

Support VoC

WP4.2 Recommendations and Guidelines for setting up a multidisciplinary task force



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Preface and Project objectives

The Recommendations and Guidelines for setting up a multidisciplinary task force was prepared within the framework of the co-funded project by the DG Justice and Consumers, SupportVoC: *Development of a Generic Support Services Model to enhance the Rights of Victims of Crime* (Ref. JUST-AG-2016-760614). The project intends, through effective stakeholder consultation and communication, to lead to improved coordination and cooperation between public authorities and organisations which come into contact with victims of crime. The outcome will be to effectively implement the European Directive of 2012/29, which refers to the establishment of minimum standards of rights, support and protection of victims of crime. The promotion of cooperation between authorities and organisations in contact with victims of crime will assist in the implementation of the model of the Standard Operating Procedures for the Generic Victim Support Services.

Many people fall victims to crime in the European Union every year. There are around 30 million crimes reported to the police, excluding minor offences. The EU had to ensure that citizens and foreigners who are moving within its borders are fully protected due to the vast increase of people travelling, living or studying abroad as well as the increase of the flow of migrants and refugees.

In 2012, the European Union adopted a Directive on the position of victims of crime in criminal proceedings¹ which replaced a ‘Framework Decision’ on the same subject which had been adopted in 2001². The Directive 2012/29 EU, adopted on 25 October 2012 and entered into force on 15 November 2012, states that Member States must ensure minimum standard on the rights, support and protection of all the victims of crime.

The Directive represents a decisive step at the EU level to ensure minimum standards on the rights, support and protection of victims of crime, in order for victims of crime to receive appropriate information, support and protection.

In regards of SupportVoC project, it seeks to contribute to the promotion and protection of rights of victims of crime, with a particular focus on Spain, Greece, Bulgaria, Cyprus and Italy. In order for the present document to be presented, the Consortium has carried out an analysis of the European and national legal frameworks regarding the rights and the protection of victims of crime. This was done through in-depth interviews and focus groups on the viewpoints of policy makers and professional who work with victims. Additionally, the Consortium examined the Spanish VSS through a study visit in Barcelona. The project promotes also the respect of fundamental rights observing the principles recognized by the Charter of Fundamental Rights of the European Union.

The main objectives of the projects are to:

◇ Develop a model and Standard Operating Procedures (SOPs) for generic support services that will be flexible and adaptable to different national or regional contexts;

¹ Directive 2012/29, OJ 2012 L 315/57; the ‘2012 Directive’

² OJ 2001 L 82/1



◇ Promote multi-disciplinary and interagency cooperation between competent authorities and other agencies or organisations coming into contact with victims.

Consortium

#	Participant Legal Name	Country
1	Universitat De Barcelona - Coordinators	Spain
2	KENTRO MERIMNAS OIKOGENEIAS KAI PAIDIOY	Greece
3	National Center for Social Solidarity	Greece
4	Animus Association Foundation AAF	Bulgaria
5	'Hope For Children' CRC Policy Center	Cyprus
6	CESIE	Italy

The preamble of EU legislation can be very useful for interpretation of the measure concerned and are frequently taken into account by the European Court of Justice. Directive 2012/29 has 72 recitals as preamble in order to help Member States understand the scope and transfer it to their national legal framework.

The recitals that are relevant in regards of the scope of *SupportVoC* are the following:

- Recital 4, states that the EU intends to 'strengthen the rights of, support for, and protection of victims' [victims of crime] and the Directive 'aims [...]to take significant steps forward in the level of protection of victims through the Union'.
- Recital 9 which states that victims of crime must be treated 'without discrimination of any kind based on any ground such as...gender, gender expression, gender identity, sexual orientation...' and that authorities must take into account the 'personal situation and immediate needs' of victims, 'fully respecting their physical, social and moral integrity'.
- Recital 38 aims for victims (inter alia) of gender-based violence should be provided with 'specialist support and legal protection', including the provision of safe accommodation, access to the health system as well as other forms of support.
- Recital 61 states that there should be 'specific training' for professionals on how to identify special protection needs.

One of the specific rights of a victim which is circulated in the Directive is the right to access support services (Art 8), as well the general objective which is to meet, at least, the minimum services outlined in Art 9 of the Directive. Article 9 provides:

- Information, advice and support relevant to the rights of victims including on accessing national compensation schemes for criminal injuries, and on their role in criminal proceedings including preparation for attendance at the trial.
- Information about or direct referral to any relevant specialist support services in place.
- Emotional and psychological support.
- Advice relating to financial and practical issues arising from the crime.
- Advice relating to the risk and prevention of secondary and repeat victimisation, of intimidation and of retaliation (unless otherwise provided by other public or private services).

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The SupportVoC project, specifically aims at implementing and applying the Directive 2012/29 EU contributing, at the same time, to the effective and coherent application of the EU criminal law in the area of the rights of victims of crime. The innovative point of the project, in fact, is establishing victim support services at national level providing Standard Operating Procedures (SOPs), tools and methods transferable to other national contexts. For this reason is essential the pivotal role of competent authorities³ and other agencies or organizations coming into contact with victims in supporting and facilitating the implementation of SOPs . Therefore, engagement of the relevant stakeholders who come into contact with victims of crime is very important.

Strategies for stakeholders' engagement

Stakeholders' engagement forms a significant aspect of the SupportVoC project. SupportVoC consults stakeholders who come into contact with victims, from different areas of expertise in order to contribute their input into the project's stages. With the same approach, the set-up of a multidisciplinary approach is vital for the assistance of victims of crime.

Additionally, this will assist in the dissemination of the project SupportVoC to multiple stakeholder groups for the improvement of cooperation and coordination of services. Moreover, the setting up of a multidisciplinary task force is broadly being used by EU member states in order to facilitate up to an extent, decent support services, especially for victims of crime.

The first step is to identify the relevant stakeholders/competent authorities in each of the partner countries. This was done in a prior stage of the project, therefore, there is already a list of support services provided in Italy, Greece, Cyprus and Bulgaria.

The second step is to identify how stakeholder engagement will be managed. A stakeholder engagement strategy is a helpful tool in regards of recording: a) list of stakeholders; b) their interest; c) their needs; d) their priority; e) the engagement approach to be used and f) who is responsible for engaging each stakeholder.

Furthermore, there are mainly three reasons why stakeholder engagement is a key aspect for the establishment of a multidisciplinary task force for victims of crime. To begin with, the project aims to be of practical value since stakeholders can bring the so-called 'practitioners' knowledge'. In fact, stakeholders as a specific group of professionals with a strong experience with victims of crime, can ensure the promotion of multi-disciplinary and interagency cooperation between relative actors, providing support to victims. Additionally, this will enhance their protection and encourage victims to remain engaged with criminal justice process which may assist in reducing the chance for re-victimisation.

Secondly, stakeholder engagement is important for the implementation of the Directive 2012/29/EU within a partner country's context. Without stakeholders' input, it is impossible to have a good understanding of possible contextual factors and identification of possible measures to address these factors.

Finally, in order to ensure that the Cooperation Protocol is focused on the right group of decision makers, as well as the right procedures, it is important to consult with stakeholders

³ *Definition of competent authorities*: person or organisation that has the legally delegated or invested authority, capacity, or power to perform a designated function. English Oxford Online Dictionary



on communication and collaboration between competent authorities and organisations which come into contact with victims.

The Cooperation Protocol aims to set up a multidisciplinary task force to facilitate and encourage a collaborative effort for the support of victims of crime. The Protocol acts/enables the establishment of a strategic multidisciplinary task force which will strengthen the cooperation and dialogue among different actors that come into contact with victims. This will result to substantially improved capacity to impact the problem of effective and comprehensive service provision to victims of crime. The formation and structure (who monitors etc.), of the multidisciplinary task force depends on the national context of each Member State. Additionally, this is also subject to the legislative framework for each member state since the multidisciplinary and holistic care and support of victims' needs should be supported by national legislation. For the members of the Consortium, the stakeholders for the task force have been identified throughout the duration of the project.

