

FRANET

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

Portugal, 2014

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Part A

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one of the examples provided, please review and revise the information as necessary, as the information provided may be outdated.

2.1 Scenarios

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

| | Scenario | Questions | Yes | No | Description (max 1-3 sentences) |
|---|--|---|-----|----|---|
| 1 | A female who has been beaten by her partner and calls the police | a. Do the police routinely refer the victim to a support service? | X | | Information about victim support organizations is provided (although it's up to the victim the decision to use it or not) |

¹ Aa, S. van der et al. (2009), *Project victims in Europe – Implementation of the EU Framework Decision on the standing of victims in the criminal proceedings in the Member States of the European Union*, Lisbon (see http://www.apav.pt/vine/images/report_vine_eng.pdf).

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| | | <p>b. If yes, please name the service(s)</p> | - | - | <p>Portuguese Law Enforcement Agencies (LEA) (the National Republican Guard - <i>Guarda Nacional Republicana</i>, GNR and the Public Security Police – <i>Polícia de Segurança Pública</i>, PSP) have access to a guide with several types of resources potentially relevant for domestic violence victims, including contacts of victim support organizations.</p> <p>Among others, Portuguese Association for Victim Support (<i>Associação Portuguesa de Apoio à Vítima</i>, APAV), Women Union Alternative and Response (<i>União de Mulheres, Alternativa e Resposta</i>, UMAR), Women Association Against Violence (<i>Associação de Mulheres contra a Violência</i>, AMCV), Social Services</p> <p>Taking into account the support services available in the residence area of the victim (or other area depending on the specific situation of the victim - e.g. the area where victim is moving to or her/his place of work/study) information about all the support services is provided. In the majority of Portuguese regions the support services are scarce, with the exception of the largest cities (e.g. Lisbon and Porto).</p> <p>Information about the national domestic violence phone line is also provided.</p> <p>Whenever there is a local partnership/agreement between law enforcement agencies and a specific support organisation the information provided to the victim is focused on that support service. This doesn't mean that information about other support services that are eventually available in the area is not mentioned to the victim.</p> |
| | | <p>c. Do the police routinely contact this service on behalf of the victim?</p> | | X | <p>LEA (GNR and PSP) only contact victim support services with the authorisation of the victims. Nevertheless, in some specific areas there are local agreements where general information about the victim is provided by the LEA to victim support services, if he/she allows it.</p> |
| | | <p>d. Which support service would in the end deal with such a case?</p> | - | - | <p>APAV; Statutory Social Services; NGOs working on the field of domestic / gender violence</p> |

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| 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 | | To victim support organizations, Social Services and to the Child Protection Service |
| | | b. If yes, please name the service(s) | - | - | To the local Commission for the Protection of Children and Young People (<i>Comissão de Proteção de Crianças e Jovens, CPCJ</i>). Also, among others, APAV, UMAR, AMCV, Social Services, Child Support Institute (<i>Instituto de Apoio à Criança, IAC</i>) |
| | | c. Do the police contact this service on behalf of the victim? | X | | Or the contact can be made by the school board |
| | | d. Which support service would in the end deal with such a case? | - | - | The same victim support service that was contacted, for assistance |
| 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 | Nevertheless, information about victim support service is provided, if requested by the victim |
| | | b. If yes, please name the service(s) | - | - | If requested by the victim, APAV |
| | | c. Do the police contact this service on behalf of the victim? | | X | LEA only contact victim support services, if requested by the victim |
| | | d. Which support service would in the end deal with such a case? | - | - | The same victim support service that was contacted, for assistance |
| 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 | LEA only contact victim support services, if requested by the victim |
| | | b. If yes, please name the service(s) | - | - | If requested by the victim - Commission for equality and against racial discrimination (<i>Comissão para a Igualdade e Contra a Discriminação Racial</i>) and APAV |
| | | c. Do the police contact this service on behalf of the victim? | | | LEA only contact victim support services, if requested by the victim |

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| | | d. Which support service would in the end deal with such a case? | - | - | The same victim support service that was contacted, for assistance |
| 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 | Only contact victim support services, if requested by the victim |
| | | b. If yes, please name the service(s) | - | - | If requested by the victim, APAV |
| | | c. Do the police contact this service on behalf of the victim? | | X | Only contact victim support services, if requested by the victim |
| | | d. Which support service would in the end deal with such a case? | - | - | The same victim support service that was contacted, for assistance |
| 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 | Within the GNR these situation are dealt with by special teams, providing a qualified intervention in the fields of prevention, investigation, support and assistance of vulnerable victims (these teams receive special training to deal namely with women, children, people with disabilities, elderly, LGBT people, ethnic minorities) Within the PSP this type of victims is referred to the internal specialized teams (Proximity and support to victims teams), who will communicate with other services in order to articulate answers to the special needs of these victims. | |
| 6b | In relation to how victim support services deal with victims, are there special measures in place for victims with a disability? If yes, describe them. If your answer is no, please provide a justification/explanation. | | X | The relationship between a victim with a disability and the support service depends on the training and awareness of the professional / volunteer. However this issue is included in the APAV's strategic objectives for the next five years. | |

