

FRANET

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

Greece, 2014

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Art 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one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.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		Only when this is specifically requested by the victim.
		b. If yes, please name the service(s)	-	-	EKKA (National Centre for Social Solidarity-Εθνικό Κέντρο Κοινωνικής Αλληλεγγύης) ² , Shelters and Consultative Centres under the supervision of the General Secretariat of Gender Equality ³ and several municipalities.

¹Aa, 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 Available at: www.ekka.org.gr

³ Available at: www.isotita.gr

		c. Do the police routinely contact this service on behalf of the victim?	X		Only when this is specifically requested by the victim.
		d. Which support service would in the end deal with such a case?	-	-	. There is not only one service that would deal with the case: It could be –for example- EKKA or one of the Consultative Centres ⁴ .
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		Whenever children are involved, parental consent is necessary. In cases though parents are suspects of the abuse, the Police notifies the Prosecutor for Minors and it is the Prosecutor who refers the victim to a support service ⁵ .
		b. If yes, please name the service(s)	-	-	EKKA, Association for Minor's Protection (Εταιρεία Προστασίας Ανηλίκων) ⁶ ,NGOs, mainly "Hamogelo tou Paidiou" (Χαμόγελο του Παιδιού) ⁷ and "Arsis" (Άρσις) ⁸ .
		c. Do the police contact this service on behalf of the victim?	X		Only if the victim's parents express the wish or – if parents are involved in the abuse- by the Prosecutor for Minors
		d. Which support service would in the end deal with such a case?	-	-	There are more than one services that could deal with the case. It could be for example "Hamogelo tou Paidiou" , EKKA, "Arsis" or the Association for Minor's Protection
3	A person calls the police following a burglary in their apartment	a. Do the police routinely refer the victim to a support service?		X	There is no such service.
		b. If yes, please name the service(s)	-	-	Please see the answer above.
		c. Do the police contact this service on behalf of the victim?		X	There is no such service.

⁴ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013).

⁵ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013) and telephone interview with a representative of the Association for Minor's Protection (Εταιρεία Προστασίας Ανηλίκων), which a public entity based at the Court of Minors (telephone interview July 2013).

⁶Available at: www.epaa.gr

⁷ Available at: www.hamogelo.gr

⁸ Available at: www.arsis.gr/to%20spiti%20tis%20arsis.htm

		d. Which support service would in the end deal with such a case?	-	-	Please see the answers above.
4	A person is the victim of a racist attack by a gang of youths	a. Do the police routinely refer the victim to a support service?		X	There is no support service for victims of racist attacks. According to the police ⁹ , the victim could be referred to EKKA.
		b. If yes, please name the service(s)	-	-	Please see the answer above.
		c. Do the police contact this service on behalf of the victim?		X	Until today, there has been no such contact on behalf of the Police ¹⁰
		d. Which support service would in the end deal with such a case?	-	-	Please see the answers above. In any case, the support service that could deal with such a case is EKKA ¹¹ .
5	An elderly person is mugged on the way home from collecting their monthly pension and is in urgent need of financial assistance	a. Do the police routinely refer the victim to a support service?		X	The Police does not consider this as its responsibility ¹² . In any case, such a support service does not exist.
		b. If yes, please name the service(s)	-	-	This service does not exist.
		c. Do the police contact this service on behalf of the victim?		X	Please see the answer above.
		d. Which support service would in the end deal with such a case?	-	-	This service does not exist.

⁹ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013).

¹⁰ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013 and telephone interview July 2013).

¹¹ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013).

¹² Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013).

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 does not consider this as its responsibility ¹³ .
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.			There is no provision for special measures for victims with a disability. Hence each support service deals with it on an ad hoc basis.
7a	In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status ¹⁴ ? If yes, describe them. If no, please provide a justification/explanation.			There are special measures only for victims of trafficking characterised as such by the Prosecutor. According to art. 1 par.2a Law 3386/2005 (OGA-212/2005), the Public Prosecutor identifies VoT by issuing an Act. These victims can apply for a residence permit as VoT or they can apply for safe repatriation ¹⁵
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 ¹⁶ ? If yes, describe them. If no, please provide a justification/explanation.			In cases of irregular situation, support services refer the victims to other NGOs or services in order to provide them legal consultancy regarding their status ¹⁷ .
7c	Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice?		X	According to EKKA, "Arsis" and the General Secretariat of Gender Equality ¹⁸ , all migrants have equal access to the support services as there is no reason to discriminate against victims with irregular status and there is no monitoring based on the beneficiary's legal status.
8	Is access to victim support services dependent on a victim making a formal complaint to competent authorities (e.g. the police)?		X	Victims can address the support services regardless of their decision to make a formal complaint ¹⁹ . Particularly with regards to VoT, a victim can be identified as VoT and have access to protection measures such as residence permit and support services <i>independently of his/her cooperation with the police</i> . ²⁰

¹³ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013).

¹⁴ 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.'

¹⁵ According to art. 12-13 Law 3064/2002 (OG 248/A/2002) and art. 44 Law 3386/2005 (OG A-212/2005).

¹⁶ 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.'

¹⁷ Information was provided by EKKA (written response 15-05-2013, upon request (email, 12 February 2013 and telephone interview July 2013) and telephone interview with representatives of the General Secretariat of Gender Equality and "Arsis" (July 2013).

¹⁸ Information was provided by EKKA (written response 15-05-2013, upon request (email, 12 February 2013 and telephone interview July 2013) and telephone interview with representatives of the General Secretariat of Gender Equality and "Arsis" (July 2013).

¹⁹ Information is based on telephone interviews with EKKA and the General Secretariat of Gender Equality (July 2013).