Moreover, for the active engagement of stakeholders, the Stakeholder Engagement Strategy includes a series of actions. For instance, the active involvement of stakeholders in identifying the solutions for the gaps/barriers in each partner country in regards of rights of victims of crime. The engagement of stakeholders in the initial stages of the project made this more feasible. Competent authorities should be part of the 'solution', providing their perspectives, under a multiagency group which may offer new insight for the participants.

Furthermore, it is important to consider the fact that the various stakeholders might have different perspectives, due to their working background. Therefore, communication is really important when gathering different professions together in order to minimize the risks of conflict and/or misunderstanding. Partners in partner countries, should seek for common ground with the different professionals in order to build positive relationships, even with the stakeholders who seem unwilling to the change. Thus, it is also vital not to focus only on stakeholders who support the change. Even though, working with those who support the objectives might be easier in the short term, working with those who do not support might be important in reaching a fruitful decision. Therefore, if people are resistant to the change, try to understand the reasons why and look at ways to reduce resistance and to find common ground.

Finally, trial ideas can assist in demonstrating benefits and concerns in a moderately harmless environment in order to provide a useful opportunity to test whether the change is likely to have its intended impact. The trials might not be possible for the whole project, however, it should be possible to trial certain parts which may be of concern to certain stakeholders.

Recommendations and guidelines for setting up a multidisciplinary task force

The findings in Cyprus, Bulgaria, Greece and Italy from the project's activities, illustrate the existence of such legislative measures in the national legislative frameworks, aiming at the transposition of the Directive 2012/29/EU. Consequently, the verdict of the activities, illustrate the lack of public support in providing the minimum assistance to victims of crime. Moreover, the findings of the Consortium, demonstrated the fact that most support is offered by non-governmental organizations, but, only for specific types of crime which include, sexual assault and/or harassment of minors and sexual and/or gender based violence against women. However, there are types of crimes which are left out, like sexual orientation, hate speech, robberies and/or burglaries etc.

After the study visit of the Consortium to Barcelona and to the City of Justice as well as the non-discrimination office, the strategic plan prepared by the team of University of Barcelona,

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referred to the so-called Victims' Assistance Office. The aim of this office would be to provide minimum legal, psychological and social support to all victims as well as to refer them to specialized services. However, one of the ten basic principles is the involvement and support of public authorities, especially in regards of funding. However, the countries of the members of the Consortium, cannot find this feasible due to lack of public funding.

After the completion of the national workshops in the partner countries, it seems like the key point for a generic victim support system, lies in the communication and collaboration of competent authorities. Partner countries are facing issues of coordination and communication between the bodies that come into contact with victims. Therefore, there is a major need in establishing a multidisciplinary taskforce, primarily in order to minimize re-victimisation and secondary, to avoid time delays since all professionals would be under one roof or there would be a platform of exchange of good practices and knowledge.

During the transnational workshop each partner country agreed that delay is one of the major barrier closely linked to miscommunication and lack of collaboration between competent authorities. Each partner country concurred that having a “concentrated network” (all the professionals under one roof) would enhance the support for victims of crime and it would be an added value for victim’s assessment, avoiding at the same time re-victimization.

The lack of centralized services could be replaced somehow with an active cooperation between public authorities and civil society, ensuring also regular trainings for professionals working with victims organized in a consisted and organized manner.

Moreover, due to the fact that criminal offences cover a series of illegal acts, the stakeholders that should be involved in such incidents, may vary from time to time. Additionally, it may vary from each country’s context, as stated above.

One of the proposed solution would be therefore the creation of different models of cooperation and networking adaptable according to the national and local level. The innovative technologic tools shouldn’t be underestimated, since they may be helpful to exchange information and ensure better support and protection for victims of crime as well as to raise general awareness about victim’s rights. Information should be provided in different languages to ensure the best information possible. Victims should be clearly informed and oriented by professionals who should aim at creating a climate of trust and empathy and, most of all, victim’s protection and privacy should be respected at every stage.

In every case, the strategy to adopt a multidisciplinary task force to help in assisting victims of crime is considered to be one of the best practices worldwide, similar to a “tool box: you have what you need when you need it, all in one place”⁴. Already implemented as strategy for victims of specific type of crime (sexual abuse and labour trafficking), it addresses the individualized needs of victims through services and carries out investigations at every level creating a strategic, coordinated and collaborative relationships among professionals.

SupportVoC addresses the need to develop and equip the Generic Victims Support Services, especially in the development of sustainable multidisciplinary approach. Such models, embrace an interagency approach, ensuring collaboration between different agencies (judicial,

⁴ <https://www.ovcttac.gov/taskforceguide/eguide/2-forming-a-task-force/21-advantages-of-a-task-force/>



social, medical etc.), in order to offer comprehensive services for the victims and their families, under one roof.

There are two main reasons why a multidisciplinary task force can help in assisting victims: the first one is that it implements a victim-centred and coordinated approach, helping victims to disclose the violence in a “home-like setting”, a friendly environment where all services are delivered under the same roof and that enables the victim, to “feel as comfortable as possible when interacting with professionals”⁵. This factor is essential and it is considered as key condition of the work of the task force itself.

The second one is its quick action, which avoids re-victimisation that may occur when many assessments and treatments are conducted from professionals in different places. Moreover, this aspect is crucial to fulfil the rights of the victims and help them feeling comfortable to disclose the crime they experienced or witnessed.

There are also other benefits linked to the above mentioned ones that belong to a multidisciplinary task-force:

- less “system inflicted” trauma to victims and their families;
- more accurate decisions from professionals;
- more efficient use of resources;
- better services offered to the victims.⁶

One could also refer to the Barnahus model which suggests a child-friendly environment and is the most well-known example of multidisciplinary task force. The Children’s House is a European recognized, child-friendly, multidisciplinary and interagency model responding to child victims and witnesses of violence. The Barnahus model refers to a multi-disciplinary and interagency interventions organized in a child-friendly setting, and it is known in Europe as the ‘Children’s House’. The work, aims at a Europe where human rights of children to protection from violence, support and to be heard, are fulfilled. To this end, child victims and witnesses of violence in Europe are protected by child-friendly interventions and rapid access to justice and care. By providing the full range of services under one roof, the Children’s House seeks to provide justice in a child friendly way, during sexual abuse and exploitation of children, while ensuring the best interest of the child, safety, protection and prosperity in favour of the child.

The Barnahus model offers a “one stop shop” approach where professionals with different expertise such as police, social services, child protection, physical and mental health services and prosecutors cooperate under the same roof to ensure protection, participation, support and assistance to children victims and witnesses of violence.

Therefore, the purpose of the Children’s House is to offer a coordinated and effective response and to prevent re-traumatisation during investigation and court proceedings. The so-called ‘one stop shop’, embraces cooperation between relevant authorities and agencies such as the police, social services, child protection, physical and mental health services in one child-friendly venue. The Children’s House also plays a vital role in enhancing awareness and knowledge of violence against children, with key stakeholders.

⁵ <https://www.childrenscommissioner.gov.uk/wp-content/uploads/2017/06/Barnahus-Improving-the-response-to-child-sexual-abuse-in-England.pdf>

⁶ <https://www.ncjrs.gov/pdffiles1/ojdp/170020.pdf>

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The Icelandic model of Barnahus provides services to sexually abused children and their families through:

- Multidisciplinary/interagency management
- Forensic Interview
- Medical examination
- Psychological evaluation
- Psychological support and therapy
- Family therapy and parental counselling
- Social support and rehabilitation.

Due to the needs of the participant member States for a multidisciplinary taskforce for victims of criminal offences, the consortium also developed a template for the Protocol of Cooperation which you can access under Annex 1, which will guarantee the multidisciplinary task force in being active.