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| 7a | In relation to how police deal with victims, are there special measures in place for victims who are migrants with illegal residency status ² ? If yes, describe them. If no, please provide a justification/explanation. | X | <p>These situations are dealt with by the Immigration and Borders Service (<i>Serviço de Estrangeiros e Fronteiras</i>, SEF), in (possible) coordination with the High Commissioner for Immigration and Intercultural Dialogue (<i>Alto Comissário para a Imigração e o Diálogo Intercultural</i>, ACIDI, I.P.)</p> <p>Migrant victims with illegal residency status do not usually look for the involvement of LEA to tackle their situations. Normally, the situation comes to the attention of LEA via victim support services.</p> <p>Nevertheless, there is increased awareness and (consequent) cooperation between these two actors and the Immigration and Borders Service (which is also a LEA), along with health services. So, whenever a victim with illegal residency status is identified, there are local responses available, bringing together: LEA, NGO's, ACIDI, Immigration and Borders Service, health services, and social services, analysing the situation, trying to find the best way to solve inherent problems.</p> <p>There are special measures in place, namely for domestic violence victims and human trafficking victims.³ Under the Law 29/2012 of 9 August, which regulates the entry, stay, exit and removal of foreigners from the national territory, in cases of prosecution for domestic violence of a titular of Residence permit, an autonomous residence permit can be attributed until the usual term (two years) to their family members (Article 107, number 4).</p> |
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² 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.'

³ Law 29/2012 of 9 August, articles 107 and 109, available at: <http://dre.pt/pdf1sdip/2012/08/15400/0419104256.pdf>.

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| 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 ⁴ ? If yes, describe them. If no, please provide a justification/explanation. | | X | These situations are dealt by the Immigration and Borders Service, in (possible) coordination with victim support services, (ACIDI, LEA, health services, and social services. There are special measures in place, namely for domestic violence victims and human trafficking victims. ⁵ |
| 7c | Are migrants with illegal residency status excluded from accessing support from victim support organisations in practice? | | X | Under national regulations, all victims are entitled to receive assistance from victim support organisations. The APAV attends to and shelters all and every victim regardless of ethnic origin or residential status in Portugal. In other words, illegal or undocumented immigrants may, without any impediment, seek the APAV's victim support services. In these cases, it is not the conditions gaining access to APAV's services that may be responsible for failing to adapt to the particular situations of each of these victims, but rather, the responses that are likely to be triggered off afterwards. |
| 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 have access to victim support services and explain their situation without the obligation of a previous formal complaint to competent authorities |
| 9 | In practice, do victim support services afford preferential treatment to victims who have agreed to cooperate with a police investigation into the crime they have experienced (e.g. by dealing with them more rapidly than victims who are not cooperating with a police investigation)? | | X | All victims are entitled to receive the same treatment without the obligation of a previous formal complaint to competent authorities |
| 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? ⁶ | | X | General information is provided. If there is a previous agreement, the exchange is standardized. In the situations where the Law Enforcement Agency contacts the victim support services, on the victim's behalf, with his/her consent, data are transferred. |

⁴ Please note that the usual FRA terminology (used in all official FRA publications) for migrants with illegal residency status is 'migrants in an irregular situation.' For the purposes of these guidelines however, reference will be made to 'migrants with illegal residency status.'

⁵ Law 29/2012 of 9 August, articles 107 and 109, available at: <http://dre.pt/pdf1sdip/2012/08/15400/0419104256.pdf>.

⁶ 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.

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|------------|---|---|---|
| 10b | If the answer to 10a above is yes, is the police obliged to obtain the victim's permission/consent for the data transfer? | X | The transfer of data occurs with the information of the victim and with his/her consent. |
| 10c | Is there a legal basis for the communication/transfer of the victim's data? What is it? | | <p data-bbox="1290 236 2011 331">The communication/transfer of the victim's data to victim support services implies the consent of the victim. There is no legal basis to allow another typology of communication/transfer of such data.</p> <p data-bbox="1290 368 2047 464">The communication / transfer of the victim's data is covered by the Law on Personal Data Protection (<i>Lei de Protecção de Dados Pessoais</i>).⁷ The law on domestic violence also includes this issue.⁸</p> |

⁷ Law 67/98 of 26 October, available at: www.cnpd.pt/bin/legis/nacional/lei_6798.htm.

⁸ Law 112/2009 of 16 September, available at: <http://dre.pt/pdf1s/2009/09/18000/0655006561.pdf>.

Institutional aspects: role of state in victim support structure

2.2.1 Models of generic victim support

| 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 |
|--|--|---|--|--|
| | | PT | | |
| Explanation/justification: | Explanation/justification: | Explanation/justification: | Explanation/justification: | Explanation/justification: |
| | | <p>The main organisation providing victim support in Portugal is the Portuguese Association for Victim Support (Associação Portuguesa de Apoio à Vítima, APAV), a national private charitable organisation. It is a non-profit organisation assisted by volunteers, which supports victims of crime, in a personal, sensitive and professional way, through the provision of free and confidential services: general /practical; legal; psychological; and social support and advice to victims of various kinds.⁹</p> <p>In 2012, 20.5% of the APAV funds (according to information provided by APAV on our request) were provided by agreements with the government, 18.4% by Social</p> | | |