²⁰ Art. 2 & 50 Law 3386/2005 (OG A-212/2005), Art. 1 & 2 Presidential Decree no.233/2003 (OG A/204/28-08-2003).

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)?			There is no preferential treatment ²¹ .
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? ²²			There is no automatic transfer of data ²³ .
10b	If the answer to 10a above is yes, is the police obliged to obtain the victim's permission/consent for the data transfer?			Please see the answer above.
10c	Is there a legal basis for the communication/transfer of the victim's data? What is it?			Please see the answer above.

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 abovedefinition 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’ 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.***

²¹ Information is based on telephone interviews with representatives of EKKA and the General Secretariat of Gender Equality (July 2013). Regardless of the official answers from NGOs or other services, it is well known that all these services are provided free of charge in general.

²² 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.

²³ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781 05-04-2013, upon request (email, 12 February 2013).

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
EL				
Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:	Explanation/justification:
A generic victim support organisation, institution or mechanism does not exist in Greece. Victim support services cover only certain groups of victims.				

2.2.2 Public coordination of victim support services

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

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
EL	X	X		X	X	
	Ministry of Justice, Transparency and Human Rights	Ministry of Health and Social Solidarity		Ministry of Interior	Ministry of Foreign Affairs	
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.						
[Your country]	EL					
E.G						
	Formally, no ministry has the coordinating role for advancing victim protection in general. The Ministry of Health functions as an umbrella organisation which is responsible at a political level for the coordination of certain service providers. The Ministry of Justice has established the Authority for Compensation for victims of serious crimes of violence. Through the General Secretariat of Gender Equality, the Ministry of Interior is responsible for abused women and domestic violence. The Ministry of Foreign Affairs acts through the Hellenic Aid for trafficking programmes. It has also signed a bilateral agreement with Albania concerning children and unaccompanied minors and has taken initiatives along with the NGO "Hamogelo tou Paidiou" for minors at an international level.					

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.?)

There is no actual model for victim support services such as a generic service, mechanism or organisation. Therefore, there is no legal framework or basis for victim support services. There are provisions in various legal texts (laws, presidential decrees) that concern specific categories of victims.

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		No statistics available.		
b Paid out by the state for compensation		No statistics available.		
c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims)		These services do not exist.		
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.		270,000 Euro for the helpline for domestic violence, trafficking, rape, sexual harassment²⁴.		
e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims).		These services do not exist.		
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.		EKKA, Consultative Centres of General Secretariat of Gender Equality and the Association of Minor's Protection are all state funded, but exact amounts are not available		
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	Support services are free of charge ²⁵ .

²⁴ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, February 2013)

²⁵ Information is based on telephone interviews with representatives of EKKA and the General Secretariat of Gender Equality (July 2013).

<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>EKKA is centrally funded exclusively by the state budget on a whole. Hence, there is no reimbursement on an individual basis. There is only a certain budget that is estimated each year taking into account all needs and expenses of EKKA²⁶.</p>
<p>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?</p>			<p>Please see the answer above.</p>
<p>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'.</p>			<p>Please see the answer above. There is no monitoring based on the user's legal status.</p>
<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>Please see the answer above.</p>

2.2.4 Capacity:

For the year 2012, please specify the number of victims of crime that:	No of persons:
<p>a Applied for compensation from state sources.</p>	<p>There are no general statistics regarding this matter. 8 victims have applied to the Greek Authority for Compensation from the Ministry of Justice, Transparency and Human Rights²⁷.</p>
<p>b Received compensation from state sources.</p>	<p>All the above mentioned applications to the Authority for Compensation have been rejected, as none of the</p>

²⁶ Information was provided by EKKA (written response 15-05-2013, upon request (email, 12 February 2013 and telephone interview July 2013)

²⁷ Information was provided by the Ministry of Justice, Transparency and Human Rights (written response prot.no21041/29-03-2013) upon written request (email on the 12th of February 2013).

	applicants was meeting the provisions of the law ²⁸ .
*c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims)	-
d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims)	3,505 victims called the helpline for domestic violence. The above mentioned number responds, as stated, to victims and not calls. The time period regarding the victims' calling the helpline is since 01-01-2012 until 31-01-2012. ²⁹ 350 victims approached services of EKKA in Athens and Thessaloniki in 2012 ³⁰ .

2.2.5 Official/academic studies on victims

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

	Yes	No	Reference	Short description of the study's objectives and findings (2-3 sentences)
Studies on under reporting of crime?		X		
Other national studies related to victims of crime (specify)	X		1.Editing Orestis Yotakos, Maria Tsiliakou, 2008, "O kyklos tis vias-Endooikogeneiaki Via-Sexualiki Kakopoiisi-Trafficking-Bullying", Greece, Archipelagos, p.380. 2.Editing Yovanoglou Sofia., 2010 "O anilikos os thuma, o anilikos os drastis kai kratoumenos", Greece, Nomiki Vivliothiki	1.This is a multi-disciplinary study that approaches different forms of violence from different aspects (psychiatric, anthropological, criminal etc) . Its main objective is to record and analyse the forms of abuse and their consequences and proposes means of confrontation and prevention. 2. This study approaches the juvenile both as victim and as perpetrator and prisoner. Regarding the rights of victims, it focus on juveniles during their testimony as victims of violence or sexual abuse and analyse it from the scope of "secondary victimisation".

²⁸ Information was provided by the Ministry of Justice, Transparency and Human Rights (written response prot.no21041/29-03-2013) upon written request (email on the 12th of February 2013).

²⁹ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013).The time period regarding the victims' calling the helpline is since 01-01-2012 until 31-01-2012.

