

FRANET

**Victim Support Services in the EU:
An overview and assessment of
victims' rights in practice**

Romania, 2014

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1. Part A:

The information presented in this phase is primarily based on analysis of the country specific reports received in phases 1 and 2 of the project; the general overview of the situation of victim support in Member States (phase 1) and the more in depth exploration of the situation, including promising practices which offer support to victims of crime in different ways (phase 2). Information has also been taken from secondary sources such as the 2009 APAV study on Victims in Europe.¹ While phase 2 of the project was divided into two parts, focussing firstly on generic victim support services and secondly on specialised areas of victim support, this third phase of the project, comprised of Parts A and B, will focus principally on the structure or lack thereof of generic victim support services; although a limited number of questions relate to specialised areas of victim support. For this part, please provide detailed, concise answers. For guidance purposes, sample answers are often provided, which primarily draw on information provided in country-specific reports from phases 1 & 2 of the project. When returning your report to the FRA, please ensure that all sample answers have been deleted, as these are for guidance purposes only and should not form part of your response. In addition, in cases where your country is one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.

2.1 Scenarios

In the following situations, please describe the referral system (from police to victim support organisation) in the current victim support structure in your country; including whether police routinely refer the victim to a support service; where is the victim referred and who deals with the case in the end (as a guideline, keep to 2 or 3 sentences (maximum) per question within each scenario. Please choose either 'Yes' or 'No' for questions a. and c of each scenario, in addition to questions 6-13 and provide comments in the 'Description' field. For questions b and d, please provide your comments directly in the 'Description' field).

	Scenario	Questions	Yes	No	Description (max 1-3 sentences)
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¹ Aa, S. van der et al. (2009), *Project victims in Europe – Implementation of the EU Framework Decision on the standing of victims in the criminal proceedings in the Member States of the European Union*, Lisbon (see http://www.apav.pt/vine/images/report_vine_eng.pdf).

1	A female who has been beaten by her partner and calls the police	a. Do the police routinely refer the victim to a support service?		x	The police only informs the victim about the possibility to benefit from assistance, legal and psychological counselling and about the state-run services which may provide such services. ² On the other hand, the law ³ also mentions the possibility of referring victims of domestic violence to the local <i>Direcția Generală de Asistență Socială și Protecția Copilului</i> (General Direction for Social Work and Child Protection) (DGASPC).
		b. If yes, please name the service(s)	-	-	
		c. Do the police routinely contact this service on behalf of the victim?		x	

² Letter no. 2921158/29.04.2013 of the Romanian General Police Inspectorate, on file with the NFP.

³ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011.

		d. Which support service would in the end deal with such a case?	-	-	According to Law no. 217/2003, as amended in May 2012, victims of domestic violence may receive assistance from centres for the rehabilitation of victims of domestic violence. ⁴ Generally, this type of services are offered by public or private organisations running centres or shelters for victims of domestic violence and include free legal and psychological counselling, health care as well as some support for social reintegration. ⁵ On the other hand, the law ⁶ also mentions the possibility of referring victims of domestic violence to DGASPC.
2	A teacher reports the sexual abuse of a child to the police	a. Do the police routinely refer the victim to a support service?	-	-	The police should refer the child victim of sexual abuse to DGASPC. ⁷ However, when questioned, <i>Inspectoratul General al Poliției Române</i> (Romanian General Police Inspectorate) (IGPR) failed to provide any answer on the issue. ⁸
		b. If yes, please name the service(s)	-	-	

⁴ Romania, Law No. 217/2003 on Preventing and Combating Family Violence (*Legea nr. 217/2003 privind prevenirea și combaterea violenței în familie*). 29 May 2003, Article 18 (1). English translation available at: <http://webapps01.un.org/vawdatabase/searchDetail.action?measureId=6269&baseHref=country&baseHrefId=1074>.

⁵ Romania, Law No. 217/2003 on Preventing and Combating Family Violence (*Legea nr. 217/2003 privind prevenirea și combaterea violenței în familie*). 29 May 2003, Article 17, 18, 20.

⁶ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011.

⁷ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011

⁸ Letter no. 2921158/29.04.2013 of IGPR, on file with the NFP.

		c. Do the police contact this service on behalf of the victim?			The police should refer the child victim of sexual abuse DGASPC ⁹ , that is contact DGASPC and communicate the data concerning the child and the offence. However, when questioned, the Romanian General Police Inspectorate failed to provide any answer on the issue. ¹⁰
		d. Which support service would in the end deal with such a case?	-	-	DGASPC. ¹¹
3	A person calls the police following a burglary in their apartment	a. Do the police routinely refer the victim to a support service?		x	There are no services for this type of crime victims. Also, IGPR did not provide any answer on the issue. ¹² However, under Law no. 211/2004 concerning measures for the protection of crime victims, ¹³ police and judicial authorities are under a duty to inform any crime victims about their rights and available support services. ¹⁴
		b. If yes, please name the service(s)	-	-	
		c. Do the police contact this service on behalf of the victim?		x	

⁹ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011

¹⁰ Letter no. 2921158/29.04.2013 of IGPR, on file with the NFP.

¹¹ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011

¹² Letter no. 2921158/29.04.2013 IGPR, on file with NFP.

¹³ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Articles 8, 14 and 21.

¹⁴ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 4.

		d. Which support service would in the end deal with such a case?	-	-	There are no services for this type of crime victims.
4	A person is the victim of a racist attack by a gang of youths	a. Do the police routinely refer the victim to a support service?		x	There are no special services for this particular type of crime victims. Also, IGPR did not provide any answer on the issue. ¹⁵ However, under Law no. 211/2004 concerning measures for the protection of crime victims, ¹⁶ police and judicial authorities are under a duty to inform any crime victims about their rights and available support services. ¹⁷
		b. If yes, please name the service(s)	-	-	
		c. Do the police contact this service on behalf of the victim?		x	
		d. Which support service would in the end deal with such a case?	-	-	There are no special services for this particular type of crime victims. Also, IGPR did not provide any answer on the issue. ¹⁸ However, if the attack has resulted in serious bodily harm, then the victim will qualify for assistance under Law no. 211/2004 concerning measures for the protection of crime victims, ¹⁹ which means that he/she may benefit from psychological counselling offered by probation services. ²⁰
5	An elderly person is mugged on the	a. Do the police routinely refer the victim to a support service?		x	There are no special services for this type of crime victims. Also, IGPR did not provide any answer on the issue. ²¹

¹⁵ Letter no. 2921158/29.04.2013, on file with the NFP.

¹⁶ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Articles 8, 14 and 21.

¹⁷ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 4.

¹⁸ Letter no. 2921158/29.04.2013 of the Romanian General Police Inspectorate, on file with the NFP.

¹⁹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Articles 8, 14 and 21.

²⁰ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 8.

²¹ Letter no. 2921158/29.04.2013 of the Romanian General Police Inspectorate, on file with the NFP.

	way home from collecting their monthly pension and is in urgent need of financial assistance	b. If yes, please name the service(s)	-	-	
		c. Do the police contact this service on behalf of the victim?		x	
		d. Which support service would in the end deal with such a case?	-	-	There are no services for this type of crime victims.
6a	In relation to how police deal with victims, are there special measures in place for victims with a disability? If yes, describe them. If your answer is no, please provide a justification/explanation.	x		According to IGPR, a victim with disabilities may be questioned at home, if he/she is unable to travel to the police station. ²²	
6b	In relation to how victim support services deal with victims, are there special measures in place for victims with a disability? If yes, describe them. If your answer is no, please provide a justification/explanation.	x		Children with disabilities who are victims of abuse or violence will be questioned using special techniques, such as the use of anatomic dolls, drawing or playing. ²³	
7a	In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status ²⁴ ? If yes, describe them. If no, please provide a justification/explanation.		x	No such measures are provided by law. Also, IGPR did not provide any answer on the issue. ²⁵	
7b	In relation to how victim support services deal with victims, are there special measures in place for victims who are migrants with illegal residency status ²⁶ ? If yes, describe them. If no, please provide a justification/explanation.		x	No such special measures are provided by law. However, migrants with illegal residency status who are victims of human trafficking will be informed about their rights, in a language they understand, may benefit from psychological, healthcare and legal assistance and counselling. ²⁷	

²² Letter no. 2921158/29.04.2013 of the Romanian General Police Inspectorate, on file with the NFP.

²³ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011. Also Letter no. 3597/DPC/ip/24.04.2013 of the Direction for Child Protection within the Ministry for Labour, Family, Social Protection and Elderly Persons, on file with the national NFP.

²⁴ Please note that that the usual FRA terminology (used in all official FRA publications) for migrants with illegal residency status is 'migrants in an irregular situation.' For the purposes of these guidelines however, reference will be made to 'migrants with illegal residency status.'

²⁵ Letter no. 2921158/29.04.2013, on file with the NFP.

²⁶ Please note that that the usual FRA terminology (used in all official FRA publications) for migrants with illegal residency status is 'migrants in an irregular situation.' For the purposes of these guidelines however, reference will be made to 'migrants with illegal residency status.'

