

FRANET

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

Slovenia, 2014

FRANET contractor: The Peace Institute – Institute for Contemporary Social
and Political Studies

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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one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.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)
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 provide information regarding existing support services. They communicate this information orally when the victim reports the offence. The police also offer victims a brochure entitled "When I become a victim of a crime" which was produced by the police, as well as available brochures or leaflets which were prepared by NGOs and provided to the police for distribution. ² (Please note that the current victim support system in Slovenia is heavily oriented towards issues of family (i.e. domestic violence) and is most comprehensively regulated).

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).

² Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

		b. If yes, please name the service(s)	-	-	Social work centres, NGOs working in the field of domestic violence. ³
		c. Do the police routinely contact this service on behalf of the victim?	x		The police only contact victim support services on the victim's behalf upon request by the victim. ⁴
		d. Which support service would in the end deal with such a case?	-	-	Depending on the victim's wish, the case may be dealt with either by the Social work centres or NGOs or certain type of co-operation may be established between organisations. For example, depending of the individual case, the Social work centre may set up a multidisciplinary team to co-operate on the case, or may prepare an individual risk plan and refer the victim to a safe house operated by the NGO. ⁵
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?	x		The police provide information regarding existing support services to parents, guardians or legal representatives of minors if this is not contrary to the best interest of the child. Based on the Social security Act, the police also report such cases to Social work centres. ⁶
		b. If yes, please name the service(s)	-	-	Social work centres, an NGO working in the field of sexual abuse of children. ⁷
		c. Do the police contact this service on behalf of the victim?	x		The police only contact victim support services on the victim's behalf upon request by the victim. ⁸

³ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁴ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁵ Information was provided, upon request, by the Association of Centres for social work (*Skupnost centrov za socialno delo*) (written response of 7 May 2013 and telephone interview in May 2013), by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013), by the Association of persons with physical disability of Slovenia VIZIJA (*Društvo gibalno oviranih invalidov Slovenije VIZIJA*) (written response of 8 May 2013); Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation). If not stated otherwise, all hyperlinks were accessed on 15 May 2013.

⁶ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013 and 15 May 2013).

⁷ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁸ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

		d. Which support service would in the end deal with such a case?	-	-	If the sexual abuse takes place in domestic environment, Social work centres shall be in charge of the case. ⁹ If not, the victim may wish that the case is dealt with by the NGO.
3	A person calls the police following a burglary in their apartment	a. Do the police routinely refer the victim to a support service?	?	?	In Slovenia, there is no generic victim support service and no organisation deals with victims of this type of crime.
		b. If yes, please name the service(s)			N/A
		c. Do the police contact this service on behalf of the victim?			N/A
		d. Which support service would in the end deal with such a case?	-	-	N/A
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?	?	?	In Slovenia, there is no generic victim support service and no organisation deals with victims of this type of crime.
		b. If yes, please name the service(s)	-	-	N/A
		c. Do the police contact this service on behalf of the victim?	?	?	N/A
		d. Which support service would in the end deal with such a case?	-	-	N/A
5	An elderly person is mugged on the	a. Do the police routinely refer the victim to a support service?	?	?	In Slovenia, there is no generic victim support service and no organisation deals with victims of this type of crime.

⁹ Information was provided, upon request, by the Association of Centres for social work (*Skupnost centrov za socialno delo*) (written response of 7 May 2013 and telephone interview, May 2013); Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini, ZPND*), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

	way home from collecting their monthly pension and is in urgent need of financial assistance	b. If yes, please name the service(s)	-	-	N/A
		c. Do the police contact this service on behalf of the victim?	?	?	N/A
		d. Which support service would in the end deal with such a case?	-	-	N/A
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	The police reported that they deal with all victims of crime on an equal footing. However, based on individual features such as, for example, age, gender, health status or disability, the police may select a police officer of certain gender, age or with certain experience to deal with the case. When a case involves a person without legal capacity, the police inform Social work centres. ¹⁰	
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		Overall, there is a lack of special measures targeting victims with disabilities. There is one association of persons with physical disability which operates a safe apartment adjusted to the needs of domestic violence victims with physical disability, ¹¹ and one NGO adjusted a room in the safe house to the needs of the same group of population. ¹²	
7a	In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status ¹³ ? If yes, describe them. If no, please provide a justification/explanation.			The police reported no specific measures. ¹⁴	

¹⁰ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

¹¹ Information was provided by the Association of persons with physical disability of Slovenia VIZIJA (*Društvo gibalno oviranih invalidov Slovenije VIZIJA*) (written response of 8 May 2013).

¹² Information was provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013).

¹³ Please note 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.'

¹⁴ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

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 ¹⁵ ? If yes, describe them. If no, please provide a justification/explanation.		x	The victim support services reported no specific measures.
7c	Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice?		x	A small-scale survey among ten victim support organisations in the field of domestic and related violence showed that six organisations have already provided services to unauthorised migrants, two organisations have not been approached by unauthorised migrants, while two were not sure if there is a legal ground for the provision of services. Generally, crisis accommodation is accessible without obstacles, as victimisation is sufficient reason for provision of services, but transition to long-term accommodation, that is – to safe houses tends to be more problematic because of financial constraint. The organisations, however, reported that they try to obtain donations for food and other necessities and to provide for the regularisation of legal status of victims. ¹⁶
8	Is access to victim support services dependent on a victim making a formal complaint to competent authorities (e.g. the police)?		x	A victim may access support services without submitting a formal complaint with the relevant 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)?		x	Victim support services do not differentiate between victims. ¹⁷

¹⁵ 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.'

¹⁶ Information was provided, upon request, by the Association regional safe house Celje (*Društvo regionalna varna hiša Celje*) (written response of 9 May 2013), by the Association Life without violence (*Društvo Življenje brez nasilja*) (telephone interview, May 2013), by the Safe house Maribor (Varna hiša Maribor) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 9 May 2013), by the Regional safe house Kras (Regionalna varna hiša Kras) operated by Social work centre Sežana (*Center za socialno delo Sežana*) (telephone interview, May 2013), by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013), by the Association of persons with physical disability of Slovenia VIZIJA (*Društvo gibalno oviranih invalidov Slovenije VIZIJA*) (written response of 8 May 2013), by the Women's Counselling Service (*Društvo ženska svetovalnica*) (written response of 10 May 2013), by the Association for nonviolent communication (*Društvo za nenasilno komunikacijo*) (written response of 13 May 2013), Crisis centre for adult victims of violence Piran (*Krizni center za odrasle žrtve nasilja Piran*) operated by the Social work centre Piran (*Center za socialno delo Piran*) (written response of 14 May 2013), by the Crisis centre for adult victims of violence Maribor (*Krizni center za odrasle žrtve nasilja Maribor*) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 12 May 2013).

¹⁷ Information was provided, upon request, by the Association of Centres for social work (*Skupnost centrov za socialno delo*) (written response of 7 May 2013 and telephone interview, May 2013), by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013), by the Association against sexual abuse (Združenje proti spolnemu zlorabljanju) (written response of 9 May 2013).

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? ¹⁸	? (x)	? (x)	Generally, the police only contact victim support services on the victim's behalf upon request by the victim. If there is a transfer of the victim's data, it is only possible with the victim's consent. ¹⁹ However, in certain cases of family (i.e. domestic) violence, there is an automatic transfer of data to the Social work centres.
10b	If the answer to 10a above is yes, is the police obliged to obtain the victim's permission/consent for the data transfer?	? (x)	? (x)	The police, in general, must obtain the victim's consent for the data transfer. ²⁰ In certain cases of family violence, the police transfer the data to Social work centres regardless of the victim's consent.
10c	Is there a legal basis for the communication/transfer of the victim's data? What is it?	x		In cases of family (i.e. domestic) violence when the direct or indirect victim is a child, when the victim is a person with disability or a person under guardianship or a person who cannot take care of themselves, and in any case of family violence which amounts to criminal offence, the police automatically transfer the data to the relevant Social work centres. ²¹

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:

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'**

¹⁸ For example, personal data (name, address etc.) as well as any relevant details relating to the incident being transferred rather than having to be supplied again by the victim.

¹⁹ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

²⁰ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

²¹ Slovenia, The Rules on cooperation between the police and other authorities in the detection and prevention of domestic violence (*Pravilnik o sodelovanju policije z drugimi organi in organizacijami pri odkrivanju in preprečevanju nasilja v družini*), 19 March 2010 (Official Gazette No. 25/2010, 26 March 2010), available at: www.uradni-list.si/1/objava.jsp?urlid=201025&stevilka=1100 (official text).

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
Slovenia				
Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:
A generic victim support service does not exist in Slovenia. Victim support providers only cover certain groups of victims, and the system is, generally, heavily oriented towards family (i.e. domestic) violence and related issues.				

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).

1. Please specify (by placing an 'X' in the relevant columns) which ministry or ministries have a role in victim support provision. In addition, please provide a short explanation in the comments field.						
	Ministry of Justice	Ministry of Health	Ministry of Labour/ Social Affairs	Ministry of Interior/	Any other	COMMENTS
Slovenia	x		x	x		<p>a) Ministry of Justice (<i>Ministrstvo za pravosodje</i>) – prepares draft criminal justice legislation, carries out tasks under legislation governing state compensation to victims of crime and is responsible for the operation of judicial system, including, for example, equipment at courts;</p> <p>b) Ministry of Labour, Family, Social Affairs and Equal Opportunities (<i>Ministrstvo za delo, družino, socialne zadeve in enake možnosti</i>) – responsible for the fields of social care and prevention of family violence in which an overall majority of Slovenian support services are operational, funds victim support programmes, including programmes targeting victims of THB;</p> <p>c) Ministry of the Interior (<i>Ministrstvo za notranje zadeve</i>) – issues guidelines for work of the police, funds social care projects aimed at victims of THB; the police, a body within the ministry, is responsible, among other things, for practical implementation of the witness protection programme.</p>

2. Please provide a short description of which body (e.g. ministry, office for victims of crime, commission or any other body) has the overall or principal coordinating role in organising victim support services at national and federal level. If no one ministry or body has such a role, please provide an explanation/ justification.		
<table border="1"> <tr> <td data-bbox="183 220 309 288"></td> <td data-bbox="309 220 2051 288">In Slovenia, there are no bodies or ministries with the overall or coordinating role in organising victim support services. The relevant ministries address issues within their competences. (Please see the above comments for more details)</td> </tr> </table>		In Slovenia, there are no bodies or ministries with the overall or coordinating role in organising victim support services. The relevant ministries address issues within their competences. (Please see the above comments for more details)
	In Slovenia, there are no bodies or ministries with the overall or coordinating role in organising victim support services. The relevant ministries address issues within their competences. (Please see the above comments for more details)	
3. What is the legal basis for the type of victim support model that exists in your country (e.g. is it stipulated somewhere in a legal instrument that victim support services be state-run; state-funded etc.?)		
<table border="1"> <tr> <td data-bbox="183 395 309 885"></td> <td data-bbox="309 395 2051 885">Specific legislation governing work of victim support services have not been adopted in Slovenia. These services are mainly regarded as social welfare services aimed at preventing and eliminating social distress and difficulties faced by individuals, families and population groups. The principal law governing this field is the Social security Act (<i>Zakon o socialnem varstvu</i>).²² The law stipulates that services may be provided and programmes may be implemented, on not-for-profit basis, by both the public and private sector. Although not explicitly stated by the law, these services and programmes may also target victims of violence and crime. In practice, Social work centres, which are public bodies, and non-governmental organisations provide the relevant services. Services provided by the Social work centres are funded by the state, but the state also provides, on the basis of public calls, for considerable funding of programmes implemented by NGOs. For instance, the area of family (i.e. domestic violence), including assistance to victims of such a type of violence, is an area most comprehensively addressed in the current legislation. The Family violence Act (<i>Zakon o preprečevanju nasilja v družini</i>) stipulates that Social work centres shall have the coordinating role in dealing with individual cases, and that state shall plan funds for activities in this area, including for activities carried out by NGOs.²³ Generally, NGOs are established as societies or institutes in accordance with the Societies Act (<i>Zakon o društvih</i>) or the Institutes Act (<i>Zakon o zavodih</i>), respectively.²⁴ Specific measures such as payments of compensation to specific groups of victims, as set out in the Crime victims compensation Act (<i>Zakon o odškodnini žrtvam kaznivih dejanj</i>),²⁵ and provision of free legal aid governed by the Free legal aid Act (<i>Zakon o brezplačni pravni pomoči</i>),²⁶ are funded by the state.</td> </tr> </table>		Specific legislation governing work of victim support services have not been adopted in Slovenia. These services are mainly regarded as social welfare services aimed at preventing and eliminating social distress and difficulties faced by individuals, families and population groups. The principal law governing this field is the Social security Act (<i>Zakon o socialnem varstvu</i>). ²² The law stipulates that services may be provided and programmes may be implemented, on not-for-profit basis, by both the public and private sector. Although not explicitly stated by the law, these services and programmes may also target victims of violence and crime. In practice, Social work centres, which are public bodies, and non-governmental organisations provide the relevant services. Services provided by the Social work centres are funded by the state, but the state also provides, on the basis of public calls, for considerable funding of programmes implemented by NGOs. For instance, the area of family (i.e. domestic violence), including assistance to victims of such a type of violence, is an area most comprehensively addressed in the current legislation. The Family violence Act (<i>Zakon o preprečevanju nasilja v družini</i>) stipulates that Social work centres shall have the coordinating role in dealing with individual cases, and that state shall plan funds for activities in this area, including for activities carried out by NGOs. ²³ Generally, NGOs are established as societies or institutes in accordance with the Societies Act (<i>Zakon o društvih</i>) or the Institutes Act (<i>Zakon o zavodih</i>), respectively. ²⁴ Specific measures such as payments of compensation to specific groups of victims, as set out in the Crime victims compensation Act (<i>Zakon o odškodnini žrtvam kaznivih dejanj</i>), ²⁵ and provision of free legal aid governed by the Free legal aid Act (<i>Zakon o brezplačni pravni pomoči</i>), ²⁶ are funded by the state.
	Specific legislation governing work of victim support services have not been adopted in Slovenia. These services are mainly regarded as social welfare services aimed at preventing and eliminating social distress and difficulties faced by individuals, families and population groups. The principal law governing this field is the Social security Act (<i>Zakon o socialnem varstvu</i>). ²² The law stipulates that services may be provided and programmes may be implemented, on not-for-profit basis, by both the public and private sector. Although not explicitly stated by the law, these services and programmes may also target victims of violence and crime. In practice, Social work centres, which are public bodies, and non-governmental organisations provide the relevant services. Services provided by the Social work centres are funded by the state, but the state also provides, on the basis of public calls, for considerable funding of programmes implemented by NGOs. For instance, the area of family (i.e. domestic violence), including assistance to victims of such a type of violence, is an area most comprehensively addressed in the current legislation. The Family violence Act (<i>Zakon o preprečevanju nasilja v družini</i>) stipulates that Social work centres shall have the coordinating role in dealing with individual cases, and that state shall plan funds for activities in this area, including for activities carried out by NGOs. ²³ Generally, NGOs are established as societies or institutes in accordance with the Societies Act (<i>Zakon o društvih</i>) or the Institutes Act (<i>Zakon o zavodih</i>), respectively. ²⁴ Specific measures such as payments of compensation to specific groups of victims, as set out in the Crime victims compensation Act (<i>Zakon o odškodnini žrtvam kaznivih dejanj</i>), ²⁵ and provision of free legal aid governed by the Free legal aid Act (<i>Zakon o brezplačni pravni pomoči</i>), ²⁶ are funded by the state.	