Additionally, due to the fact that the member states that are part of the Consortium, have different legislative measures and different contexts as well as different needs, there is a non-exhaustive list for the set-up of the multidisciplinary task force in each of the States, which you can find under Annex 2.



Annex 1

Template for Cooperation Protocol

Protocol of Cooperation

for the implementation of the Directive 2012/29/EU and the establishment of minimum standards on the rights, support and protection of victims of crime

between the [*name of Public authority/implementing authority*] (hereinafter)
and the [*name of Public authority/implementing authority*] (hereinafter),
made as of _____ day of _____, 2019, to establish and ensure an effective cooperation.

Preamble

The [*name of Public authorities/implementing authorities*] (hereinafter the “Parties”),

Whereas the objective of the present Cooperation Protocol is **to promote the establishment of suitable coordination and cooperation practices to assist victims of crime in a comprehensive manner to ensure that victims and their families 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, as provided by Articles 8 and 9 of the 2012/29/EU;**

Whereas the Protocol was established in the framework of ‘*SupportVoC: Development of a Generic Support Services Model to enhance the Rights of Victims of Crime*’, co-funded by Justice Programme of the European Commission (Ref. JUST-AG-2016-760641);

Affirming the aim to successfully facilitate, support and safeguard the rights of victims of criminal offences, through strengthening their links, sharing their experiences and enhancing the impact of their work;

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Believing in the creation and development of a multi-disciplinary and interagency cooperation between competent authorities, agencies and organizations coming into contact with victims;

Recognizing the importance of Standard Operating Procedures (SOPs), tools and methods to improve knowledge on implementing generic support services for victims (GSSV);

Stating the intention of further developing and institutionalizing their cooperation for the above mentioned aim,

Agree to the following:

Article I
Participation

The Parties, in relation to the participation, agree to focus on the following actions:

- Together cooperate, to the best of their expertise, to share practices, know how, and initiatives for the promotion of support and protection of victims of criminal offences;
- To collaborate to implement models and Standards Operating Procedures (SOPs) to encourage the victims to remain engaged with the criminal justice system;
- To foster active partnership between all the different Parties in fulfilling the aim of the Protocol.

Article II
1.Communication

The Parties agree that, through a proper communication, they will be able to achieve a mutual collaboration. A good communication can be put in practise, according to the aim of the present Protocol, through:

- Sharing and exchanging useful information which may facilitate cooperative activities among the Parties;
- Keeping each other informed on regular basis, about new tools and manuals, for the better support and protection of victims of criminal offences and their families;
- Contacting [*insert the name of your organisation*] (if needed) in regards of the promotion and protection of children victims of criminal offences.

2.Dissemination

The Parties signing this Protocol agree to the dissemination as key strategy to:

- Identify and reach target groups and key stakeholders at every level and through various approaches;

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- Raise awareness about victims of violence, their rights and the access to appropriate and specialized support services, according to the Directive 2012/29/EU;
- Promote the practical application of the Directive 2012/29 EU and of Standard Operating Procedures (SOPs) to implement and enhance generic support services for victims of crime.

Article III **Contact Persons**

In order to facilitate the operation and implementation of the Protocol and its activities and to achieve the above mentioned mutual collaboration, each party will appoint a contact person in order to facilitate the operation and implementation of the Protocol and its activities.

The contact person will be also responsible of the monitoring of the Protocol implementation.

Article IV **Ethical Principles**

The Parties, conscious of their role and ethical duties while performing and providing services, agree:

- To come together in good faith;
- To be always bound by the principles of mutual respect and integrity in any and all actions aiming at the implementation of the Protocol and its objectives;
- To be bound by confidentiality and non-disclosure of information with non-Parties of the Protocol. All communication shall respect the relevant data protection laws and regulations such as the EU Regulation of 2016/679;
- To be bound by confidentiality about victims who access to general and specialist support and their families;
- When in regards of processing of personal data, Parties will abide by the principles of lawfulness, fairness and transparency stated in the EU Regulation of 2016/679;
- When in regards of a child, child protection principles and policies will be the basis of action and means to safeguard the best interest of the child (art3 CRC).

Article V **Responsibilities**

- The Parties will put their efforts together to determine gaps and fields of their intervention;
- The Parties will maintain a consistent communication and will provide information in a timely manner;
- The Parties will be constant for the coherent implementation of the present Protocol taking all the necessary measures to ensure the best possible condition for this.

Article VI **Names & Logos**

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- Neither Party shall use the name or logo of the other Party/ies or any abbreviation thereof, in connection with its activities or otherwise without the express prior written approval of the other Party in each activity.
- All Parties acknowledge being familiar with their respective ideals and objectives and recognize that its name and emblem may not be associated with any political cause or otherwise used in a manner inconsistent with the Parties' status and reputation.

Article VII

New Parties

- A party or Parties may nominate a new potential Party or Parties to the Protocol. The communication will be done by writing to the other Party or Parties to the Protocol, indicating the reasons justifying the nomination. Following the approval of the nomination, the Parties will sign an amendment between the existing and new Party or Parties;
- New Parties must assume the rights and obligations under the Protocol with effect from the date of their accession specified in the amended Protocol.

Article VIII

Dispute Settlement

- All disputes which may emerge in relation with the interpretation or application of the present Protocol shall be settled by means of consultations and negotiations between representatives of the Parties.

Article IX

Amendments & Supplements

- This Protocol may be subject to amendments with the mutual consent of all Parties through the adoption of supplements.
- Any and all Parties can request the review or amendment of the Protocol. Such request must be communicated to the other Parties in writing.

Article X

Entry in Force, Duration & Termination

- The Protocol will come into force upon its signature by all Parties, and will be valid for a period of five (5) years.
- Upon the expiration of the five year term, the Protocol will be renewed automatically unless the Parties decide otherwise. In such case, the Party or Parties wishing not to renew their participation to the Protocol need to inform in writing the other Parties, a month prior to the expiration of the Protocol.
- Withdrawal of one Party from the Protocol can only be done in writing, indicating the reasons of termination. The termination will take effect four (4) weeks from the receipt of the termination notice by the remaining Parties.

The Protocol does not affect the rights of the Parties.

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The effective date of this Protocol of Cooperation is the last day of signature below.

[Name/Title/Organisation]

[Name/ Title/Organisation]

[Date]

[Date]

[insert as many as stakeholders]



Annex 2

BULGARIA

1	The Ministry of the Interior, Police	The Ministry of the Interior and its structures is a first line institution responsible for the identification of the victims and the investigation of crimes. It is also the first institution to confront domestic violence. There is a national coordinator and regional coordinators on domestic violence.
2	Prosecutor	The Prosecutor's Office is in charge of the prosecution of perpetrators and ensures, together with the police, victims' participation in criminal proceedings.
3	The Ministry of Justice	The Ministry of Justice leads the National Council for Assistance and Compensation of Crime Victims and funds various projects for prevention and combatting of domestic violence.
4	National Council for Assistance and Compensation of Crime Victims	Referral, counseling and financial compensation of victims of crime.
5	The National Bureau for Legal Aid	The National Bureau for Legal Aid with the Minister of Justice organizes the state-paid legal aid provided by the respective bar councils.
6	The State Agency for Child Protection	The State Agency for Child Protection is the key stakeholder as regards children and implements the Coordination mechanism for referral, care and protection of child victims of trafficking.