7c	Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice?	x		According to an NGO active in the field, the absence of documents and the reluctance to contact the authorities prevent migrants with illegal residency status from benefitting from any support. ²⁸ There is also data that migrants with illegal residency status may be approached as perpetrators, in the first place, by the authorities (that is, of residing illegally in Romania), not as crime victims. ²⁹
8	Is access to victim support services dependent on a victim making a formal complaint to competent authorities (e.g. the police)?	x	x	According to Law no. 211/2004, a crime victim may apply for psychological counselling or financial compensation only after reporting the crime to the police authorities. ³⁰ A child victim of violence or sexual abuse, as well as a victim of domestic violence or a victim of trafficking will benefit from support regardless of whether they report the offence to the police authorities.
9	In practice, do victim support services afford preferential treatment to victims who have agreed to cooperate with a police investigation into the crime they have experienced (e.g. by dealing with them more rapidly than victims who are not cooperating with a police investigation)?	NA	N A	This information was not available.
10a	In reference to part 'c' of questions 1-5, in the event that police contact victim support services on the victim's behalf, is there an automatic transfer of the victim's data?	NA	N A	The police does not refer a victim to the victim support services, except for the situation of children victims of abuse, neglect, exploitation, trafficking or violence.
10b	If the answer to 10a above is yes, is the police obliged to obtain the victim's permission/consent for the data transfer?			The police is under a duty to obtain the consent of the adult victim of domestic violence before referring the case to DGASPC. ³¹ <i>Per a contrario</i> , the case of a child victim of abuse, neglect, exploitation or trafficking, will be referred even without the consent of the child/parent, but the child/parent will be informed about the transfer of the data. ³²

²⁷ Letter no. 37995/03.06.2013 of the Ministry of Justice, on file with the NFP.

²⁸ Letter no. 533/26.04.2013, on file with the NFP.

²⁹ Letter no. 2921158/29.04.2013, on file with the NFP.

³⁰ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Articles 10(2) and 23 (1).

³¹ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea*

10c	Is there a legal basis for the communication/transfer of the victim's data? What is it?	x	In the case of children victims of victims of abuse, neglect, exploitation, trafficking or violence, it is Government Decision No. 49/2011. ³³
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2.2 Institutional aspects: role of state in victim support structure

In the following section, please complete/verify the information requested in the following tables, placing your country in the appropriate category, or, where information is provided, checking the accuracy of the information and revising as necessary (i.e. by moving your country name from the incorrect column to the correct column along with a justification).

2.2.1 Models of generic victim support

Generic victim support organisations are for the present purposes defined as “**not limited to helping a particular type of victim of crime**”. With the above definition in mind, please:

Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state), January 19, 2011.

³² Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state), January 19, 2011.*

³³ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state), January 19, 2011.*

a) Review the list and short description of structure of generic victim support organisations operational in your country provided for in Annex 2 and edit as necessary, ensuring that all significant victim support providers (especially those operating at national level) are mentioned. **Countries listed in Annex 2 shaded in green (and in category 'A' below) have been identified (on the basis of country reports submitted for phases 1 & 2 of the project) as not having any generic victim support organisations. These countries should provide a short list (in Annex 2) of the main organisation(s) providing victim support in one of the two specialised areas of victim support focused on in the phase 2 country report (see annex 3 for a list). As a default, please select the area 'Domestic violence and stalking'.**

b) Place your country in one of the following categories (A, B, C, D or E) and provide an explanation about why your country should be placed in that group. For each group, one example has been provided for guidance purposes. If your country is one of the examples provided, please review and revise the information as necessary, placing your country in a different group if the information provided is incorrect. **Please delete all examples from your response and insert your country name in only ONE column.** (Note: only country codes are listed. For full country names, please refer to Annex 1).

A: No generic victim support provider exists	B: At least one generic victim support service provider exists at national level. The main provider or structure is state run and state funded	C: At least one generic victim support service provider exists at national level. The main provider or structure is non-governmental run but relies strongly on state funding	D: At least one generic victim support service provider exists at national level. The main provider or structure is non-governmental run and does not rely strongly on state funding	E (OTHER) – if you cannot place your country in any of the other categories, please describe
Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:
Romania does not have a proper generic victim support organisation as such and there currently isn't any Government institution tasked with developing generic victim support services. The existing framework of victim support services rather consists in a range of institutions and non-governmental organisations which provide services to different categories of specific				

crime victims.

2.2.2 Public coordination of victim support services

Please answer the following questions by completing the tables. Two examples have been provided (for questions 1 & 2) for guidance purposes. **Please delete all examples from your response and insert your country name in only ONE column.** If your country is one of the examples provided, please review and revise the information as necessary. Please provide references to the full name of the Ministry or body in question in both English and the national language (Note: only country codes are listed. For full country names, please refer to Annex 1).

	Ministry of Justice (Ministerul de Justiție)	Ministry of Labour, Family, Social Protection and Elderly Persons (Ministerul Muncii, Familiei, Protecției Sociale și Persoanelor Vârstnice)	Ministry of Internal Affairs (Ministerul Afacerilor Interne)	Direcția Generală de Asistență Socială și Protecția Copilului (General Direction for Social Work and Child Protection)	COMMENTS
RO	X	X	X	X	<i>Serviciile de Probațiune</i> (Probation Services) (SP), which function within each county tribunal, under the coordination and control of the Ministry of Justice, provide services to victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, ³⁴ the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim. ³⁵ DGASPC, which are organised at county level and coordinated by the Direction for Child Protection within <i>Ministerul Muncii, Familiei, Protecției Sociale și Persoanelor Vârstnice</i> (the Ministry for

³⁴ *Ibid*, Art. 8, 14 and 21.

³⁵ *Ibid*, Art. 14 and 21.

					<p>Labour, Family, Social Protection and Elderly Persons) (MMFPSPV) offer services to children victims of abuse, violence, exploitation or trafficking, as well to victims of domestic violence. <i>Agenția Națională împotriva Traficului de Persoane</i> (National Agency against Trafficking in Persons) (ANITP), which functions under the Ministry of Internal Affairs, oversees support service for victims of trafficking.</p>
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2.2.3 Funding:

Please answer the following questions by completing the tables. Please note that countries that do not have generic victim support service providers (i.e. that fall within category 'A' under question 2.2.2) should not answer questions c & e. For questions g-k, if your country does not have a generic victim support structure in place, please respond to the question with respect to a specialised area of victim support. **Please select one of the two specialised areas of victim support you focused on in your phase 2 country report to the FRA (see annex 3 for a list). As a default, please select the area 'Domestic violence and stalking'.** If you choose to take another area, provide a short justification for why you have chosen that area.

Important for all: Whether you answer questions g-k with respect to an organisation providing generic victim support or an organisation providing specialised victim support, please choose the biggest organisation (in terms of the organisation that receives most funding, helps most victims nationwide etc.).

For the year 2012, please specify the exact amount of funding:		Amount (in EURO)		
a Budgeted by the state for compensation ³⁶		116,137		
b Paid out by the state for compensation ³⁷		115,683		
c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims)		-		
d Budgeted by the state for specialised victim support services (i.e. services restricted to a particular category or categories of victims; such as child victims or victims of human trafficking). In addition, please name the specialised victim support services that received state funding.		NA		
e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims).		-		
f Paid out by the state for specialised victim support services (i.e. services restricted to a particular category or categories of victims; such as child victims or victims of human trafficking). In addition, please name the specialised victim support services that received state funding.		NA		
Reimbursement by the state of expenses incurred		Yes	No	Comments
g Are there any victim support organisations that request money from victims who benefit from services? If yes, please name one such organisation and specify (under comments) whether there is a standard fee or whether this is decided on a case by case basis.			x	
h With respect to your chosen organisation, is the organisation reimbursed by the state for expenses incurred through the provision of support to victims? If yes, please specify the criteria for reimbursement (e.g. per victim?).			x	DGASPC simply receives a budget, which it must use for the services it provides.
i If the answer to h is 'yes', please specify whether the organisation is reimbursed regardless of the victim's nationality (yes or no) and provide a short explanation in the comments field. More specifically, is a difference made between reimbursement for support provided to a) country nationals; b) EU country nationals and c) third country nationals?			-	
j Further to question i, is the organisation reimbursed for providing support to victims with illegal residency status? Please provide a short explanation under 'comments'.			-	
k Are there any factors that would discourage the victim support organisation in practice from supporting third country nationals? Please			x	

³⁶ Letter no. 37995/03.06.2013 of the Ministry for Justice, on file with the NFP.

³⁷ Letter no. 37995/03.06.2013 of the Ministry for Justice, on file with the NFP.

specify under comments.			
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2.2.4 Capacity:

For the year 2012, please specify the number of victims of crime that:	No of persons:
a Applied for compensation from state sources.	13
b Received compensation from state sources.	8
c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims)	-
d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims)	479 children victim of sexual abuse 495 victims of trafficking

The data concerning compensation come from different sources: the amount of compensation paid was offered by the MJ³⁸, while the number of applications/persons who received compensation was extracted from the evidences of the courts, offered separately by the same MJ.³⁹ Therefore, data may be uncoordinated.

2.2.5 Official/academic studies on victims

Have any official or academic studies been published in your country in the last 5 years on the following (note: please provide a full reference for the study (following the FRA style guidelines) and provide a link if available online):

	Yes	No	Reference	Short description of the study's objectives and findings (2-3 sentences)
Studies on under reporting of crime?		X		
Other national studies related to victims of crime (specify)	X		Institutul pentru Cercetarea și Prevenirea Criminalității (Institute for the Research and Prevention of Criminality) (2012) "Analiza infracțiunilor referitoare la viața sexuală având ca victim minori" (<i>The analysis of sexual crimes involving children as victims</i>), ICPC, 2012.	Most of cases surveyed concerned rape (37.1%) and sexual intercourse with a minor (56.4%). The study described the main characteristics of perpetrators and victims, identified risk factors and concluded with recommendations for preventing such offences.

2.3 Victim Helplines

Please complete the information in the following table, providing details on whether the country has a national victim support helpline, who funds it, operates it etc. Where the answer is 'no', please provide a short justification or explanation of the situation in the comments field. For example, for question 3, if the helpline does not operate 24 hours a day, 7 days a week, place an X in the 'No' column and specify the operating hours under 'Comments'. Where 'Yes' or 'No' answers are not applicable (i.e. questions 9-15), please answer the question directly in the

³⁸ Letter no. 37995/03.06.2013 of the Ministry for Justice, on file with the NFP.

³⁹ Letter no. 122307/ 14.01.2013 of the Centre for Legal Resources, on file with the NFP.