²² Slovenia, The Social security Act (*Zakon o socialnem varstvu*, ZSV), 4 November 1992, and subsequent modifications (Official Gazette No. 54/1992, 13 November 1992, and subsequent modifications), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zsv_upb2_en.pdf (unofficial translation of the law as of December 2006, later amended). All hyperlinks were accessed on 15 May 2013.

²³ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

²⁴ Slovenia, The Societies Act (*Zakon o društvih*, ZDru-1), 30 May 2006, and subsequent modifications (Official Gazette No. 61/2006, 13 June 2006, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=201164&stevilka=2969 (official consolidated text); Slovenia, The Institutes Act (*Zakon o zavodih*, ZZ), 21 March 1991, and subsequent modifications (Official Gazette No. 12/1991, 22 March 1991, and subsequent modifications).

²⁵ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_sl.pdf (unofficial consolidated text).

²⁶ Slovenia, The Free legal aid Act (*Zakon o brezplačni pravni pomoči*, ZBPP), 31 May 2001, and subsequent modifications (Official Gazette No. 48/2001, 13 June 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200496&stevilka=4235 (official consolidated text as of August 2004, later amended).

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	30,000 EUR ²⁷
b Paid out by the state for compensation	31,151,09 EUR ²⁸
c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims)	N/A
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.	<p>In 2012: Programmes of maternity homes, safe houses, shelters, telephone counselling and counselling centres – EUR 2,271,921 planned (Please note that maternity homes accepts victims of violence, particularly domestic violence, but they are primarily intended for women facing social hardship (e.g. homeless mothers)</p> <p>Specialised therapeutic programmes of psychosocial assistance – EUR 260,664,79 planned (Please note that these programmes targets victims of violence, but also</p>

²⁷ Information was submitted by the State Attorney's Office of the Republic of Slovenia (*Državno pravobranilstvo Republike Slovenije*) upon request (written response of 6 May 2013).

²⁸ Information was submitted by the State Attorney's Office of the Republic of Slovenia (*Državno pravobranilstvo Republike Slovenije*) upon request (written response of 6 May 2013).

	<p>persons who face various issues in partnerships and family environment)</p> <p>Crisis centres for youth and Crisis centres for adult victims of violence – EUR 2,762,004 planned (Please note that crisis centres for youth are aimed to any underage person who faces various issues, and not only to victims of violence).²⁹</p> <p>It also should be noted that Social work centres provides assistance to victims of domestic violence in the form of social welfare services, as defined in the relevant social security legislation (e.g. first social assistance, personal assistance and assistance to family). These types of assistance are covered from centres' annual budgets, and there is no separate budget line for the services in question).</p>
<p>e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims).</p>	<p>N/A</p>
<p>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.</p>	<p>In 2012: Programmes of maternity homes, safe houses,</p>

²⁹ Information was submitted by the Ministry of Labour, Family, Social Affairs and Equal Opportunities (*Ministrstvo za delo, družino, socialne zadeve in enake možnosti*) upon request (written response of 16 May and 3 July 2013).

	<p>shelters, telephone counselling and counselling centres – EUR 2,271,921 paid (Please note that maternity homes accepts victims of violence, particularly domestic violence, but they are primarily intended for women facing social hardship (e.g. homeless mothers)</p> <p>Društvo Regionalne Varne hiše Celje; Center za socialno delo Ptuj; Center za socialno delo Ljubljana – Šiška; Društvo ženska svetovalnica; Center za socialno delo Maribor; Društvo SOS telefon za ženske in otroke - žrtve nasilja; Društvo za nenasilno komunikacijo; Zavod Pelikan – Karitas; Nadškofijska Karitas Maribor; Zavod Karitas Samarijan; Zavod EMMA; Javni zavod SOCIO Celje; Društvo varnega zavetja Ljutomer; Center za socialno delo Krško; Združenje proti spolnemu zlorabljanju; Center za socialno delo Sežana; Društvo za pomoč ženskam in otrokom, žrtvam nasilja, Varna hiša Gorenjske; Društvo za zmanjševanje škode zaradi drog STIGMA; Društvo</p>
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	<p>tvoj telefon;</p> <p>Specialised therapeutic programmes of psychosocial assistance – EUR 260,664,79 paid (Please note that these programmes targets victims of violence, but mostly persons who face various issues in partnerships and family environment (e.g. divorce, financial issues))</p> <p>Frančiškanski družinski inštitut; Zakonski in družinski inštitut Novo mesto (these two organisations implement therapeutic programmes aimed at assistance in cases of psychological, physical and sexual violence).</p> <p>Crisis centres for youth – EUR 1,936,491,40 paid 10 such centres which are operated by social work centres across Slovenia were financed in 2012.³⁰ (Please note that crisis centres for youth are aimed to any underage person who faces certain issues, and not only to victims</p>
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³⁰ Information was submitted by the Ministry of Labour, Family, Social Affairs and Equal Opportunities (*Ministrstvo za delo, družino, socialne zadeve in enake možnosti*) upon request (written response of 16 May and 3 July 2013).

	<p>of violence).</p> <p>Crisis centres for adult victims of violence – EUR 317,533,58 paid 2 such centres were financed in 2012.³¹</p> <p>It also should be noted that Social work centres provides assistance to victims of domestic violence in the form of social welfare services, as defined in the relevant social security legislation (e.g. first social assistance, personal assistance and assistance to family). These types of assistance are covered from centres' annual budgets, and there is no separate budget line for the services in question).</p> <p>In 2011: Programmes of safe houses, shelters and crisis centres - EUR 1,334,803,32 Zavod Karitas Samarijan; Društvo SOS telefon za ženske in otroke – žrtve nasilja; Društvo varnega zavetja Ljutomer; Društvo življenje brez nasilja; Center za socialno delo Krško; Center za</p>
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³¹ Information was submitted by the Ministry of Labour, Family, Social Affairs and Equal Opportunities (*Ministrstvo za delo, družino, socialne zadeve in enake možnosti*) upon request (written response of 16 May and 3 July 2013).

	<p>socialno delo Maribor; Center za socialno delo Ptuj; Društvo Regionalna Varna hiša Celje; Društvo za nenasilno komunikacijo; Društvo za pomoč ženskam in otrokom žrtvam nasilja VH Gorenjske; Društvo za zmanjševanje škod zaradi droge Stigma; Društvo ženska svetovalnica</p> <p>Telephone helpline - EUR 36,821,77 Društvo SOS telefon za ženske in otroke – žrtve nasilja</p> <p>Programmes of psychosocial assistance to victims of violence - EUR 460,327,52 Zavod Emma; Društvo ženska svetovalnica, Društvo za nenasilno komunikacijo; Papilot, Zavod za vzpodbujanje kvalitete življenja; Združenje proti spolnemu zlorabljanju; Beli obroč Slovenije Društvo za pomoč žrtvam kaznivih dejanj; Center za socialno delo Maribor; Inštitut za socialno psihoterapijo in psihotravmatologijo (ISPP); Združenje za razvijanje nenasilnih odnosov – Zrno; Društvo Tvoj telefon;</p>
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			Društvo SOS telefon za ženske in otroke – žrtve nasilja; Društvo življenje brez nasilja. ³²
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		Association SOS Help Line for Women and Children - Victims of Violence (<i>Društvo SOS telefon za ženske in otroke - žrtve nasilja</i>) – most services are provided free of charge, the exception being the accommodation in safe houses. There is a standard monthly fee in the amount of one-third of social assistance benefit (now around 75 EUR per month) for adults, 10% of the mentioned benefit for the first child and 5% for every additional child, but victims without means of subsistence are excused from payment. ³³ (Please note that, in most cases, the same fee is applicable in other safe houses operated by both the public bodies, namely Social work

³² Slovenia, Social Protection Institute of the Republic of Slovenia (*Inštitut Republike Slovenije za socialno varstvo*) (2012) Spremljanje izvajanja programov socialnega varstva: Poročilo o izvajanju programov v letu 2011 – Končno poročilo, Ljubljana: Inštitut Republike Slovenije za socialno varstvo, available at: www.irssv.si/index.php?option=com_docman&task=doc_download&gid=315&Itemid=

³³ Information was provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

		centres, and NGOs. ³⁴
<p>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?).</p>	x	<p>Activities of the mentioned organisation, as well as other similar organisations, are also, and to considerable extent, funded by the state (i.e. Ministry of Labour, Family, Social Affairs and Equal Opportunities, current name of the ministry, recently changed) on the basis of public calls. The state funds labour costs, namely cost of a worker per certain number of users, and certain (i.e. indirect) costs (expressed as 10-20% of labour costs) intended to cover operating expenses and expenses related to the implementation of programmes such as costs related to voluntary work, communication costs (e.g. telephone and the internet), heating, food for users (i.e. victims), accounting services and printing of materials. Overall, this means that funds allocated to support services are not calculated</p>

³⁴ Information was provided, upon request, by the Association regional safe house Celje (*Društvo regionalna varna hiša Celje*) (written response of 9 May 2013), by the Association Life without violence (*Društvo Življenje brez nasilja*) (telephone interview, May 2013), by the Safe house Maribor (Varna hiša Maribor) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 9 May 2013), by the Regional safe house Kras (Regionalna varna hiša Kras) operated by Social work centre Sežana (*Center za socialno delo Sežana*) (telephone interview, May 2013).

			on the basis of specific costs of specific services per specific victim. ³⁵
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?	x		Public calls for funding make no reference to the legal status of persons to whom services are provided. In general, the Ministry of Labour, Family, Social Affairs and Equal Opportunities, which provide funds, does not monitor to whom services are provided in terms of users' legal status. As noted above, funds allocated to support services are not calculated on the basis of specific costs of services per specific victim. ³⁶
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'.	?	?	As noted above, funds allocated to support services are not calculated on the basis of specific costs of services per specific victim. Public calls for funding make no reference to the legal status of persons to whom services are provided. In practice, this means that victim support organisations may also choose to provide support to unauthorised

³⁵ See e.g. Slovenia, Ministry of Labour, Family and Social Affairs (*Ministrstvo za delo družino in socialne zadeve*) (2013) 'Javni razpis za sofinanciranje programov socialnega varstva za leto 2013', Public release, 4 January 2013, available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/javni_razpisi/JR_2013/jr-soc-var-2013.doc.

³⁶ Information was provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

		migrants.
<p>k Are there any factors that would discourage the victim support organisation in practice from supporting third country nationals? Please specify under comments.</p>		<p>A small-scale survey among ten victim support organisations in the field of domestic and related violence showed that six organisations have already provided services to unauthorised migrants, two organisations have not been approached by unauthorised migrants, while two were not sure if there is legal ground for the provision of services. Generally, crisis accommodation is accessible without obstacles, as victimisation is sufficient reason for provision of services, but transition to long-term accommodation, that is – to safe houses tends to be more problematic because of financial constraint. The organisations, however, reported that they try to obtain donations for food and other necessities and to provide for the regularisation of legal status of victims. All but one organisation provided services to</p>

		migrants with residence permits. ³⁷
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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.	87 (certain number of cases still pending) ³⁸
b Received compensation from state sources.	16 ³⁹
c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims)	N/A
d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims)	In 2012: Social work centres dealt with 3,699 victims of family (i.e. domestic) violence: Physical 1,937 Psychological 2,207 Sexual 97 Economic 253 Neglect 63 (one person may be subject to more than one form of violence). ⁴⁰ Data on the number of individuals included in the programmes of maternity homes, safe houses, shelters, telephone counselling and counselling centres, as well as therapeutic

³⁷ Information was provided, upon request, by the Association regional safe house Celje (*Društvo regionalna varna hiša Celje*) (written response of 9 May 2013), by the Association Life without violence (*Društvo Življenje brez nasilja*) (telephone interview, May 2013), by the Safe house Maribor (Varna hiša Maribor) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 9 May 2013), by the Regional safe house Kras (Regionalna varna hiša Kras) operated by Social work centre Sežana (*Center za socialno delo Sežana*) (telephone interview, May 2013), by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013), by the Association of persons with physical disability of Slovenia VIZIJA (*Društvo gibalno oviranih invalidov Slovenije VIZIJA*) (written response of 8 May 2013), by the Women's Counselling Service (*Društvo ženska svetovalnica*) (written response of 10 May 2013), by the Association for nonviolent communication (*Društvo za nenasilno komunikacijo*) (written response of 13 May 2013), Crisis centre for adult victims of violence Piran (*Krizni center za odrasle žrtve nasilja Piran*) operated by the Social work centre Piran (*Center za socialno delo Piran*) (written response of 14 May 2013), by the Crisis centre for adult victims of violence Maribor (*Krizni center za odrasle žrtve nasilja Maribor*) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 12 May 2013).

