.com/watch?v=WPJXkz6oUqw>

#MakeVictimsRightsaReality

#Good Human Rights Stories

#VictimsRightToBeHeard

@eu_eas

8. Three road victims made a participatory video about their story and how they experienced the support after the crash. For Carine being disabled isn't the bad part. The bad part is being treated as a disabled person. She explains the repercussions on her life on physical, psychosocial, financial and social level:

<https://vimeo.com/260253332>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsOfRoadTrafficOffences

DAY 6. Right to protection

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToProtection

1. Many people do not know a lot about victim's rights. A summary of your rights as a victim of crime is stated in the EU Victims Rights Directive establishing Minimum Standards on the Rights, Support and Protection of Victims of Crime. Read the document at:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1421925131614&uri=CELEX:32012L0029>

<https://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1421925131614&uri=CELEX:32012L0029>

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

#EUVictimsDirective

2. *Get to know your rights as a victim of crime in criminal proceedings. Read the 'EU Framework Decision on the Standing of Victims in Criminal Proceedings':*
<https://victimsupport.eu/activeapp/wp-content/uploads/2012/09/Council-Framework-Decision-0of-15-March-2001-on-the-standing-of-victims-in-criminal-proceedings1.pdf>
 #MakeVictimsRightsaReality
 #VictimSupportEuropeForVictimsRights
3. *Do you know what to do if you became a victim of crime? Read our practical advice in full:* <https://victimsupport.eu/help-for-victims/practical-advice/>
 #MakeVictimsRightsaReality
 #VictimSupportEuropeForVictimsRights
4. *In many EU countries if you became a victim of crime, you have access to a relatively good support system. Find help on our online victim support map in your respective country:*
<https://victimsupport.eu/help-for-victims/find-help/>
 #MakeVictimsRightsaReality
 #VictimSupportEuropeForVictimsRights
5. *To better understand victims' rights legislation, read the Council of Europe Recommendation (2006) on Assistance to Crime Victims:*
https://victimsupport.eu/activeapp/wp-content/uploads/2012/09/Recommendation-Rec20068-of-the-Committee-of-Ministries_Council-of-Europe31.pdf
 #MakeVictimsRightsaReality
 #VictimSupportEuropeForVictimsRights
6. *What do you think of "the right to be forgotten?"*
 Watch our film "The Right to be Forgotten":
<https://www.youtube.com/watch?v=Wpw9jtrHQw8>
 #VictimSupportEuropeForVictimsRights
7. *If you have been a victim of crime or if you know someone who was, this website can help you. Here you will find information on the criminal proceedings, your rights and the agencies that can support you:*
<http://www.infovictims.com/com/>
 #MakeVictimsRightsaReality

DAY 7. Right to compensation and restorative justice

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToCompensation

#VictimsRightToRestorativeJustice


1. *As a victim of crime, you may be entitled to fair and appropriate compensation for the injuries you have suffered. In some European countries, compensation is awarded as part of the criminal trial, but in other countries compensation is awarded separately from the trial. Victim Support in your country can give you more information regarding the rules for compensation relevant to you.*

#VictimsRightToCompensation

2. *Victims and offenders can benefit from a restorative process. Evidence shows that restorative justice has an 85% satisfaction rate amongst those who engage in it, and has also shown to have a positive effect on reducing reoffending.*

#VictimsRightToRestorativeJustice

RESTORATIVE JUSTICE SIGNPOSTS



We are working toward restorative justice when we:

- I. Focus on the harms of wrongdoing more than the rules that have been broken;
- II. Show equal concern and commitment to victims and offenders, involving both in the process of justice;
- III. Work toward the restoration of victims, empowering them and responding to their needs as they see them;
- IV. Support offenders while encouraging them to understand, accept and carry out their obligations;
- V. Recognize that while obligations may be difficult for offenders, they should not be intended as harms and they must be achievable;
- VI. Provide opportunities for dialogue, direct or indirect, between victims and offenders as appropriate;
- VII. Involve and empower the affected community through the justice process, and increase its capacity to recognize and respond to community bases of crime;
- VIII. Encourage collaboration and reintegration, rather than coercion and isolation;
- IX. Give attention to the unintended consequences of our actions and programs; and
- X. Show respect to all parties, including victims, offenders and justice colleagues.