'Comments' field. Please provide information for 2012. Where this is not possible, please provide a justification and give data for the latest year possible.

	ROMANIA	Yes	No	Comments
1	Is there a helpline? If yes, please provide the name of the helpline and the contact details for the helpline (including the name of the body who runs it, contact phone number etc.) under 'Comments'.	X		There is the Child's Helpline, operated by an NGO with the same name, number 116111. ANITP operates a help line for victims of trafficking, number 0800800678/ 0213133100 (from abroad). MJ operates a help line for crime victims, 0800800886.
2	Does it operate 24/7? (If no, specify the days and times of operation under 'Comments').		X	The Child's Helpline operates Monday to Sunday, from 08.00 to 00.00. ANITP helpline operates 24 hours/ 7 days a week; however, weekdays after 16.00, Saturdays and Sundays, an answering machine will record the calls. MJ helpline operates Monday to Friday, from 9.00 to 17.00.
3	Does it operate nationwide? (If no, name the city or federal state in which it operates).	X		
4	Is the helpline free of charge?	X		
5	Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline.		X	Child's helpline targets children victims of abuse, neglect, exploitation, trafficking or other forms of violence. ANITP helpline targets victims of trafficking or persons who need information in order to avoid becoming victims of trafficking. MJ helpline offers information to crime victims about compensation and their rights under Law 211/2004.
6	Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments')	X	X	Asociația Telefonul Copilului. ANITP and MJ helplines are state run.
7	Is the helpline funded by the state?	x	X	The help-line is privately funded. The phone company Romtelecom has provided the number and ensures that the calls are free of charge. ANITP and MJ helplines are state funded.

8	Is the international EU victim support telephone number 116-006 available? ⁴⁰ If no, provide a justification and/or specify whether plans to implement this are underway.		X	No data about such plans were obtained.
		Comments		
9	Please give a brief description (1-2 sentences) of the services provided by the helpline.	<p>The Helpline offers emotional support for children victims of abuse, neglect, exploitation, trafficking or other forms of violence; crisis intervention by telephone, arrangement of immediate emergency measures if necessary; legal and psychological counselling; contacts DGASPC or other partner institutions on behalf of the victim in urgent cases; provides information and advice on victims' rights (rights in criminal proceedings, rights with regard to the following of the proceedings, compensation claims, etc.); and delivers information and advice on psychosocial services.</p> <p>ANITP helpline offers information to victims of trafficking or persons who need information in order to avoid becoming victims of trafficking; the staff may refer the case to specialised services or to the criminal investigation authorities.</p> <p>MJ helpline offers information to crime victims about: organisations and institutions which offer counselling and assistance to crime victims; how to report the crime; their rights and duties under the criminal procedure code; legal aid; witness protection; compensation and their rights under Law 211/2004.</p>		
10	What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments'	EUR 126,026 for the Child helpline. The budget for ANITP and MJ helpline was not available.		
11	How many people were employed to run the helpline in 2012?	12 people were employed by the Child Helpline. One person was deployed to the ANITP helpline. The number of persons employed at MJ helpline was not communicated.		
12	What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins	Child helpline: Phone-line, e-mail, web and forum. ANITP helpline: Phone-line. MJ helpline: Phone-line.		
13	Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline?	Phone, in all the cases.		

⁴⁰ In 2010 the EU introduced an EU harmonised phone number (116 006) designated for use by victims of crime who need assistance in EU countries.

14	Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.)	<p>At the Child's helpline, information and advice is provided by a team of 12 social workers and psychologists. In 2012, two of them were volunteers.</p> <p>ANITP helpline uses a member of the staff with university degree.</p> <p>No data were obtained about the MJ helpline.</p>
15	Please specify the number of times the helpline was contacted in applic. If this information is not available, please provide a reason under 'comments'.	<p>In 2012 the Child's Helpline documented 138,104 calls.</p> <p>ANITP helpline received 903 calls.</p> <p>No data were obtained about the MJ helpline.</p>

2.4 Obligation of police to provide information

		Yes	No	Comments (max 2-3 sentences)
1	Are police legally obliged to provide all victims with information concerning victim support services? If yes, what is the legal basis for this obligation (e.g. name of the law)?	X		Under Law no. 211/2004 concerning measures to ensure the protection of crime victims, police are under a duty to inform crime victims of their rights to assistance, as well as about the available organisations and institutions providing these services. ⁴¹
2	Are police legally obliged to provide all victims with information concerning compensation? If yes, what is the legal basis for this obligation (e.g. name of the law)?	X		Under Law no. 211/2004 concerning measures to ensure the protection of crime victims, police are under a duty to inform crime victims of their rights to financial compensation, as well as the conditions for applying for compensation. ⁴²
3	Are police legally obliged to provide all victims with information concerning their rights and role in criminal proceedings? If yes, what is the legal basis for this obligation (e.g. name of the law)?	X		Under Law no. 211/2004 concerning measures to ensure the protection of crime victims, police are under a duty to inform crime victims of their rights and role in criminal proceedings. ⁴³
4	Are victims who do not understand or speak the language provided with free of charge interpretation in the language of their choice (e.g. during any interviews or questioning of the victim by the police)	X		According to the Criminal Procedure Code, victims who do not understand or speak the language will be provided with free of charge interpretation in the language they understand. ⁴⁴
5	Are victims notified about their right to receive information about:			
	(a) any decision not to proceed with or to end an investigation or not to prosecute the offender;	X		Under Law no. 211/2004 concerning measures to ensure the protection of crime victims, police and prosecutors are under a duty to inform crime victims of their rights and role in criminal proceedings, including the progress of the proceedings. ⁴⁵

⁴¹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Art. 4 (1).

⁴² Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Art. 4 (1).

⁴³ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Art. 4 (1).

⁴⁴ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 8.

⁴⁵ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Art. 4 (1).

	(b) the time and place of the trial, and the nature of the charges.	X		Under Law no. 211/2004 concerning measures to ensure the protection of crime victims, police and prosecutors are under a duty to inform crime victims of their rights and role in criminal proceedings, including the right to be informed about the place of the trial and nature of charges. ⁴⁶
	(c) any final judgment in a trial	X		Under Law no. 211/2004 concerning measures to ensure the protection of crime victims, police and prosecutors are under a duty to inform crime victims of their rights and role in criminal proceedings, including the right to receive a copy of be informed about any final judgement in a trial. ⁴⁷

2.5 Training of practitioners on dealing with victims of crime

Please complete the information in the following table, selecting either 'yes' or 'no' and providing a short explanation in the comments field. Where 'Yes' or 'No' answers are not applicable, 'NA' has been inserted. In these instances, please answer the question directly in the 'comments' field.

With respect with how to deal with victims of crime, Is systematic training of the following categories of professionals who come into contact with victims of crime carried out (if yes, please indicate under 'comments' the nature of the training and whether it is on dealing with all victims or just certain categories of victims (e.g. victims of domestic violence)):				
		Yes	No	Comments (max 2-3 sentences)
1	Police	X		Two Police Academies include in the curricula courses on how to deal with and protect victims of crime (generally) and how to inform them about their rights. ⁴⁸ The training is compulsory.
2	Prosecutors			Institutul Național al Magistraturii (<i>The National Institute of Magistracy</i>) (INM) organises, two or three times a year, courses on "Juvenile Justice", which include modules on how to approach the child victim of a crime. The courses target both judges and prosecutors. ⁴⁹ Participation to the training is voluntary.

⁴⁶ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Article 4 (1).

⁴⁷ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Article 4 (1).

⁴⁸ Letter no. 2921158/29.04.2013, on file with NFP.

⁴⁹ Letter no. 1914/29.04.2013 of the National Institute for Magistracy, on file with NFP.

3	Judges		X	INM organises, two or three times a year, courses on “Juvenile Justice”, which include modules on how to approach the child victim of a crime. The courses target both judges and prosecutors. ⁵⁰ In addition, INM and Direcția de Probațiune (<i>the Probation Direction</i>) organise joint trainings on issues relating to probation, which include a module concerning psychological counselling available for crime victims. Participation to the training is voluntary.
4	Court staff		X	
5	Are Victim Support Organisations involved in this training? If yes, how are they involved? (e.g. they provide input through lectures; they fund the training; they organise and run the training themselves etc.)		X	From available data, VSOs are not involved in systematic training, rather in occasional trainings which are organised within specific projects. ⁵¹
6	Is systematic training of victim support staff carried out on how to deal with victims of crime? If yes, please indicate the nature of the training,		X	
7	Please briefly list any other category of officials coming into contact with victims that receive systematic training on how to deal with victims of crime (e.g. lawyers, restorative justice services etc.)	NA	NA	

2.6 Rights of victims in criminal proceedings

Please complete the information in the following tables, choosing ‘Yes’ or ‘No’ and providing a short explanation or justification for each answer. In cases where your country has already been placed in a particular category as an example, check that the category your country has been placed in (i.e. ‘Yes’ or ‘No’) is accurate and revise if necessary.

2.6.1 Definition of victim

Please provide a definition of the term *victim* in your country:

	Description	Explanation (max word count 200)
1	What is the main or generic legal definition of the term ‘victim’ (as provided for in	There is no generic legal definition of the term ‘victim’ in the Romanian legislation currently applicable, nor is any in the new Criminal procedure code. “Witness” is defined as any person who knows about any fact or any circumstance which could help finding out the truth within the criminal proceedings. ⁵² “Injured party” is used to qualify the person who has

⁵⁰ Letter no. 1914/29.04.2013 of the National Institute for Magistracy, on file with NFP.

⁵¹ Letter no. 1914/29.04.2013 of the National Institute for Magistracy, letter no. 37995/03.06.2013 of Ministry for Justice, on file with NFP.