³⁰ Information was provided by EKKA (written response 15-05-2013, upon request (email, 12 February 2013

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		The helpline is called SOS15900, is addressed to women, and is under the supervision of the General Secretariat of Gender Equality. Its phone number is 15900. There is no organisation that operates the helpline. The staff working for the helpline is hired directly by the General Secretariat of Gender Equality ³¹ .
2	Does it operate 24/7? (If no, specify the days and times of operation under 'Comments').	X		
3	Does it operate nationwide? (If no, name the city or federal state in which it operates).	X		
4	Is the helpline free of charge?		X	it charges the minimum (one telephone unit per call) ³² .
5	Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline.		X	the helpline targets victims of domestic violence, battered and/or sexually abused women as well as women victims of trafficking ³³ .
6	Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments')	X		
7	Is the helpline funded by the state?	X		the helpline is funded by the National Strategic Reference Framework ³⁴ .
8	Is the international EU victim support telephone number 116-006 available? ³⁵ If no, provide a justification and/or specify whether plans to implement this are underway.		X	This number has not yet been introduced, but there is no information on whether there are plans of implementing it in the near future ³⁶ .
		Comments		
9	Please give a brief description (1-2 sentences) of the services provided by the helpline.	the helpline offers emotional support, provides		

³¹ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013) and telephone interview (July 2013).

³² Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013).

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³⁴ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013).

³⁵ 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. I

³⁶ Information was provided by the General Secretariat of Gender Equality (telephone interview with representative, July 2013).

		information and advice on victims' legal rights and delivers information and advice on psychosocial services ³⁷ .
10	What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments'	Euro 270,000 ³⁸
11	How many people were employed to run the helpline in 2012?	13 ³⁹
12	What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins	Apart from the phone-line, there is also an email address: sos15900@isofita.gr ⁴⁰
13	Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline?	Most frequently by telephone.
14	Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.)	Information and advice is provided by a team of 12 psychologists and social workers, who are hired directly by the General Secretariat of Gender
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'.	Since 11-03-2011 until 11-03-2013 the line has documented 10,176 calls and 74 emails ⁴² .

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		Only to victims of domestic violence, according to Art. 21 Law 3500/2006 (OG 232/A/24-10-2006).
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	There is no such provision.

³⁷ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013).

³⁸ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013)

³⁹ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013)

⁴⁰ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013)

⁴¹ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013) and telephone interview July 2013.

⁴² Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013)

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	There is no such provision.
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		The victims are provided with free interpretation during all criminal proceedings ⁴³ .
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	The Police does not have the obligation to notify the victim. Nevertheless, in case the Prosecutor rejects the victim's complaint and decides not to prosecute the offender (because of lack of evidence for example) the victim is being served the Prosecutor's
	(b) the time and place of the trial, and the nature of the charges.		X	The Police does not have the obligation to notify the victim. Witnesses, therefore also victims, though receive by the Court a notification (summons for testimony) which contains the time, the place and the nature of the case for which the victim is being called ⁴⁵ .
	(c) any final judgment in a trial		X	There is no such legal provision.

2.5 Training of practitioners on dealing with victims of crime

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

With respect with how to deal with victims of crime, Is systematic training of the following categories of professionals who come into contact with victims of crime carried out (if yes, please indicate under 'comments' the nature of the training and whether it is on dealing with all victims or just certain categories of victims (e.g. victims of domestic violence):				
		Yes	No	Comments (max 2-3 sentences)
1	Police	X		Seminars concerning the protection of VoT and victims of domestic violence are organised by the Ministry for Citizen Protection and Public Order. Trafficking and domestic violence have been also added to the curriculum of the Police Academy. Recently, there has been a seminar on racist violence ⁴⁶ .

⁴³ According to art. 233 par. 1 Criminal Procedure Code (OG A/121/08-08-1986). Every year, the Council of Misdemeanors of each judicial district, draws up a catalogue of interpreters.. Hence, every court or inquisitor can appoint an interpreter from this catalogue. The interpreters are funded by the budget of each court. The information regarding the funding of interpreters was provided by the Ministry of Justice, Transparency and Human Rights on telephone interview with representative (of 4 July 2013). Police is using the interpreters from NGO "Metadrasi" (Μετάρσση) information provided upon telephone interview with representative (5 July 2013).

⁴⁴ According to art. 47 par. 1 & art. 48 Criminal Procedure Code(OG A/121/08-08-1986)

⁴⁵ According to art. 213 Criminal Procedure Code (OGA/121/08-08-1986),

⁴⁶ Information was provided by the Police Headquarters (written response prot. No. 71572/13/491781-05-04-2013, upon request (email, 12 February 2013). Regarding victims of racist violence, since 23-01-2013 until 02-02-2013 a training of 200

2	Prosecutors	X		Seminars at the National School of Judges concerning the protection of VoT, child abuse and domestic violence organised by the Ministry of Justice, Transparency and Human Rights ⁴⁷ .
3	Judges	X		Please see the answer above under 2.
4	Court staff		X	No provision has been made for training court staff.
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.)			EKKA has answered to our questionnaire that it is not involved in organising training programs, but participates in seminars occasionally ⁴⁸ . The General Secretariat of Gender Equality has organised educational seminars on domestic violence along with the National Centre of Public Administration. These seminars were addressed to police officers, nurses and other public servants. General Secretariat's staff of hotline is under constant training from the Department of Psychology of the Aristoteleio University of Thessaloniki ⁴⁹ .
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,			With the exception of General Secretariat's staff of hotline, there is not a systematic training, but rather occasional seminars or educational meetings that take place ⁵⁰ .
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	

police officers took place at the Police Headquarters (Department of Public Security), organised by the School of Retraining and Education of Hellenic Police, conducted by both police officers and university professors.