Harry Mika and *Howard Zehr*

3. *Recovering From Crime: Restorative Justice and Rape.*

Gabrielle Browne, a victim of serious sexual assault back in 2003, and a member of Restorative Justice Europe Expert Advisory Group, talks about her traumatic experience and double abuse caused by the Criminal Justice System.

https://www.youtube.com/watch?time_continue=2&v=2HKPdWBX2iw

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToRestorative Justice

4. Restorative justice begins with a concern for victims and how to meet their needs, for repairing the harm as much as possible. The European Forum for Restorative Justice aims to help establish and develop victim-offender mediation and other restorative justice practices. Every person in Europe should have the right of access to restorative justice services, at any time and in any case.

<http://www.euforumrj.org/>

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 #VictimsRightToRestorative Justice
 #EUFORUMRJ

5. *Digital Stories on restorative justice: In these short videos a victim and an offender testify about their experience and participation in a victim-offender mediation after a road crash. Martijn hit a car when he ignored a red light:*

<https://www.youtube.com/watch?v=kSutt1apuaE&feature=youtu.be>

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 #EuropeanDayOfVictimsOfCrime
 #VictimsRightToRestorative Justice
 @Rondpunt vzw

6. *A profound online database of films and documentaries on restorative justice collected during the EU-funded project "Accessibility and Initiation of Restorative Justice":*

<http://www.euforumrj.org/publications/films-and-documentaries/>

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 #EuropeanDayOfVictimsOfCrime
 #VictimsRightToRestorative Justice
 #EUFORUMRJ

7. *A core element of restorative justice is active participation by the victim, the offender and possibly other parties (the community).*

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 #EuropeanDayOfVictimsOfCrime
 #VictimsRightToRestorative Justice
 #EUFORUMRJ



8. Every two years, the EFRJ organises a Summer School in a different location in Europe and on a different theme.

This year's theme is "Child-friendly Restorative Justice". The focus will be on both, young victims and offenders, to identify appropriate restorative responses to conflict and crime involving this specific vulnerable group. The summer school will be organised within the walls of the Faculty of Law and Administration of the Gdańsk University in the North of Poland (22-26 July 2019).

Registrations open: <http://www.euforumrj.org/events/summerschool2019/>

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#VictimsRightToRestorative Justice
#EUFORUMRJ

9. Crime victims in the European Union (EU) can obtain compensation for the injuries and/or damages they have suffered, regardless of where in the territory of the EU the crime was committed. But how to claim compensation from the offender? Click on the link for more information on how to claim compensation from the offender during a trial:

https://e-justice.europa.eu/content_claiming_damages_from_the_offender-494-en.do?clang=en

#MakeVictimsRightsaReality
#EuropeanDayOfVictimsOfCrime
#VictimsRightToCompensation

10. Crime victims in the European Union (EU) can obtain compensation for the injuries and/or damages they have suffered, regardless of where in the

territory of the EU the crime was committed. How to claim compensation from the state (Compensation authority or any other body)?

You can find more information about the compensation schemes available in each EU country. Click on the flag of the country in which the crime was committed. You can claim state compensation from this country if you are a resident of it (national case) or if you live in another EU country (cross border case).

https://e-justice.europa.eu/content_if_my_claim_is_to_be_considered_in_this_country-491-en.do?clang=en

11. If you fell victim to a crime while you were abroad (in an EU country in which you do not live) you can submit the application to the assisting authority of the country in which you live. Here you can find information about the procedure you need to follow to have your application sent from your country of residence to the EU country where the crime was committed.

https://e-justice.europa.eu/content_if_my_claim_is_to_be_sent_from_this_country_to_another_eu_country-492-en.do?clang=en

12. At the risk of oversimplifying, the restorative justice and the traditional justice approach -- retributive justice -- might be summarized as follows:

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At the risk of oversimplifying, the restorative justice and the traditional justice approach -- retributive justice -- might be summarized as follows:

Retributive Justice

Crime

is a violation of the law, and the state is the victim.

The aim of justice

is to establish blame (guilt) and administer pain (punishment).

The process of justice

is a conflict between adversaries in which the offender is pitted against state rules, intentions outweigh outcomes and one side wins while the other loses.

Restorative Justice

Crime

is a violation or harm to people and relationships.