³⁸ Information was provided by the Ministry of Justice (*Ministrstvo za pravosodje*) upon request (written response of 13 May 2013).

³⁹ Information was submitted by the State Attorney's Office of the Republic of Slovenia (*Državno pravobranilstvo Republike Slovenije*) upon request (written response of 6 May 2013).

⁴⁰ Information was provided by the Association of Centres for social work of Slovenia (*Skupnost centrov za socialno delo Slovenije*) upon request (written response of 7 May 2013 and telephone interview, May 2013).

	programmes are still not available. ⁴¹ In 2011: Programmes of safe houses, shelters and crisis centres 987 Telephone helpline 3,174 Programmes of psychosocial assistance to victims of violence 9,281 ⁴²
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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		<p>a) Slovenia, Office for Equal Opportunities (<i>Urad za enake možnosti</i>) (2008) <i>Nasilje nad invalidnimi osebami, v zasebni sferi in/ali v partnerskih odnosih</i>, Ljubljana: Urad za enake možnosti, available at: www.arhiv.uem.gov.si/fileadmin/uem.gov.si/pageuploads/InvalidnostRaziskava-dokoncna.doc</p> <p>b) Kuhar, R. and Magić, J. and Kogovšek, N. (not stated) <i>ACTIVATE! Report: Research, monitoring and recording of cases of discrimination and rights violations against LGBT people in Slovenia in the period from November 2007 to November 2008</i>,</p>	<p>a) The research study was set to assess the prevalence of violence against persons with disabilities. It was based on a survey among umbrella organisations of persons with disabilities, their associations, healthcare institutions and social work centres. The results showed that 37,9% of the respondents stated that the victims did not seek assistance, compared to 17,4% who stated that they did (other respondents did not know or failed to provide response), and also showed that that victims mostly requested assistance by the social care services (53,8%) and by the police (45,5%) in cases of physical violence and psychological violence.</p> <p>b) The research study on the forms of homophobic discrimination and violence was based, among other thing, on an online survey which captured 149 persons, predominantly between 20 and 30 years of age, of whom 96 experienced some form</p>

⁴¹ Information was submitted by the Ministry of Labour, Family, Social Affairs and Equal Opportunities (*Ministrstvo za delo, družino, socialne zadeve in enake možnosti*) upon request (written response of 16 May and 3 July 2013).

⁴² Slovenia, Social Protection Institute of the Republic of Slovenia (*Inštitut Republike Slovenije za socialno varstvo*) (2012) Spremljanje izvajanja programov socialnega varstva: Poročilo o izvajanju programov v letu 2011 – Končno poročilo, Ljubljana: Inštitut Republike Slovenije za socialno varstvo, available at: www.irsv.si/index.php?option=com_docman&task=doc_download&gid=315&Itemid=

		<p>Ljubljana: Društvo Informacijski Center Legebitra, available at: www.ilga-europe.org/home/how we work/ilga europe as a funde r/completed projects/activat e against discrimination on the basis of sexual orient ation and gender expressio n/documentation report in english</p> <p>c) Leskošek, V. and Urek, M. and Zaviršek, D. (2010) <i>Nacionalna raziskava o nasilju v zasebni sferi in partnerskih odnosih: Končno poročilo 1. faze raziskovalnega projekta</i>, Ljubljana: Inštitut za kriminologijo, available at: www.arhiv.uem.gov.si/filead min/uem.gov.si/pageuploads /NasiljeRaziskava2010.pdf</p> <p>d) Slovenia, Statistical Office of the Republic of Slovenia (<i>Statistični urad Republike Slovenije</i>) (2010) 'Pilot victimization survey, 2009', Public release, 23 April 2010, available at: www.stat.si/eng/novica prika zi.aspx?id=3035</p>	<p>of discrimination/violence (e.g. 79.8% subject to name-calling, 31.9% threatened with physical violence, 12.8% sexually harassed, 11.7% to whom personal belongings were stolen or vandalised, 11.7% pushed, kicked, hit or beaten, 2.1% attacked or injured by weapon). More than 92% did not report the incident to the police (36.4% stated that the violent incident was not significant enough, 27.3% opined that they would not accomplish anything by reporting, 9.1% were afraid of more violence, 6.1% did not know or did not think about this option, 6.1% did not trust the police, 3% because they would have to come out if reporting and 3% stated that they would not believe them).</p> <p>c) This is the first major national study on the prevalence of violence in the private sphere and partner relationships. The study, which was based on a survey which captured 752 women, showed that since the age of 15 every second woman (56.6%) has experienced one form of violence (49.3% psychological violence, 23% physical violence, 14.1% economic violence, 13.9% restriction of movement and 6.5% sexual violence), but also that every second women experienced violence in the 12 months before the survey (49.9% psychological violence, 7% economic violence, 6.1% restriction of movement, 5.9% physical violence and 1.5% sexual violence). Physical violence was reported to the police by 43.7% of women who have experienced it since the age of 15, while 50% of victims reported sexual violence.</p> <p>d) The survey was carried out by the Statistical Office in 2009 under the auspices of the European Commission and included 2,000 persons in the sample, but the response rate was 52.3% and the obtained responses allows for publication of certain statistics only for the capital of Ljubljana. In 2008, the reference year, 37% of the crimes in Ljubljana were car vandalism, 16% were bicycle thefts, 15% thefts from vehicle, 14% home and holiday home burglary, 7% personal thefts, 6% robberies, while 1% of crimes involved motor vehicle thefts. The most regularly reported crimes to the were motor vehicle thefts (74% of incidents), thefts from</p>
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				vehicles (around 68%) and home and holiday home burglary (just under 60%), while the least reported cases included car vandalism and attempted burglaries (25%, respectively).
Other national studies related to victims of crime (specify)	x		Filipčič, K. and Parazajda, K. and Rihtaršič, M. and Murgel, S. (2011) <i>Delo institucij pri obravnavanju nasilja v družini: Končno poročilo 2. faze raziskovalnega projekta</i> , Ljubljana: Inštitut za kriminologijo, available at: www.arhiv.uem.gov.si/fileadmin/uem.gov.si/pageuploads/Nasilje/NasiljeRaziskava2011.pdf	The research study focused on the functioning of institutions when dealing with cases of family violence. The researchers analysed restraining order issued by the police prohibiting persons from approaching a certain place or person, case law related to cases of family violence, the role of victim in criminal proceedings regarding family violence and the work of social work centres in cases of family violence.

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

		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		<p>In Slovenia, there is no victim support helpline aimed at victims of all type of crimes. Existing helplines cover only specific categories of victims.</p> <p>a) SOS telefon za ženske in otroke – žrtve nasilja (SOS helpline for women and children – victims of violence) – tel. 0801155 – operated by the Društvo SOS telefon za ženske in otroke – žrtve nasilja (Association SOS telephone for women and children – victims of violence), an NGO (covers women and children who are victims of violence in domestic settings as well as at workplace;</p> <p>b) Telefon za pomoč (Telephone for help) – tel. 0802880 – operated by the Združenje proti spolnemu zlorabljanju (Association against sexual abuse), an NGO (covers victims of sexual abuse, particularly children);</p> <p>c) Svetovalni telefon (Helpline) – tel. 0801722 – operated by the Društvo</p>

			<p>Ključ - Center za boj proti trgovini z ljudmi (Society Ključ – Centre for fight against trafficking in human beings), an NGO (covers victims of THB).</p> <p>There is also a national general helpline targeting children and youth who find themselves in need. It is not specialised for providing assistance to victims, but provide advice on various subjects (e.g. schooling, sexuality, drug use, family), including on violence (physical, psychological or sexual) and to children and youth who have experienced it.</p> <p>d) TOM telefon (Tom telephone) – tel. 116111 – operated by the ZPMS – Zveza prijateljev mladine Slovenije (Slovenian association of friends of youth), an NGO (targets children and youth in need, including those who have been subject to violence).</p>
2	Does it operate 24/7? (If no, specify the days and times of operation under 'Comments').	x	<p>No of the mentioned helplines operate 24/7.</p> <p>a) working days 12.00 – 22.00; Saturdays, Sundays and holidays 18.00 – 22.00;⁴³</p> <p>b) working days 9.00 – 13.00, on Wednesdays 17.00 – 19.00;⁴⁴</p> <p>c) working days 9.00 – 13.00;⁴⁵</p> <p>d) every day 12.00 – 20.00.⁴⁶</p>
3	Does it operate nationwide? (If no, name the city or federal state in which it operates).	x	<p>a) two regions b) one region c) one region d) five regions</p> <p>All the helplines, however, have national coverage as they accept calls from all parts of Slovenia.</p>
4	Is the helpline free of charge?	x	All mentioned helplines are free of charge.
5	Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline.	x	<p>a) women and children who are victims of violence, particularly in domestic settings as well as at workplace;⁴⁷</p> <p>b) victims of sexual abuse, particularly children;⁴⁸</p> <p>c) victims of trafficking in human</p>

⁴³ www.drustvo-sos.si/index.php?page_id=85.

⁴⁴ www.spolna-zloraba.si/?stran=zdruzenje&nav=7.

⁴⁵ <http://drustvo-kljuc.si/helpline.php>.

⁴⁶ www.e-tom.si/tom/kaj-je-tom.

⁴⁷ www.drustvo-sos.si/index.php?page_id=85.

⁴⁸ www.spolna-zloraba.si/?stran=zdruzenje&nav=7.

				beings; ⁴⁹ d) children and youth in need, including those suffering from violence. ⁵⁰
6	Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments')		x	All mentioned helplines are run by NGOs. a) Društvo SOS telefon za ženske in otroke – žrtve nasilja (Association SOS telephone for women and children – victims of violence), an NGO; b) Združenje proti spolnemu zlorabljanju (Association against sexual abuse), an NGO; c) Center za boj proti trgovini z ljudmi (Society Ključ – Centre for fight against trafficking in human beings), an NGO; d) ZPMS – Zveza prijateljev mladine Slovenije (Slovenian association of friends of youth), an NGO.
7	Is the helpline funded by the state?		x	Helplines a), b) and d) are co-financed by the state. ⁵¹ No data for c).
8	Is the international EU victim support telephone number 116-006 available? ⁵² If no, provide a justification and/or specify whether plans to implement this are underway.		X	Number 116-006 is not available in Slovenia. In 2010 and 2011 the Post and Electronic Communication Agency of the Republic of Slovenia (<i>Agencija za pošto in elektronske komunikacije Republike Slovenije</i>), the body responsible for assignment of the 116 numbers, issued public calls, but no interest was expressed for the operation of the victim support telephone number. ⁵³
Comments				
9	Please give a brief description (1-2 sentences) of the services provided by the helpline.			a) The helpline provides anonymous and confidential psychosocial and emotional support to women and children who have directly or indirectly experienced violence in domestic environment and at workplace. It provides information on the forms of support, on reporting of violence and support provided by other organisations. By phone, it is possible to arrange individual counselling, inclusion in self-help groups and immediate evacuation from threatening environment. The helpline also accepts calls from anyone willing to help the victims. ⁵⁴

⁴⁹ <http://drustvo-kljuc.si/helpline.php>.

⁵⁰ www.e-tom.si/tom/kaj-je-tom.

⁵¹ Information was provided, upon request, by the Association SOS Help Line for Women and Children - Victims of Violence (Društvo SOS telefon za ženske in otroke - žrtve nasilja) upon request (face-to-face interview with a representative, May 2013), by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013), by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

⁵² 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.

⁵³ Information was provided by the Post and Electronic Communication Agency of the Republic of Slovenia (*Agencija za pošto in elektronske komunikacije Republike Slovenije*) upon request (written response of 25 April 2013).

⁵⁴ www.drustvo-sos.si/index.php?page_id=21.

		<p>b) The helpline provides active listening, emotional support and assistance in relation to matters concerning all forms of abuse of children, particularly sexual abuse. It also provides support to adults who survived childhood abuse. The users receive information on how to recognise and report the abuse, on procedures before the relevant bodies (e.g. social work centres, the police, the public prosecutor), on how to protect the child, as well as on support and concrete assistance provided by the NGO operating the helpline.⁵⁵</p> <p>c) The helpline provides counselling to potential and actual victims of trafficking, their relatives, friends or acquaintances, or anyone who has information on potential or actual victims. Through counselling, the organisation strives to influence individuals in victim's environment to refer victims to the organisation. If the organisation learns of substantial information about any incidents of trafficking, it may report the case to the police which in turn may refer victims to victim support organisations.⁵⁶</p> <p>d) The helpline is designed for children and young people who in childhood and adolescence face different issues and problems. It provides anonymous and confidential counselling on various topics (e.g. schooling, drug use, sexuality) as well as psychosocial and emotional support to children and youth in need, including those at risk of various type of violence (e.g. physical or psychological violence, including in domestic setting, sexual abuse).⁵⁷</p>
10	What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments'	<p>a) EUR 101,233,73⁵⁸</p> <p>b) EUR 2,662,07⁵⁹</p> <p>c) data not available</p> <p>d) EUR 117,179,00⁶⁰</p>
11	How many people were employed to run the helpline in 2012?	<p>a) two persons with university degree and with the state exam in social care;⁶¹ 53 volunteers;⁶²</p> <p>b) two employed persons and volunteers;⁶³</p> <p>c) data not available;</p> <p>d) two employed persons, one trainee and 117 volunteers.⁶⁴</p>

⁵⁵ www.spolna-zloraba.si/?stran=dejavnosti.