⁹ http://apav.pt/apav_v2/index.php/en/apav/who-we-are

| | | | |
|--|---|--|--|
| | Security; 17.6% by sponsorship/donations; 16.9% by European projects; 13.7% by municipalities; 9.9% by courts; 3% by different sources. | | |
|--|---|--|--|

2.2.2 Public coordination of victim support services

| 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 |
| Portugal | X | X | X | X | Presidency of the Council of Ministers | The Presidency of the Council of Ministers is included here. The Minister of the Presidency and Parliamentary Affairs is responsible for providing victim support owing to the broad nature of his duties. Also, the Committee for Citizenship and Gender Equality which deals with the sphere of domestic violence and the trafficking of human beings is dependent on him by going through the Secretary of State for Equality. |
| 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. | | | | | | |
| Portugal | There is no umbrella organisation which is responsible for coordinating service providers at political level. Each Ministry tackles different aspects within its own sphere of competence and supervises different victim support services. | | | | | |
| 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.?) | | | | | | |
| Portugal | The provision of victim support on the part of public organizations is normally laid down in the respective organic laws which differ widely from one another. | | | | | |

2.2.3 Funding:

| For the year 2012, please specify the exact amount of funding: | | Amount (in EURO) | | |
|--|--|--|----|----------|
| a Budgeted by the state for compensation | | --- | | |
| b Paid out by the state for compensation | | EUR 998.239,13: - EUR 95,650.00 – domestic violence; - EUR 902,589.13 – violent crimes ¹⁰ | | |
| c Budgeted by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims) | | EUR 650,000 | | |
| 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. | | --- | | |
| e Paid out by the state for generic victim support services (i.e. services not restricted to a particular category or categories of victims). | | EUR 650,000 | | |
| 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. | | --- | | |
| Reimbursement by the state of expenses incurred | | Yes | No | Comments |
| g Are there any victim support organisations that request money from victims who benefit from services? If yes, please name one such organisation and specify (under comments) whether there is a standard fee or whether this is decided on a case by case basis. | | | X | |
| h With respect to your chosen organisation, is the organisation reimbursed by the state for expenses incurred through the provision of support to victims? If yes, please specify the criteria for reimbursement (e.g. per victim?). | | | X | |
| 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? | | NA | NA | |
| 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'. | | | X | |
| k Are there any factors that would discourage the victim support organisation in practice from supporting third country nationals? Please specify under comments. | | | X | |

¹⁰ Portugal, Comissão de Protecção às Vítimas de Crime, CPVC (2013), *Relatório de Actividades - Ano de 2012*, Lisboa: CPVC, pp. 12 e 18.

2.2.4 Capacity:

| For the year 2012, please specify the number of victims of crime that: | No of persons: |
|---|--|
| a Applied for compensation from state sources. | 157 (91 victims of violent crimes and 66 victims of domestic violence) ¹¹ |
| b Received compensation from state sources. | 115 (49 victims of violent crimes and 66 victims of domestic violence) ¹² |
| c Approached generic victim support services (i.e. services not restricted to a particular category or categories of victims) | 8,945 ¹³ |
| d Approached specialised victim support services (i.e. services not restricted to a particular category or categories of victims) | <p>The figures below refer to the number of victims who approached some domestic violence support services, as follows:</p> <ul style="list-style-type: none"> - 1,574 cases of domestic violence (of which 1,458 women and 116 men) were assisted by the National Network of Attendance Offices for Domestic Violence Victims (<i>Rede Nacional de Núcleos de Atendimento a Vítimas de Violência Doméstica</i>);¹⁴ - 520 in person, 420 by phone and 84 in written attendances of cases domestic violence related were done by the Commission for |

¹¹ Portugal, Comissão de Protecção às Vítimas de Crime, CPVC (2013), *Relatório de Actividades - Ano de 2012*, Lisboa: CPVC, pp. 7, 12, 18.

¹² Portugal, Comissão de Protecção às Vítimas de Crime, CPVC (2013), *Relatório de Actividades - Ano de 2012*, Lisboa: CPVC, pp. 7, 12, 18.

¹³ Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2013), *Estatísticas APAV- Relatório Anual 2012*, Lisboa: APAV, p. 6, available at: http://apav.pt/apav_v2/images/pdf/Estatisticas_APAV_Relatorio_Anual_2012.pdf

¹⁴ Portugal, Comissão para a Cidadania e Igualdade de Género, CIG (2013), *Relatório intercalar de execução do IV Plano Nacional Contra a Violência Doméstica (2011-2013)*, Lisboa: CIG, pp. 15-16, available at: http://195.23.38.178/cig/portalcig/bo/documentos/Relatorio_Intercalar_Execucao_2012_2.pdf

Citizenship and Women's Rights' Legal and Psychosocial Attendance Office (CIG's *Gabinete de Atendimento Jurídico e Psicossocial*).¹⁵

As to trafficking in human beings:

- 125 potential victims were signalised;¹⁶
- 35 potential victims were assisted or sheltered by a government body or by an NGO.
- 11 were not sheltered but received support, namely emotional support.
- 2 were sheltered in the Shelter and Protection Centre (*Centro de Acolhimento e Protecção, CAP*) for trafficked women and their children.¹⁷