The aim of justice

is to identify obligations, to meet needs and to promote healing.

The process of justice

involves victims, offenders and the community in an effort to identify obligations and solutions, maximizing the exchange of information (dialogue, mutual agreement) between them.

To put restorative justice in its simplest form: crime violates people and violations create obligations. Justice should involve victims, offenders and community members in a search to identify needs and obligations, so as to promote healing among the parties involved.

13. *“To put restorative justice in its simplest form: crime violates people and violations create obligations. Justice should involve victims, offenders and community members in a search to identify needs and obligations, so as to promote healing among the parties involved”, - Howard Zehr*

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#VictimsRightToRestorative Justice

<i>Retributive vs. Restorative Justice</i>	
RETRIBUTIVE JUSTICE	RESTORATIVE JUSTICE
Problem	
defined narrowly, abstractly, a legal infraction	defined relationally, as a violation of people
only legal variables relevant	overall context relevant
state as victim	people as victims
Actors	
state (active) and offender (passive)	victim and offender primary, along with community and state
Process	
adversarial, authoritarian, technical, impersonal	participatory, maximizing information, dialogue and mutual agreement
focus = guilt/blame	focus = needs and obligations
"neutralizing strategies" encouraged	empathy and responsibility encouraged
Outcome	
pain, suffering	making things right by identifying needs and obligations; healing; problem-solving
harm by offender balanced by harm to offender	harm by offender balanced by making right
oriented to past	oriented to future

14. Digital Stories on restorative justice: In these short videos a victim and an offender testify about their experience and participation in a victim-offender mediation after a road crash.

Annick lost her parents in a collision after a truckdriver ignored a red light:

<https://www.youtube.com/watch?v=Wzvi9STCECg&feature=youtu.be>

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#VictimsRightToRestorative Justice

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#VictimsRightTo Compensation



As a victim of crime, you may be entitled to fair and appropriate compensation for the injuries you have suffered. In some European countries, compensation is awarded as part of the criminal trial, but in other countries compensation is awarded separately from the trial. Victim Support in your country can give you more information regarding the rules for compensation relevant to you.



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#VictimsRightTo Compensation



To guarantee fair and appropriate access to compensation, victims of crime need:

**accessible, clear, accurate and
easy to understand
information.**





22nd February
European Day For
Victims of Crime

#VictimsRightTo Compensation



To guarantee fair and appropriate access to compensation, victims of crime need:

respectful treatment

whether from local police authorities, judges, support workers, administrative staff, etc., victims of crime need to be treated with respect throughout the compensation proceedings.



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#VictimsRightTo Restorative Justice



Restorative justice means re-establishing the situation of the victim prior to the crime. This may include financial compensation, but involves many other facets. Full and effective restorative justice should include, as appropriate, restitution, compensation, rehabilitation, satisfaction and guarantees of non-repetition.

DAY 8. Right to reimbursement of expenses

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToReimbursementOfExpenses

1. *Victims have a Right to reimbursement of expenses (Article 14). Member States shall afford victims who participate in criminal proceedings, the possibility of reimbursement of expenses incurred as a result of their active participation in criminal proceedings, in accordance with their role in the relevant criminal justice system. The conditions or procedural rules under which victims may be reimbursed shall be determined*

by national law.

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#VictimsRightToReimbursementOfExpenses

2. *As a victim of a crime you can benefit from a number of rights, and assistance from national authorities and organisations to advise and help you. These factsheets provide you with a range of information on what you can expect in every country in the European Union. Please select the relevant country's flag to obtain detailed national information.*

[https://e-](https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-en.do)

[justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-en.do](https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-en.do)

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToReimbursementOfExpenses

3. *Victims of crime have the right to reimburse the crime-related expenses. Such expenses include medical costs, mental health counseling, funeral and burial costs and lost wages or loss of support. The conditions or procedural rules under which victims may be reimbursed are determined by national law.*

https://e-justice.europa.eu/content_compensation-67-en.do

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToReimbursementOfExpenses

4. Any victim who takes part in the proceedings as a witness is entitled to be compensated for time spent and to be reimbursed for any expenses incurred as a result.

Compensation must be applied for in writing using the special form available from the courts. Witnesses are entitled for compensation for each trip to court. The exact amount is calculated on the basis of the distance travelled and the time spent on the journey.