⁵⁶ <http://drustvo-kljuc.si/helpline.php>.

⁵⁷ www.e-tom.si/tom/kaj-je-tom. See also e.g. www.e-tom.si/teme/nasilje/nasilje-v-druzini; www.e-tom.si/teme/nasilje/zloraba.

⁵⁸ Information provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

⁵⁹ Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

⁶⁰ Information was provided by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

⁶¹ Information provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

⁶² *Društvo SOS telefon za ženske in otroke - žrtve nasilja* (2013) *Društvo SOS telefon – Letno poročilo 2012*, Ljubljana: Društvo SOS telefon za ženske in otroke - žrtve nasilja, p. 16.

⁶³ Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

⁶⁴ Information was provided by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

12	What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins	a) phone-line, email, regular mail; ⁶⁵ b) phone-line, email; ⁶⁶ c) no data available; d) phone-line, email, web chat (from February 2013). ⁶⁷
13	Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline?	a) phone-line; ⁶⁸ b) phone-line; ⁶⁹ c) data not available; d) phone-line. ⁷⁰
14	Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.)	a) two employed persons with university degree and with the state exam in social care; trained volunteers who are women over 18 years of age; ⁷¹ b) two employed persons and volunteers (social care workers, lawyers, psychologists, political scientist, sociologist, prosecutors, crime police officer); ⁷² c) data not available; d) two employed persons and one trainee; volunteers (mostly students of social work, law and psychology, as well as professionals pedagogues, social workers and psychologist). ⁷³
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'.	a) phone - 2,314; email and regular mail – 57; ⁷⁴ b) phone 832; email – 76; ⁷⁵ c) data not available; d) related to violence (domestic violence, violence at school, bullying, psychological maltreatment, physical maltreatment, danger of abuse, sexual abuse, suspicion of abuse): phone – 475; email – 30. ⁷⁶

⁶⁵ Information provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013). See also: *Društvo SOS telefon za ženske in otroke - žrtve nasilja (2013) Društvo SOS telefon – Letno poročilo 2012*, Ljubljana: Društvo SOS telefon za ženske in otroke - žrtve nasilja.

⁶⁶ Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

⁶⁷ Information was provided by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

⁶⁸ Information provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013). See also: *Društvo SOS telefon za ženske in otroke - žrtve nasilja (2013) Društvo SOS telefon – Letno poročilo 2012*, Ljubljana: Društvo SOS telefon za ženske in otroke - žrtve nasilja. See also: www.drustvo-sos.si/index.php?page_id=61.

⁶⁹ Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

⁷⁰ Information was provided by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

⁷¹ Information provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

⁷² Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

⁷³ Information was provided by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

⁷⁴ www.drustvo-sos.si/index.php?page_id=61. See also: *Društvo SOS telefon za ženske in otroke - žrtve nasilja (2013) Društvo SOS telefon – Letno poročilo 2012*, Ljubljana: Društvo SOS telefon za ženske in otroke - žrtve nasilja, p. 18.

⁷⁵ Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

⁷⁶ Information was provided by the Slovenian association of friends of youth (*ZPMS – Zveza prijateljev mladine Slovenije*) (written response of 10 May 2013).

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	In practice, the police provide information to victims about the available victim support services. They offer the victims leaflets and brochures issued by the NGOs working in victims' support as well as brochures produced by the police. ⁷⁷ There are, however, no laws obliging them to provide this information.
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		By law, the police are only obliged to provide information concerning compensation to persons eligible to claim compensation under the Crime victims compensation Act (<i>Zakon o odškodnini žrtvam kaznivih dejanj</i>) (i.e. in cases of intentional violent criminal acts for which a penalty of at least one year may be imposed, and the victims cannot obtain compensation from the perpetrator, or the victims are children, persons with disabilities or have been victims of family violence). ⁷⁸ The police also provide the victims with information about the possibility to lodge claims for indemnification in criminal proceedings. ⁷⁹ They are, however, not legally obliged to do so.
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	In practice, the police provide the victims with information on their role and rights in pre-criminal procedure (i.e. police investigation). After submission of concluding documents (e.g. reports, criminal denouncements) to the prosecutor, the police, on request of the victims, provide them with general information regarding criminal proceedings, and refer the victims to the prosecutor for detailed information about criminal proceedings. ⁸⁰ No laws, however, lay down obligations on the part of the police to provide this information.
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		When performing their tasks, the police communicate with persons, including victims, who do not understand or speak the language, in language they can understand. However, the Act on police tasks and authorities (<i>Zakon o nalogah in pooblastilih policije</i>), a recently adopted piece of legislation, stipulates that the police may use a language that a person understands, but otherwise an interpreter. ⁸¹ Interpretation services are free of charge. ⁸²

⁷⁷ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁷⁸ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_nl.pdf (unofficial consolidated text).

⁷⁹ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁸⁰ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁸¹ Slovenia, The Act on police tasks and authorities (*Zakon o nalogah in pooblastilih policije*, ZNPPol), 30 January 2013 (Official Gazette No. 15/2013, 18 February 2013), available at: <http://www.uradni-list.si/1/objava.jsp?urlid=201315&stevilka=435> (official text).

⁸² Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (telephone enquiry, July 2013).

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		By law, victims (i.e. injured parties) are notified about any decision not to proceed with or to end an investigation or not to prosecute the offender by the prosecutor or by the investigating judge or by the panel of judges. ⁸³
	(b) the time and place of the trial, and the nature of the charges.	x		Victims (i.e. injured parties) are served with the summons to appear in court. Victims who are not summoned as witnesses are further informed that the main hearing may be held in their absence and that their claims for indemnification shall be read, but also that their failure to appear shall mean that they do not intend to assume the prosecution in case that the public prosecutors withdraws the charges. Similarly, victims who act as subsidiary prosecutors (i.e. injured party as prosecutors assuming the prosecution) or private prosecutors (i.e. in cases when the prosecution is only possible on the basis of private action) are informed that their failure to appear in court or to send the attorney shall result in withdrawal of charges. ⁸⁴
	(c) any final judgment in a trial	x		The enacting terms of the judgment are read in open court. Certified copies of judgments with instructions regarding the right to appeal are served to injured parties (i.e. victims) who have been private prosecutors or prosecutors as injured parties. The written judgment is further served to injured parties who have the right to an appeal regarding the costs of the procedure and to injured parties who have the right to request reinstatement of the previous state of affairs because they have not been dully summoned, or although dully summoned, have been prevented, for legitimate reasons, to appear at the main hearing at which the prosecutor withdrew the charges and the ruling was passed to drop the charges. Other injured parties (i.e. victims) receive certified copies of the judgment upon their request. ⁸⁵

⁸³ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

⁸⁴ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

⁸⁵ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

1.5 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		Police officers receive regular trainings on how to deal with victims of family (i.e. domestic) violence and abuse of children in the form of regular annual trainings, consultations, international conferences and other forms of special trainings. These trainings regularly include lectures or workshops given by academics and representatives of other institutions and NGOs. The police also carry out the project "multipliers" in which trained police officers provide for awareness rising and training of other police officers. ⁸⁶
2	Prosecutors		x	Generally, there are no systematic trainings for prosecutors, judges or court staff on how to deal with victims of crime. The subject is present in the form of individual lectures or series of lectures. Once a year, the Judicial Training Centre (Center za izobraževanje v pravosodju), the Association of state prosecutors of Slovenia (Društvo državnih tožilcev Slovenije) and the General Police Directorate (Generalna policijska uprava) organise consultation seminar on the issue of family violence when the victim is a child. ⁸⁷
3	Judges		x	Please see above.
4	Court staff		x	Please see above.

⁸⁶ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁸⁷ Information was provided by the Judicial Training Centre (*Center za izobraževanje v pravosodju*) upon request (written response of 6 May 2013. See e.g. www.policija.si/index.php/novinarsko-sredie/index.php?option=com_content&view=article&id=10081).

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		Victim support organisations are involved in trainings by, for example, giving lectures, or by organising workshops and trainings. ⁸⁸ Representatives of social work centres or MGOs also participate in the mentioned consultation organised by the Judicial Training Centre and its partners. ⁸⁹
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		Social Chamber of Slovenia (<i>Socialna zbornica Slovenije</i>) and its Section for safe houses, maternity homes and related organisations (<i>Sekcija za varne hiše, materinske domove in sodelujoče organizacije</i>) organise twice a year trainings on issues related to domestic violence for professionals working in this field in the form of lectures and workshops, while some training is also organised by the Association of Centres for Social Work of Slovenia (<i>Skupnost centrov za socialno delo Slovenije</i>). ⁹⁰ Victim support organisations also organise mandatory trainings for their staff and participating volunteers. ⁹¹ For example, the Association SOS Help Line for Women and Children - Victims of Violence carries out mandatory training for staff and volunteers on, among other things, issues of family violence, violence against children, on the relevant criminal and civil legislation and methods of psychosocial and other assistance to victims. ⁹²
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	

⁸⁸ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

⁸⁹ Information was provided by the Judicial Training Centre (*Center za izobraževanje v pravosodju*) upon request (written response of 6 May 2013).

⁹⁰ Information was provided, upon request, by the Association of Centres for social work of Slovenia (*Skupnost centrov za socialno delo Slovenije*) (written response of 7 May 2013 and telephone interview, May 2013), by the Association regional safe house Celje (*Društvo regionalna varna hiša Celje*) (written response of 9 May 2013), by the Women's Counselling Service (*Društvo ženska svetovalnica*) (written response of 10 May 2013).

⁹¹ Information provided, upon request, by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013), by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013). See also: *Društvo SOS telefon za ženske in otroke - žrtve nasilja* (2013) *Društvo SOS telefon – Letno poročilo 2012*, Ljubljana: Društvo SOS telefon za ženske in otroke - žrtve nasilja, pp. 22-23. See also: www.drustvo-dnk.si/prostovoljno-delo.html.

⁹² Information provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

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 national legislation)?	The Criminal procedure Act defines an injured party (i.e. victim) as either male or female whose personal or property rights have been violated or jeopardised. ⁹³
2	Is there a separate definition of 'vulnerable victims' (as separate from the main or generic definition of 'victim')?	<p>In terms of criminal legislation, there is no explicit separate definition of vulnerable victims. The Criminal procedure Act, however, defines certain specific measures which are only applicable to certain groups, thus indirectly recognising vulnerability of these specific groups. These include particularly children (e.g. considerate examination of minors – if required, in presence of a pedagogue or a similar expert, prohibition, for certain crimes, of the direct hearing of a minor below the age of 15 and instead the reading of the minutes from the investigation phase, continuous presence of an attorney for children victims of certain types of crimes, the presence of trusted person during procedures). The latter measure also applies to victims of violence. Additionally, when a victim acts as witness, they may be granted certain additional measures if disclosure of their personal data or identity represents serious danger to their life or body (e.g. deletion of some or all personal data from the criminal life, taking of their testimony using technical devices, inclusion in witness protection programme).⁹⁴</p> <p>The Prevention of family violence Act, a piece of civil legislation governing actions of various organisations when dealing with the mentioned type of violence, lays down special protection of children against violence. A child shall be considered a victim if only present at the scene of violence. Special care and provision of assistance shall also be granted to elderly, persons with disabilities and person who are not capable to take care for themselves.⁹⁵</p> <p>The Crime victim compensation Act, which governs provision of state compensation to certain groups of victims, also provides for more</p>

⁹³ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

⁹⁴ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

⁹⁵ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mdds.gov.si/fileadmin/mdds.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

		favourable treatment of children, persons with disabilities and victims of family violence. ⁹⁶
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?	<p>Generally, family members, including same sex partners, are not included under the definition of victims in criminal legislation. The Criminal procedure Act only guarantees additional protection to members of immediate family of a victim who acts as a witness and the disclosure of the victim's personal data or personal data of their family members represent serious danger to life and body of the victim and their family members (e.g. deletion of some or all personal data from the criminal life, taking of their testimony using technical devices, inclusion in witness protection programme).⁹⁷</p> <p>The Prevention of family violence Act stipulates that a child shall be considered a victim if only present at the scene of domestic violence.⁹⁸</p> <p>Under provisions of the Code of obligations (Obligacijski zakonik), in cases of death or serious disability of a person, their immediate family members (spouse, children and parents) may be granted compensations for non-pecuniary damages (i.e. mental distress). The court may also grant similar compensation to siblings or extra-marital partners who lived in a durable union with the affected person.⁹⁹</p>

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?	?	?	If the public prosecutor discontinues the case at any time during criminal proceedings (i.e. pre-criminal procedure, investigations or main hearing) for any reason stipulated by the law, there shall be no appeal against their decision, but the injured party (i.e. the victim) may proceed with the prosecution as subsidiary prosecutor (i.e. injured party as prosecutor). If the investigating judge denies the prosecutor's request for investigations or if the panel of judges discontinue investigations, the state prosecutor and the injured party may appeal their decision. ¹⁰⁰

⁹⁶ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_nl.pdf (unofficial consolidated text).

⁹⁷ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

⁹⁸ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mdds.gov.si/fileadmin/mdds.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

⁹⁹ Slovenia, The Code of obligations (*Obligacijski zakonik*), 3 October 2001, and subsequent modifications (Official Gazette No. 83/2001, 25 October 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200797&stevilka=4826 (official consolidated text).

¹⁰⁰ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

Who undertakes this review?		Both last mentioned appeals are decided by the panel of judges at the competent court. If the state prosecutor has not lodged the appeal and the panel upholds the victim's appeal, it shall be considered that the injured party (i.e. the victim) shall proceed with the prosecution as subsidiary prosecutor. ¹⁰¹
Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?	x	Generally, in cases when the prosecutor drops charges, the injured party (i.e. the victim) shall have the right to assume prosecution as subsidiary prosecutor. ¹⁰² The injured party cannot exercised this right in cases of criminal offences which are only prosecuted ex officio, as well as in cases when they agreed to settlement procedure, have signed settlement agreement and the suspect/accused fulfilled the agreement, and as a result, the prosecutor dismissed criminal complaint/indictment. Similarly, with the consent by the injured party, the state prosecutor may suspend the prosecution of criminal offence when the suspect is prepared to follow the prosecutor's instruction to allay or rectify the harmful consequences of the crime (e.g. elimination or compensation of damage, community service). Upon fulfilment of the suspect's obligations, the prosecutor dismisses criminal complaint/indictment.
Does the prosecutor's office have a dedicated hotline or mechanism whereby victims can inquire about the progress of a case?	x	No dedicated hotline has been introduced at the prosecutor's office. In the opinion of the Office of the State Prosecutor General of the Republic of Slovenia, there has been no need for such a mechanism so far. ¹⁰³

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.