¹⁵ Portugal, Comissão para a Cidadania e Igualdade de Género, CIG (2013), *Relatório intercalar de execução do IV Plano Nacional Contra a Violência Doméstica (2011-2013)*, Lisboa: CIG, pp. 12, available at: http://195.23.38.178/cig/portalcig/bo/documentos/Relatorio_Intercalar_Execucao_2012_2.pdf

¹⁶ Portugal, Sistema de Segurança Interna (2013), *Relatório Anual de Segurança Interna 2012*, Lisboa: Sistema de Segurança Interna, p. 124, available at: www.otsh.mai.gov.pt/cms/files/conteudos/RASI_2012.pdf

¹⁷ Portugal, Sistema de Segurança Interna (2013), *Relatório Anual de Segurança Interna 2012*, Lisboa: Sistema de Segurança Interna, p. 130, available at: www.otsh.mai.gov.pt/cms/files/conteudos/RASI_2012.pdf.

2.2.5 Official/academic studies on victims

| | 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 | | Portugal, Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2008), <i>Victims & Mediation project</i> , Lisboa: APAV, available at: www.apav.pt/pdf/Victims_Mediation_EN.pdf | <p>Victims of crime</p> <p>This book intends to crystallize and ensure the dissemination of some of the work done during the “Victims & Mediation” Project.</p> <p>The publication gathers the valuable contributions given by several specialists in the field of Restorative Justice at the workshops that took place in Utrecht, The Netherlands (June 2007), Lisbon, Portugal (November 2007) and Edinburgh, Scotland (March 2008) and at the final Seminar, held in Lisbon in July 2008.</p> |
| Other national studies related to victims of crime (specify) | X | | Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2010), <i>Manual PAX - Supporting Victims of Terrorism</i> , Lisboa: APAV, available at: www.apav.pt/pdf/Manual_PAX_EN.pdf | <p>Victims of terrorism</p> <p>The <i>Manual PAX – supporting victims of terrorism</i> aims to improve the support to terrorism victims and families by promoting the exchange of knowledge, the development of supporting skills (psychosocial and juridical); the promotion of cooperation between the police forces professionals and victim support organisations in the European Union.</p> |
| Other national studies related to victims of crime (specify) | X | | Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2010), <i>Manual Titono - Apoio a Pessoas Idosas Vítimas de Crime e de Violência</i> , Lisboa: APAV, available at: www.apav.pt/pdf/Titono_PT.pdf | <p>Elderly people victims of crime and violence</p> <p>This manual aims to contribute to public awareness on the phenomenon of violence against the elderly; and to define and disseminate principles of best practices in supporting older victims of crime and violence.</p> |
| Other national studies related to victims of crime (specify) | X | | Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2010), <i>Project SUL 1 and 2 / support to immigrant victims in the combat of trafficking in human beings</i> , Lisboa: | <p>Immigrant victims of crime, especially victims of domestic violence and of trafficking in human beings for sexual or labour exploitation</p> <p>The <i>Manual SUL – Support to Immigrant Victims</i> aims to protect and support</p> |

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| | | | APAV. | immigrant victims of crime, especially victims of domestic violence and of trafficking in human beings for sexual or labour exploitation; prevention and awareness to the phenomenon of trafficking in human beings; development of a set of guidelines and good practices for working with this victims. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2011), <i>Manual Crianças e Jovens vítimas de violência: compreender, intervir e prevenir</i> , Lisboa: APAV, available at: www.apav.pt/pdf/Manual_Criancas_Jovens_PT.pdf | Children and young people victims of violence The <i>Manual Children and Young People Victims of Violence: Understanding, Intervening and Preventing</i> focus on four types of violence: mistreatment, sexual violence, <i>bullying</i> and dating violence. It is mainly addressed to professionals working with children and youth. Topics as the identification and signalisation of risk situations and the development of violence prevention programmes are analysed. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2011), <i>Projecto May I Help You? - Relatório Final</i> , Lisboa: APAV, available at: www.apav.pt/pdf/MIHY_Handbook.pdf | Tourists victims of crime Under this Project, the APAV published the Final Report and a booklet, both available in English, Portuguese and Spanish. Both publications mitigate the obstacles that tourist victims face in finding support, by providing relevant information concerning the tourist victims' rights and how to get support in Portugal, Ireland and Spain. These publications also offer a brief explanation of criminal proceedings in these three countries. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Azambuja, M. (2013), 'Gender Violence in Portugal: discourses, knowledges and practices', <i>Indian Journal of Gender Studies</i> , 20, pp. 31-50. | Women victim of violence This article discusses the emergence of feminism in Portugal with special emphasis on the actions taken in confronting gender violence. Starting with the history of feminist movements and its implications for the development of the country, it maps public policies, legal measures and victim support institutions/services to better understand the phenomena of violence against women and to identify strategies, adopted in the last decades, to confront it. Presenting a synthesis of some Portuguese studies on women and violence, this article mirrors the increasing interest in the study of violence against |