⁴⁷ Information was provided by the Ministry of Justice, Transparency and Human Rights (programs of the seminars were sent by email on the 29th of April 2013 upon request (email, 12 February 2013).: An educational seminar was organised for the protection of basic human rights at European level on the 1st and 2nd of March 2011 conducted by judges, prosecutors and university professors. An educational meeting was organised on trafficking and domestic violence conducted by judges and university professors (the date is unknown to us). An educational meeting was organised on the 17th of December 2007 on child abuse, child pornography and minor victims, conducted by judges and university professors. All these seminars/meetings were addressed to candidate judges and prosecutors.

⁴⁸ Information was provided by EKKA (telephone interview with representative, July 2013).

⁴⁹ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013)

⁵⁰ This conclusion was drawn up following the discussions with representatives of the Police Headquarters, the General Secretariat of Gender Equality, EKKA and also the very small number of seminars organized by the Ministry of Justice, Transparency and Human Rights.

2	Is there a separate waiting area for victims at court?		X	Court infrastructure is rather poor.
2				
3	Is special seating reserved for victims at trial?		X	There is a special seat only for the defendant.
4	What other services are available?	NA	NA	There is no provision for other services concerning the victims.
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?	NA	NA	Please see the answer above.
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 and privacy of victims?			Please see the answer above.
7	Do they provide advice to judges with respect to the safety, physical and psychological well-being, dignity and privacy of victims?			Please see the answer above.
8	Are the rights and protections that should be afforded to victims mentioned in the founding law (e.g. a statute) establishing the court?			There is no such provision in law establishing the court.
9	Do victims have the right to be accompanied by support persons during the trial?			Victims of VoT can be accompanied by police officers
10	Can victims access & copy trial records	X		All victims who have filed a penal action have this right ⁵¹ .

⁵¹ Art. 108 Criminal Procedure Code (OG A/121/08-08-1986).

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)?	Victim is the person against whom an illegal and liable action took place ⁵² Criminal law "borrows" this definition which stems from torts law. A victim has the <i>right</i> to participate as party in criminal proceedings, by submitting penal action and appointing an attorney. In any case, the victim –as a <i>witness</i> - has the <i>obligation</i> to appear to court or other judicial authorities (ex. The inquisitor)
2	Is there a separate definition of 'vulnerable victims' (as separate from the main or generic definition of 'victim')?	There is no such definition.
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?	These categories are considered neither as direct nor indirect victims. Parents can only represent their minor (under the age of 18) children in legal actions. Parents, brothers/sisters and adolescent children can submit a penal action as victims, when the victim is respectively their child, brother/sister, parent. in case this family member is deceased.

2.6.2. Decision not to prosecute

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

	Yes	No	Comments (Max word count 80 words)
If the prosecutor decides to discontinue a case, does the victim have the right to file for a review of the decision not to prosecute?	X		The Prosecutor is obliged to prosecute <i>ex officio</i> when there is sufficient evidence to support a prosecution. The victim must be notified of the refusal to prosecute and has the right to appeal. The victim has this right only if he/she had filed the complaint, according to art. 48 Criminal Procedure Code.
Who undertakes this review?			The Prosecutor of the Court of Appeals. If he upholds the decision of the Prosecutor, this decision is irrevocable and not subject to any remedy (art. 48 Criminal Procedure Code).
Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?		X	There is no such provision. The Greek criminal justice system is based on the principle of public prosecution.
Does the prosecutor's office have a dedicated hotline or mechanism whereby victims can inquire about		X	There is no such mechanism and the victim –at this stage- has no access to the file.

⁵²Art. 914 Civil Code (OG A/164/1984) in comb. Art. 63 Criminal Procedure Code (OG A 121/1986) and art.118 Criminal Code (OG A/106/1985).

the progress of a case?			
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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		They have this right during the preliminary proceedings as well as during the court hearing ⁵³ .
Do victims have a right to supply evidence during criminal proceedings?	X		If the victim chooses to file a penal action/complaint, he/she becomes a litigant/party. Therefore he/she has the right to participate in legal proceedings, be heard and present evidence, ask questions, access records and appoint experts (ex. psychologist) ⁵⁴ .
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		Victims of sexual abuse have the right to ask the court to hold the hearing "in camera" (behind closed doors) but the defendant remains in the room (art. 330 Criminal Procedure Code) ⁵⁵ . Minors under the age of 18 are accompanied by a psychologist during their testimony which is given before the investigator only. The testimony is afterwards read out in court without the physical presence of the minor. If possible, this testimony can also be recorded in video and projected in court (art. 226A Criminal Procedure Code).

2.6.4 Rights of victims at trial

The International Criminal Court (ICC) has created a special unit for victims and witnesses 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 the appropriate security arrangements for victims and the court must take measures to guarantee 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

⁵³ Art. 108, 108A, 326, 327, 351, 352, 369 Criminal Procedure Code.

⁵⁴ Art. 82, 326, 362, 364 Criminal Procedure Code.

⁵⁵ This right is exclusive to all victims of sexual abuse (eg. rape, trafficking). A trial can be also held behind closed doors for the protection of family or private life of the parties (the defendant's or the victim's) or in order to protect morals (art. 330 Criminal Procedure Code).