⁵² Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 78.

	national legislation)?	suffered a physical or moral injury or any material damage as a result of the crime, when he/she takes part in the proceedings. ⁵³
2	Is there a separate definition of 'vulnerable victims' (as separate from the main or generic definition of 'victim')?	Not currently. The New Criminal Procedure Code, to come into force in July 2013, refers only to 'vulnerable witnesses'. The status of 'vulnerable witness' may be granted by the public prosecutor or the court to the child witness or to any (adult) witness who has suffered a trauma as a result of the crime or as result of the offender's subsequent behaviour, ⁵⁴
3	Are parents, children, other family members, same sex partner & first responders included under the main definition of the term victim? If not, are they included as 'indirect' victims or similar?	Law no 211/2004 includes spouses, children and persons supported by a crime victim who has died as a result of a crime in the category of 'victims' when speaking about the financial compensation or legal aid granted. ⁵⁵

2.6.2. Decision not to prosecute

With regard to victims' rights to review a decision not to prosecute, please answer the following:

	Yes	No	Comments (Max word count 80 words)
If the prosecutor decides to discontinue a case, does the victim have the right to file for a review of the decision not to prosecute?	X		In Romania, the victim will be notified of any refusal to institute or discontinuance of a criminal investigation or inquiry ⁵⁶ and has the right to appeal against these decisions of the Public Prosecutor first to the Chief Public Prosecutor, then, if the answer is not satisfactory, to the court. ⁵⁷ The victim has the right to inspect the case-file of the investigations. ⁵⁸
Who undertakes this review?			First the Chief Public Prosecutor who supervises the Public Prosecutor who issues the decision, then the court. ⁵⁹ If the court upholds the decision of the Public Prosecutor, this is final and not subject to any remedy. ⁶⁰
Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?		X	
Does the prosecutor's office have a dedicated hotline or mechanism whereby victims can inquire about the progress of a case?		X	

⁵³ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 24 (1).

⁵⁴ Romania, the New Criminal Procedure Code (*Noul Cod de Procedură Penală*), 1 July 2010, Article 130.

⁵⁵ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 1 June 2004, Articles 8, 14 and 21.

⁵⁶ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Articles 228 (6), 246 (1), 249 (2).

⁵⁷ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 275.

⁵⁸ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 246.

⁵⁹ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Articles 278 and 278¹.

⁶⁰ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 278¹.

2.6.3. Right to be heard

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer. Some examples have been provided.

EXAMPLE: Germany	Yes	No	Comments (Max word count 80 words)
Do victims have a right to be heard during criminal proceedings?	X		Under the Criminal Procedure Code, the victim must be heard during the criminal investigation phase ⁶¹ and will be heard throughout the proceedings, either as a witness or as the injured party. ⁶²
Do victims have a right to supply evidence during criminal proceedings?	X		The victim has the right to be heard and present evidence, ask question and access records. ⁶³
Is there a right for vulnerable victims to be questioned & testify in court in a protected manner – e.g. are screens in place when victims testify/video link available or other measures to separate victim from accused? Please specify whether this applies to all victims or just certain categories of victims (please specify):	X		If the prosecutor or court determines that the life, physical integrity or liberty of the victim is endangered, he/she may be heard through a video/audio link, without being present, thus, in the same room as the offender. ⁶⁴

2.6.4 Rights of victims at trial

The International Criminal Court (ICC) has created a special unit for victims and witness to provide support before, during and after the trial. Services are delivered by professionals who are often salaried employees of the court, and includes persons with expertise in trauma, including trauma from sexual violence. When providing testimony victims may also have support from family members, psychologists or legal representatives. These specialists are also able to advise prosecutors on appropriate security arrangements for victims and the court must take measures to protect the safety, physical and psychological well-being, dignity and privacy of victims. The statute allows for identities not to be made public, testimony to be provided by electronic means and the hearing to be confidential. The statute also calls for the court to establish principles relating to "reparations to victims, including restitution, compensation and rehabilitation" and to establish a trust fund which "works for victims by mobilizing people, funding opportunities for the benefit of victims and implementing court-ordered reparations awards."

With the example of the ICC special victims' unit in mind, please answer the following questions, choosing 'yes' or 'no' and providing a short description. If the answer is no, please provide a justification. Where 'Yes' or 'No' answers are not applicable (i.e. questions 2-4), 'NA' has been inserted. In these cases, please answer the question directly in the 'Description/justification' field.

⁶¹ Romania, Criminal Procedure Code (Codul de Procedură Penală), 30 April 1997, Article 76.

⁶² Romania, Criminal Procedure Code (Codul de Procedură Penală), 30 April 1997, Articles 77 and 82.

⁶³ Romania, Criminal Procedure Code (Codul de Procedură Penală), 30 April 1997.

⁶⁴ Romania, Criminal Procedure Code (Codul de Procedură Penală), 30 April 1997, Article 77¹.

		Yes	No	Description/justification (max 1-3 sentences)
1	Looking at your own criminal court system, is there a special unit or service for victims of crime providing support?	X		Serviciile de Probațiune (<i>Probation Services</i>) (SP), formerly the Services for Victim Protection and Social Reintegration of Offenders (SVPSRO) (<i>Serviciile de Protecția Victimelor și Reintegrarea Socială a Infracților, SPVRSI</i>), are court-based services, established in 2000 ⁶⁵ with a mission to ensure the social rehabilitation of offenders and supervise the enforcement of measures set by courts for offenders released on probation. In 2004, SP were also mandated to provide services to some victims of crimes ⁶⁶ , such as psychological counselling and support for rehabilitation. The crime victims they may offer services to are those enlisted by Law 211/2004, that is victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, ⁶⁷ the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim. ⁶⁸
2	Is there a separate waiting area for victims at court?		X	This was not seen as an issue and no resources were allocated so far for this purpose.
3	Is special seating reserved for victims at trial?		X	The victims sit with the other members of the public, including the offender.
4	What other services are available?			Psychological counselling and support for rehabilitation offered by SP.
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?			Specialised staff (social workers, psychologists).

⁶⁵ Romania, Government Ordinance No. 92/2000 concerning the Organisation and Functioning of the Probation System (*Ordonanța Guvernului nr. 92/2000 privind organizarea și funcționarea sistemului de probațiune*), 29 August 2000.

⁶⁶ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Art. 7-11.

⁶⁷ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 8, 14 and 21.

⁶⁸ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Art. 14 and 21.

6	In reference to question 5, do the service providers provide advice to prosecutors with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?		X	There are no legal provisions to this effect.
7	Do they provide advice to judges with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?		X	There are no legal provisions to this effect.
8	Are the rights and protections that should be afforded to victims mentioned in the founding law (e.g. a statute) establishing the court?		X	There are no legal provisions to this effect.
9	Do victims have the right to be accompanied by support persons during the trial?		X	There are no legal provisions to this effect.
10	Can victims access & copy trial records	X		

2.6.5 Legal aid for victims:

Experts consider provision of legal advice the area where there is most room for improvement in the area of victim support activities, with significant advances needed to ensure free and easily accessible legal advice for all victims. With this in mind, please answer questions 1 -5 in the table below selecting only **one option** (a, b, c or d) for each question and providing a description under 'comments'. **Please specify what criteria, if any, entitle a victim to avail of certain categories of legal aid. There may be several criteria (as in the example below – please be as detailed as possible. If none of the descriptions match the situation in your country, please choose 'd' and provide a short explanation of the situation.**

Categories of legal aid		A: Available to all victims of crime as a fundamental right of victims	B: Available to certain categories of victims; e.g. only victims of serious crime, only victims who are nationals of that country etc. (please specify which victims are entitled to such advice):	C: Subject to other criteria; e.g. an economic 'means test' (please specify):	D: Other (please specify)
1. Free legal advice			X	X	
	Comments:		Legal aid covers free legal advice and free legal representation. Legal aid is available without means-testing for victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, ⁶⁹ the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim. ⁷⁰	Otherwise, legal aid may be granted to any crime victim of Romanian nationality (or nationals of the European Union or other country legally residing in Romania) with monthly resources of less than €160 per family member. ⁷¹	

⁶⁹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 8, 14 and 21.

⁷⁰ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Art. 14 and 21.

⁷¹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 15.

			X	X	
2. Free legal representation	Comments:		Legal aid covers free legal advice and free legal representation. Legal aid is available without means-testing for victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, ⁷² the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim. ⁷³	Otherwise, legal aid may be granted to any crime victim of Romanian nationality (or nationals of the European Union or other country legally residing in Romania) with monthly resources of less than €160 per family member. ⁷⁴	
3. Exemption from court fees					X
	Comments:				There are no court fees in criminal matters.

⁷² Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 8, 14 and 21.

⁷³ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Art. 14 and 21.

⁷⁴ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 15.

4. Exemption from or reimbursement for expenses related to interpretation and/or translation						X
	Comments:					Expenses related to interpretation and/or translation are always covered by the state.
5. Reimbursement for loss of earnings, travel and accommodation costs with regard to role in criminal or civil proceedings						X
	Comments:					The state does not cover these costs. Such costs may be recovered from the defendant, if convicted
		The state	A victim support service	Both	Other (explain)	
2. Who provides legal aid? place 'X' in one column only)	X					

2.7 Compensation

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer: e.g. for question 2.7 (2), please select 'Yes' or 'No' and under comments, specify what measures victims can ask for during criminal proceedings. In cases where your country has already been placed in a particular category as an example, check that the category your country has been placed in (i.e. 'Yes' or 'No') is accurate and revise if necessary; i.e. by moving your country from the 'Yes' column to the 'No' column and vice versa.

	Victims' rights with regard to compensation	Yes	No	Comments and sources (max 2-3 sentences)
1	Do victims have the right to ask for compensation during criminal proceedings?	X		Victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim have the right to financial compensation. ⁷⁵ Otherwise, any crime victim has the right to apply for damages, against the offender, within the criminal proceedings. ⁷⁶
2	Aside from compensation, do victims have the right to ask for other measures during criminal proceedings (e.g. return of property, reimbursement of expenses, measures for physical protection)?	X		The victims can ask that his/her identity and personal data be kept secret ⁷⁷ , that he/she be questioned by audio/video link ⁷⁸ , that the prosecutor or court take measures for his/her physical protection. ⁷⁹ The victim has the right to restitution of property ⁸⁰ and the right to claim damages from the offender, including any expenses, incurred during the criminal proceedings. ⁸¹
3	Is compensation paid by the offender?		X	Financial compensation under Law 211/2004 is paid for by the state.