	Yes	No	Comments (Max word count 80 words)
Do victims have a right to be heard during criminal proceedings?	x		During investigations, the injured party (i.e. the victim) and the private prosecutor are entitled to point to facts which are relevant for establishing the commission of criminal offence, for identification of perpetrator and which are related to their claims for indemnification. They may also suggest that individual acts of investigation are carried out. Parties and the injured person may always turn to the president of the court before which an investigation is conducted to complain against delays and other irregularities during the investigation. At the main hearing, injured parties, when in role of the subsidiary or private prosecutors, may pose direct questions to the defendant, witnesses and experts, but otherwise victims are allowed to

¹⁰¹ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁰² Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁰³ Information was provided by the Office of the State Prosecutor General of the Republic of Slovenia (*Vrhovno državno tožilstvo Republike Slovenije*) upon request (written response of 6 May 2013).

		pose question upon permission of the presiding judge. Injured parties (i.e. victims) are allowed, also at the main hearing, to present and explain their indemnification claims and to point to evidence indicating the criminal responsibility of the defendant. After the examination of witnesses or experts, and after the reading of records or other writings, the presiding judge invites the parties as well as the injured party to provide their comments if they wish so. ¹⁰⁴
Do victims have a right to supply evidence during criminal proceedings?	x	During investigations, the injured party (i.e. the victim) and the private prosecutor are entitled to point to facts and provide evidence which are relevant for establishing the commission of criminal offence, for identification of perpetrator and which are related to their claims for indemnification. They shall also have the right to produce evidence at the main hearing. Exceptionally, if well-grounded, the injured parties may request that the new evidence is produced after the main hearing is scheduled. The presiding judge shall, upon completion of the hearing of evidence, ask the injured party if they have any proposals for supplementing the taking of evidence. ¹⁰⁵
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	The investigating judge may order that the accused is removed from interrogation if a witness (e.g. victim) is unwilling to testify in the presence of the accused or if the circumstances suggest that the witness will fail to tell the truth in the presence of the accused. The accused may not be present during the interrogation of a child below 15 years of age who is victim of criminal offences against sexual inviolability, of neglect of a child and cruel treatment and of trafficking in human beings. Their direct hearing at the main hearing shall not be allowed and instead the reading of the minutes from the investigation phase shall be ordered. Generally, minors are to be removed from courtroom hearings as soon as their presence is no longer necessary. When disclosure of certain personal data or identity of a witness (e.g. victim) could represent serious danger to their life and body or to the life and body of their immediate family members, the following measures may be ordered: deletion of all or certain data from the criminal file; marking of all or certain data as an official secret; issuing an order to the defendant, their counsel and the injured party or their legal representative to keep certain facts or data secret; the assignment of a pseudonym to the witness; taking of testimony using technical devices (protective screen, devices for disguising the voice, transmission of sound

¹⁰⁴ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁰⁵ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

			from separate premises and other similar technical devices). ¹⁰⁶
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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.

		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	In Slovenia, there are no specific services providing for victim support within the court system. ¹⁰⁷
2	Is there a separate waiting area for victims at court?		x	The are no separate waiting areas before courtrooms. ¹⁰⁸ Based on risk assessment of possible incidents, victims may be removed to separate area while waiting for trial. ¹⁰⁹
3	Is special seating reserved for victims at trial?		x	Special seats for victims are not reserved at trials. ¹¹⁰
4	What other services are available?	NA	NA	N/A. No services.
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?	NA	NA	N/A. No services.
6	In reference to question 5, do the service providers provide advice to prosecutors with respect to the safety, physical and psychological well-being, dignity		x	N/A

¹⁰⁶ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁰⁷ Information was provided, upon request, by the Supreme Court of the Republic of Slovenia (*Vrhovno sodišče Republike Slovenije*) (written response of 29 April 2013), by the Ministry of Justice (*Ministrstvo za pravosodje*) (written response of 13 May 2013).

¹⁰⁸ Information was provided by the Supreme Court of the Republic of Slovenia (*Vrhovno sodišče Republike Slovenije*) upon request (written response of 29 April 2013).

¹⁰⁹ Information was provided by the Ministry of Justice (*Ministrstvo za pravosodje*) upon request (written response of 13 May 2013).

¹¹⁰ Information was provided by the Supreme Court of the Republic of Slovenia (*Vrhovno sodišče Republike Slovenije*) upon request (written response of 29 April 2013).

	and privacy of victims?			
7	Do they provide advice to judges with respect to the the safety, physical and psychological well-being, dignity and privacy of victims?		x	N/A
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	Their rights are not mentioned. ¹¹¹
9	Do victims have the right to be accompanied by support persons during the trial?	x		In general, trials are public, if not otherwise decided by the presiding judge, which means that support persons are, in theory, allowed to attend the trial. The Criminal procedure Act, however, explicitly stipulates that minors and victims of violence shall have the right to be accompanied by a trusted person during all phases of the criminal procedure. ¹¹² The Prevention of family violence Act, a civil law, stipulates that a victim of family violence shall have a right to accompanying person in all violence-related proceedings. The latter provides for the protection of the victim's integrity in proceedings before authorities and organisations, and also provides for psychosocial assistance to the victim. ¹¹³
10	Can victims access & copy trial records	x		The injured party (i.e. the victim), the injured party as prosecutor and the private prosecutor shall have the right to inspect and copy (please note that recent amendments to the Criminal procedure Act adopted after the deadline for the delivery of this report grant victims the right to copy case files) the files and to inspect the material evidence. The injured party may be denied the right to inspect and copy the files

¹¹¹ Slovenia, The Courts Act (*Zakon o sodiščih*, ZS), 24 March 1994, and subsequent modifications (Official Gazette No. 19/1994, 13 April 1994, and subsequent modifications); Slovenia, The Court rules (*Sodni red*), 28 December 1994, and subsequent modifications (Official Gazette No. 17/1995, 18 March 1995, and subsequent modifications).

¹¹² Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹¹³ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mdds.gov.si/fileadmin/mdds.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

				until they have been interrogated as a witness. ¹¹⁴
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¹¹⁴ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku, ZKP*), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

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	Place X in appropriate column			x	
	Comments:			<p>In general, provision of free legal aid is subject to a set of conditions.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> - minors, who are below 15 years of age and were victims of criminal offences against sexual inviolability, the criminal offences of neglect and cruel treatment and of trafficking in human beings, are assigned a lawyer who provides for protection of their rights during criminal proceedings;¹¹⁵ - if an assessment has been made in a domestic violence case that the victim is endangered, they 	

¹¹⁵ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

				<p>are entitled to free legal aid, regardless of the provisions of the law regulating access to free legal assistance, in all procedures relating to the issuance of a restraining order or a decision on eviction of a violator;¹¹⁶</p> <p>- legal assistance to persons, including victims, who are included in witness protection programme.¹¹⁷</p> <p>The law governing provision of free legal aid, including in relation to criminal and civil proceedings, lays down two types of free legal advice.</p> <p>The initial legal advice represents the first type. It shall be deemed to be the provision of the eligible person with an explanation as to their legal status in the matter and brief advice on the possibilities for an out-of-court settlement, the rights and obligations upon instituting proceedings, court competencies, procedural rules, costs and method of execution of the decision. The applicant has to meet financial census determined by the law. They are entitled to free initial legal advice if the applicant's monthly income or their family monthly income per family member does not exceed the value of two minimum incomes and the value of their property does not exceed 48 minimum income as determined by the law governing social care benefits (as of February 2013, the minimum</p>	
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¹¹⁶ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

¹¹⁷ Slovenia, The Witness protection Act (*Zakon o zaščiti prič*, ZZPrič), 30 November 2005, and subsequent modifications (Official Gazette No. 113/2005, 16 December 2005, and subsequent modifications), available at: www.dz-rs.si/wps/portal/Home/deloDZ/zakonodaja/izbranZakonAkt?uid=0534E642F046A20DC12573A000446636&db=urad_prec_bes&mandat=VI (unofficial consolidated text).

				<p>income is set at around EUR 260). A more favourable financial census applies to families whose financial situation is further burdened by expenses for, among other things, medical treatment of a family member, care for family members with disabilities or schooling of children special needs.</p> <p>The legal advice surpassing the initial legal advice encompasses examination of legal regulations and legal situation in order to inform the beneficiary about their rights and obligations and available legal remedies and procedures for the protection of their rights. Apart from the financial situation of the applicant, circumstances and facts of the case in respect of which the applicant is applying for free legal aid are assessed, particularly that the matter is not apparently irrational, that the matter is important for the financial and economic situation of the applicant, that the outcome of matter is of vital importance for the applicant and their family and that the matter is likely to be successful.¹¹⁸</p>	
2. Free legal representation	Place X in appropriate column				
	Comments:				Legal representation includes advice and

¹¹⁸ Slovenia, The Free legal aid Act (*Zakon o brezplačni pravni pomoči*, ZBPP), 31 May 2001, and subsequent modifications (Official Gazette No. 48/2001, 13 June 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200496&stevilka=4235 (official consolidated text as of August 2004, later amended).

				<p>representation in proceeding before domestic and international courts, as well as before institution established for out-of-court settlement of disputes. The same as with the provision of legal advice surpassing the initial legal advice, an applicant is granted free legal representation if they meet financial census and other criteria stipulated by the law (e.g. importance of the matter, the matter is likely to be successful).¹¹⁹</p> <p>In practice, free legal aid is relatively rarely granted to injured parties (i.e. victims) in criminal proceedings.¹²⁰</p>	
3. Exemption from court fees	Place X in appropriate column			x	
	Comments:			<p>The court exempts a party from the payment of court fees if the payment significantly reduces means of subsistence of the party and their family. Similarly, if the immediate payment of court fees substantially affects means of subsistence of a party, the court may order suspension of payment or may allow payment in instalments. The applicant must submit a written statement on their pecuniary situation and the pecuniary situation of their family members.¹²¹</p> <p>Court fees are governed by the Court fees Act (<i>Zakon o sodnih taksah</i>). A victim (i.e. injured</p>	

¹¹⁹ Slovenia, The Free legal aid Act (*Zakon o brezplačni pravni pomoči*, ZBPP), 31 May 2001, and subsequent modifications (Official Gazette No. 48/2001, 13 June 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200496&stevilka=4235 (official consolidated text as of August 2004, later amended).

¹²⁰ Information was provided by the Supreme Court of the Republic of Slovenia (*Vrhovno sodišče Republike Slovenije*) upon request (written response of 29 April 2013).

¹²¹ Slovenia, The Court fees Act (*Zakon o sodnih taksah*, ZST-1), 1 April 2008, and subsequent modifications (Official Gazette No. 37/2008, 15 April 2008, and subsequent modifications), available at: http://www.dz-rs.si/wps/portal/Home/deloDZ/zakonodaja/izbranZakonAkt?uid=1970829CC1A15FE2C125780F002D8477&db=urad_prec_bes&mandat=VI (unofficial consolidated text). Hyperlink was accessed on 8 July 2013.

				party) who is not party in the proceedings, generally, does not pay court fees, except if they appeal the decision of the court regarding costs of proceedings and the appeal is rejected (EUR 50). When a victim is a party in criminal proceedings, namely when they act as subsidiary prosecutor (i.e. injured party as prosecutor) or as private prosecutor), they are obliged to pay court fees in the amount of EUR 120 when initiating proceedings. The latter amount may rise to EUR 480 depending on the court instances and outcome of the case. The court fees in civil proceedings are, in general, related to the value of claims and the outcome of a case. ¹²²	
4. Exemption from or reimbursement for expenses related to interpretation and/or translation	Place X in appropriate column			x	
	Comments:			The law governing free legal assistance stipulates that free legal aid may also include, among other things, exemption for expenses related to experts, witnesses, interpreters, translation, the issuance of document and certificate required in proceedings before the court. The applicant, however, has to meet the already mentioned criteria. ¹²³ During investigation and court proceedings an interpreter is provided free of charge.	

¹²² Slovenia, The Court fees Act (*Zakon o sodnih taksah*, ZST-1), 1 April 2008, and subsequent modifications (Official Gazette No. 37/2008, 15 April 2008, and subsequent modifications), available at: http://www.dz-rs.si/wps/portal/Home/deloDZ/zakonodajia/izbranZakonAkt?uid=1970829CC1A15FE2C125780F002D8477&db=urad_prec_bes&mandat=VI (unofficial consolidated text). Hyperlink was accessed on 8 July 2013.

¹²³ Slovenia, The Free legal aid Act (*Zakon o brezplačni pravni pomoči*, ZBPP), 31 May 2001, and subsequent modifications (Official Gazette No. 48/2001, 13 June 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200496&stevilka=4235 (official consolidated text as of August 2004, later amended).

				Documents and pieces of evidence are translated for the victim free of charge. ¹²⁴	
5. Reimbursement for loss of earnings, travel and accommodation costs with regard to role in criminal or civil proceedings	Place X in appropriate column				x
	Comments:				<p>When an injured party (i.e. victim) is summoned to court as witness in criminal proceedings, they are entitled to reimbursement for travel, food and accommodation costs and for loss of earnings. (Please note that the outcome of court proceedings does not affect the right of a victim summoned to court as witness to reimbursement for the mentioned costs).</p> <p>When victims act as subsidiary prosecutors (i.e. injured party as prosecutor) or in the capacity of private prosecutors, they are,</p>

¹²⁴ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013. See also: https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-SI-maximizeMS-en.do?clang=en&idSubpage=1&member=1; https://e-justice.europa.eu/content_rights_of_victims_of_crime_in_criminal_proceedings-171-SI-maximizeMS-sl.do?clang=en&idSubpage=2&member=1#n08. Hyperlinks were accessed on 8 July 2013.