Your National Support Service can help you exercise your right. Find your national support service online: <https://victimsupport.eu/find-an-organisation/>

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToReimbursementOfExpenses

DAY 9. Right to interact with trained professionals

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToInteractWithTrainedProfessionals

1. You have the right to receive information and support from trained professionals. As such, personnel, including criminal justice professionals, in contact with victims of crime should have received training appropriate to their level of contact.

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#VictimsRightToInteractWithTrainedProfessionals

2. Victims Directive (Art. 25 – Training)

- Training compulsory for police and court staff
- Training to be available for judges, prosecutors and lawyers
- Training to be encouraged for victim support and restorative justice services

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#VictimsRightToInteractWithTrainedProfessionals



Victims Directive - Content

- **Art. 25 - Training**

- Training compulsory for police and court staff
- Training to be available for judges, prosecutors and lawyers
- Training to be encouraged for victim support and restorative justice services

- **Art. 26 - Cooperation**

- MS should cooperate with each other
- Awareness raising actions, information, education

13

Justice

3. *The EU conducts regular and obligatory vocational training programmes on counteracting and combating hate crime to teach police officers how to identify and investigate hate crime properly, react adequately and prevent it.*

Read about the Law Enforcement Officer Programme (LEOP) that has been running since 2006 at the Polish police service as an example of such training:

<https://fra.europa.eu/en/promising-practices/law-enforcement-officer-programme-combating-hate-crimes#implementing>

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToInteractWithTrainedProfessionals

4. *@VictimSupportScotland provides professional services to victims of crimes. Download the APP Infovictims to find useful information about your rights and support services available.*

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#VictimsRightToInteractWithTrainedProfessionals



5. Watch a [short video](#) introduction of White Circle Croatia, an independent, non-governmental organization working to reduce the traumatization of victims of violence and provide the support they need.

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToInteractWithTrainedProfessionals

6. Police experts from across Europe have successful meeting in Prague to save more missing children. Read the article:

<https://www.amberalert.eu/police-experts-from-across-europe-have-successful-meeting-in-prague-to-save-more-missing-children/>

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToInteractWithTrainedProfessionals

@AMBERAlertEurope

7. On this webpage you can download the practical tools for professionals and self-help groups of the project 'Victims of road traffic offences':

<https://rondpunt.be/projecten/eu-project-victims-of-road-traffic-offences/eu-project-victims-of-road-traffic-offences/practical-tools-for-professionals-and-self-help-groups/>

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsOfRoadTrafficOffences

DAY 10. Right to cross-border assistance

Thematic page

<https://victimsupport.eu/help-for-victims/victims-rights/>

Relevant hashtags

#MakeVictimsRightsaReality

#EuropeanDayOfVictimsOfCrime

#VictimsRightToCrossBorderAssistance

1. *If you fall victim to crime abroad, the country where you live should cooperate with the country where the crime took place to assist you in your participation of the case. Victim Support Europe can also help you access support services in your own country. Contact us:*

<https://victimsupport.eu/about-us/contact-us/>

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToCrossBorderAssistance

2. *According to the EU Victim's Directive, Member States shall ensure that officials likely to come into contact with victims, such as police officers and court staff, receive both general and specialist training to a level appropriate to their contact with victims to increase their awareness of the needs of victims and to enable them to deal with victims in an impartial, respectful and professional manner.*

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToCrossBorderAssistance

#EUVictimsDirective

3. *Read an interesting presentation of Sonja Leferink (Victim Support Nederland) "Cross border support for cross border victims: a knowledge sharing experiment":*

<https://www.slideshare.net/VSE2016/c4-cross-border-support-for-cross-border-victims-a-knowledge-sharing-experiment>

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToCrossBorderAssistance

4. *Being a victim in a country that is not their own, victims can face additional barriers to exercise their rights. The study conducted by Victim*

Support Europe shows that cross-border victims need victim support. Their lack of information on the criminal justice system and often their lack of support system in the country where the crime took place are additional reasons why victim support has an important role to play in bridging the barriers faced by cross-border victims. However, cross-border victims often do not reach victim support services. The police and internet are identified as main sources through which cross-border victims reach victim support services.