7	The Ministry of Labour and Social Policy	The Ministry of Labour and Social Policy, through the Social Assistance Agency, provides social services to victims of human trafficking and domestic violence.
8	The State Agency for Child Protection	The State Agency for Child Protection and the Social Assistance Agency are the authorities that license social services providers regarding services for children and adults respectively and monitor their work.
9	The National Commission for Combating Trafficking in Human Beings (NCCTHB)	The National Commission for Combating Trafficking in Human Beings (NCCTHB) is the national coordination body against trafficking in human beings and in support to victims of trafficking. It is a body within the Council of Ministries and is chaired by a Deputy Prime Minister. The activities of the Commission are implemented by a permanent Secretariat headed by a Secretary. The Commission is responsible for defining and implementing the national anti-trafficking policy and strategy. It designs and implements national annual programmes, training of experts, reintegration of trafficked persons, research and analysis, international cooperation and improvement of legislation. The NCCTHB manages the only specialised services for victims of trafficking.
10	Criminal court	Criminal court divisions try perpetrators and ensure victims' participation during trial. Civil court divisions impose protection measures against domestic violence.
11	Emergency number 112	112 is the common emergency telephone number that can be dialed free of charge from most mobile telephones and, in some countries, fixed telephones in order to reach emergency services (ambulance, fire and rescue, police).



12	National Helpline for Children 116 111	The National Helpline for Children 116 111 is a state financed helpline of the State Agency for Child Protection. It is managed by Animus Association Foundation and operates 24/7. Non-stop free telephone helpline for all related problems to children. It provides consultations and referrals to children and adults in relation to problems involving children.
13	116 000 Helpline for Missing Children in Bulgaria	European number 116 000 Helpline for Missing Children in Bulgaria is operated by Nadja Centre Foundation, a not-for-profit foundation.
14	National Helpline for Survivors of Violence 0 800	Animus Association Foundation manages the National Helpline for Survivors of Violence. It is supported by the Ministry of Justice and operates 24/7. Clients, even anonymous ones, receive information, counselling and referral to relevant competent bodies. On Wednesdays free legal counselling is also provided.
15	National helpline 0800 20 100 for victims of trafficking	The foundation A21 Campaign” operates the national helpline 0800 20 100 for victims of trafficking.
16	National Helpline for Free Legal Consultations	The National Helpline for Free Legal Consultations operated by lawyers with the National Bureau for Legal Aid (0700 18 250).
	State Agency of Refugees	The state Agency of Refugees manages coordinates and controls the implementation of the State policies relating to granting a refugee status and humanitarian status to aliens in the Republic of Bulgaria. It provides services and support to asylum seekers and migrants in procedure.

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	Demetra Foundation	The Organization „Association Demetra” runs a consultative center for psychosocial and legal aid, and crisis accommodation (shelter for adults and children, and a separate one for children) in Burgas, a regional city situated at the Black Sea. They offer legal aid and representation, coordination with police, social services, referral to institutions and specific experts, as well as programs for perpetrators of domestic violence and for couples. They also consult the families of the victims and implement programs for children at risk. The organization works in close cooperation with the police and the legal system, as well as other municipal services and NGOs working in the field of human rights in Burgas through direct cooperation and signed protocols for cooperation
19	Animus Association	Animus Association provides several services to victim of violence: Crisis centre for women victims of domestic violence or trafficking in humans with accommodation capacity of 8 persons. The organization also offers to clients’ information about their rights, referral to other services or to legal aid, support in the process of witnessing and interrogation.
20	A21 Campaign	A21 Bulgaria cooperates actively with different types of organisations to provide victim support on all possible levels for every case that reaches the organisation. A21 is partnering with NGOs, government bodies and agencies, law enforcement and army, schools and universities, municipalities. The foundation developed and run for 3rd year now the Bulgarian National Human Trafficking Resource Line.
21	SOS Families at Risk	SOS Families at Risk is local provider of social services for victim of violence and trafficking in the city of Varna and the region. The organization provides psychosocial support, accommodation, crisis intervention, health education services, program for violence offenders.



22	Gender Alternatives Foundation	Gender Alternatives Foundation provides free psychosocial and legal consultations and legal representation in some cases. Programs for perpetrators of domestic violence and for couples. Program for children at risk. Research and analysis.
23	Council for Women Refugees	The Council for Women Refugee provide aid and facilitate the efforts of refugees and asylum seekers in finding job opportunities, social and legal support, life and integration in the Republic of Bulgaria; In addition the Council aims to create a better environment for observing the right to humane and just treatment, ensuring equal rights regardless of race, social class, religion, gender or nationality;
24	International Organization for Migration (IOM)	IOM work on support, legal assistance, return and reintegration support of VoT. Capacity building, prevention, counseling services to the government in relation to trafficking and migration.
25	Bulgarian Helsinki Committee	The objectives of the committee are to promote respect for the human rights of every individual, to stimulate legislative reform to bring Bulgarian legislation in line with international human rights standards, to trigger public debate on human rights issues, to carry out advocacy for the protection of human rights, and to popularise and make widely available human rights instruments. BHC provides legal assistance and representation of victims of crime and human rights violations.
26	Bulgarian Red Cross	Provide support and legal assistance to refugees and VoT under different programmes. It also provides trainings and medical assistance.



CYPRUS

27	Cyprus Police	A brochure on the rights of victims of crime provided to victims when they arrive at the police station. They are also provided with a list of telephone numbers that may need (hospitals, welfare offices, educational psychology services, etc.)
28	Emergency Response Unit Cyprus Police	To provide help to the public in cases of calamity and/or other disasters.
29	Crime Combating Department	Its mission is the prevention and detection of crimes and especially the investigation of serious, complex crime cases that are not restricted to one district only and may extend abroad. In addition, the department co-operates closely with the Divisional Crime Investigation Departments, Crime Prevention Squads and other Departments of the Police.
30	Asylum Service, Ministry of Interior	Applications for International Protection At this stage, Kofinou Reception and Accommodation Center for only one Reception and Accommodation Center for Applicants for International Protection operates under the supervision of the Asylum Service. More specifically, the Reception and Accommodation Centre for Applicants for International Protection in Kofinou area, operates since 2004 and has the capacity to accommodate up to 400 persons (this centre was recently expanded with EU funding). The Asylum Service has also established, with EU funding, a temporary open reception centre for persons who are likely to need international protection in cases of mass influx (in the area of Kokkinotrimithia).
31	CARITAS Cyprus	- identify needs and assist people holistically including food provisions, clothing, medical support, educational support. - In Nicosia and Larnaca, Caritas Cyprus' Migrant Centres are open weekdays to provide a place for migrants to socialize with others, to access legal, healthcare, and psycho-social support, to learn languages and, if necessary, to access food, clothing and

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		other humanitarian services. - In Nicosia, Caritas Cyprus' Migrant Shelters provide temporary emergency accommodation to migrant men and migrant women with children. The Men's Shelter accommodates up to 12 men and the Women's Shelter accommodates up to nine women and four children depending on the composition of the family.
32	Emergency number: 112	112 is the common emergency telephone number that can be dialed free of charge from most mobile telephones and, in some countries, fixed telephones in order to reach emergency services (ambulance, fire and rescue, police).
33	Cyprus Family Planning Association	The Cyprus Family Planning Association (CFPA) runs a family planning clinic in Nicosia, providing a range of services, including HIV and AIDS testing. The facility draws on the help of a number of volunteer gynaecologists. Hundreds of young people provide peer group counselling, and also run a telephone helpline and workshops on sex education and sexuality awareness on a voluntary basis. The Member Association has been highly active in advocating changes to abortion law, and has played a central role in the drive to decriminalize homosexuality.
34	Future Worlds Centre (Unit of Humanitarian Affairs, Torture Victims Rehabilitation Unit)	Refugee Assisting Services, Legal Aid, Social Advice, Psychological Support Humanitarian Affairs Unit: Strengthening Asylum. This project's main objective is to ensure that beneficiaries have access to a fair and efficient asylum procedure, while they can enjoy the rights they are entitled to according to national, European, and International law. Unit for the Rehabilitation of Victims of Torture: aims to support and promote the empowerment and rehabilitation of torture victims and victims of trafficking who are asylum seekers or persons granted with international protection status in Cyprus and to assist them to integrate into the local society. Provision of Free Legal Assistance to Asylum Seekers is a project funded by the

