

Victim Support in Germany

Who we are

- **Victim support nationwide**
 - ↳ supporting and helping crime victims
 - person to person voluntarily and professionally by volunteers
 - 420 local offices– more than 3000 volunteers
 - ↳ registered non-profit association
 - ↳ not dependent on state funding
 - funded by membership fees, donations, fines, inheritances et al.

Who we are

➡ **Trained volunteers act as contact persons and as navigators**

- **familiar with the various types of offences and their consequences,**
- **aware of how differently people react to stressful situations**

➡ **They are chosen carefully**

- **the local and the regional chairmen pay attention that supporters are personally suited, have organisational skills and are socially adept**

Training

- **Training in seminars through qualified lecturers**
- **Two seminars are obligatory**
- **Annual meetings in the federal states**
- **A range of seminars offers to learn specific skills**
 - ↳ **for example: domestic violence, stalking, communication, presentation, process support**
- **The successful completion of the necessary training is the basis of our work.**

Quality Standards

- **Contact points ensure that support will be given without delay. As a rule, a reaction to a request for help occurs within 24 hours**
- **We offer a visiting service without time- or place-related obstacles**
- **In an emergency situation we are able to provide immediate tide-over assistance at the first visit**
- **We know the rights of victims in criminal proceedings**
- **We know what benefits the Victims Compensation Act. We offer advice as how to use the possibilities of the Protection against Violence Act**
- **We maintain the balance between sympathy and distance.**

Who do we help

- **We help all victims of intentional crime**
- **The help is independent of whether an offence has been reported or the offender is convicted**
- **We help people, who live in Germany, also if they have fallen to crime abroad**
- **Being a member is not prerequisite for our help**
- **There are different ways to come in contact with WEISSER RING**

 **Police, friends,**

 **by phone, Internet, letter, 116006**

116 006

- **Decision of the European Commission**
- **to establish „Harmonised service of social value“ and reserve 116 ... numbers in Member States**
- **WEISSER RING operates 116 006 since September 2010**
- **Freephone number**
- **In the whole of Europe**

116006

- **7/7 days**
- **7 a.m. to 10 p.m.**
- **50 volunteers**
 - ↳ **working from 3 up to 8 h a week (one to three persons at the same time)**
- **350 answered phone calls a week actually**

4 Tasks

- **Active listening**
- **Finding out the problem**
- **Give orientation about practicable help**
 - ↳ **First information about what can be done**
 - ↳ **First steps to solve the problems**
- **Arrange contact with**
 - ↳ **volunteers of WEISSER RING next to the victim**
 - ↳ **other specialised services in the region**

How do we help - Networking

- **Networking to give the best support**
 - ↳ **for the further development of our support possibilities**
 - ↳ **and for the effective dissemination and enforcement of our goals**
 - ↳ **with professional and voluntary partners, other organisations**
 - ↳ **Round tables (local and in the federal states)**
 - ↳ **on the basis of mutual trust and acceptance**

How do we help

- **We are on the side of the victim**
- **What is most important: emotional support**
- **Take care of victim's needs**
- **Strengthen the victim**
 - ↳ **Self-help**
 - ↳ **Help them make their own decisions**

How do we help

- **Immediate help to bridge financial distress:**
 - ↳ **Immediate financial help (up to 250 €)**
 - ↳ **issuance of assistance cheques which allow direct access to experts:**
 - **Lawyers,**
 - **Psychotherapists,**
 - **forensic doctors**
- **Help to overcome financial emergencies that have arisen due to the offence (no assistance in the form of damages and compensation for pain and suffering)**
- **Taking the costs for a lawyer in the field of compensation and help in criminal proceedings**

Crossborder victimisation

- **WEISSER RING Germany has expert knowledge how to support victims**
 - ↳ **we support victims of crime living in Germany, who have been fallen to crime abroad**
 - ↳ **we support victims living abroad, who have fallen to crime in Germany**
- **There are quite different ways of contacting:**
 - ↳ **Information by police, by hospital staff and ...**
- **In the last years the number of crossborder victims has grown**