Victim Support Europe offers information on where to reach victim support services in the EU: <https://victimsupport.eu/help-for-victims/find-help/>

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5. *While both national and EU legislation has substantially improved and extended the rights available to cross-border victims, VSE's study clearly shows the discrepancy between rights on paper and in practice for these victims.*

Find the full report VSE Cross-border Victimization:

<https://victimsupport.eu/activeapp/wp-content/uploads/2017/02/VSE-Cross-border-Victimisation-Report.pdf>

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#EuropeanDayOfVictimsOfCrime

#VictimsRightToCrossBorderAssistance

6. *In recognition of the European day for Victims of Crime, the Ministry of Justice of the Republic of Croatia, Service for Victim and Witness Support, is organizing the round table „Individual assessment of victims - Practical Experience and Challenges“. The round table will be held on 22 February 2019 in the premises of the Ministry of Justice.*

The aim of the round table is to discuss the experiences and challenges in the implementation of the individual assessment of victims, as well as possible ways of enhancing cooperation with authorities, organizations and institutions providing assistance and support to victims of crime through examples of good practice.

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#RepublicOfCroatia

#MinistryOfJustice

#ServiceForVictimAndWitnessSupport

7. *Watch Dina Nachbaur, Managing Director of @WEISSER RING Austria, explaining in this **short video** what the organisation does and what challenges they face.*

<https://www.youtube.com/watch?v=SmoVArKfyWA>

#MakeVictimsRightsaReality

#TheVoiceOfVictimsInAustria

8. *What can you expect from Victim Support? Click the link to learn more about what Victim Support New Zealand does!*

#MakeVictimsRightsaReality

#TheVoiceOfVictimsInNewZealand

<http://www.victimsupport.org.nz/get-help/what-you-can-expect/?fbclid=IwAR1ul8Sh-d0n3JAoHvzun7HGGHa2JpklkogWelpUvYUUwRPL64Pdg-eu9Sg>

9. *The Irish Tourist Assistance Service, ITAS, provides immediate support and assistance, 7 days a week, to visitors to the country who become victims of crime or experience other traumatic events. The Service is free and confidential.*

Watch this short informative video about ITAS and how it makes victims' rights a reality!

#MakeVictimsRightsaReality

#VictimsRightsInIreland

<https://vimeo.com/256591230/7df398e867>

10. *On the European Day for Victims of Crime, France Victimes, the federation of 130 support associations located in France, will campaign to raise awareness for victims issues. In 2018, 320,000 people benefited from their free victim support services.*

Let's mobilize for the victims and their loved ones!

#VictimesPlusJamaisSeules

#EnParlerPourAvancer

#MakeVictimsRightsaReality



11. *If you have fallen victim to crime, you are entitled to certain rights and services in the aftermath of crime, both in the criminal justice system and wider society. VSE produced a video on victims' rights, explaining in a simple way victims' rights and services. Watch [the film](#) to learn more about victims' rights in Europe!*
<https://www.youtube.com/watch?v=vL1EyaeqGw8&t=5s>)
 #MakeVictimsRightsaReality
 #VictimSupportEuropeForVictimsRights
12. *This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive). The video features Yasmine, an LGBTQI+ victim of hate crime. A really important story about the individual getting immediate practical and emotional help from LGBTI support organisation.*
 #MakeVictimsRightsaReality
 #Good Human Rights Stories
 @eu_eas
<https://www.youtube.com/watch?v=oYRrxgrhTr8>
13. *This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive). Eve Farrelly, manager of The Cari Foundation, which helps child sexual abuse victims, talked about the journey to setting up Europe's first service dogs for children in criminal proceedings. This story is about minimising trauma and helping victims have a voice.*
<https://www.youtube.com/watch?v=WPJXkz6oUqw>
 #MakeVictimsRightsaReality
 #Good Human Rights Stories
 #VictimsRights
 #VoiceOfVictims
 @eu_eas
14. *This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive). This video features Robby Simenon, a disabled victim of crime. Robby was beaten up by two neighbours. One of the first to help Robby was his social solicitor and journalists.*
<https://www.youtube.com/watch?v=xLv43QYgsYg>
 #MakeVictimsRightsaReality
 #Good Human Rights Stories