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		European Refugee Fund and the Republic of Cyprus. This project compliments the additional projects run by Future Worlds Center's Humanitarian Affairs Unit. Improvement of the Situation of Asylum Seekers in Cyprus AIDA - Asylum Information Database aims to provide up-to date information on asylum practice in 16 EU Member States which is easily accessible to the media, researchers, legal practitioners and the general public.
35	MIHUB - Migrant Information Center	The Migrant Information Centre (MIC) has developed services based on our core values of listening, empathy, understanding and supporting individual vulnerable migrants. Their offices employ highly trained personnel ready to respond in a variety of requests. We work with individuals, families and community groups to identify their needs and provide information on a range of options available to them. We support them to access services and resources that meet their needs and build new skills to adjust harmonically to the Cypriot cultural and social environment.
36	Hope for Children	
37	Commissioner for Administration and Human Rights (Ombudsman)	National Preventive Mechanism Against Torture: operates within the Ombudsman Office's structures, since 2009, after the Cyprus ratification of the Optional Protocol to the UN Convention for the Prevention of Torture. The Independent Mechanism acts both as a preventive body and as a control and monitoring authority for the operation of these places. During visits, detention, subsistence and living conditions are examined and suggestions are submitted. These suggestions aim at tackling structural rigidities and practices of arbitrariness. The competent authority must comply with the recommendations and provide answers/feedback about measures taken to achieve compliance. Since 2009, when the Independent Mechanism began its operation, several visits were made to the Central Prison, the Detention Centre in Mennogeia, the Psychiatric Hospital in Athalassa, to many police detention places, to private and state children's

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		homes, as well as to homes for the elderly and disabled. Following each visit, a Report was prepared that contained recommendations and suggestions for actions, inter alia, with regard to food, medical care, recruitment of qualified personnel, monitoring systems, use of violence etc. Independent Mechanism For The Promotion Of The Rights Of Person With Disabilities: The Independent Mechanism may examine matters relating to violations of the principle of equal treatment or human rights violations under the Convention, on its own initiative or upon receipt of individual or group complaints. The Independent Mechanism may, furthermore, conduct investigations of matters pertaining to the Convention, organize awareness-raising campaigns and promote the protection and entrenchment of the rights of PwD in general. National Human Rights Institution: The National Independent Human Rights Authority takes action every time the Commissioner observes violation or inadequate protection of human rights, or when it is deemed necessary to promote and cultivate in the wider society a culture of respect for the rights of vulnerable groups of population.
38	External Gynecology and Obstetrics Clinic, Hospital Archbishop Makarios III	medical care
39	Mediterranean Institute of Gender Studies (MIGS)	Prevent and combat gender-based violence: MIGS Play It for Change is a new project under the European Commission's Rights, Equality and Citizenship Programme.
40	SPAVO Association for the Prevention and Handling of Violence in the Family	Helpline 1440 provides: – Counseling support for domestic violence issues concerning you or other people. – Information on other services related to domestic violence issues. – Information about your legal rights and choices in order to find the best possible solution for you.

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		<p>The European helpline 116 000 addresses exclusively cases of disappeared children. Our staff is trained to provide support to parents of missing children, to receive important information from citizens about a missing child and contact the related services. The service 116 000 operates under the consortium of Non Governmental Organizations, Association for the Prevention and Handling of Violence in the Family (SPAVO) and “Hope For Children” CRC Policy Centre (HFC). The Association provides psychological support and counseling to adults who are receiving or exercising domestic violence. These services are provided by psychologists and psychotherapist. The shelters were created to serve as a secure temporary hosting facility for women and their children whom are in a physical and emotional danger from people in their familial environment. The shelters serve as more than just a shelter of need. SPAVO organizes seminars and workshops in schools, universities, professional bodies and other social entities. Some of the subjects of our trainings are: Domestic violence/ neglect, recognizing the signs of violence, Sexual abuse, Communication skills, Anger management, creating healthy relationships (it applies to teenagers)</p>
41	Accept LGBT Cyprus	Provision of support to the LGBT community.
42	Red Cross	<ul style="list-style-type: none"> - The Red Cross Children Therapy Centre – the centre is warmly embraced by the youth section by offering material as well as psychological and emotional support to the children. - Enclaved Children – Every Christmas and Easter the Youth Section sends presents to the enclaved Greek Cypriot[13] children that live in the north of Cyprus. - Psychological Support, Migrants, Refugees and Asylum Seekers: In relation to humanitarian action for combating of issues affecting vulnerable groups and empowering them for their smooth social integration, the International Federation of Red Cross Red Crescent Societies (IFRC – www.ifrc.org) has

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		proceeded to the creation of the Platform for European Red Cross Cooperation on refugee issues, asylum seekers and migrants (PERCO - Platform for European Red Cross Cooperation on refugees, asylum seekers and migrants)
43	Social Welfare Services	<p>The Social Welfare Services Department is part of the Ministry of Labour and Social Insurance. The Social Welfare Services aim to safeguard social cohesion and social solidarity; to provide social protection, achieve social inclusion and promote equal opportunities for all citizens in the Republic of Cyprus; to combat poverty and social exclusion and to promote the interests of individuals, families and communities. In order to achieve the above-mentioned goals the Social Welfare Services:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Safeguard every individual's right to a decent standard of living; <input type="checkbox"/> Provide vocational training to public assistance beneficiaries in order to enter/reenter the labour market, thus achieving their social inclusion; <input type="checkbox"/> Provide support to the family unit so family members may effectively perform their role; <input type="checkbox"/> Support families and individuals who are facing social problems; <input type="checkbox"/> Provide protection and care to children and other vulnerable groups of people; <input type="checkbox"/> Sensitize non governmental organizations and local authorities to provide quality social services on the local level; <input type="checkbox"/> Upgrade the Services, provided by State Institutions and foster families to vulnerable groups of people.
44	Mental Health Services	Providing quality mental health care, in addition to treatment and rehabilitation, the areas of mental health and drug dependence prevention, as well as the field of mental health promotion and healthy interpersonal relationships.

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GREECE

45	EKKA National Centre for Social Solidarity	National Centre for Social Solidarity (EKKA) is a legal entity under public law and operates under the surveillance and control of the Ministry of Health and Social Solidarity. Its institutional mission includes, among others, providing services of urgent psychological and social support to children, adults, families and vulnerable groups, who fall into emergency situations of social need and crisis. The above objectives are achieved, among others, through the operation of telephonic helplines to submit complaints and to provide support and through the provision of secure housing for women-victims of gender-based violence. In this context, health services are also provided to the victims as well as short-term consultation/healing in order to empower the women.
46	General Secretariat for Gender Equality	The General Secretariat for Gender Equality (GSGE) is a public agency, which is responsible for planning, implementation and monitoring of the implementation of the policies for gender equality in all sectors. The General Secretariat operates counseling Centres for the violence against women. Within this context, psychosocial support and legal counseling are provided for free, in order to give women the possibility to choose and decide by themselves what is best for their future, according to their personality and the way they wish to live (http://www.isotita.gr/).
47		Legal Entity of Private Law (ΝΠΙΙΔ) belonging to the wider area of the public sector. It