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| | | | | women in the academic context and especially in the context of gender studies. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Caridade, S. (2011), <i>Vivências íntimas violentas</i> . Coimbra: Almedina. | Young people victims of intimate violence This book sheds light on the phenomenon of violence in intimate relationships; makes its diagnosis among the youth population; and addresses the protagonists and the scenarios in which the violent intimate trajectories develop. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Ferreira-Alves, J.; Santos, A. J. (2010), <i>Prevalence study of violence and abuse against older women. Result of the Portugal survey (AVOW Project)</i> , Braga: Universidade do Minho, available at: www.inpea.net/images/AVOW-Portugal-Survey_2010.pdf | Older women victims of violence and abuse The Portuguese prevalence survey of violence against older women was conducted through a cross-sectional design and aimed at five broader goals: 1. Provide estimates of the prevalence of self-reported mistreatment in a national sample of dwelling women aged 60 years and older. The mistreatment concept encompasses neglect, and five types of abuse: emotional, financial, physical, sexual and violation of personal rights 2. Identify the perpetrators of the several forms of mistreatment. 3. Describe variables pertaining the women psychological, social and demographic con-text and background and identify the possible relation between those variables and the mistreatment: risk factors from a meso and macro level. 4. Describe the disclosure and the reasons for not disclosing the mistreatment to both personal and professional contacts. 5. Describe the self-reported psychological and emotional consequences of the mistreatment. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Machado, C. (coord.) (2010), <i>Vitimologia: das novas abordagens teóricas às novas práticas de intervenção</i> , Braga: Psiquilíbrios. | Victims of crime This book presents conceptual approaches on victimology. It also presents new practical approaches to intervention with victims, going beyond psycho-therapy: prevention, aggressor-victim mediation; early diagnosis; and training to professionals in the domain of cultural skills to victims' attendance. |
| Other national studies related to | X | | Portugal, Maia, L. (2012), <i>Violência Doméstica e</i> | Victims of domestic violence and sexual crimes |

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| victims of crime (specify) | | | <i>Crimes Sexuais</i> , Lisboa, Factor. | This book is focused on the victim and the support that may be provided to him/her, whoever the victim is a child or an adult, and whatever she/he is sexually abused, psychologically or physically aggressed. It is addressed to parents, teachers and families to identify the signals and the symptoms, as well as to deal with the victim addressing violence, when these are children in particular. Professional staff may also find information and advice in this book. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Neves, S. (2011), 'Women trafficking for sexual exploitation in Portugal: Life narratives', <i>International Journal of Humanities and Social Science</i> , vol. 1, n. ° 17, pp. 186-192, available at: www.ijhssnet.com/journals/Vol_1_No_17_Special_Issue_November_2011/20.pdf | Women victims of trafficking in human beings for sexual exploitation This paper describes a qualitative research about women trafficking for sexual exploitation in Portugal. The life experiences of a group of Brazilian women were characterised through the use of a comprehensive methodology – life narratives. The evidences found in this study, analysed and interpreted discursively from a feminist critical perspective, show us an unmistakable and intricate articulation between gender issues and poverty and social exclusion. Those conditions seem to establish themselves risk factors for victimisation and sexual oppression. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Neves, S. (coord.) (2012), <i>Intervenção psicológica e social com vítimas - crianças</i> , vol. 1, Coimbra: Almedina. | Children victims of crime Adopting a theoretical and practical approach, this book offers proposals for psychological and social intervention with children victims of crime, directly and/or indirectly exposed to violence. The legal framework of these phenomena is also addressed. Proposals for prevention of school violence and for intervention with institutionalised children are made in the book. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Neves, S. (coord.) (2012), <i>Intervenção psicológica e social com vítimas – Adultos/as</i> , vol. 2, Coimbra: Almedina. | Adults victims of intimate partner violence, rape, mobbing, and trafficking in human beings for sexual purposes Adopting a theoretical and practical approach, this book offers proposals for psychological and social intervention with victims of crimes: adults victims of intimate partner violence (in heterosexual |

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| | | | | relationships and in same sex couple, rape, mobbing and human trafficking for sexual purposes. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Perista, H. (coord.) (2010), <i>IPVoW – Intimate Partner Violence against Older Women</i> , Lisboa: Centro de Estudos para a Intervenção Social, CESIS, available at: www.ipvow.org/images/ipvow/reports/IPVOW_Portugal_english_final.pdf | <p>Older women victims of intimate partner violence</p> <p>This research carried out in this Project focused on making the voices of older women victims of intimate partner violence (IPV) heard and strengthened. This is an in depth study based on life histories of the victims and on institutional case knowledge.</p> <p>Some key figures emerged from the research:</p> <ul style="list-style-type: none"> • 2006 to 2009: 803 women victims of intimate partner violence aged 60 or older contacted the organisations responding to the institutional survey. • 220 women victims of intimate partner violence aged 60 or older were assisted by the professionals interviewed within this Project. • In 2008, in Lisbon and Evora alone, 330 public prosecutor investigations were initiated involving women aged 60 and above who were victims of intimate partner violence. <p>Although these numbers are significant, interviewed professionals said they were far short of reflecting the reality and could only be regarded as the ‘tip of the iceberg’.</p> |
| Other national studies related to victims of crime (specify) | X | | Portugal, Perista, H. (coord.) (2013), <i>Mind the Gap! Improving intervention in intimate partner violence against older women</i> , Lisboa: Centro de Estudos para a Intervenção Social, CESIS, available at: www.ipvow.org/images/ipvow/reports/file_analysis/Portugal_case_file_analysis_English.pdf | <p>Older women victims of intimate partner violence</p> <p>In order to better understand how law enforcement agencies currently deal with cases of intimate partner violence against older women, this research comprised the quantitative and qualitative analysis of police and public prosecutor case files, reinforced by national workshops and consultation with experts, professionals and practitioners.</p> <p>One main conclusion that can be drawn from this research is that particular consideration should be given to cases where the victim is an older woman. Older women as victims of intimate partner violence are more vulnerable in terms of being able to anticipate a future free from the violent partner and / or the violence</p> |