Crime abroad

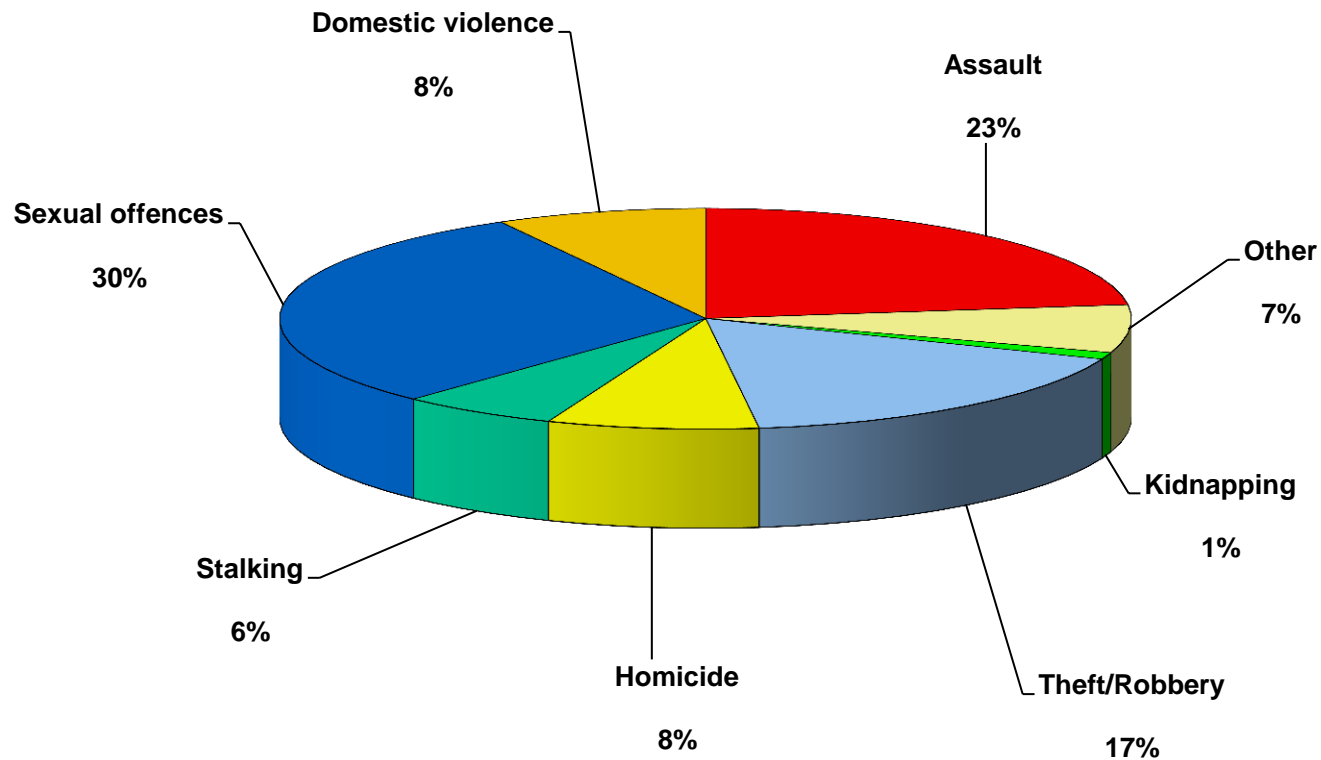
- **We give them the contact details of the victim support organisation in the country the crime took place, we arrange the contact if they want to do us so**
 - ↳ **irrespective if they are back in Germany or still abroad**
- **If they need help to get back home,**
 - ↳ **We contact relatives living in Germany and support them, helping them for example to organize the flight home, giving them contact details of the victim Support Organisation abroad and arrange the contact, arrange the contact to the Federal Foreign Office in Germany and ...**

Crime abroad

- **We support them when they are back home**
- **When they have to give evidence in the crime proceeding abroad**
 - ➡ **We make contact with the Victim support organisation abroad**
 - ➡ **We arrange the attendance to criminal proceedings**
 - ➡ **If a lawyer is needed and the costs are not covered by legal aid we take care of it**

Crime in Germany

- **Our volunteers help them**
 - ↳ **when they have to give evidence**
 - ↳ **when they need medical help and when they want to claim for state compensation**
 - ↳ **when they need new identity cards and perhaps financial help**
- **they give the contact details of the Victim Support organisation in their country**



Thank you for your attention!

Any further questions?

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