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	RESEARCH CENTRE FOR GENDER EQUALITY (KETHI)	combines research activities with support services; it provides counseling and information services and psychosocial support for gender violence victims [https://kethi.gr].
48	PRAXIS Non-Governmental Organisation	NGO that has adopted a holistic intervention model for people who are part of vulnerable social groups adopting non-discrimination as their main principle. In this framework, they provide support to the victims of criminal offences (medical, psychological, social and legal support).
49	THE SMILE OF THE CHILD	<input type="checkbox"/> This non-governmental organization provides prevention activities for children to address phenomena of violence and/or child disappearances, as well as provide medical preventative examinations and therapeutic actions for children victims of any form of violence. The ‘Smile of the Child’ operates helplines for the submission of complaints by anyone regarding incidents of child abuse. It has also established the “The House of the Child” (“To spiti tou paidiou”). The latter is a day centre for the provision of specialised mental health services to children and adolescents who are victims of abuse, neglect, domestic violence, victimised children, involved in incidents of bullying and generally to children who have been exposed recently or earlier to intense psycho-traumatic experiences and therefore face mental health, adaptation and behavioural problems. The “The house of the Child” is staffed with a specialised therapeutic team, which undertakes a comprehensive diagnostic approach and therapeutic treatment of the complicated disorders encountered by children victims. (https://www.hamogelo.gr/gr/el/houses/to-spiti-tou-paidiou-kentroimeras/).
50	METADRASI – Action for the Migration and Development	NGO that provides support services that help facilitate the reception and integration of refugees and immigrants in Greece, as well as

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		the protection of unaccompanied children. It is focused on services not provided by the Public Authorities or other NGOs. Among others, it provides services to torture victims (social/ material support, identification and certification of torture victims) [http://metadrasi.org/en/home/]
51	Generation 2.0 for Rights, Equality & Diversity	Generation 2.0 for Rights, Equality & Diversity is a non-profit organisation consisted of people with different origins who work together to promote equal participation in a diverse society, through the empowerment of communities. It combines action and research, aiming to promote human rights, equality and diversity, fight racism, xenophobia and discrimination in general. The participation participates and cooperates with the largest human rights networks in Greece and Europe, claiming the rights of socially vulnerable groups, regardless of their origin, nationality, religion, gender or sexual orientation (https://g2red.org/el/)
52	SOLIDARITY NOW	Established in 2013, the organization consists of a network organizations whose goal is to support those most affected by the economic and humanitarian crises in Greece based on the provision of services to local Greek and migrant populations [http://www.solidaritynow.org/en/orama-praxi/].
53	Nea Zoi - Association for the support and restoration of individuals in prostitution	The Association provides services for individuals working in prostitution and human trafficking victims (i.e. psychosocial support, information, referral to competent services) [http://neazoi.org/contact-us/]
54	IASIS	Non-governmental organization that provides counseling services for Women – victims of Violence and refugees [http://www.iasismed.eu/]

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Note: For a full catalogue of the organizations providing victim support services in Greece, please consider European Public Law Organization [EPLO, 2017]. Signposting & Referral Pathways – Victim Support Services in Greece, PROTASIS Project, available at: https://protasis-project.eu/wpcontent/uploads/2017/11/Greece_EN.pdf [in English]

ITALY

55	Questura	<p>These are peripheral offices of the Public Security Administration provided for by Article 31 of Law No. 121/1981 ("New regulations of the Public Security Administration") but also State Police offices with provincial competence. The Quaestor, as the governing body, shall determine the technical and operational procedures for directing and coordinating the law enforcement and public security services, the employment of the public service and any other forces at its disposal. It also carries out all security and administrative police activities through a wide range of measures (ordinances, notices, permits, licences, authorisations, etc.). The police headquarters are responsible for the prevention and repression of crimes, the guarantee of democratic order, the protection of children's rights, and assistance in the event of public or private accidents.</p>
56	CARITAS Italy	<p>The diocesan Caritas, through the action of volunteers in prison and in the territories (especially through "Listening Centers"), also intervenes in areas of restorative justice, promoting paths of reconciliation respectful of institutions with the families of prisoners and victims of crime. The Italian Caritas in prisons promotes paths of reconciliation and penal mediation; responds to daily needs; deals with social reintegration; provides assistance. It supports, for instance, as family visits to prisoners and access to</p>

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		alternative measures to detention, which would otherwise be impossible for many people, if network of reception centres promoted by the ecclesial community would not be in place.
57	Croce Rossa	The Italian Red Cross's second strategic objective for 2020 is "Social support and inclusion", which provides for the implementation of activities and projects aimed at reducing the causes of individual vulnerability and contributing to the construction of more inclusive communities. within this objective, the CRI through its table dedicated to victims of violence, implements the Anti-violence Service across the country, which aims to contribute to the construction and consolidation of a non-violent culture. In order to reduce the incidence of violence against women, the Italian Red Cross offers listening desks and anti-violence centres to intervene on harmful social norms and behaviours, offering assistance and orientation to victims of violence, both women and men.
58	Telefono Rosa	'Telefono Rosa' is an orientation centre for the rights of women, especially victims of domestic violence. The association highlighted the lack information as major gap women face in claiming their rights, so legal advice to inform them on their fundamental human and civil rights and the existing means to restore them is provided. The association also immediately offered psychological counselling as a fundamental tool for help and support. Also of great importance is economic counselling, which is often linked to physical and psychological violence. Among the activities and services offered, there are 1) listening and welcoming through the telephone switchboard of 'Telefono Rosa'; 2) free legal advice in civil and criminal matters; 3) Legal assistance: in the most serious cases, the association is a civil party in the trials of femicide and stalking; 4) psychological counselling; 5) self-help groups; 6) support for family law

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		assistants. These women are properly trained to support victims in all practices of voluntary jurisdiction; 7) anti-stalking helpdesk; 8) training courses.
59	Telefono Azzurro	'Telefono Azzurro' promotes total respect of children's and adolescents' rights. Through its activities, it promotes their potential and protects them from abuse and violence that can jeopardise their wellbeing and growth. It listens to children and adolescents and offers concrete answers to their requests for help, also through collaboration with institutions, associations and other local realities. Among the services offered there are: telephone line and chat 'Telefono Azzurro'; emergency childcare and emergency missing children; presence on the territory through territorial centers, project 'Children and Prison'; 'Emergency Team' in situations of natural disasters and 'Blue Roof', to provide the best care for Italian and foreign children and adolescents who have suffered the trauma of abuse; training courses for parents, teachers and professionals, children and young people, distance learning; international activities.
60	Rete Dafne	Rete Dafne is a free public service for the assistance of victims of crime. It is offered thanks to the collaboration between local administrations, health companies, judicial authorities, law enforcement agencies and private social associations whose purpose is to take care people who suffered a crime. The assistance services offered by the Daphne Network are aimed at strengthening the reactive capacities of those who have been offended by a crime, through the accompaniment of the services present on the territory, information on rights, psychological and, where necessary, medical-psychiatric support. The Daphne Networks of Turin and Florence have promoted the establishment of a National Coordination of services to assist victims of crime, which ensures the rights of victims. The objective is to guarantee uniform

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		<p>treatment throughout the country through support services for victims of crime in each capital city of the region; the accreditation at the Ministry of Justice of associations that provide assistance services; training and certification of operators providing victim support services.</p>
61	<p>Associazione Italiana Familiari e Vittime della strada Onlus (AIFVS)</p>	<p>AIVIS (Italian Association of Road Victims and Accidents) is a non-profit organization that protects and provides free legal assistance to victims of car accidents and their families, which operates throughout the country and deals with the problem of safety, health and the prevention of traffic collision. A team of specialists (lawyers, psychoanalysts, forensic doctors, engineers) and volunteers operate in both the professional and intellectual fields as well as in scientific research and civil commitment. The Road Victims Association, in addition to offering free legal and expert assistance to road victims and their families, takes social action in defence of victims of car accidents and is engaged in prevention activities around traffic collision. The association carries out many initiatives: school debates, conferences, sit-ins and petitions.</p>
62	<p>Sportello a tutela dei Consumatori</p>	<p>The National Association of Criminologists and Criminalists (ANCRIM) is a non-profit professional association that aims to achieve the widest possible regulatory and social recognition of the figures of criminologists and criminists and enhance the professionalism of its members according to European, national and regional laws. ANCRIM has set up the Consumer Protection Desk. The Association receives complaints and reports about alleged misconduct, violations of the law or the Code of Ethics implemented by members of the Association and adopts, where possible, forms of mediation for the resolution of disputes.</p>