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	No such unit or service exists.
2	Is there a separate waiting area for victims at court?		X	Court infrastructure is rather poor.
3	Is special seating reserved for victims at trial?		X	There is a special seat only for the defendant. Victims seat along with the audience.
4	What other services are available?			There is no provision for services of this kind.
5	Who provides the services (e.g. professional or specialised staff; volunteers etc)?			Please see the answer above.
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 and privacy of victims?			Please see the answer above.
7	Do they provide advice to judges with respect to the safety, physical and psychological well-being, dignity and privacy of victims?			Please see the answer above.
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		The rights of victims are mentioned in the Criminal Procedure Code and the Presidential Decree no. 233/2003 (OG A/204/2003) and art. 12&13 Law 3064/2002 (OG A/248/15-10-2002) especially for VoT.
9	Do victims have the right to be accompanied by support persons during the trial?	X		Victims of VoT can be accompanied to and from the court by police officers (art. 4 par.3 Presidential Decree no. 233/2003 (OG A/204/2003) ⁵⁶ .
10	Can victims access & copy trial records	X		All victims who have filed a penal action have this right (art. 108 Criminal Procedure Code). Especially minor victims of trafficking, rape, sexual abuse, have access to trial records even if they have not filed an action/complaint (art. 108A Criminal Procedure Code).

⁵⁶ Victims in general can be accompanied by any person of their choice, family members, friends, personnel of support services, etc. But, VoT have a *right* to be accompanied by the Police, meaning there is an ipsilateral/corresponding legal obligation of the Police to accompany a VoT in case the victim requests it.

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>1. Legal aid is available without means-testing for victims of domestic violence⁵⁷</p> <p>2. Legal aid is granted to any person: a. Victim of serious crimes⁵⁸, b. of Greek nationality or nationals of the European Union or other country residing legally in Greece, with annual resources of less than the 2/3 of the lowest annual income according to the General Collective Labour Agreement⁵⁹.</p> <p>3. Legal aid (advice & representation) is available to all victims of trafficking by the NGO "Greek Council for Refugees" (Ελληνικό Συμβούλιο για τους Πρόσφυγες). Recently, the Greek Council for Refugees in cooperation with</p>		

⁵⁷ Art. 1 Law 3226/2004 (OG A/24/04-02-2004).

⁵⁸ Art. 7 par.3 Law 3226/2004 (OG A/24/04-02-2004). (ex: victims of torture, sexual or economic exploitation, violence, discrimination, crimes that are punished with at least 6 months imprisonment).

⁵⁹ Art. 1 Law 3226/2004(OG A/24/04-02-2004).

			the NGO “Medicins of the World” have launched a pilot program for providing legal advice and representation to victims of racist violence ⁶⁰ .		
2. Free legal representation	Place X in appropriate column		X		
	Comments:		Please see the answer above. Free legal advice and representation is available under the same criteria.		
3. Exemption from court fees	Place X in appropriate column		X		
	Comments:		All beneficiaries are exempted from court fees ⁶¹ .		
4. Exemption from or reimbursement for expenses related to interpretation and/or translation	Place X in appropriate column	X			
	Comments:	Victims of all crimes are entitled to a free translator during the trial or hearing ⁶² .			

⁶⁰Medicins of the World (Γιατροί του Κόσμου) available at: www.mdmgreece.gr/enough, Greek Council for Refugees (Ελληνικό Συμβούλιο για τους Πρόσφυγες) available at: www.gcr.gr/index.php/el/. Information is based on the site of these NGOs as well as a telephone interview with a representative of the Greek Council for Refugees (May 2013).

⁶¹ Art. 1 Law 3226/2004 (OG A/24/04-02-2004). Also, according to the Greek Council of Refugees, users of the program for victims of racist violence and VoT are exempted from court fees.

⁶² Art. 233 and 237 Criminal Procedure Code.

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:					Under art. 228 Criminal Procedure Code , witnesses, therefore also victims, are entitled to reimbursement, but this provision is actually in disuse ⁶³ .
		The state	A victim support service	Both	Other (explain)	
2. Who provides legal aid? place 'X' in one column only)				X		

⁶³ This provision has never actually been enacted. There is no case law –at least there are now published decisions- and there is not an official explanation (phone interview with representative of the Ministry of Justice, Transparency and Human Rights, 10-07-2013).

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		In practice, the victim asks for symbolic compensation ⁶⁴ during the criminal proceedings and claims for damages by submitting a civil action (art. 66 & 68 Criminal Procedure Code).
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	These proceedings are civil.
3	Is compensation paid by the offender?	X		Art. 77 & 78 Penal Code.
4	Is there such thing as a 'victims of crime fund' that convicted persons must contribute to?		X	There is no such fund.
5	Does compensation paid by the offender under a 'victims of crime fund' go towards victim support services?		X	Please see the answer above
6	Is compensation paid by the state?	X		It must be noted though that the "Greek Authority for Compensation" at the Ministry of Justice, Transparency & Human Rights has to date rejected all applications for compensation ⁶⁵ . Furthermore, this Authority only concerns serious crimes of violence and the victim can apply only under very specific and restrictive conditions (Law 3811/2009 OG A/231/18-12-2009) ⁶⁶ .

⁶⁴ The compensation requested before criminal courts is usually 40-50 euros and the victim declares before the court that he/she will claim compensation before civil courts (art. 63 Criminal Procedure Court).

⁶⁵ Information was provided by the Ministry of Justice, Transparency and Human Rights (written response prot.no21041/29-03-2013) upon written request (email, 12 February 2013)

⁶⁶ According to art. 3 of the above mentioned law, crimes of violence are a) premeditated criminal actions with use of physical violence or threat of physical violence that have as a consequence the death or heavy bodily or mental injuries of the victim b) every premeditated criminal action with use of physical violence or threat of physical violence that is punished with minimum 5 years of imprisonment. According to the same article, the conditions are the following: a) the offender must have no financial resources to advance compensation to the victim and b) there is an irrevocable decision by the civil courts that acknowledges compensation to the victim or c) the offender was not identified and the case was filed/withdrawn.