					<p>generally, reimbursed for travel, food and accommodation costs if the defendant is found guilty.¹²⁵</p> <p>Generally, similar rules apply in civil procedures, but a party in civil proceedings (e.g. a victim) may also be reimbursed for loss of earnings.¹²⁶</p> <p>When the victim is summoned as witness, the reimbursement is payable immediately after the interview during investigation phase or after the main hearing at court. In other cases, reimbursement is paid within 20 - 45 days after the court's decision is final. Generally, there are no differences between criminal and civil</p>
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¹²⁵ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Rules on reimbursement of costs related to criminal procedure (*Pravilnik o povrnitvi stroškov v kazenskem postopku*), 26 September 1997, and subsequent modifications (Official Gazette No. 61/1997, 3 October 1997, and subsequent modifications).

¹²⁶ Slovenia, The Civil procedure Act (*Zakon o pravdnem postopku*, ZPP), 25 March 1999, and subsequent modifications (Official Gazette No. 26/1999, 15 April 1999, and subsequent modifications), available at: http://www.dz-rs.si/wps/portal/Home/deloDZ/zakonodaja/izbranZakonAkt?uid=EC09838CFDF11FF2C125794A00236045&db=urad_prec_bes&mandat=VI (unofficial consolidated text, later amended).

					proceedings in this regard. ¹²⁷
		The state	A victim support service	Both	Other (explain)
2. Who provides legal aid? place 'X' in one column only				<p style="text-align: center;">x</p> <p>Overall, the free legal aid is provided (i.e. funded) by the state. Free legal aid shall be provided by attorneys who are entered in the Register of Attorneys pursuant to the legislation governing attorneyship, by law firms founded on the basis of the mentioned legislation, and by notaries in matters dealt with pursuant to the act governing notaries. Apart from attorneys, the initial legal advice and the legal advice surpassing the initial legal advice may also be offered by individuals who perform not-for-profit services of free legal aid with the approval of the minister responsible for justice.¹²⁸</p> <p>In addition to this, certain victim support organisation in the field of gender-based and particularly domestic violence report that they established partnerships with law firms which provide certain legal assistance to victims.¹²⁹</p>	

¹²⁷ Information was provided by the Supreme Court of the Republic of Slovenia (*Vrhovno sodišče Republike Slovenije*) upon request (written response of 2 July 2013).

¹²⁸ Slovenia, The Free legal aid Act (*Zakon o brezplačni pravni pomoči*, ZBPP), 31 May 2001, and subsequent modifications (Official Gazette No. 48/2001, 13 June 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200496&stevilka=4235 (official consolidated text as of August 2004, later amended).

¹²⁹ Information was provided by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) upon request (face-to-face interview with a representative, May 2013).

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		The court may deal with claims for indemnification in criminal proceedings provided that the determination of claims does not significantly delay the procedure. A claim for indemnification may consist of a demand for compensation for damage, for return of property or for the annulment of a legal transaction. The court may, in a verdict in which it found the defendant guilty, grant compensation to the injured part in full, and it may grant the claim in part and refer the victim to civil proceeding to sue for the balance. ¹³⁰
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		Victims have the right to ask for return of property, and it is returned to them if it is established that they are the rightful owners and their property is not a piece of material evidence, as well as to request the annulment of a legal transaction. They also have a right to measures for their physical protection, including, under specific circumstances, inclusion in witness protection programme. If summoned to court as witnesses, they are entitled to reimbursement of their expenses, but otherwise return of expenses depends on the outcome of the case. ¹³¹
3	Is compensation paid by the offender?	x		Compensations are paid by those who inflict damages. If this is not

¹³⁰ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹³¹ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Rules on reimbursement of costs related to criminal procedure (*Pravilnik o povrnitvi stroškov v kazenskem postopku*), 26 September 1997, and subsequent modifications (Official Gazette No. 61/1997, 3 October 1997, and subsequent modifications).

				possible, the state pays compensation to victims who are eligible to apply for state compensation. ¹³²
4	Is there such thing as a 'victims of crime fund' that convicted persons must contribute to?		x	Such a fund is mentioned in the provisions of the Criminal procedure Act, but has not been established. Public authorities provided no information that plans for the establishment of such a fund are currently in place. ¹³³
5	Does compensation paid by the offender under a 'victims of crime fund' go towards victim support services?		x	There is no such fund in Slovenia. In certain procedure under the law governing criminal proceedings (e.g. settlement procedure, suspension of prosecution), there is a possibility that the suspect/accused makes contributions towards public organisations and charities. Although not explicitly mentioned in the law, contributions can also be made towards victim support organisations. ¹³⁴
6	Is compensation paid by the state?	x		Compensations are paid by the state to victims of violent intentional conducts (i.e. acts committed with a direct attack on life and body, with the use of force or violation of sexual integrity). Compensation is available for physical pains and health impairment, suffering, loss of maintenance, medical and hospitalisation costs, funeral costs, damages for destroyed medical devices and costs of proceedings for claiming state compensation. Only Slovenian citizens and EU nationals qualifies for applicants for state compensation. ¹³⁵

¹³² Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_nl.pdf (unofficial consolidated text); Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Code of obligations (*Obligacijski zakonik*), 3 October 2001, and subsequent modifications (Official Gazette No. 83/2001, 25 October 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200797&stevilka=4826 (official consolidated text).

¹³³ Information was provided by the Ministry of Finance (*Ministrstvo za finance*) (written response of 8 July 2013) upon request.

¹³⁴ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹³⁵ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_nl.pdf (unofficial consolidated text).

7	Will the State advance payment of the compensation if the offender does not pay? Under which conditions?	x	State compensation may be paid when there is a reasonable ground for suspicion that the applicant was a victim of a crime described in previous sections, the incident was reported to competent authorities and was dealt with as a crime, it was committed in Slovenia, or on a Slovenian ship or aircraft, the applicant incurred damages described above and it is likely that the offender will not be able to pay compensation. Generally, victims are obliged to lodge claims for indemnification in criminal proceedings or civil claims, but when they prove that enforcement of claims was not successful, they shall be eligible for compensation. The law, however, introduce legal assumption that the offender will not be able to pay compensation if they remain unknown for three months after the incident was detected and reported, if the victim is a child, a person with disability or a victim of family (i.e. domestic) violence, in the event of a national cross-border case, which means that the victims in question are not obliged to lodge claims in criminal or civil proceedings. ¹³⁶
8	Does a compensation order exist?		A compensation order is not available in Slovenia. In Slovenia, the court decides on the claims for indemnification lodged by the injured party if this would not delay criminal proceedings. The court may grant the injured party compensation in full, or it may grant the claim in part and refer the injured party to the civil procedure with the rest of claims, whereas the court decision is included in the judgment. ¹³⁷
9	Do prosecutors have the power to mediate between the offender		In case of certain types of crime and upon consent by the

¹³⁶ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sln_sl.pdf (unofficial consolidated text).

¹³⁷ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

	and the victim?	x		suspect/accused and the injured party, the state prosecutor may transfer the criminal complaint/indictment to a settlement procedure, whereas an independent mediator tries to strike agreement between the parties. The mediator seeks to ensure that the agreement is proportionate to the seriousness and consequences of the criminal offence. ¹³⁸
10	Do prosecutors have the duty to attempt to obtain compensation from the offender?	?	?	The principal task of the state prosecutor is to prosecute criminal offences and not the duty to obtain compensation. However, apart from transferring a case to settlement procedure, the state prosecutor may, with the consent of the injured party suspend prosecution and instruct the offender to undertake certain actions to allay or rectify the harmful consequences of the crime, including to eliminate or compensate for damages. The state prosecutor has an additional tool, that is – they may try to strike with the offender an agreement on the admission of guilt, in which the offender may state their commitment to provide for compensation to the injured party. ¹³⁹
11	Is compensation, when paid by the offender to the victim, taken into account in decisions to prosecute?	x		In cases when the Criminal Code punishes a specific offence with a fine or imprisonment of up to one year, and the offender, given the genuine repentance, prevented harmful consequences and compensated for damage, and it was assessed that a criminal sanction would not be justified, the state prosecutor is not obliged to start prosecution or they may stop one. ¹⁴⁰

¹³⁸ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹³⁹ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁴⁰ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

12	Is compensation, when paid by the offender to the victim, taken as a mitigating factor in sentencing?	x		The state prosecutor may propose the conclusion of plea bargaining agreement. Apart from the proposal for, among other thing, more lenient sentencing, the agreement may include the offender's commitment to compensate the injured party before the agreement is served to the court at the latest. ¹⁴¹
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		In criminal proceedings, the claim for indemnification may be lodged by the end of main hearing. Application for state compensation should be submitted within six months from the day of criminal offence. In civil proceedings claims become statute-barred after five years, but when the damage was inflicted by a criminal offence and a longer statute-barring period is stipulated for criminal prosecution, a compensation claim against the person responsible shall become statute-barred when the period stipulated for the statute-barring of criminal prosecution expires. ¹⁴²
14	Do third country nationals have the right to apply for compensation?	x		Non-EU nationals may lodge compensation claims in criminal and civil proceedings, but are not entitled to apply for compensation granted by the state. ¹⁴³
15	Do third country nationals with irregular status (i.e. residing in the country illegally) have the right to apply for compensation?	x		Anyone who suffered damages in the case of criminal offence may lodge claims in criminal or civil proceedings. However, the state compensation is only available to the

¹⁴¹ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁴² Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_n_sl.pdf (unofficial consolidated text); Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Code of obligations (*Obligacijski zakonik*), 3 October 2001, and subsequent modifications (Official Gazette No. 83/2001, 25 October 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200797&stevilka=4826 (official consolidated text).

¹⁴³ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_n_sl.pdf (unofficial consolidated text); Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Code of obligations (*Obligacijski zakonik*), 3 October 2001, and subsequent modifications (Official Gazette No. 83/2001, 25 October 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200797&stevilka=4826 (official consolidated text).

				Slovenian citizens and the EU nationals. ¹⁴⁴
16	Are there exceptions prescribed in law for different types of crimes? If yes, what are they?	x		In general, when an event, including criminal offence, results in harmful consequences and damages, and the link between them can be established, the responsible person (e.g. offender) is liable to the injured party, and, ideally, they must rectify the harmful consequences as to meet the situation before the occurrence of the unwanted event. In this respect, the court, either in criminal proceedings when this would not delay the proceedings, or in civil proceedings, decides on compensation by looking in all particularities of the specific case. ¹⁴⁵ In terms of state compensation, however, these are limited to intentional violent conducts (i.e. acts committed with a direct attack on life and body, with the use of force or violation of sexual integrity), and the compensation ranges from EUR 50 to EUR 10,000. ¹⁴⁶

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		x	In Slovenia, there is no such a mechanism. Certain NGOs or social work centres cooperate with foreign victim support services on case-by-case basis.

¹⁴⁴ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sln_sl.pdf (unofficial consolidated text); Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Code of obligations (*Obligacijski zakonik*), 3 October 2001, and subsequent modifications (Official Gazette No. 83/2001, 25 October 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200797&stevilka=4826 (official consolidated text).

¹⁴⁵ Slovenia, The Code of obligations (*Obligacijski zakonik*), 3 October 2001, and subsequent modifications (Official Gazette No. 83/2001, 25 October 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200797&stevilka=4826 (official consolidated text).

¹⁴⁶ Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sln_sl.pdf (unofficial consolidated text)

	in another state?			
2	Can victims of crime report crimes in their own country if the crime was committed in another state?	x		The Criminal Code (<i>Kazenski zakonik</i> , KZ-1) shall apply to any foreign citizen who has, in a foreign country, committed a criminal offence against any of the Slovenian citizens. The perpetrator shall be prosecuted only insofar as his conduct constitutes a criminal offence in the country where it was committed. However, the prosecution shall not be possible if the perpetrator has served the sentence imposed on him in the foreign country or if it was decided in accordance with an international agreement that the sentence imposed in the foreign country is to be served in the Republic of Slovenia; if he has been acquitted by a foreign court or if his sentence has been remitted or the execution of the sentence has fallen under the statute of limitations; if, according to foreign law, the criminal offence concerned may only be prosecuted upon the complaint of the injured party and the latter has not been filed. ¹⁴⁷

¹⁴⁷ Slovenia, The Criminal Code (*Kazenski zakonik*, KZ-1), 20 May 2008, and subsequent modifications (Official Gazette No. 55/2008, 4 June 2008, and subsequent modifications), available at: <http://www.uradni-list.si/1/objava.jsp?urlid=201250&stevilka=2065> (official consolidated text).