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| | | | <p>within their intimate relationship. Issues about marriage culture, gendered social norms and values, lower self-determination outside the family circle, lower financial and economic status, and religion, among others, play a determining role on the older women's experiences of violence in intimate partnerships.</p> <p>To state "it was me or her" after committing a murder of an older woman who was suffering from several health problems who, by that time, wanted a life free from her husband's control, is something we should keep in mind. In fact, in most of the intimate partner violence cases the 'me' / perpetrator of the phrase overpowers, in several different ways, the 'her' / victim.</p> |
| Other national studies related to victims of crime (specify) | X | Portugal, Ribeiro, C. (2009), <i>A Criança na Justiça: Trajetórias e significados do processo judicial de crianças vítimas de abuso sexual intrafamiliar</i> , Coimbra: Almedina. | <p>Children victims of sexual abuse in the family</p> <p>This study is a contribution to the prevention of victimisation and secondary victimisation of children victims of sexual abuse in the family, when in contact with the justice system.</p> <p>It is mostly addressed to professionals of forensic psychology, medicine, justice, protection and social security, presenting possible measures to minimize the negative impact of the judicial experience on children and the risk of secondary victimisation.</p> |
| Other national studies related to victims of crime (specify) | X | Portugal, Sani, A. (2011), <i>Crianças Vítimas de Violência: Representações e Impacto do Fenômeno</i> , Porto: Universidade Fernando Pessoa. | <p>Children victims of violence</p> <p>This research contributes to the understanding of the phenomenon of children victims of violence, on the basis of the children's discourses, direct and/or indirect victims of inter-personal violence. The impact of violence on children is addressed.</p> |
| Other national studies related to victims of crime (specify) | X | Portugal, Sani, A. (coord.) (2011), <i>Temas da Vitimologia</i> , Coimbra: Almedina | <p>Victims of crime</p> <p>Several groups of victims of crime are addressed in this book: children victims of violence; stalking; mobbing; trafficking in human beings; victimisation in prison; drug addiction as a form of victimisation; sexual violence in youth intimate partner violence; sexual harassment; domestic violence among lesbian, gay and bisexual couples; and violence against sex workers.</p> |

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| | | | | The discourses are analysed and some models are discussed: restorative justice, shelters; group intervention with children; all focused on the interest of the victim. |
| Other national studies related to victims of crime (specify) | X | | Portugal, Sousa Santos, B. (2008), <i>Tráfico de mulheres em Portugal para fins de Exploração sexual</i> , Lisboa: Comissão para a Cidadania e a Igualdade de Género, CIG. | <p>Women victims of trafficking in human beings for sexual exploitation</p> <p>This study aims at the identification and characterisation of the dynamics and current trends of the trafficking of women for sexual exploitation in Portugal.</p> |
| Other national studies related to victims of crime (specify) | X | | Portugal, Vietti, F. (2008), <i>Prevent Human Trafficking for the purpose of sexual exploitation: the need for a bottom-up approach: the case study of Brazilians trafficked to Portugal</i> , Lisboa: Faculdade de Direito da Universidade de Lisboa, UNL, available at: www.run.unl.pt/bitstream/10362/4267/1/Vietti_2008.pdf | <p>Victims of trafficking in human beings for sexual exploitation</p> <p>Trafficked people experience multiple processes of avoidable human rights violation in countries of origin, transit and destination.</p> <p>The case-study of Brazilians trafficked to Portugal for the purpose of sexual exploitation shows that human trafficking turns into the mean through which many Brazilian women attempt to escape everyday socio-economic vulnerability. For this very reason, it is argued that anti-trafficking policies, carried out also in cooperation with non-traditional bottom-up stakeholders, must reach potential victims of trafficking in their own daily context and provide them with viable alternatives in order to be effective and human.</p> |

2.3 Victim Helplines

Portugal does not have a state run generic national victim support helpline. The only helpline targeting all victims of crime is run by the APAV. However several helplines are in operation, targeting specific victims of crime, some run by public bodies, some other by NGOs. Furthermore, some of these helplines, although covering victims of crime, are not specifically targeted to these victims.

Therefore, the table below will be replicated in order to cover all the existing victim support helplines.