7	Will the State advance payment of the compensation if the offender does not pay? Under which conditions?	X		It is required that: a) the offender must have no financial resources in order for compensation to be advanced and b) there is an irrevocable decision by the civil courts that acknowledges compensation to the victim and c) it concerns only serious crimes of violence (art. 3 Law 3811/2009 OG A/231/18-12-2009) .
8	Does a compensation order exist?		X	There is no such provision. As mentioned above, the victim can claim for damages by submitting a civil action.
9	Do prosecutors have the power to mediate between the offender and the victim?	X		Only in cases of domestic violence (art. 11 Law 3500/2006 OG A/232/24-10-2006).
10	Do prosecutors have the duty to attempt to obtain compensation from the offender?		X	There is no such legal provision.
11	Is compensation, when paid by the offender to the victim, taken into account in decisions to prosecute?		X	The authorities do not take under consideration the matter of compensation to the victim in the decision to prosecute the offender.
12	Is compensation, when paid by the offender to the victim, taken as a mitigating factor in sentencing?		X	Nevertheless, the court could consider this as repentance therefore as a mitigating factor according to art. 84 par. D of the Penal Code.
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		It depends on whether the crime is categorized as a misdemeanour, in which case the time limit is 5 years, or felony, in which case the limit is 15 or 20 years (art. 111 Penal Code).
14	Do third country nationals have the right to apply for compensation?	X		Every person—and not only those who meet the conditions of Law 3811/2009,—has a right to compensation regardless of their nationality or other characteristics.
15	Do third country nationals with irregular status (i.e. residing in the country illegally) have the right to apply for compensation?	X		No person is exempted from this right, but in practice this person would run the risk of arrest and deportation ⁶⁷ .
16	Are there exceptions prescribed in law for different types of crimes? If yes, what are they?		X	There are no such exceptions.

⁶⁷ There have been official reports (ex. UNCHR-NCHR Network on Recording Racist Violence Annual Report 2012) that show that most victims do not wish to take further actions, mostly because they lack legal documents and are therefore afraid that they will be arrested and deported. In practice, instead of dealing with complainants as potential victims of a crime, the police authorities often prioritize control of the victim's legal residence in the country and abstain from the duty to investigate the reported incident. Available at: www.unhcr.gr.

2.8 Cross border support

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

	Victims' rights with regard to cross border support	Yes	No	Description (max 2-3 sentences per question)
1	Is there a formal system of cross-border referral of victims (to a victim support organisation in the state in which the victim lives) when the victim who has approached the VSO or competent authority is resident in another state?		X	There is no such system.
2	Can victims of crime report crimes in their own country if the crime was committed in another state?	X		They could report this to the Prosecutor. The European Council has implemented the 29-05-2000 Act for cooperation between member-states in criminal cases (C 197, 12-07-2000).
3	Are victim support services made available to all victims, regardless of legal status, country of origin or nationality?	X		Support services do not discriminate against aliens or migrants with irregular status ⁶⁸ .
4	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.			There is no special mechanism.
5	Is information made available to victims in different languages by the police? If yes, which languages?	X		When victims testify, the Police has to provide him/her with an interpreter in a language that the victim comprehends. Nevertheless, there is no information material (ex. Leaflets) provided in different languages.
6	Is information made available to victims in different languages by victim support services? If yes, which languages?	X		There is no information material but when the need occurs, support services may use the services of NGO "metadrasí" (please see following answer).
7	Do victim support services offer interpretation or translation services? If yes, in which languages?	X		NGO "Metadrasí" (Μετάδραση) ⁶⁹ is not a victim support service, but has interpretation/translation services that are offered also to support services and the Police. English, French, Spanish, Turkish, Arabic, Swahili, Albanian, Russian, Chinese, Georgian, Moldavian, Dari, Urdu, Punjabi etc.
8	Does the main generic victim support organisation in your country maintain contact with victim support organisations in other countries? If yes, how? (E.g. through formal cooperation agreement; international consultative forums or conventions etc.)		X	There is no generic victim support organisation in Greece.

⁶⁸ Information is based on telephone interviews with representatives of EKKA and the General Secretariat of Gender Equality (July 2013).

⁶⁹ Available at: www.metadrasí.org. "Metadrasí" is an NGO funded by the state, translators and interpreters are both volunteers and paid staff and it provides its services to third parties (ex. Other NGOs or the Police) free of charge. Information provided by representative of Metadrasí upon request (telephone interview, July 2013).

		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?	There is no mechanism provided. This can only be done through a lawyer, a law firm or an NGO providing legal aid for victims based in Greece. (for example GCR for VoT or victims of racist violence)
10	What is the number of victims accessing victim support services who are non-nationals of the state?	8% ⁷⁰
11	Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc.	There is no mechanism.
12	Are there any measures put in place for the protection of a victim's right to privacy when dealing with cross border victims?	There are no special provisions for cross border victims.

2.9. The role of volunteerism in victim support

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

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

⁷⁰ This number only involves support services provided by the SOS 15900 hotline of the General Secretariat of Gender Equality. Information was provided by telephone interview with representative on the 4th of July 2013. No other data or statistics were available to us.

Due to the tremendous lack of official data and statistics from the state and the NGOs, it is rather difficult to draw serious conclusions regarding the matter in question. It is especially difficult to refer to any numbers of volunteers, hours of work or to draw the profile of those working in the field.

It must be noted that volunteerism is more common in groups that have no official/legal status, for example the “Group of Lawyers for the Rights of Immigrants and Refugees”, feminist groups that help victims of domestic violence or trafficking and other groups of people that offer their services in their communities with various ways, for example in Corfu several women cooked every day for migrants with irregular status, lawyers who offer legal advice to migrants/refugees who are victims of racist attacks or victims of torture by police or other officers in several regions (ex. Lesbos, Chios, Crete, Thessaloniki).