⁷⁵ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 21.

⁷⁶ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 14.

⁷⁷ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 86¹.

⁷⁸ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 86².

⁷⁹ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 86.6.

⁸⁰ Romania, , Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 109.

⁸¹ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 14.

				The offender may be ordered by the court to pay damages to the victim. ⁸²
4	Is there such thing as a 'victims of crime fund' that convicted persons must contribute to?		X	
5	Does compensation paid by the offender under a 'victims of crime fund' go towards victim support services?	NA	NA	
6	Is compensation paid by the state?	X		Financial compensation under Law 211/2004 is paid for by the state. ⁸³
7	Will the State advance payment of the compensation if the offender does not pay? Under which conditions?	X		Financial compensation will be granted by the state if: the victim has applied for compensation within a year from the date the offender's liability was established, the victim has participated in the proceedings as a civil party; the offender cannot pay or has disappeared; the victim has not received compensation from an insurance company. ⁸⁴
8	Does a compensation order exist?	X		A Commission for financial compensation, consisting of two judges, functioning within each county tribunal, will issue a compensation order. ⁸⁵
9	Do prosecutors have the power to mediate between the offender and the victim?	X		The duty for prosecutors to obtain compensation between offender and victim may also take the form of mediation between victim and offender to obtain compensation.
10	Do prosecutors have the duty to attempt to obtain compensation from the offender?	X		The prosecutors may act to obtain compensation from the offender by during the criminal proceedings, and must do so if the victim is a child or a person lacking legal capacity. ⁸⁶
11	Is compensation, when paid by the offender to the victim, taken into account in decisions to prosecute?	X		Payment or non-payment of compensation may influence the decision to prosecute. ⁸⁷
12	Is compensation, when paid by the offender to the victim, taken as a mitigating factor in sentencing?	X		Compensation paid by the offender is a mitigating factor in sentencing. ⁸⁸

⁸² Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 353.

⁸³ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 21.

⁸⁴ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 24.

⁸⁵ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 31.

⁸⁶ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 18.

⁸⁷ Romania, Criminal Code (*Codul Penal*), 16 April 1997, Article 18¹.

⁸⁸ Romania, Criminal Code (*Codul Penal*), 16 April 1997, Article 74 (1).

13	Is there a limit from the time of the crime within which claims for compensation would have to be made? If yes, what is the time limit?	X		The compensation must be claimed within a year from the day when the liability of the perpetrator was established. ⁸⁹
14	Do third country nationals have the right to apply for compensation?	X		Third country nationals have the right to apply for compensation under the same conditions as Romanian nationals. ⁹⁰
15	Do third country nationals with irregular status (i.e. residing in the country illegally) have the right to apply for compensation?		X	Only third country nationals legally residing in Romania have the right to apply for financial compensation under Law 211/2004.
16	Are there exceptions prescribed in law for different types of crimes? If yes, what are they?			Only victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim have the right to financial compensation under Law 211/2004. ⁹¹

2.8 Cross border support

Please complete the information in the following tables, choosing 'Yes' or 'No' and providing a short explanation or justification for each answer. Where 'Yes' or 'No' answers are not applicable (i.e. questions 9-12), please place your answer directly in the 'Description' field.

	Victims' rights with regard to cross border support	Yes	No	Description (max 2-3 sentences per question)
1	Is there a formal system of cross-border referral of victims (to a victim support organisation in the state in which the victim lives) when the victim who has approached the VSO or competent authority is resident in another state?		X	No such provisions exist.
2	Can victims of crime report crimes in their own country if the crime was committed in another state?	X		Romanian authorities can investigate and prosecute crimes committed in another state. ⁹²

⁸⁹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 24.

⁹⁰ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 21 (2) b) and d).

⁹¹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 21.

⁹² Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 31.

3	Are victim support services made available to all victims, regardless of legal status, country of origin or nationality?	X		Under Law 211/2004, psychological counselling and legal aid is available to all victims, regardless whether they reside legally in Romania. ⁹³ Financial compensation is available for Romanian nationals, EU nationals legally residing in Romania and third country nationals legally residing or legally entered in Romania. ⁹⁴ Services for children victims of abuse, neglect, exploitation, trafficking or violence, as well as services for victims of trafficking, are available regardless of legal status, country of origin or nationality. ⁹⁵ Legal aid, however, is only available, under Law 211/2004, to crime victims legally residing in Romania.
4	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.	NA	NA	
5	Is information made available to victims in different languages by the police? If yes, which languages?	X		The police described providing an interpreted when the victim does not speak Romanian. ⁹⁶
6	Is information made available to victims in different languages by victim support services? If yes, which languages?		X	
7	Do victim support services offer interpretation or translation services? If yes, in which languages?			SP use an interpreter of the respective language or a language the victim understands when the victim does not speak Romanian. ⁹⁷
8	Does the main generic victim support organisation in your country maintain contact with victim support organisations in other countries? If yes, how? (E.g. through formal cooperation agreement; international consultative forums or conventions etc.)		X	
		Description (max 2-3 sentences per question)		
9	What is the mechanism for victims to apply for compensation once they are back in their own country?			A Romanian national, EU national or third country national legally residing in Romania will apply to the Romanian Ministry for justice to obtain compensation from the state where the crime was committed. ⁹⁸ A person legally residing on the territory of another EU state or a third country will apply for compensation, for

⁹³ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 8 (2) and 14 (2).

⁹⁴ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 21 (2).

⁹⁵ Romania, Law No. 678/2001 for the prevention and combating of human trafficking (*Legea nr. 678/2001 pentru prevenirea și combaterea traficului de ființe umane*), 21 November 2001.

⁹⁶ Letter no. 2921158/29.04.2013, on file with the NFP.

⁹⁷ Letter no. 37995/03.06.2013 of the Ministry for Justice, on file with the NFP.

⁹⁸ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 34.4.

		crimes committed in Romania, through the relevant state authority or, directly, to the Bucharest Tribunal. ⁹⁹
10	What is the number of victims accessing victim support services who are non-nationals of the state?	Data unknown.
11	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.	A person legally residing on the territory of another EU state or a third country will apply for compensation, for crimes committed in Romania, through the relevant state authority or, directly, to the Bucharest Tribunal. ¹⁰⁰ No other mechanism exists.
12	Are there any measures put in place for the protection of a victim's right to privacy when dealing with cross border victims?	No such special measures exist.

2.9. The role of volunteerism in victim support

From the research carried out in phases 1 & 2, one of the most striking features of the more robust generic victim support systems in Europe is the crucial role played by volunteers.

- a. **With this in mind, please provide an overview (max 500 words) of the tradition of volunteerism in the area of the victim of support in your country; i.e. outlining whether such a culture exists, what is the historical background for why it does or does not exist; how is the situation changing and focusing on any discernible trends; explaining also the typical profile of volunteers who work in the field - e.g. well educated? Professional background - working in a particular field (e.g. legal, social work); typical tasks? (E.g. provision of legal/psychological advice? Or restricted to informing victims of rights etc.). How many hours a week do volunteers typically give of their time? Are numbers of volunteers increasing or decreasing?**

⁹⁹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 34.14-22.

¹⁰⁰ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Article 34.14-22.

In Romania, volunteerism begun to spread after 1990 when NGOs brought in foreign volunteers and begun training Romanian volunteers to help implement projects, especially in child protection and emergency relief.¹⁰¹ The first volunteering centre was established in 1997 and 2001 saw the Law on volunteering¹⁰², which was amended in 2002 and 2007. Recent data show that most volunteers are students who seek to increase work or life experience, as well as make a contribution to a cause they are attracted to.¹⁰³ In Romania, volunteering is under the European average – 20% of the population was involved as volunteer in 2010.¹⁰⁴ 90 per cent of NGOs declared using volunteers in their activity and 68% functioned exclusively with volunteers.¹⁰⁵ Although some of these organisations probably provide services to crime victims, no connection between volunteering and victim support services could be traced for the purpose of the current report.

- b. If there is no tradition of volunteerism in the area of the victim of support in your country, please outline (in max 500 words) any recent initiatives or attempts in the area of victim support to encourage a greater culture of volunteerism.

No such initiatives or attempts could be identified.

2.10. The tradition of social work

In max 400 words, please provide an overview of whether there is a tradition of social work in your country, and if so, in what way (if any) is it linked to the victim support services structure in your country. In your answer, please include the level of education of a typical social worker (e.g. is university or third level education necessary?).

¹⁰¹ S. Barbu, „Voluntariatul în România, între altruism și trend”(Volunteering in Romania, between selflessness and trend), PR-Romania, 20 June 2011, available on <http://www.pr-romania.ro/articole/ongpr/1035-voluntariatul-in-romania-intre-altruism-si-trend.html>.

¹⁰² Romania, Law no. 195/2001 on volunteering (*Legea nr. 195/2001 a voluntariatului*), 20 Aprilie 2001.

¹⁰³ S. Barbu, „Voluntariatul în România, între altruism și trend”(Volunteering in Romania, between selflessness and trend), PR-Romania, 20 June 2011, available on <http://www.pr-romania.ro/articole/ongpr/1035-voluntariatul-in-romania-intre-altruism-si-trend.html>.

¹⁰⁴ European Commission - DG EAC. 2010. *Volunteering in the European Union*. Final report. London: GHK, pp. 65.

¹⁰⁵ Fundația pentru Dezvoltarea Societății Civile (2010), „România 2010. Sectorul neguvernamental: profil, tendințe, provocări. București” FDSC, pp. 51.