63	Comune di Palermo - Ufficio mediazione penale	<p>The Criminal Mediation Service for minors is aimed at people involved in criminal situations whose perpetrator was a minor at the time of the event: the Office is in any case responsible for listening to the victims of crimes committed by indictable minors. Its purpose is to give voice to the victims of crime, to manage the negative effects created by conflicts between people involved in crime situations, to activate the self-responsibility of the offender, to contribute to the search for restorative solutions and reconciliation between the parties. It allows offended parties and offenders to be heard, to present their facts freely and to express their feelings about what has happened. Either party may at any time voluntarily decide to continue, interrupt or suspend the meetings. The path of Criminal Mediation is distinct from juvenile criminal proceedings and takes place outside the Judicial Institutions and its outcome has no influence on the criminal proceedings.</p>
64	Comune di Palermo – Servizi socio-assistenziali	<p>The Social Services Sector groups together a wide range of disciplines or closely related matters, to provide services aimed to respond to needs both inside and outside the municipal administration. The Social Services Sector deals with Social Services and Social Inclusion, Youth Policies, Interventions for Families and Equal Opportunities. Social and inclusion services include Criminal Mediation and Child Protection.</p>
65	Libera	<p>Libera is a network of associations, social cooperatives, movements and groups, schools, trade unions, dioceses and parishes, scout groups, involved in a commitment not only "against" the mafias, corruption, the phenomena of crime and those who feed them, but deeply "for": for social justice, for the search for truth, for the protection of rights, for a transparent policy, for a democratic legality based on equality, for a living and shared memory, for citizenship worthy of the spirit and hopes of the</p>

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		<p>Constitution. Libera deals with 1. Training and educational paths; 2. Memory and commitment, with innocent victims of the mafias, organizing moments of exchange and education; 3. Justice: Commitment to social justice, to invest in the education and culture; 4. Social use of the seized assets, promoting training and participatory planning useful to make them resources able to trigger processes of local development and increase social cohesion; 5. International: International activities to break down borders and address the transnational phenomenon.</p>
66	Procura minorile	<p>The Public Prosecutor's Office, under the law of the Italian Republic, designates the offices of the public prosecutor at the ordinary court, juvenile court and military court. The Juvenile Court, in the Italian legal system, is an ordinary collegial court, composed of 2 judges and 2 honoraries, generally experts in psychology or pedagogy, appointed at the proposal of the Minister of Justice, and has jurisdiction in civil, administrative and criminal law. The court accepts reports and complaints, which consist in communicating a prejudicial situation in which the child is found as a result of the conduct of the parents. In fact, there are also reports to denounce adult behaviour that may constitute crimes against minors, in order to establish criminal proceedings for the detention and punishment of the offender. The main crimes that can be prosecuted are mistreatment in the family or of children; private violence; abuse of means of correction or discipline; child prostitution; child pornography; possession of pornographic material concerning children.</p>
67	Ministero della Giustizia - Dipartimento Giustizia Minorile	<p>The Ministry of Justice is responsible for the administration of ordinary civil and criminal justice, which is one of the most important services provided by the State to citizens. It is composed of Central Officers who operate</p>



		<p>directly and 4 Departments, including the Department of Juvenile Justice, responsible for the protection of victims' interests. The Ministry of Justice is responsible for the administration of ordinary civil and criminal justice, which is one of the most important services provided by the State to citizens; it facilitates claims against the State and ensures access to justice for those who do not have sufficient income.</p>
68	Ministero dell'Interno	<p>The Ministry of the Interior is responsible for the management of the Solidarity Funds, established for the purpose of compensating the victims of crimes, in particular victims of mafia crimes, pursuant to Law 512/99, terrorism and usury. The Ministry of the Interior is a general administration, a point of reference between central and local offices, protecting the fundamental functions and security of citizens; it is responsible for the management of the Solidarity Funds, aimed at compensating the victims of crimes, especially victims of mafia crimes, pursuant to Law 512/99, terrorism and usury.</p>
69	Unione Donne Italiane	<p>UDI - Unione Donne in Italia (Women's Union in Italy) is an autonomous non-profit association for political, social and cultural promotion. UDI has its roots in Women's Defence Groups and, in general, in the vast experience of women in the Resistance against fascist dictatorship, Nazi occupation and war. The purpose of this association is the commitment to upholding women's rights, a fundamental means for the advancement of human rights. The association carries out activities to support women who have suffered violence at the hands of men in overcoming temporary difficulties; it provides support in cases of femicide, or acts of persecution, sexual harassment even in the workplace, gender discrimination in access to or maintenance of employment or, in any case, in all areas provided for in the Testo Unico sulle Pari Opportunità n. 198/2006, including the representation of</p>

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		women's bodies in all the media or the use of sexist and discriminatory language that offends their dignity.
70	Rete LENFORD	For 10 years, Rete Lenford has been promoting a culture of nondiscrimination of LGBTI people in the classroom and through legal training. LGBTI Rights Attorney is an association of lawyers, lawyers and practitioners established in 2007 with the aim of developing and disseminating culture and respect for the rights of LGBTI people (lesbian, gay, bisexual, transgender and intersex). The association acts to promote the study and knowledge of LGBTI issues among all legal professionals, encouraging respect and promotion of differences. It deals with the judicial protection of homosexual, transsexual and intersexual persons, in particular in the fight against discrimination. The advocacy network is supported by a network of LGBTI professionals and scholars called the Lenford Network in memory of the murder of a Jamaican activist, Harvey Lenford, who is committed to the rights of people living with HIV.
71	Associazione Nazionale D.i.Re “Donne in Rete contro la violenza”	The National Association D.i.Re "Women on the Net against violence" is the first Italian association with a national character of non-institutional antiviolence centres managed by women's associations, which deals with the issue of male violence against women from the point of view of gender difference and inequality of power in different social spheres. The association D.i.Re was founded with the aim of building a national political action that, starting from the experience gained in different local realities, promotes actions aimed at triggering a cultural change of transformation of Italian society with regard to the phenomenon of violence against women. D.i.RE Network includes 80 Antiviolence Centres throughout Italy. Thanks to their telephone reception, personal conversations, hospitality in refuge houses, psychological and legal counselling,

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		help and support women in their journey out of violence.
72	Associazione Italiana di Supporto Vittimologico	In our legal system, as in that of all civilised countries, any punishment has the aim of rehabilitating the offender. However, the victim, whose life has been broken by a trauma that often proves difficult to overcome, also needs support, help and rehabilitation. The Italian Association of Support to Victims aims to provide such services and support. The association focuses particularly on Psychological support; Legal aid; Material support; Physical protection; Support networks and information services; Assistance for special needs; Studies and research.
73	Amnesty International	Amnesty International is an international non-governmental organisation committed to defending human rights. The purpose of Amnesty International is to promote, in an independent and impartial manner, respect for human rights as enshrined in the Universal Declaration of Human Rights and to prevent specific human rights violations.
74	On the Road	On the Road works to protect the rights of women, men and children with an approach that focuses on the person, her/his empowerment and social inclusion. It intervenes in the defence and promotion of human rights, in the fight against discrimination, exploitation and inequality as a cause of exclusion. The organisation was founded as an association of volunteers in 1994 to respond to the increase in the number of women forced into prostitution in the territory around Tronto (central Italy). Over the years On the Road has grown into an organised structure that guarantees the intervention of professionally qualified operators, thanks to public financial support. Today about 50 people are working on projects in the regions of Marche, Abruzzo and Molise. The organisation has enlarged the scope of its action to respond to