The oldest NGO in the country, founded in 1936, the “Hellenic League for Human Rights”⁷¹ functions only with volunteers that are mainly lawyers, political scientists, academics, etc but it is not a victim support service. Recently though, it took the initiative to organise a network of lawyers based in Thessaloniki (called ‘NAFTHA-Nazi Free Thessaloniki Assembly’⁷²) that provides legal aid to victims of racist attacks along with other organisations.

NGOs such as the “Greek Council for Refugees”, “Doctors of the World” “Hamogelo tou Paidiou”, “Arsis” or other services, such as EKKKA, work with both professionals and volunteers.

- 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.**

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?).

⁷¹ Available at: www.hlhr.gr

⁷² Available at: www.facebook.com/naftathess

Due to the lack of specific information or data concerning the link between social work and victim support services, we cannot provide a safe overview. It must be noted though, that all services concerning victims support work with social workers. Social workers nowadays necessarily have university education, though until the mid 80's there were several Schools of Social Work -for example "HEN"(Xεν)⁷³- that provided non-academic education.

Social workers have had a professional and scientific union called "Association of Social Workers in Greece"⁷⁴ since 1955, which numbers 5,000 members. Among its purposes is the participation of the Association in the planning and decision making of social policy.

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	There is no information material concerning cross-border victims
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	This is a gap that needs to be addressed urgently as Greece receives millions of tourists every year.
3	Schemes for compensatory fines to help fund support services: In addition to other funding sources, several EU Member States generate money for generic victim support services through a 'Victims of Crime fund' or the like, whereby persons convicted of an offence pay a fine to help the funding of services for victims of crime (for example, in BE, LT, NL, PL & SE).		X	This is a gap that needs to be addressed, although Greece does not have a generic victim support service. It could though generate money for support services of specific categories (domestic violence, VoT).

⁷³ Available at: www.xen.gr

⁷⁴ Available at: www.skle.gr

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		As already mentioned, only minor victims of sexual abuse have the right to be accompanied by a psychologist. VoT can be accompanied by the police to and from the court for protection reasons.
6	In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings.	X		It must be noted that criminal proceedings in Greece may take 7-10 years to be completed due to the delays in our judicial system. This could result in the interruption of the service due to the discontinuance of funding of the particular NGO.
7	Some countries have legal clinics that provide free legal assistance to victims of crime.		X	This institution does not exist.
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	More traditional ways are still used (eg. TV spots).
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	This is a gap that needs to be addressed as all existing guides are addressed to professionals (for example: Guidelines for victims of domestic violence drawn by the Greek Police in May 2005 aiming at the better understanding of the phenomenon by police officers or Guidelines for Consultancy for Women Victims of Domestic Violence drawn by the General Secretariat of Gender Equality ⁷⁵).
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		X	This is a gap that needs to be addressed.

⁷⁵ Information was provided by the General Secretariat of Gender Equality (written response prot. No ΔΙΑΚ./φ/5/601131 05-04-2013, upon request (email, 12 February 2013).

	of crime are available at these offices.			
11	The multi-disciplinary, national referral system introduced in Bulgaria with regard to trafficking might be considered a promising practice.	X		There is a similar multi-disciplinary system for trafficking and domestic violence as well that could be improved and expanded to other categories of victims. For both VoT and victims of domestic violence, there are support services concerning legal aid, psychological support and sheltering, hence the support towards these victims is more complete ⁷⁶ .
12	As part of the National Social Roma Inclusion Strategy in HU, Roma victim support volunteers are recruited to work in the volunteer support network. There is also a network of on-site legal aid stations led by an active member of the local Roma community, while the attorneys of the organisation are available online and provide free legal advice via Skype. Their area of operation also includes legal support to victims of hate crime.		X	This could be used as a good practice for recruiting volunteers in various victim support services, especially women of domestic violence and VoT.
13	Police forces in England and Wales have policies on dealing with repeat victimisation. An example of such a policy is the Thames Valley Police policy on repeat victimisation (drafted and audited in accordance with Human Rights Act 1998): Sample Extract from the policy: 1. Rationale 1.1 Research and organisational experience indicate that victims of crime and other incidents may be targeted for subsequent victimisation. This is particularly relevant in relation to offences of burglary, assault, domestic violence and hate crime. 1.2 Repeat incidents often occur soon after the initial victimisation; therefore it is important to take preventative measures quickly. Likely victims must be identified immediately and subject to a targeted crime reduction initiative. 1.3 Every victim should be asked whether they have been subject to other offences. The primary means to prevent repeat victimisation is to arrest and prosecute the offender, although other tactical options are available [...]. ⁷⁷		X	Repeat victimisation is very often especially regarding victims of hate crime and domestic violence ⁷⁸ , hence this is a gap that needs to be addressed.
14	Many countries have practices in place to respect the rights of victims during court proceedings, particularly	X		As mentioned above, minor victims of sexual abuse do not

⁷⁶ This conclusion is drawn by all the elements and specifics mentioned in this Report, therefore there is not one reference that could be provided.

⁷⁷ <http://www.thamesvalley.police.uk/pub-policiesandprocedures-repeat-victimisation.pdf>

⁷⁸ Information was provided respectively by the National Committee of Human Rights, which operates the Network for Recording Racist Violence along with UNCHR (face-to-face interview with a representative, July 2013) and the General Secretariat of Gender Equality (telephone interview with a representative, July 2013).