3	Are victim support services made available to all victims, regardless of legal status, country of origin or nationality?	?	?	A small-scale survey among ten victim support organisations in the field of domestic and related violence showed that six organisations have already provided services to unauthorised migrants, two organisations have not been approached by unauthorised migrants, while two were not sure if there is legal ground for the provision of services. Generally, crisis accommodation is accessible without obstacles, as victimisation is sufficient reason for provision of services, but transition to long-term accommodation, that is – to safe houses tends to be more problematic because of financial constraint. The organisations, however, reported that they try to obtain donations for food and other necessities and to provide for the regularisation of legal status of victims. All but one organisation provided services to migrants with residence permits. ¹⁴⁸
4	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.		x	In Slovenia, there is no dedicated website with information on how a victim of crime from other countries can access support. There is a special website targeting foreign citizens, but it does not include information on crime- and victim support- related issues. The Ministry of Labour, Family, Social Affairs and Equal Opportunities published, on its web page dedicated to prevention of family violence, translations of leaflets on domestic violence issues, namely information for violators, information for victims and information on restraining order prohibiting a person from approaching a certain place or person, in languages of the neighbouring countries, English and Roma language. ¹⁴⁹
5	Is information made available to victims in different languages by the police? If yes, which languages?	?	?	The police only reported that they provide information to victims of crime in language they understand. ¹⁵⁰ Some information in

¹⁴⁸ Information was provided, upon request, by the Association regional safe house Celje (*Društvo regionalna varna hiša Celje*) (written response of 9 May 2013), by the Association Life without violence (*Društvo Življenje brez nasilja*) (telephone interview, May 2013), by the Safe house Maribor (Varna hiša Maribor) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 9 May 2013), by the Regional safe house Kras (Regionalna varna hiša Kras) operated by Social work centre Sežana (*Center za socialno delo Sežana*) (telephone interview, May 2013), by the Association SOS Help Line for Women and Children - Victims of Violence (*Društvo SOS telefon za ženske in otroke - žrtve nasilja*) (face-to-face interview with a representative, May 2013), by the Association of persons with physical disability of Slovenia VIZIJA (*Društvo gibalno oviranih invalidov Slovenije VIZIJA*) (written response of 8 May 2013), by the Women's Counselling Service (*Društvo ženska svetovalnica*) (written response of 10 May 2013), by the Association for nonviolent communication (*Društvo za nenasilno komunikacijo*) (written response of 13 May 2013), Crisis centre for adult victims of violence Piran (*Krizni center za odrasle žrtve nasilja Piran*) operated by the Social work centre Piran (*Center za socialno delo Piran*) (written response of 14 May 2013), by the Crisis centre for adult victims of violence Maribor (*Krizni center za odrasle žrtve nasilja Maribor*) operated by the Social work centre Maribor (*Center za socialno delo Maribor*) (written response of 12 May 2013).

¹⁴⁹ www.mddsz.gov.si/si/delovna_podrocja/druzina/preprecevanje_nasilja_v_druzini/.

¹⁵⁰ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (written response of 6 May 2013).

				English can be also found on the police website. ¹⁵¹
6	Is information made available to victims in different languages by victim support services? If yes, which languages?	?	?	Printed materials are not available in other languages. Information provided differs between organisations and depend of the language proficiency of staff. Information is usually provided in English and Serbo-Croatian, but also in German and Italian. Some websites also include information in English.
7	Do victim support services offer interpretation or translation services? If yes, in which languages?		x	Generally, victim support services do not offer translation or interpretation services.
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.)			In Slovenia, there is no generic victim support service. Certain NGOs or social work centres cooperate with foreign victim support services on case-by-case basis.
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?	When a crime takes place in Slovenia, or on Slovenian ship or aircraft, and the injured party is an EU national of another country, this shall constitute a national cross-border case. The injured party submits the application for compensation to the responsible body in their country, which sends it to the Ministry of Justice, whereas the ministry transfers it to the national commission responsible to observe the application. The application must be submitted on the standard form prescribed by the European Commission, in the Slovene language, and must be accompanied with the relevant documents as determined by the law governing state compensation in Slovenia. ¹⁵²		
10	What is the number of victims accessing victim support services who are non-nationals of the state?	Currently, no data are available.		
11	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.	Please see point 4 above.		
12	Are there any measures put in place for the protection of a victim's right to privacy when dealing with cross border victims?	The NFP is still waiting for response from public authorities.		

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.

¹⁵¹ www.policija.si/eng/index.php/prevention/105-when-i-become-a-victim-of-a-crime.

¹⁵² Slovenia, The Crime victims compensation Act (*Zakon o odškodnini žrtvam kaznivih dejanj*, ZOZKD), 28 October 2005, and subsequent modifications (Official Gazette No. 101/2005, 11 November 2005, and subsequent modifications), available at: http://ec.europa.eu/justice_home/judicialatlascivil/html/pdf/national_law_cv_sl_n_sl.pdf (unofficial consolidated text).

- 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?

In late 1980s, first tangible developments in regard to victim support services took place upon initiative of civil society organisations working on issues of gender-based violence and violence against children, particularly in family environment. The work of these NGOs was instrumental in adding the victims' perspective to the public agenda and, generally, the provision of victim support services in Slovenia is still heavily oriented towards victims of family (i.e. domestic) violence. These organisations were started as projects of volunteers, but, in the last decades, these organisations mainly underwent a process of professionalisation and their projects are recognised and funded as public social welfare programmes. However, they are still highly dependent upon volunteers. Indeed, the Ministry of Labour, Family, Social Affairs and Equal Opportunities, which co-funds these initiatives through public calls, encourages the inclusion of volunteers and awards additional points, in public calls, to organisations which continuously employ services of volunteers.¹⁵³ In 2011, the ministry co-funded 22 programmes of maternity homes, shelters and safe houses with 110 employees and 175 volunteers who contributed a total of 28,181 hours of voluntary work, of whom one-third performed professional tasks in the field of social care. The ministry further co-financed 15 programmes of psychosocial assistance to victims of violence with a total of 37 staff and 149 volunteers who provided 11,641 hours of voluntary work, of whom 40% performed professional work in the field of social protection.¹⁵⁴ In 2012, for example, the telephone helpline aimed at children and women who have been victims of violence had two employed persons and 53 volunteers who provided 3,583 hours of counselling voluntary work.¹⁵⁵

- 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.

N/A

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?).

¹⁵³ See e.g. Slovenia, Ministry of Labour, Family and Social Affairs (*Ministrstvo za delo družino in socialne zadeve*) (2013) 'Javni razpis za sofinanciranje programov socialnega varstva za leto 2013', Public release, 4 January 2013, available at: www.mdds.gov.si/fileadmin/mdds.gov.si/pageuploads/javni_razpisi/JR_2013/jr-soc-var-2013.doc.

¹⁵⁴ Slovenia, Social Protection Institute of the Republic of Slovenia (*Inštitut Republike Slovenije za socialno varstvo*) (2012) Spremljanje izvajanja programov socialnega varstva: Poročilo o izvajanju programov v letu 2011 – Končno poročilo, Ljubljana: Inštitut Republike Slovenije za socialno varstvo, available at: www.irsv.si/index.php?option=com_docman&task=doc_download&gid=315&Itemid=

¹⁵⁵ Društvo SOS telefon za ženske in otroke - žrtve nasilja (2013) *Društvo SOS telefon – Letno poročilo 2012*, Ljubljana: Društvo SOS telefon za ženske in otroke - žrtve nasilja, p.16.

In the 1960s, when Slovenia was still a part of the former Yugoslavia, the first social work centres were established. The role of these public institutions was to address social hardships faced by individuals including those facing victimisation. At the time, these centres were not properly sensitised and failed to develop methods to effectively deal with victims of family violence,¹⁵⁶ or children who were subjected to sexual abuse.¹⁵⁷ Today, there are 62 social work centres throughout Slovenia, ensuring good geographical coverage. Social work centres are public social care institutions providing services such as first social assistance, personal assistance, and assistance for families. The centres also run intervention services which intervene in urgent and immediate cases offering first social assistance and immediate accommodation of victims in crisis centres. There are fourteen such intervention services spread evenly across all regions. Some centres also run youth crisis centres, crisis centres for women and children, victims of violence, and safe houses. The same as the NGOs, social work centres are oriented towards servicing children and adult victims of family (i.e. domestic violence). In time, it was observed that that additional institutional support to address the needs of victims was required and, in 2008, the first comprehensive victim-related piece of legislation was adopted. The legislation governs the prevention of family violence and, generally, grants the social work centres coordinating role when dealing with cases of family violence.

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	Such initiatives have not been debated in Slovenia.
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	Similarly, this issue has not been a subject of discussions.
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		x	The legislation governing the field of criminal proceedings mentions such a fund, but it has not been established as of yet. Contributions towards

¹⁵⁶Zaviršek, D. (2005), 'Vloga služb socialnega varstva pri obravnavi nasilja nad ženskami in otroki', *Javna uprava*, Vol. 41, No. 2-3, pp. 553-572.

¹⁵⁷Kobal Možina, L. (2006) "Stvari, o katerih ne govoriš": Medinstitucionalno sodelovanje na področju spolnih zlorab otrok od 1945 do 1985' in Zaviršek, D. and Leskošek, V. (eds.) *Zgodovina socialnega dela v Sloveniji: Med družbenimi gibanji in političnimi sistemi*, Ljubljana, Fakulteta za socialno delo, pp. 215-227.

	to help the funding of services for victims of crime (for example, in BE, LT, NL, PL & SE).			humanitarian organisations, including towards those supporting victims (mostly victims of domestic violence), may be part of settlement procedure in criminal proceedings or may be part procedure in which prosecutor suspend prosecution and possibly drop charges if the offender acts according to prosecutor's instructions. Both procedures may only be introduced upon consent of the injured party. ¹⁵⁸
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		Minors and victims of violence have the right to be accompanied by a trusted person during all phases of the criminal procedure. ¹⁵⁹ A victim of family violence shall also have a right to accompany person in all violence-related proceedings. The latter provides for the protection of the victim's integrity in proceedings before authorities and organisations, and also provides for psychosocial assistance to the victim. ¹⁶⁰ It seems, however, that there is still room for improvement, it would be beneficial if other victims are granted similar level of rights.
6	In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings.		x	In criminal proceedings, legal representation during criminal proceedings is only granted to certain groups of victims. These include minors who have been victims of certain types of crimes and persons who are included in

¹⁵⁸ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁵⁹ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁶⁰ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

				witness protection programmes. ¹⁶¹ Victim of family violence shall have a right to accompanying person in all violence-related proceedings. The latter provides for the protection of the victim's integrity in proceedings before authorities and organisations, and also provides for psychosocial assistance to the victim. ¹⁶²
7	Some countries have legal clinics that provide free legal assistance to victims of crime.		x	In Slovenia, such clinics have not been established, and there have been no discussions regarding this type of support.
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 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.		x	Such initiatives could not be identified in Slovenia.
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	Such a comprehensive document has not been adopted in Slovenia. As of yet, debates relating to possible adoption of such a document have not been started.
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	Although cooperation between the police and victim support services is, generally, understood as beneficial, no similar initiatives have been introduced.
11	The multi-disciplinary, national referral system introduced			In 2003, the government issued

¹⁶¹ Slovenia, The Witness protection Act (*Zakon o zaščiti prič*, ZZPrič), 30 November 2005, and subsequent modifications (Official Gazette No. 113/2005, 16 December 2005, and subsequent modifications), available at: www.dz-rs.si/wps/portal/Home/deloDZ/zakonodaja/lizbranZakonAkt?uid=0534E642F046A20DC12573A000446636&db=urad_prec_bes&mandat=V (unofficial consolidated text); Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=201232&stevilka=1405 (official consolidated text).

¹⁶² Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

	in Bulgaria with regard to trafficking might be considered a promising practice.	x		decision establishing Interdepartmental Working Group for Countering Trafficking in human Beings (Medresorska delovna skupina za boj proti trgovini z ljudmi), a body composed of government representatives and representatives of civil society working in the field. The body prepares national action plan with awareness rising measures, as well as measures aimed at preventing the phenomenon and providing support services to victims of THB. The group produces regular annual report with data on implemented measures and an assessment of developments in the field. ¹⁶³
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	There have been no such initiatives in Slovenia as of yet relating to support of crime victims. There have only been initiatives regarding provision of first aid, and, in 2009 and 2010, Roma first aid teams were established at the regional Red Cross association in Murska Sobota, ¹⁶⁴
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			Aiming at harmonisation of the police practice across Slovenia, the police have internal guidelines on how to deal with injured party (i.e. victims) of criminal offences as well as guidelines regarding the issuance of restraining order prohibiting a person from approaching a particular place or person. The former document is intended for prevention of further victimisation of victims (e.g. adequate approach to victims by the police, interviewing victims in adequate rooms, provision of relevant information about procedure as well as about the right of the victims to lodge a complaint if not satisfied with the

¹⁶³ www.vlada.si/en/projects/fight_against_trafficking_in_persons/.

¹⁶⁴ Belovič, B. and Kranjc Nikolič, T. (eds) (2011) Dejavniki, ki vplivajo na zdravje Romov v Pomurju/ Determinants Affecting the Health of Roma in Pomurje, Murska Sobota: Zavod za zdravstveno varstvo Murska Sobota, pp. 99-100, available at: www.zzv-ms.si/si/neenakosti/zdravjeRomov.pdf.

	<p>the offender, although other tactical options are available [...].¹⁶⁵</p>		<p>police work, information about organisations providing support, manners of communication between the police and the victims, particularly in domestic violence cases, as to avoid that a victim bears consequences of reporting the case). (Please note that new guidelines are under preparation because of the recent adoption of a new law governing police tasks and authorities.) The latter document includes guidelines regarding the issuance of restraining order prohibiting a person from approaching a particular place or person in cases of domestic violence (Please note that after the recent adoption of a new law governing police tasks and authorities, the document has been updated to include clarifications on how to implement new provisions such as, for instance, the possibility that offenders who do not respect restraining orders are taken into custody.)¹⁶⁶</p>
14	<p>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).</p>	x	<p>When disclosure of certain personal data or identity of a witness (e.g. victim) could represent serious danger to their life and body or to the life and body of their immediate family members, the following measures may be ordered: deletion of all or certain data from the criminal file; marking of all or certain data as an official secret; issuing an order to the defendant, their counsel and the injured party or their legal representative to keep certain facts or data secret; the assignment of a pseudonym to the witness; taking of testimony using technical devices (protective screen, devices for disguising the voice, transmission of sound from</p>

¹⁶⁵ <http://www.thamesvalley.police.uk/pub-policiesandprocedures-repeat-victimisation.pdf>

¹⁶⁶ Information was provided by the General Police Directorate (*Generalna policijska uprava*) upon request (telephone enquiry, July 2013).

				separate premises and other similar technical devices). ¹⁶⁷
15	In some countries, police, prosecutors and judges work for victim support organisations in an official capacity that forms part of their training (e.g. in Austria)	x		An NGO working against sexual abuse of children reported that counselling via their helpline was also provided by prosecutors and a crime police officer. ¹⁶⁸
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.	NA	NA	<p>The Rules on non-profit apartments rental (Pravilnik o dodeljevanju neprofitnih stanovanj v najem) stipulates that applicants must have permanent residence in areas where they apply for non-profit rental housing, but makes exception with regard to victims of family violence laying down their right to also apply for non-profit rental housing in the area of their temporary residence. Their applications, along with applications by some other groups, may be prioritised, compared to the general population.¹⁶⁹</p> <p>As a part of the 'e-Justice' project, 11 'child-friendly' rooms located at the Social Work Centres across Slovenia were equipped for videoconferencing. The rooms enable live transmitting of hearings conducted with child crime victims into courtrooms. The child is questioned by a judge or an expert set by the judge. The recording can also be referred to a court expert in order to provide a required expert opinion. The system is developed with the purpose of avoiding secondary victimisation of the child crime victims. The Ministry of Justice also organised consultations with experts in various fields,</p>

¹⁶⁷ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

¹⁶⁸ Information was provided by the Association against sexual abuse (*Združenje proti spolnemu zlorabljanju*) (written response of 9 May 2013).