The information included was provided, on our request, by each of these helplines.

| | | 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 | | Victim Support Line (<i>Linha de Apoio à Vítima</i>) Run by: APAV Contact phone number: 707 20 00 77 |
| 2 | Does it operate 24/7? (If no, specify the days and times of operation under 'Comments'). | | X | Monday to Friday, 9 am to 5 pm |
| 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 | | But 0,100€ landline / 0,250€ mobile after the 1 st minute |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | X | | |
| 6 | Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments') | | X | Portuguese Association for Victim Support, APAV |
| 7 | Is the helpline funded by the state? | | X | |
| 8 | Is the international EU victim support telephone number 116-006 available? ¹⁸ If no, provide a justification and/or specify whether plans to implement this are underway. | | X | APAV already requested the number and the procedure for its implementation is on-going. |
| | | Comments | | |
| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | Information; emotional support; referral. | | |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | It's from APAV budget. Amount not specified by the APAV. | | |
| 11 | How many people were employed to run the helpline in 2012? | APAV's helpline is supported by volunteer staff. | | |
| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | Phone-line | | |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | NA | | |

¹⁸ 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.

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| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | APAV helpline is operated by volunteers with specialised training on victim support. |
| 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'. | 7,883 |

| | | 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 | | SOS Immigrant Line (<i>Linha SOS Imigrante</i>) Run by: High Commissioner for Immigration and Intercultural Dialogue, ACIDI Contact phone number: 808257257 (from landline; 218106191 from mobile phone) |
| 2 | Does it operate 24/7? (If no, specify the days and times of operation under 'Comments'). | | X | Monday to Friday, 9 am to 5 pm |
| 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 | | Citizens only pay the local call rate |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | | X | Immigrants, not necessarily victims of crime; victims of trafficking in human beings |
| 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 | | |
| 8 | Is the international EU victim support telephone number 116-006 available? ¹⁹ If no, provide a justification and/or specify whether plans to implement this are underway. | X | | |
| | | Comments | | |
| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | Provides all information in the specific area of immigration; Provides advice for situations of social emergency felt by immigrants; Helpline for victims of trafficking in human beings. | | |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | EUR 108,737.72 (human resources) | | |
| 11 | How many people were employed to run the helpline in 2012? | 6 people | | |

¹⁹ 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.

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| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | Phone-line and email |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | Phone |
| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | Professionals of several areas, such as Social Policy, History, Translation and interpretation, Geography, etc. |
| 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'. | 35,146 |

| | | 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 | | SOS Child helpline (<i>Linha SOS Criança</i>) Contact phone number: 116 111 and 21 793 16 17 This lines includes the SOS – Missing Child helpline (<i>Linha SOS – Criança Desaparecida</i>) Contact phone number: 116000 Run by: Child Support Institute, IAC |
| 2 | Does it operate 24/7? (If no, specify the days and times of operation under 'Comments'). | | X | Monday to Friday, 9.00 am to 7.00 pm |
| 3 | Does it operate nationwide? (If no, name the city or federal state in which it operates). | X | | |
| 4 | Is the helpline free of charge? | X | | |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | | X | Children up to 18 years and their families, as well as professionals working in these areas and citizens with concerns in this area. |
| 6 | Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments') | | X | The helpline is run by Support the Child Institute (<i>Instituto de Apoio à Criança, IAC</i>). It's a non-profit institution, established in 1983 that seeks to help children all over the country, mainly children at risk who have been abused and/or sexually assaulted, who have gone missing, dropped out of school, have troubled relationships with their parents, feel rejected or are suicidal, and it tries to find solutions for their problem-situations. |
| 7 | Is the helpline funded by the state? | X | | IAC has established agreements with several ministries, such as the Ministry of Justice, the Ministry of Internal Administration, Social Security, Ministry of Health, Ministry of Education and the State Secretariat of Youth and Sport, which are the main sources of income, but it also receives funding from private entities. |
| 8 | Is the international EU victim support telephone number 116-006 available? ²⁰ If no, provide a justification and/or specify whether plans to implement this are underway. | | X | |
| | | | | Comments |

²⁰ 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.

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| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | <p>The line aims to help anonymously and confidentially all Children, Youth and Adults who have contact, requesting support or presenting a situation or problem relating to children or young people in general and risk in particular.</p> <p>The staff has the capability to hear empathically, which allows the caller to feel understood, and lets a bond be formed between the technician and the caller.</p> <p>According with the content of the call it's possible to guide the person, give support or referral the case (telephone, written or customized) to the local authorities who are working in the child protection system.</p> |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | EUR 490,000 |
| 11 | How many people were employed to run the helpline in 2012? | 8 people |
| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | Phone-line and email |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | Phone |
| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | Psychologists and social workers |
| 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'. | 2,760 |

| | | 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 | National Social Emergency Helpline – 144 (Linha Nacional de Emergência Social – 144) Run by: Institute for Social Solidarity (<i>Institute for Social Security, IP, ISS</i>) Contact phone number: 144 |
| 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 | | |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | X | | All victims of crimes may approach this helpline, but first and foremost people who might be at social risk and need an immediate response. |
| 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 | | |
| 8 | Is the international EU victim support telephone number 116-006 available? ²¹ If no, provide a justification and/or specify whether plans to implement this are underway. | | X | |
| | | Comments | | |
| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | It aims at protecting and safeguarding citizens in situations of social risk or social emergency who may require an urgent or immediate response. If so, shelter, food, clothes, medication and other basic needs are provided. | | |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | EUR 1,059,491.71 | | |

²¹ 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.