#VictimsRights
#VoiceOfVictims
@eu_eas

15. *This EU story highlights the improvements made for people who are victims of crime and how their lives changed for the better since the EU adopted a law three years ago which better defends their rights (EU Victims Directive). This video features Raquel Moreno dos Santos who talks about her work as a psychologist and victim support worker at Portuguese Association for Victim Support.*

<https://www.youtube.com/watch?v=bFtraHQXXsQ>

#MakeVictimsRightsaReality
#Good Human Rights Stories
#VictimsRights
@eu_eas

WEEKEND POSTS (16-17 February 2019)

Raise awareness with resources about victims' rights

✓ Many people do not know a lot about victim's rights. A summary of your rights as a victim of crime is stated in the EU Victims Rights Directive establishing Minimum Standards on the Rights, Support and Protection of Victims of Crime. Read the document at (link).

#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights
#EUVictimsDirective

✓ Get to know your rights as a victim of crime in criminal proceedings. Read the 'EU Framework Decision on the Standing of Victims in Criminal Proceedings':

<https://victimsupport.eu/activeapp/wp-content/uploads/2012/09/Council-Framework-Decision-0of-15-March-2001-on-the-standing-of-victims-in-criminal-proceedings1.pdf>

#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights

✓ Do you know what to do if you became a victim of crime? Read our practical advice in full: <https://victimsupport.eu/help-for-victims/practical-advice/>

#MakeVictimsRightsaReality
#VictimSupportEuropeForVictimsRights

✓ *In many EU countries if you became a victim of crime, you have access to a relatively good support system. Find help on our online victim support map in your respective country:*

<https://victimsupport.eu/help-for-victims/find-help/>

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

✓ *To better understand victims' rights legislation, read the Council of Europe Recommendation (2006) on Assistance to Crime Victims:*

https://victimsupport.eu/activeapp/wp-content/uploads/2012/09/Recommendation-Rec20068-of-the-Committee-of-Ministries_Council-of-Europe31.pdf

#MakeVictimsRightsaReality

#VictimSupportEuropeForVictimsRights

✓ *What do you think of "the right to be forgotten?"*

Watch our film "The Right to be Forgotten":

<https://www.youtube.com/watch?v=Wpw9jtrHQw8>

#VictimSupportEuropeForVictimsRights

✓ *If you have been a victim of crime or if you know someone who was, this website can help you. Here you will find information on the criminal proceedings, your rights and the agencies that can support you:* <http://www.infovictims.com/com/>

#MakeVictimsRightsaReality

SHARE YOUR PERSONAL EXPERIENCES

✓ *"I would like to say to all the victims, to absolutely all victims, that they have rights and that their rights are real and true. The rights exist and they should be made real and a part of our daily life", Yasmine (Brussels). #MakeVictimsRightsaReality*

#VictimsRights

#MakingVictimsRightsA

22nd February
European Day For
Victims of Crime



Reality



"I would like to say to all the victims, to absolutely all victims, that they have rights and that their rights are real and true. The rights exist and they should be made real and a part of our daily life", Yasmine (Brussels).

✓ 'Victim Support workers should focus more on the everyday life of a victim in order to better understand him/her. If a victim sees a clock standing on the table of a support worker, ticking all the time, it is a barrier to a serious but relaxed conversation', Gavina Goffaert, mother of victim of hate crime (Belgium)

#MakingVictimsRightsA

22nd February
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#MakeVictimsRightsaReality #VictimsRights

Challenge common perceptions of victim rights not being implemented or used in practice

✓ "The numbers of victims are increasing, actually. The numbers are increasing because people start to talk more about the problem. And for us it is a good thing because we can help them. What APAV is doing is saying to people that they can talk",

Raquel, Psychologist who counsels victims of crime at APAV
 #MakeVictimsRightsaReality
 #Good Human Rights Stories
 @eu_eeas



✓ It was then that I was happily surprised by the behavior of the police officer who received my complaint. In the Brussels police force, they established a cell, a department specialized in LGBTI issues. So that when an LGBTI victim makes a complaint, there is a specialized service for them. He didn't say Sir to me, he said Madam. It was the first time I heard a police officer say Madame because in my identity card it's still indicated – sex- male", Yasmine, victim of hate crime, Brussels.

#MakeVictimsRightsaReality
 #Good Human Rights Stories
 @eu_eeas

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22nd February
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Reality



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