	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).			appear in court and their testimony is read out during the hearing, while adult victims of sexual abuse have the right to ask the court to conduct the trial behind closed doors (art. 330 Criminal Procedure Code).
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	This is a gap that needs to be addressed.
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.			VoT that have an irregular status can be identified as victims by the Prosecutor and apply for a residence permit that grants them full access to work as well as medical care, education etc. This good practice should be also applied to victims of hate crimes that have irregular status, as they are the most vulnerable category of victims and are deprived of protection ⁷⁹ .

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	There is a strong legal tradition that emphasizes on the rights of the defendant rather than the victim's. It is not hence of no importance that the Criminal Procedure Code rarely uses the word "victim" but refers to the victim either as "witness" or litigant ,Nevertheless, the victim has

⁷⁹Protection of victims of hate crimes with irregular status was officially proposed by the Ministry of Justice, Transparency and Human Rights(draft law for the modification of antiracist legislation. Available at: www.ministryofjustice.gr). This draft law was not ratified by the Greek Parliament due to disagreements expressed by Nea Dimokratia party, which has the majority in the Parliament. This kind of protection is also proposed by numerous NGOs and institutions (ex. HLHR 28-05-2013 Announcement-available at: www.hlhr.gr, UNCHR/NCHR Network on Recording Racist Violence, Annual Report 2012, available at: www.unhcr.gr)

				the right to file a penal and civil action, claim compensation, exercise his/her rights as a litigant and participate in criminal proceedings.
2	In addition to 1, if the victim has suffered damage as a consequence of a criminal offence, importance is attributed to allowing the victim to claim compensation within the framework of criminal proceedings.			
3	In addition to 1 or 2, the victim is seen as a person who has suffered moral harm and therefore is in need and deserving of help.			
4	In addition to 1, 2 & 3, the victim is perceived as a person whose rights have been violated by the criminal offence and who therefore is entitled to see that justice is done and, to that end, to participate in criminal proceedings.			
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. ⁸⁰ 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		All victims have the right to participate as parties to criminal proceedings –if they wish- and be represented by a lawyer, appoint an expert, have access to files.
2	The victim is under a legal requirement or is requested to actively participate in criminal proceedings, for example as a witness	X		All victims have a legal requirement to participate in criminal proceedings as witnesses but have the right to participate as parties/litigants. Insults of sexual dignity are prosecuted only upon the victim's complaint, while the Prosecutor can discontinue prosecution for rape if the victim claims that a trial could cause serious emotional trauma (art. 344 Penal Code).
3	The victim has a legal entitlement under national law to actively participate in		X	Please see the answers above.

⁸⁰ See Recital 20 Of the Victims' Directive, p 11 (<http://register.consilium.europa.eu/pdf/en/12/pe00/pe00037.en12.pdf>).

	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.			
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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*⁸¹

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

⁸¹ 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					
Northern Ireland	Victim Support					

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		Without economic means testing for victims of domestic violence and with economic criteria as described in 2.6.5 for all other categories.
b Free health/psychological assistance (e.g. crisis intervention centres)	X		There is a public healthcare system that is available to everyone. Psychological assistance is being provided to women victims by the Consultative Centres of the G.S. of Gender Equality, the Shelters of EKKA and several municipalities and the hotline SOS 15900. To minor victims by the Association of Child Protection ⁸² .
c Emergency financial assistance		X	There is no such provision.
d Court accompaniment/support services	X		Police can accompany VoT for safety reasons and psychologists are present during the testimony of minor victims of sexual abuse.
e Other (specify)			

3.4 (Failed) Attempts to establish national generic victim support service provider**⁸³

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.

⁸² The Association of Child Protection and EKKA are public entities, funded exclusively from state funds. Information provided by the Association of Child Protection and EKKA (telephone interviews with representatives).

⁸³ **This question should ONLY be answered by countries falling into category 'A' (in accordance with question 2.2.1).

Max 250 words

No such attempt has been made in Greece and there is no discussion of the need to establish one. Victims' rights have always been rather neglected, perhaps due to the turbulent political and constitutional history of the country. Over the last two decades, the flow of migrants and refugees, the expansion of trafficking and sudden rise in hate crimes have created a new environment that demands changes and measures. At the same time, the consistent improvement of women's role in the society and their social and economic advancement has finally made domestic violence visible. But to date, there is not general conception of "victim" regardless of the particularities of each category, and for this reason, any protection provided is somewhat fragmented.

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 Ühing "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	-The General Secretariat of Gender Equality (Γενική Γραμματεία Ισότητας των Φύλων) operates a network of services for victims of domestic violence/trafficking which includes: SOS hotline, Consultative Centres and Shelters. Some of the centres and shelters are operated by EKKKA and several municipalities. -Association for Minor's Protection ((Εταιρεία Προστασίας Ανηλίκων) provides shelter and psychological support to minor victims, -Arsis (Άρσις) provides psychological support and sheltering for a short period of time, -Greek Council for Refugees (Ελληνικό Συμβούλιο για τους Πρόσφυγες) provides legal aid to VoT, -Hamogelou tou Paidiou (Το Χαμόγελο του Παιδιού) provides shelter and other psycho-social services to minor victims of domestic violence or sexual abuse.

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 (Odjelizaorganiziranje 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>ośrodkipomocypoleecznej</i>), crisis intervention centres (<i>ośrodkiiinterwencjikryzysowej</i>) or the support centres (<i>ośrodkiwsparcia</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>BrottsofferjouernasRiksförbund</i> , BOJ) is the national umbrella organisation for victim support services with about 100 local victim service centres in Sweden.
SI	
SK	Non-governmental organizations are virtually the only active players in the field of victim support services. <i>Pomocobetiamnásilia</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.