¹⁶⁹ Slovenia, The Rules on renting non-profit apartments (*Pravilnik o dodeljevanju neprofitnih stanovanj v najem*), 3 February 2004, and subsequent modifications (Official Gazette No. 14/2004, 13 February 2004, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200414&stevilka=570 (Initial text, later amended).

			<p>including in the field of violence against children. The consultations resulted in the preparation of recommendations for conducting interviews with children by using videoconferencing and other technical equipment, launched in October 2011.¹⁷⁰</p> <p>In 2010, the Supreme Court launched three publications in the form of workbooks aimed at children who are summoned to court as witnesses in criminal proceedings. Two publications are aimed at children between five and eight years of age, one for male and one for female children. The third publications addresses children aged between nine and 13 years. The publications aim to explain the children their role as witnesses in criminal proceedings in a child-friendly manner.¹⁷¹</p>
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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.	x	Criminal proceedings are in general observed as a set of steps undertaken to determine if actions of individuals amount to criminal offences, if individuals are guilty of committing criminal offences, and if found guilty to impose penal sanctions on them while the needs of victim, in terms of compensation for suffered damages and support, are

¹⁷⁰ Slovenia, Working group of experts under the auspices of the Ministry of Justice (*Delovna skupina strokovnjakov pod okriljem Ministrstva za pravosodje RS*) (2011) *Priporočila: Razgovor z otrokom s pomočjo videokonference in drugih tehničnih sredstev*, Ljubljana, Ministrstvo za pravosodje, available at: www.mpju.gov.si/fileadmin/mpju.gov.si/pageuploads/mp.gov.si/PDF/PDF/priporocila/.

¹⁷¹ www.sodisce.si/znanje/publikacije/.

			<p>to be addressed in civil proceedings and measures within civil sphere.¹⁷² For example, the relevant legislation governing criminal proceedings lays down the right of injured parties to lodge claims for indemnification in criminal proceedings, but the court only decides on the claims if this would not delay criminal proceedings. If this is the case, injured parties are referred to civil proceedings. Similarly, injured party are legally bound to appear for examination as witnesses, but otherwise they are not legally obliged to actively participate in proceedings. Over time, legislation governing criminal proceedings have been amended to provide that more protective measures are granted to injured parties, but in spite of these improvements, it was observed that additional support to address the needs of victim is required. To this end, a piece of civil legislation governing protection of victims in family violence cases was adopted with a view to shift the focus from perpetrators in criminal proceedings to victims and their needs.¹⁷³ However, while this remains the most comprehensive piece of legislation addressing the needs of victims, measures to address the needs of victims of other type of crimes tend to be less developed.</p>
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		

¹⁷² See e.g. Slovenia, Constitutional Court of the Republic of Slovenia (*Ustavno sodišče Republike Slovenije*), Up-285/97, 10 May 2001, available at: <http://odlocitve.us-rs.si/ursr/us-odl.nsf/o/721876C1D744905FC12571720028F53A>.

¹⁷³ Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mdds.gov.si/fileadmin/mdds.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation).

	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.			
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. ¹⁷⁴ 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	Generally, an injured party is not a party to criminal proceedings (e.g. they cannot initiate criminal proceedings). Only when the state prosecutor discontinue the case, the injured party may assume this position and can become themselves a prosecutor (i.e. injured party as prosecutor or subsidiary prosecutor) and a party to proceedings. However, the state prosecutor is entitled to take over the case and act for prosecution at any time pending the conclusion of main hearing. In a very limited number of criminal offences, when the prosecution is only possible upon private action, the injured party has a legal standing in proceedings from the start (private prosecutor). ¹⁷⁵
2	The victim is under a legal requirement or is requested to actively participate in criminal proceedings, for example as a witness	x		Persons who are likely to give information about the criminal offence, the perpetrator or material circumstances shall be summoned as witnesses. This may include the injured party, the subsidiary prosecutor (i.e. injured party as prosecutor) and the private prosecutor. Individuals summoned as witnesses are legally bound to appear for examination and, unless provided otherwise by the law, to testify. A witness shall not be obliged to answer individual questions if it is likely that this would get himself or a

¹⁷⁴ See Recital 20 Of the Victims' Directive, p 11 (<http://register.consilium.europa.eu/pdf/en/12/pe00/pe00037.en12.pdf>).

¹⁷⁵ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku, ZKP*), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

				close relative in severe embarrassment, make them and their close relative liable to criminal prosecution or inflict significant damages on them. Apart from this, the law grants the injured party certain procedural rights, but the injured party is not legally bound to exercise this rights and to actively participate in criminal proceedings. ¹⁷⁶
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		During investigations, the injured party (i.e. the victim) and the private prosecutor are entitled to point to facts which are relevant for establishing the commission of criminal offence, for identification of perpetrator and which are related to their claims for indemnification. They may also suggest that individual acts of investigation are carried out. Parties and the injured person may always turn to the president of the court before which an investigation is conducted to complain against delays and other irregularities during the investigation. At the main hearing, injured parties, when in role of the subsidiary or private prosecutors, may pose direct questions to the defendant, witnesses and experts, but otherwise victims are allowed to pose question upon permission of the presiding judge. Injured parties (i.e. victims) are allowed, also at the main hearing, to present and explain their indemnification claims and to point to evidence indicating the criminal responsibility of the defendant. After the examination of witnesses or experts, and after the reading of records or other writings, the presiding judge invites the parties as well as the injured party to provide their comments if they wish so. However, despite certain procedural rights, the injured party, as noted above, are mostly excluded from

¹⁷⁶ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

				criminal proceedings as legal parties. ¹⁷⁷
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¹⁷⁷ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013.

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^{*178}

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

¹⁷⁸ 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)?

Max 200 words

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
UK (England and Wales)	Victim Support	1,500	?	6,500	?	Approx EUR 25.1 million
Northern Ireland	Victim Support	60	?	213	23,309	?

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 (?)		Free legal assistance is granted to minors below 15 years of age who have been victims of certain types of crime, persons accepted in witness protection programme and victims of family violence in all procedures relating to the issuance of a restraining order or a decision on eviction of a violator when an assessment has been made that the victim is endangered. Apart from these cases, applicants for free legal assistance have to meet financial census and a set of other conditions. Free legal assistance is funded by the state, but is provided by attorneys who are entered in the Register of Attorneys pursuant to the legislation governing attorneyship, by law firms founded on the basis of the mentioned legislation and in a more limited scope by non-for-profit organisations with the approval of the minister responsible for justice. ¹⁷⁹ In practice, free legal aid is rarely granted to injured parties (i.e. victims) in criminal proceedings, while data on the number of victims of a crime who lodged compensation claims in civil proceedings and received free legal assistance are not available. ¹⁸⁰

¹⁷⁹ Slovenia, The Criminal procedure Act (*Zakon o kazenskem postopku*, ZKP), 29 September 1994, and subsequent modifications (Official Gazette No. 63/1994, 13 October 1994, and subsequent modifications), available at: <http://imss.dz-rs.si/imis/e9305f0721f83fa73626.pdf> (unofficial consolidated text - please note that this text of the law includes amendments passed after the expiration of the deadline for delivery of this report). Hyperlink was accessed on 8 July 2013; Slovenia, The Witness protection Act (*Zakon o zaščiti prič*, ZZPrič), 30 November 2005, and subsequent modifications (Official Gazette No. 113/2005, 16 December 2005, and subsequent modifications), available at: www.dz-rs.si/wps/portal/Home/deloDZ/zakonodaja/izbranZakonAkt?uid=0534E642F046A20DC12573A000446636&db=urad_prec_bes&mandat=V (unofficial consolidated text); Slovenia, The Family violence prevention Act (*Zakon o preprečevanju nasilja v družini*, ZPND), 1 February 2008 (Official Gazette No. 16/2008, 15 February 2008), available at: www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zpnd_en.pdf (unofficial translation); Slovenia, The Free legal aid Act (*Zakon o brezplačni pravni pomoči*, ZBPP), 31 May 2001, and subsequent modifications (Official Gazette No. 48/2001, 13 June 2001, and subsequent modifications), available at: www.uradni-list.si/1/objava.jsp?urlid=200496&stevilka=4235 (official consolidated text as of August 2004, later amended).

¹⁸⁰ Information was provided by the Supreme Court of the Republic of Slovenia (*Vrhovno sodišče Republike Slovenije*) upon request (written response of 29 April 2013).

b Free health/psychological assistance (e.g. crisis intervention centres)	x (?)		Special provisions governing the healthcare assistance to victims do not exist in Slovenia, which, effectively, means that costs of medical assistance are covered from individuals' medical insurance, but when a person is not included in healthcare insurance scheme, they have to pay for the services. Psychological and psychosocial assistance is provided free of charge to victims included in witness protection programme. ¹⁸¹ Social work centres provide free of charge assistance to victims of family violence. When centres are closed, 12 crisis intervention services, spread around the country, are organised to provide assistance to victims of family violence. These crisis services may also arrange crisis accommodation of at-risk victims of family violence.
c Emergency financial assistance		x	In Slovenia, there is no specific budget line for provision of emergency financial assistance to victims. Victims, as other persons, may apply for extraordinary social assistance benefit aimed at persons and families who found themselves in the situation of material deprivation for reasons beyond their control. ¹⁸²
d Court accompaniment/support services		x	Court accompaniment and support services are not available.
e Other (specify)			N/A

3.4 (Failed) Attempts to establish national generic victim support service provider**¹⁸³

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.

¹⁸¹ Slovenia, The Witness protection Act (*Zakon o zaščiti prič, ZZPrič*), 30 November 2005, and subsequent modifications (Official Gazette No. 113/2005, 16 December 2005, and subsequent modifications), available at: www.dz-rs.si/wps/portal/Home/deloDZ/zakonodaja/izbranZakonAkt?uid=0534E642F046A20DC12573A000446636&db=urad_prec_bes&mandat=V (unofficial consolidated text).

¹⁸² Information was provided by the Association of Centres for social work of Slovenia (*Skupnost centrov za socialno delo Slovenije*) upon request (written response of 7 May 2013 and telephone interview of 14 May 2013). See also: Slovenia, The Financial social assistance Act (*Zakon o socialno varstvenih prejemkih, ZSVarPre*), 13 July 2010, and subsequent modifications (Official Gazette No. 61/2010, 26 July 2010, and subsequent modifications), available at: http://www.mddsz.gov.si/fileadmin/mddsz.gov.si/pageuploads/dokumenti_pdf/zakonodaja/zsvarpre_npb2_dz.pdf (unofficial consolidated text).

¹⁸³ **This question should ONLY be answered by countries falling into category 'A' (in accordance with question 2.2.1).

Max 250 words

In Slovenia, neither attempts to set up generic victim support services nor debates on the need to establish such services could be identified in Slovenia. The current victim support system, composed of services offered by social work centres and NGOs, is heavily oriented towards provision of support to victims of family (i.e. domestic) violence, which, generally, disproportionately affects women and children. This reflects the voice of a strong civil society movement from 1980s, of which an important part was the feminist movement. Indeed, in late 1980s, first tangible developments in regard to victim support services took place upon initiative of civil society organisations working on issues of gender-based violence and violence against children, particularly in domestic environment. In 1989, feminist activists set up a telephone help line for women and children, victims of violence and in 1990s several other victim support NGOs were established. The work of these NGOs was instrumental in adding the victims' perspective to the public agenda. They also played a significant role in the development of legislation. Today, many of their projects are recognised and funded by the state as public social welfare programmes (e.g. psychosocial assistance to victims, crisis centres, safe houses). In addition to this, social work centres set up a network of intervention centres and also operates crisis centres and safe houses. The last decade also saw establishment of organisations specialised, for example, for support of victims of THB and road traffic accidents.

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	Domestic violence: Social work centres (Centri za socialno delo, 62 across the country); Društvo SOS telefon za ženske in otroke – žrtve nasilja; Društvo varnega zavetja Ljutomer; Društvo življenje brez nasilja; Društvo Regionalna Varna hiša Celje; Društvo za nenasilno komunikacijo; Društvo za pomoč ženskam in otrokom žrtvam nasilja VH Gorenjske; Društvo ženska svetovalnica; Zavod Emma. Sexual abuse of children: Združenje proti spolnemu zlorabljanju. Trafficking in human beings: Društvo Ključ – center za boj proti trgovini z ljudmi; Slovenska Karitas.
SK	Non-governmental organizations are virtually the only active players in the field of victim support services. <i>Pomoc obetiam násillia</i> is the leading victim support service provider.
UK	Victim Support (England and Wales)

	Victim Support (Scotland) Victim Support (Northern Ireland)
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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 stalking and trafficking in human beings.
SI	Domestic violence and stalking and trafficking in human beings.