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		situations of marginality and exclusion in the territory. In addition to theme of trafficking and exploitation, it deals with migrant reception, extreme poverty, mental health, gender-based violence, training and employment, and international cooperation.
75	Associazione Tampep	Tampep is a working group present in Turin since 1993, created as a research-intervention project to develop and disseminate new strategies and methodologies for working with migrant women sex workers, to prevent the transmission of sexually transmitted diseases and HIV. In 2001, the Tampep Association was founded, committed to promoting interventions based on respect for the rights and dignity of vulnerable and socially discriminated people, Italian or foreign nationals, to promote their integration and contribute to the reduction of criminal phenomena resulting from social deprivation. The working methodology is based on the following principles: tailored support; empowerment; protection of rights; feasibility assessment. Tampep implements activities such as awareness-raising and action-research; prevention and social integration; protection of victims of human trafficking; RIRVA (Rete Italiana per il Ritorno Volontario Assistito = Italian Network for Assisted Voluntary Return) information point
76	Libra ONLUS	Libra ONLUS is a non-profit organization with the mission of promoting restorative justice to victims of crime by promoting solidarity with the victims and stimulating a restorative society. The organization's approach takes into consideration all the actors involved in a crime: the perpetrator, the victim and society, investigating the causes, dynamics and consequences and promoting restorative and reconciling pathways. The VIS Network project lies its operational foundations in the EU legislation and draws methodological inspiration from the consolidated experiences of the Victims Support Centres present in the North European territory. VIS Network has been

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		<p>developed, through the awareness raising and implementation of local victim assistance networks in the provincial territories of Mantova, Pisa and Livorno. The various phases of the project include: the consolidation of the local network through awareness raising actions, the joint training of operators of the institutions in charge and involved in the process of treating the victim, the conclusion of memoranda of understanding between associations and local institutions to establish joint and common measures for the protection/support of victims of crime.</p>
77	Paviol	<p>PAVIOL PERCORSI ANTIVIOLENZA O.N.L.U.S. (Paths against violence) is an Association promoting social well-being, founded in Biella in 2014 at the request of a group of psychologists, psychotherapists and educators who are its founding members. PAVIOL offers psychological, social and educational support to subjects, adults and children, direct or indirect victims of violence, as well as to people who commit acts of violence. PAVIOL proposes awareness, training and information on the topic of violence both to adults and minors; collaboration at the local level with other public or private subjects to improve the quality of life of victims (and/or perpetrators) of violence.</p>
78	Associazione Vittime Non Più Sole	<p>The association aims to: support victims of violence and conflict situations, in their path of denunciation and development of the human personality in all its forms, removing the obstacles that prevent the implementation of the principles of freedom, equality, equal social dignity and equal opportunities and promoting the exercise of the right to health, social protection, education, culture, training and the enhancement of professional skills and abilities, in compliance with and defense of the principles agreed in the Istanbul Convention, to which Italy has become the first signatory. Among the services offered</p>

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		there are: assistance to the victim through a victimological help-desk operating 24 hours a day; selfhelp groups; assistance in the initial process of complaint up to the trial stage; training of operators working in direct contact with the victim
79	Associazione Italiana Vittime della Violenza (AVIV)	Aivv Tutela Donna Association of Milan (Italian Association of Victims of Violence) is an ONLUS organization created on the basis of personal experiences, with the intent to offer moral, psychological and legal assistance to victims of violence and their families, including all kinds of psychological and physical harassment: violence against women, stalking, violence against children, bullying. The Aivv Tutela Donna Association of Milan has also been one of the major promoters of legislation in relation to stalking episodes, in order to create an efficient legal department, consisting of professionals in the field. The association focuses on prevention and awareness raising activities and on potential risk factors that can lead to violence. To this end, the association is committed to creating programs of sharing and information within schools; expanding and deepening the collaboration with other similar institutions throughout Italy; drafting a law to establish a Guarantee Fund for Victims of Crime and a project to reform the Criminal Code and the Prison System.
80	Sostegno Donna	Sostegno Donna is part of the Association Comunità Papa Giovanni XXIII. Founded in 1968 by Don Oreste Benzi, since then it has been committed, concretely and continuously, to fighting marginalization and poverty. For years, the volunteers of the Association Comunità Papa Giovanni XXIII have met on the street and listened to women victims of trafficking, offering them the concrete possibility of being received in structures. Today there are about twenty road units throughout Italy. Among the services offered there are: reception and assistance in facilities; legal, psychological and health assistance; helping with bureaucratic procedures; training courses

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		that can facilitate entry into the employment market at the end of the therapeutic path; Listening to and psychological support of women by the operators of the facilities.
81	Assolei	AssoLei is an association founded by women, has been characterized by the fight against discrimination, harassment and sexual abuse, bullying and stalking, violence in the family and in society. AssoLei is committed to the realization of equal opportunities and the rebalancing of representation, dealing also with immigration and human rights. 8 active branches offer legal, psychological and psychotherapeutic services, counselling, coaching, work orientation, start-up, mediation and immigration. AssoLei has always been committed to the prevention of violence also through cultural activities - cinema, theatre, writing, literature, music, photography and crafts - to offer a conscious reading of stereotypes and discriminations that induce deviant behaviour, such as the exercise of gender-based violence among adults, and acts of bullying in young people, focusing on the causes and repercussions that these have on the existence of each one.
82	Le Onde ONLUS	Le Onde Onlus is a Palermo-based association of women that has been working since 1992 with the mission of implementing systematic actions and managing services dedicated to combating the phenomenon of violence against women and children. Le Onde has founded its activities on the passion to build a place for women who suffer mistreatment and/or violence, which would start and contain the desire for affirmation of women's freedom. Le Onde relies on an interinstitutional network of territorial reference and on the constant fine-tuning of the intervention in terms of organisational, professional and political quality, with respect to the reception of women and the projects with which it

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		<p>operates. The Association has developed skills in the field of sociological research on the phenomenon of violence against women and local monitoring of services, in the development of local networks and intervention systems, carrying out multiple actions, research and studies. It is a member of the National Association of Anti-violence Centres "D.I.R.E. against violence". Le Onde operates at the municipal, regional, national and transnational levels, on its own or with partnerships focused on the integration of competences.</p>
83	Doppia Difesa	<p>Fondazione Doppia Difesa Onlus was founded in 2007 by two women, Michelle Hunziker and Giulia Bongiorno, to help those - women in particular - who have suffered discrimination, violence and abuse but do not have the courage, or the ability, to undertake a path of denunciation, because they live in total ideological and social isolation, in general silence and indifference that lead, very often, to be unaware of their status as victims. The Foundation carries out its activities on a dual track, psychological and legal, believing in the need to raise awareness, because violence against women is a consequence of the discrimination they suffer at home and in the workplace: it can only be defeated when men and women are truly equal, with the same rights, the same duties, the same opportunities. With a view to prevention, it also works to raise public awareness: culture, the spread of values such as respect and equality, is the most effective weapon to combat violence. Among the cases treated through legal and/or psychological advice, legal assistance in court and/or psychological assistance provided at headquarters, there are cases of sexual violence, acts of persecution, mistreatment, violation of family care obligations and consequent regulation of parent-child relationships in violent family contexts.</p>

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84	Casa Vale la Pena c/o Centro Diaconale “La Noce”	<p>Casa "Vale la Pena" is a project conceived together with the Office of External Criminal Enforcement (Uepe) of Palermo and financed thanks to the sensitivity of the Federation of the Swiss Evangelical Churches (HEKS) and by a quota of 8 per thousand of the Waldensian and Methodist Churches, which mainly provides a housing service for five people coming from the criminal area. Casa Vale La Pena intends to promote training and, where possible, work and volunteer paths. Each path is structured according to the needs of individual guests of the house. The service is also aimed at the family of origin, which often lives in a condition of isolation and social marginalization. The reception service in residential communities includes both short and occasional stays (on the occasion of award permits) and temporary stays (on the occasion of use of alternative measures). The centre intervenes in the areas of housing re-integration; employment re-integration; conflict mediation; support for socialization.</p>