The system of social work was quite developed in Romania before the Second World War, but disintegrated during the communist regime, because it was seen as conflicting with the communist ideology. The reconstruction of the system begun after 1990, but it was only in 2006 that the Social Work Act was passed.¹⁰⁶ Usually, a social worker should have a university degree in social work; however, the insufficient number of qualified social workers has been often pointed out.¹⁰⁷ Victim support services such as SP, ANITP and DGASPC employ social workers, as well as legal counsellors and psychologists, but no other relevant connection between the development of social work and victim support services could be identified for the purpose of the current report.

2.11. Promising practices in the area of victim support

From the following list of promising practices (detailed explanations found under Annex 1), please identify whether there is a similar practice in your country (yes or no) and provide a brief explanation/description. If you have identified other promising practices not similar to the ones presented here, please provide details under ‘16’ – ‘Other promising practices’.

	Promising practice	Does a similar practice exist in your country?		Short description of the practice in your country, outlining similarities; differences etc. If there is no such practice, please provide a justification for this (e.g. this is not an issue; it is dealt with in other ways; it is a gap that still needs to be addressed)
		Yes	No	
1	Initiative to provide cross-border victims of crime with basic information: In May 2009, the Inter-Regional Crime Prevention working group of the <i>Grande Région</i> (LU, FR, DE, BE) published a basic information guide for victims, detailing what to do in the event one is a victim of a crime or an accident.		X	It is a gap that still needs to be addressed.
2	Assistance to tourist victims of crime: e.g. In Ireland, the Irish Tourist Assistance Service (ITAS) is specialist service offering immediate support and assistance to tourists who are victimised while visiting Ireland. The Service is free and confidential. ITAS is run by staff and volunteers who speak a variety of languages.		X	It is a gap that still needs to be addressed.
3	Schemes for compensatory fines to help fund support services: In addition to other funding sources, several EU Member States generate money for generic victim support services through a ‘Victims of Crime fund’ or the like, whereby persons convicted of an offence pay a fine to help the funding of services for victims of crime (for		X	It is a gap that still needs to be addressed.

¹⁰⁶ Romania, Law no. 47/2006 the Social Work Act (*Legea nr. 47/2006 privind sistemul național de asistență socială*), 8 March 2006.

¹⁰⁷ Buzducea, D. “Asistența socială: structură, istorie și dezbateri recente” (“Social work: structure, history and recent debates”), Review of Research and Social Intervention, vol 21, June 2008, available on <http://www.slideshare.net/dorubuzducea/asistenta-sociala-structura-istorie-si-dezbateri-recente>.

	example, in BE, LT, NL, PL & SE).			
5	In some countries, victims can be accompanied in court by victim support services, ensuring a fuller realisation of victims' rights and helping to prevent secondary victimisation.	X		In Romania, victims of trafficking may be accompanied to court by representatives of ANITP. ¹⁰⁸
6	In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings.	X		<p>Crime victims may receive psychological counselling, free of charge, for a period of three months, which may be extended to six months if the victim is a minor,¹⁰⁹ with the purpose of preparing and supporting the victims to participate to the proceedings, as well as help them overcome any trauma produced by the crime.¹¹⁰</p> <p>Victims of trafficking are entitled to legal aid throughout the proceedings, healthcare and psychological assistance.¹¹¹</p> <p>Children victims of abuse, neglect, exploitation and trafficking will receive legal counselling, health and psychological assistance, provided by the local DGASPC.¹¹²</p>
7	Some countries have legal clinics that provide free legal assistance to victims of crime.		X	It is a gap that still needs to be addressed.
8	Some countries are exploring new and innovative ways of disseminating information to victims of crime in the form of web-based material, using social media and e-support etc. e.g. In SE, the Crime Victim Compensation and Support Authority initiated web-based information site called the Trial School which uses narrators' voices, texts, photographs, films and 3D animations to explain what happens at a court trial. Victim Support Finland (RIKU) operates a mobile phone service providing advice		X	It is a gap that still needs to be addressed.

¹⁰⁸ Romania, Government Decision No. 460/2011 on Organisation and Functioning of the National Agency against Trafficking in Persons (*Hotărârea Guvernului nr. 460/2011 privind organizarea și funcționarea Agenției Naționale împotriva Traficului de Persoane*), 12 May 2011.

¹⁰⁹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 9.

¹¹⁰ Letter No. 2./2532/2556/02.02.2012 of the Ministry of Justice to the Centre for Legal Resources, on file with the NFP

¹¹¹ Romania, Law No.678/2001 for the Prevention and Combating of Human Trafficking (*Legea nr. 678/2001 pentru prevenirea și combaterea traficului de ființe umane*), 21 November 2001, Articles 26 and 27.

¹¹² Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011.

	to crime victims through automatic text messages, while in NL; the Victim Support fund has a website and a smart phone app to guide victims to support organisations.			
9	Some countries have created a 'Victim's Charter' which, not a legally binding document in itself, rather aims to describe the criminal justice system to a victim of crime, setting out victims' rights and providing clear information in relation to various aspects of criminal proceedings, state agencies, victim support organisations etc. (e.g. what happens when a crime is reported; what to expect during the investigation process, which agencies are involved in providing support etc.).		X	It is a gap that still needs to be addressed.
10	In SE referral from the police works effectively since several local BOJ victim support services operate on the same premises as the local police station which also is seen as a way to quickly identify victims. All police districts, in over 100 districts around Sweden, have a Crime Victim Emergency Service. People who have training in and experience of the issues faced by victims of crime are available at these offices.		X	It is a gap that still needs to be addressed.
11	The multi-disciplinary, national referral system introduced in Bulgaria with regard to trafficking might be considered a promising practice.	X		In 2007, a joint order of several Government Ministers ¹¹³ established an official National Victim Identification and Referral Mechanism (<i>Mecanismul Național de Identificare și Referire a Victimelor, MNIRV</i>). The act provided indicators and means of identifying victims of trafficking, specific guidelines for the questioning of the victims, their assessment and referral to the appropriate institution/ service. The referral mechanism was built around the principles of efficient and fast intervention, in respect of the victim's opinion and personal situation, ensuring protection from repeated victimisation and the protection of the victim during proceedings.

¹¹³ Romania, Order No. 2881/2007 for approving the national victim identification and referral mechanism, issued by the Ministry of Interior and Administrative Reform No. 335/2007, Ministry for Public Health No.1990/2007, Ministry of Education, Research and Youth No.2881/2007, Ministry of Labour, Family and Equality of Chances No. 1.072/2007, National Authority for the Protection of the Rights of the Child No. 266/2008, Public Ministry No. 409/c/2008, Ministry of Foreign Affairs No. A 6.880/2008, Ministry of Justice No. 2.353/2008 (*Ordinul nr.2881/2007 pentru aprobarea Mecanismului național de identificare și referire a victimelor traficului de persoane. Emitent: Ministerului Internelor și Reformei Administrative nr. 335/2007, Ministerului Sănătății Publice nr.1990/2007, Ministerului Educației, Cercetării și Tineretului nr. 2881/2007, Ministerului Muncii, Familiei și Egalității de Șanse nr. 1.072/2007, Autorității Naționale pentru Protecția Drepturilor Copilului 266/2008, Ministerului Public nr. 409/c/2008, Ministerului Afacerilor Externe nr. A 6.880/2008 și Ministerului Justiției nr. 2.353/2008*), published in the Official Journal No. 849 of 17 December 2008.

12	As part of the National Social Roma Inclusion Strategy in HU, Roma victim support volunteers are recruited to work in the volunteer support network. There is also a network of on-site legal aid stations led by an active member of the local Roma community, while the attorneys of the organisation are available online and provide free legal advice via Skype. Their area of operation also includes legal support to victims of hate crime.		X	This was not seen as a priority.
13	Police forces in England and Wales have policies on dealing with repeat victimisation. An example of such a policy is the Thames Valley Police policy on repeat victimisation (drafted and audited in accordance with Human Rights Act 1998): Sample Extract from the policy: 1. Rationale 1.1 Research and organisational experience indicate that victims of crime and other incidents may be targeted for subsequent victimisation. This is particularly relevant in relation to offences of burglary, assault, domestic violence and hate crime. 1.2 Repeat incidents often occur soon after the initial victimisation; therefore it is important to take preventative measures quickly. Likely victims must be identified immediately and subject to a targeted crime reduction initiative. 1.3 Every victim should be asked whether they have been subject to other offences. The primary means to prevent repeat victimisation is to arrest and prosecute the offender, although other tactical options are available [...]. ¹¹⁴		X	It is a gap that still needs to be addressed.
14	Many countries have practices in place to respect the rights of victims during court proceedings, particularly with regard to their rights to privacy and protection; e.g. the trial being conducted behind closed doors; witness' testimony being taken so they do not come into contact with accused (e.g. in SI, taking of testimony using technical devices (protective screen, voice disguising devices, transmission of sound from separate premises and other similar technical devices); ban on use of images related to the victimisation; other measures undertaken by judges or prosecutors (or jury?) in respect of victims' rights? (e.g. jurors in FR swear an oath pledge not to betray the interests of the victim).	X		In Romania, Law 678/2001 allows for the trial of victims of trafficking be conducted behind closed doors ¹¹⁵ . The Criminal Procedure Code ¹¹⁶ provides that if the prosecutor or court determines that the life, physical integrity or liberty of the victim is endangered, victims can ask that their identity and personal data be kept secret ¹¹⁷ , that they be questioned by audio/video link ¹¹⁸ ; that the prosecutor or court take measures for their physical protection. ¹¹⁹
15	In some countries, police, prosecutors and judges work		X	

¹¹⁴ <http://www.thamesvalley.police.uk/pub-policiesandprocedures-repeat-victimisation.pdf>

¹¹⁵ Romania, Law No. 678/2001 for the prevention and combating of human trafficking (*Legea nr. 678/2001 pentru prevenirea și combaterea traficului de ființe umane*), 21 November 2001, Article 25.

¹¹⁶ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997.

¹¹⁷ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 86¹.

¹¹⁸ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 86².

¹¹⁹ Romania, Criminal Procedure Code (*Codul de Procedură Penală*), 30 April 1997, Article 86.6.

	for victim support organisations in an official capacity that forms part of their training (e.g. in Austria)			
16	Other promising practices: please include any other promising practices in your country with regard to victim support and enabling victims' to exercise their rights.			

2.12 Role of the victim in practice

When it comes to perceiving or conceptualising victims of crime, certain ideal types or models can be distinguished. Based on your research and responses so far, please choose one from the following 4 descriptions of the role of the victim in the criminal justice system of your country (if possible indicating the most common view of legal practitioners (judges, prosecutors, lawyers) in your country. (If you believe that there are different perceptions of victims depending on various types of criminal offences, please consider cases of violent crimes.):

	Please choose the most appropriate description of how the victim is perceived in the criminal justice system	Place X in the appropriate box (choose only one)	Explanation (maximum word count 200)
1	The victim is seen essentially as a witness.		
2	In addition to 1, if the victim has suffered damage as a consequence of a criminal offence, importance is attributed to allowing the victim to claim compensation within the framework of criminal proceedings.		
3	In addition to 1 or 2, the victim is seen as a person who has suffered moral harm and therefore is in need and deserving of help.		
4	In addition to 1, 2 & 3, the victim is perceived as a person whose rights have been violated by the criminal offence and who therefore is entitled to see that justice is done and, to that end, to participate in criminal proceedings.	X	The victim can participate in the proceedings as 'the injured party', if he/she chooses so ¹²⁰ , as well as a 'civil party' if he/she claims damages. ¹²¹ The injured party has the right to examine the file and suggest evidence throughout the proceedings, appeal against decisions of the Public prosecutor, argue his/her case in court, alongside the public prosecutor, and file petitions. ¹²² The injured party will be heard by the criminal investigation authorities and the court at all stages of the proceedings. ¹²³

¹²⁰ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 24.

¹²¹ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 15.

¹²² Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 301.

¹²³ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 320 and 326.

In the new EU Victims' Directive, the Commission refers to the varying roles of victims in criminal proceedings in each Member State as being determined by one of the following criteria.¹²⁴ With regard to the following descriptions, please choose 'yes' or 'no' for each concerning the role of the victim in the criminal justice system of your country, and provide a short explanation.

	Description of victims' role in EU Directive	Yes	No	Explanation (maximum word count 200)
1	The national system provides for a legal status as a party to criminal proceedings;	X		According to the Romanian Criminal Procedure Code, the victim can participate to the proceedings as 'the injured party', if he/she chooses so ¹²⁵ , as well as a 'civil party' if he/she claims damages. ¹²⁶ The injured party has the right to examine the file and suggest evidence, appeal against decisions of the Public prosecutor, argue his/her case in court alongside the public prosecutor and file petitions. ¹²⁷ The injured party will be heard by the criminal investigation authorities and the court. ¹²⁸
2	The victim is under a legal requirement or is requested to actively participate in criminal proceedings, for example as a witness		x	
3	The victim has a legal entitlement under national law to actively participate in criminal proceedings and is seeking to do so, where the national system does not provide for a legal status as a party to the criminal proceedings.		x	

¹²⁴ See Recital 20 Of the Victims' Directive, p 11 (<http://register.consilium.europa.eu/pdf/en/12/pe00/pe00037.en12.pdf>).

¹²⁵ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 24.

¹²⁶ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 15.

¹²⁷ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 301.

¹²⁸ Romania, the Criminal Procedure Code (*Codul de procedura penala*), 30 April 1997, Article 320 and 326.

IMPORTANT:

In accordance with question 2.2.1b, if you have identified your country as belonging to category 'A'; please respond only to questions 3.3 and 3.4 of part B.

In accordance with question 2.2.1b, if you have identified your country as belonging to any category other than 'A'; please respond only to questions 3.1 – 3.3 of part B.

2 Part B:

3.1 Establishment of generic victim support organisations*¹²⁹

3.1.1 Please outline who (i.e. state or non-state actor) took the initiative for first setting up victim support services.

Max 250 words

3.1.2 Where did the money come from to support this first attempt?

Max 150 words

¹²⁹ Questions marked with * should NOT be answered by countries falling into category 'A' (in accordance with question 2.2.1)

3.1.3 What were the circumstances leading to the establishment of the victim support service(s)?

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3.1.4 Quality standards

	Yes	No	Description (max 3-5 sentences)
Do formally adopted key performance indicators exist in relation to the quality of services provided by generic victim support services? If yes, please describe them.			

3.2 Personnel (professional staff and volunteers)*:

Taking the below as an example, please provide information with regard to professional staff and volunteers working in the area of generic victim support in 2012 (if more than one organisation dealing with generic victim support please produce a separate table for each organisation).

Country	Name of organisation	Professional staff		Volunteers		
		# staff	hours contracted per week	# volunteers	hours contracted per week	Value of volunteer work

3.3 Services provided by the state:

From the below list, please answer 'yes' or 'no' if the following general services are provided directly by the state free of charge to victims and provide a short description – **to be answered by all.**

Services provided to victims by the state (free of charge)	Yes	No	Description
a. Free legal advice by courts or free legal assistance	X		Under Law 211/2004 ¹³⁰ , crime victims are entitled to legal aid. Legal aid is available without means-testing for victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, ¹³¹ the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim. ¹³² Otherwise, legal aid may be granted to any crime victim of Romanian nationality (or nationals of the European Union or other country legally residing in Romania) with monthly resources of less than €160 per family member. ¹³³
b Free health/psychological assistance (e.g. crisis intervention centres)	X		Under Law 211/2004, ¹³⁴ SP are mandated to offer crime victims psychological counselling, free of charge, for a period of three months, which may be extended to six months if the victim is a minor, ¹³⁵ with the purpose of preparing and supporting the victims to participate to the proceedings, as well as help them overcome any trauma produced by the crime. ¹³⁶ These services may be offered to victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking, ¹³⁷ the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim. ¹³⁸

¹³⁰ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 14 and 15.

¹³¹ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 8, 14 and 21.

¹³² Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Art. 14 and 21.

¹³³ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 15.

¹³⁴ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004.

¹³⁵ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004, Article 9.

¹³⁶ Address No. 2./2532/2556/02.02.2012 of the Ministry of Justice to the Centre for Legal Resources, on file with the NFP

c Emergency financial assistance		X	
d Court accompaniment/support services	X		Representatives of regional ANITP centres offer support to victims of trafficking during judicial proceedings. ¹⁴²
e Other (specify)			-

3.4 (Failed) Attempts to establish national generic victim support service provider**¹⁴³

Please describe whether there has ever been any attempt to establish a generic victim support service organisation in your country, specifying the year in which it was established and who attempted it (i.e. state or non-state actor). Why did it not succeed? If you cannot identify such an attempt, please explain the absence of the establishment of such an organisation (historical reasons etc.) and identify whether there is any discussion at government level/media etc. concerning the need to establish/improve services for victims.

¹³⁷ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 8, 14 and 21.

¹³⁸ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Art. 14 and 21.

¹³⁹ Romania, Law No.678/2001 for the Prevention and Combating of Human Trafficking (*Legea nr. 678/2001 pentru prevenirea și combaterea traficului de ființe umane*), 21 November 2001. English translation available at: http://www.protectionproject.org/wp-content/uploads/2010/09/Romania_TIP-Law_2001.pdf.

¹⁴⁰ Romania, Law No.678/2001 for the Prevention and Combating of Human Trafficking (*Legea nr. 678/2001 pentru prevenirea și combaterea traficului de ființe umane*), 21 November 2001, Articles 26 and 27.

¹⁴¹ Romania, Government Decision No. 49/2011 approving the Framework Methodology for the Prevention and Intervention in the Multi-disciplinary Team or in the Network in Situations of Violence against Children and of Domestic Violence, and the Methodology for Multi-disciplinary and Inter-institutional Interventions in Cases of Exploited Children and of Those Who Are in Labour Exploitation Risk Situations, of Children Who Are Victims of Trafficking in Human Beings, as well as of Romanian Migrant Children Who Are Victims of other Violence Forms in the Territory of Other States (*Hotărârea Guvernului nr. 49/2011 pentru aprobarea Metodologiei-cadru privind prevenirea și intervenția în echipa multidisciplinară și în rețea în situațiile de violență asupra copilului și de violență în familie și a Metodologiei de intervenție multidisciplinară și interinstituțională privind copiii exploatați și aflați în situații de risc de exploatare prin muncă, copiii victime ale traficului de persoane, precum și copiii români migranți victime ale altor forme de violență pe teritoriul altor state*), January 19, 2011.

¹⁴² Government Decision No. 460/2011 on Organisation and Functioning of the National Agency against Trafficking in Persons (*Hotărârea Guvernului nr. 460/2011 privind organizarea și funcționarea Agenției Naționale împotriva Traficului de Persoane*), 12 May 2011.

¹⁴³ **This question should ONLY be answered by countries falling into category 'A' (in accordance with question 2.2.1).

In 2004, Romania has passed Law No. 211/2004 on the Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*).¹⁴⁴ The provisions of the law apply to victims of attempted homicide, victims of assault and battery or other violence causing bodily injuries, victims of rape or sexual intercourse with a minor, victims of child maltreatment and human trafficking,¹⁴⁵ the spouse, children or other persons supported by victims of homicide or other crimes committed with intent which have resulted in the death of the victim.¹⁴⁶ These persons are entitled to legal aid, psychological counselling, financial compensation as well as other services, mostly offered by the Probation Services (PS) (*Serviciile de Probațiune, SP*).¹⁴⁷ The Probation Services, formerly the Services for Victim Protection and Social Reintegration of Offenders (SVPSRO) (*Serviciile de Protecția Victimelor și Reintegrarea Socială a Infracților, SPVRSI*), are court-based services, established in 2000¹⁴⁸ with a mission to ensure the social rehabilitation of offenders and supervise the enforcement of measures set by courts for offenders released on probation. SP do not have legal personality and function within each county tribunal, under the coordination and control of the Ministry of Justice (MJ) (*Ministerul Justiției, MJ*), which allocates the funds for the services.¹⁴⁹ Their staff includes legal advisors, psychologists, social workers and sociologists.¹⁵⁰ SP were mandated to look after crime victims as part of Romania's commitment to implement the Crime Victims Directive, probably because it was a newly created institution, with a new ethos (most staff had formerly worked in NGOs pioneering social services), conveniently positioned within the justice system. Little consideration was given to the difference between offender and victim services or to the workload of the SP, which had become heavier than expected. As provisions of the Romanian Criminal Code changed, their mandate in regards to offenders, especially juvenile offenders, has gradually expanded, leaving little time or staff for victims. Services to victims of crimes, represent, to this date, a small part of their activity.¹⁵¹ Most of SP have signed cooperation agreements with local NGOs (such as Save the Children, Alternative Sociale, Generația Tânără, etc.) or other local authorities (such as DGASPC or regional ANITP centres), which allow them to refer crime victims for psychological counselling or other types of services they should provide according to Law 211/2004.¹⁵² The lack of any relevant strategy or public policy measures clearly points out that victim services are not a priority for the justice system, while the SP gradually withdraw from the area.

¹⁴⁴ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004.

¹⁴⁵ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004. Art. 8, 14 and 21.

¹⁴⁶ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 14 and 21.

¹⁴⁷ Romania, Law No. 211/2004 on Measures to Ensure the Protection of Crime Victims (*Legea nr. 211/2004 privind unele măsuri pentru asigurarea protecției victimelor infracțiunilor*), 27 May 2004., Art. 8, 14, and 21.

¹⁴⁸ Romania, Government Ordinance No. 92/2000 concerning the Organisation and Functioning of the Probation System (*Ordonanța Guvernului nr. 92/2000 privind organizarea și funcționarea sistemului de probațiune*), 29 August 2000.

¹⁴⁹ Romania, Government Ordinance No. 92/2000 concerning the Organisation and Functioning of the Probation System (*Ordonanța Guvernului nr. 92/2000 privind organizarea și funcționarea sistemului de probațiune*), 29 August 2000, Art. 1 and 6.

¹⁵⁰ Romania, Law No. 123/2006 on the Statute of the Probation Personnel (*Legea nr. 123/2006 privind statutul personalului de probațiune*), 4 May 2006, Art. 20.

¹⁵¹ Address No. 37995/03.06.2013 of the Ministry of Justice to the Centre for Legal Resources, on file with the NFP.

¹⁵² Address No. 37995/03.06.2013 of the Ministry of Justice to the Centre for Legal Resources, on file with the NFP.

Annex 1 – Country codes

Code	Name of country
AT	Austria
BE	Belgium
BG	Bulgaria
CY	Cyprus
CZ	Czech Republic
DE	Germany
DK	Denmark
EE	Estonia
EL	Greece
ES	Spain
FI	Finland
FR	France
HR	Croatia
HU	Hungary
IE	Ireland
IT	Italy
LT	Lithuania
LU	Luxembourg
LV	Latvia
MT	Malta
NL	The Netherlands
PL	Poland
PT	Portugal
RO	Romania
SE	Sweden
SI	Slovenia
SK	Slovakia
UK	United Kingdom

Annex 2 –list of generic victim support organisations by country

In accordance with question 2.2.1a, please review the list and short description of structure of generic victim support organisations operational in your country and edit as necessary, ensuring that all significant victim support providers (especially those operating at national level) are mentioned.

Countries shaded in green have been identified (on the basis of country reports submitted for phases 1 & 2 of the project) as not having any generic victim support organisations. These countries should please provide a short list of the main organisation(s) providing victim support in one of the two specialised areas of victim support focused on in the phase 2 country report (see annex 3 for a list). As a default, please select the area ‘Domestic violence and stalking’.

	Name/short description of organisation(s)
AT	In every of Austria’s nine provinces (<i>Bundesländer</i>), branches of national organisations and local victim support organisations are operative. Weisser Ring (NGO) is currently the largest general victim support organisation operating in Austria. Today, the White Ring operates out of a federal office in Vienna and nine branches in all Austrian provinces, as well as 14 representation offices at regional level.
BE	Bureaux d’assistance aux victimes; Victim’s reception service in each of the 27 judicial districts and at the community level, assistance to victims is organized through Centres for Victims of Crime;
BG	
CY	The Social Welfare Services which is the only umbrella service providing support to various victim “groups”, the rest of the initiatives are targeted on specific victim “groups” and are under the non-governmental sector. However, the services provided by the SWS are targeted mainly towards victims of domestic violence and victims of trafficking.
CZ	The Probation and Mediation Service (“PMS”); the White Circle of Justice
DE	The largest volunteer victim support service (operating nationwide) is the Weisser Ring e.V. In Berlin, Hamburg, Lower Saxony, Saxony, Mecklenburg-Western Pomerania and Hesse independent victim support charities (Opferhilfe e.V) run local offices. A nationwide coverage of professional victim support services does not exist, although a number of the professional support services are organised under the auspices of the umbrella organisation Working Group of Victim Support in Germany ‘ado’. In many states (Bavaria, Baden-Württemberg, Bremen, Saarland, Rhineland-Palatinate, Saxony-Anhalt, Schleswig-Holstein and Thuringia) generic professional victim support services as described above do not maintain offices. Here volunteer support services fill this gap.
DK	The Victim Support in Denmark (VID) (Offerrådgivningen, OID). The general victim support service in Denmark consists of 33 different general local entities with VID as their umbrella organisation.
EE	The citizen-initiated Union of Support to Victims of Crime “Victim Support” (Kuriteoohvrite Toetamise Uhing “Ohvriabi”), founded in 1994. It is still the only organisation that provides support to victims of crime in general, without specialisation to any type of victim group.
EL	
ES	The management of the Offices for Support to Victims of Crimes (Oficinas de Asistencia a las Víctimas de Delitos, OAV) is the responsibility of regional governments having the Spanish government used the ability to “set up management agreements entrusted with the Autonomous Communities and local Corporations”. In Spain, these are the only victim support services that can be considered to have a generic character because of dealing with many sorts of victims particularly since this very year.

FI	In 1994, Victim Support Finland (Rikosuhripäivystys / Brottsofferjouren) began its activities. It was the first organisation to offer victim support services and still is the only organisation providing services to victims of various different types of crimes, as most other third sector actors specialise in providing assistance to certain specific victim groups.
FR	The National Institute for Victims and Mediation (L'Institut national d'aide aux victimes et de médiation, INAVEM) was established in 1986 to promote greater coherence and activity for victim support services. Since June 2004, the INAVEM has had the status of federation, representing member associations (www.inavem.org). Services for victims (services d'aide aux victimes, SAV) are members of the INAVEM. 150 associations are adherents to the INAVEM and provide psychological, logistic, financial and legal support to victims .
HR	County Court level: There are special departments for victim and witness support (Odjeli za organiziranje i pružanje podrške svjedocima i žrtvama), established at the following seven county courts as part of the court administration: Zagreb, Split, Rijeka, Osijek, Zadar, Vukovar, Sisak. Special departments provide victim and witness support in trials for all criminal offences.
HU	Metropolitan and county offices of the Victim Support Service. There are also a few NGOs that operate in the field of victim support. The White Ring Association is specialised in assisting victims of any crime and it provides similar services as the state agency, however the scope of its activities is rather limited due to financial burdens
IE	Various non-governmental victim support organisations – e.g. the Federation for Victim Assistance (10 branches); Support After Crime Services; ITAS.
IT	
LT	
LU	In Luxembourg there are few generic victim support organisations, as typically, each organisation is tasked with clear missions and has clear responsibilities. They are two; Waisse rank Service d'aide aux victimes du parquet general. Other organisations offer assistance to victims of a particular type of violence.
LV	
MT	Victim Support Malta (VSM).
NL	Victim Support Netherlands (VSN) (<i>Slachtofferhulp Nederland</i> , SHN).
PL	Support Network for Victims of Crimes (consisting of 16 regional support centres); social welfare centres (<i>ośrodki pomocy społecznej</i>), crisis intervention centres (<i>ośrodki interwencji kryzysowej</i>) or the support centres (<i>ośrodki wsparcia</i>), which offer support for people in various crisis situations.
PT	Portuguese Association for Victim Support (<i>Associação Portuguesa de Apoio à Vítima</i> , APAV) - 15 victim support offices located throughout the country.
RO	
SE	The Swedish Association for Victim Support (<i>Brottsofferjouernas Riksförbund</i> , BOJ) is the national umbrella organisation for victim support services with about 100 local victim service centres in Sweden.
SI	
SK	Non-governmental organizations are virtually the only active players in the field of victim support services. <i>Pomoc obetiam násilia</i> is the leading victim support service provider.
UK	Victim Support (England and Wales) Victim Support (Scotland) Victim Support (Northern Ireland)

**Annex 3 –list of specialised areas of victim support chosen in phase 2
(for countries with no generic victim support organisations)**

BG	Domestic violence and stalking and trafficking in human beings.
EL	Domestic violence and stalking and trafficking in human beings.
IT	Trafficking in human beings and sexual abuse of children
LT	Domestic violence and stalking and trafficking in human beings.
LV	Sexual abuse of children and stalking and trafficking in human beings.
RO	Sexual abuse of children and trafficking in human beings.
SI	Domestic violence and stalking and trafficking in human beings.