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| 11 | How many people were employed to run the helpline in 2012? | Number of professionals who sort the calls made to 144 (Team 1 - Portugal Telecom): 9 Number of professionals who give information, evaluate the situations and enact local teams (Team 2 - ISS, IP): 12 Number of professionals nationwide who compose local teams (Team 3 - Red Cross): 58 (plus 106 volunteers) |
| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | Phone-line |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | NA |
| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | Professional staff consisting mainly of social workers and psychologists (Teams 1, 2 and 3); Volunteers (Team 3). |
| 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'. | 171,621 made to 144; 154,317 answered by Team 1 (Portugal Telecom); 19,632 calls answered by Team 2 (ISS, IP). |

| | | 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 | | Information Service for Victims of Domestic Violence (<i>Serviço de Informação a Vítimas de Violência Doméstica</i>) Run by: Commission for Citizenship and Gender Equality, CIG and by ISS, IP, out of working hours, via the National Social Emergency Helpline (<i>Linha Nacional de Emergência Social</i>) Contact phone number: 800 202 148 and 144 |
| 2 | Does it operate 24/7? (If no, specify the days and times of operation under 'Comments'). | X | | Monday to Friday, 9.00 am to 5.30 pm (operated by CIG) Weekends, all day, and weekdays, 5:30 pm to 9:00 am: operated by ISS, IP, via 144 helpline |
| 3 | Does it operate nationwide? (If no, name the city or federal state in which it operates). | X | | |
| 4 | Is the helpline free of charge? | X | | |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | | X | Victims of domestic violence |
| 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 | | |
| 8 | Is the international EU victim support telephone number 116-006 available? ²² If no, provide a justification and/or specify whether plans to implement this are underway. | | X | |
| | | Comments | | |
| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | Psychological support, information on victims' rights; advice on existing support | | |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | Under CIG budget there is no specific budget to this service. There are costs with human resources, although these were not estimated | | |
| 11 | How many people were employed to run the helpline in 2012? | 9 people | | |

²² 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.

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| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | Phone-line |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | NA |
| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | Psychologists, lawyers and social workers |
| 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'. | 1,649 calls domestic-violence related |

| | | Yes | No | Comments |
|---|---|-----|----|--|
| 1 | Is there a helpline? If yes, please provide the name of the helpline and the contact details for the helpline (including the name of the body who runs it, contact phone number etc.) under 'Comments'. | X | | <p>The Portuguese Ombudsman has three toll-free specialized telephone services:</p> <p>Elderly Citizens' Hotline (<i>Linha do Cidadão Idoso</i>) contact phone number: 800203531.</p> <p>Children's Hotline (<i>Linha da Criança</i>) contact phone number: 800206656</p> <p>Citizens with Disabilities' Hotline (<i>Linha do Cidadão com Deficiência</i>) contact phone number: 800208462.</p> <p>These Hotlines are not specifically addressed to crime victims: they focus on persons belonging to these three particularly vulnerable groups of citizens, whose rights are not being respected, including – but not limited to – those who are victims of crime.</p> |
| 2 | Does it operate 24/7? (If no, specify the days and times of operation under 'Comments'). | | X | Monday to Friday, 9:30 am to 5:30 pm. Outside this period there is an answering machine to record the calls, so that a reply can subsequently be ensured. |
| 3 | Does it operate nationwide? (If no, name the city or federal state in which it operates). | X | | |
| 4 | Is the helpline free of charge? | X | | |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | | X | <p>Elderly Citizens' Hotline: not specifically addressed to crime victims. It is a Hotline addressed to elderly persons whose rights are not being respected, including – but not limited to – those who are victims of crime.</p> <p>Children's Hotline: not specifically addressed to crime victims. It is a Hotline addressed to children whose rights are not being respected, including – but not limited to – those who are victims of crime.</p> <p>Citizens with Disabilities' Hotline: is not specifically addressed to crime victims. It is a Hotline addressed to persons with disabilities whose rights are not being respected, including – but not limited to – those who are victims of crime.</p> |
| 6 | Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments') | X | | |

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| 7 | Is the helpline funded by the state? | X | | |
| 8 | Is the international EU victim support telephone number 116-006 available? ²³ If no, provide a justification and/or specify whether plans to implement this are underway. | | X | |
| | | Comments | | |
| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | <p>Elderly Citizens' Hotline, Children's Hotline, Citizens with Disabilities' Hotline: Pursuant to a call, and depending on the case, the Hotline may investigate the matter, contacting the competent public authorities (e.g. social security, public home) and intermediating between them and the caller; it may forward the case to those authorities; or it may simply provide information to the caller, namely on which public authorities to contact. If the Hotline decides to investigate the matter but it proves to be too complex to be dealt with in the particularly swift and informal manner in which it operates, a formal case is opened in one of the other Departments, which are specialized in different subjects (e.g. social security, health). In line with these procedures, if a case concerning a crime came to the knowledge of the Hotline, since the Portuguese Ombudsman cannot directly investigate such matters, the Hotline would either forward it to the police or public prosecutor or inform the caller that those were the competent authorities to investigate such a complaint. The Ombudsman could, however, investigate the matter if the caller had already contacted the competent public authorities and was in fact complaining against the lack of an adequate reply within a reasonable timeframe.</p> | | |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | <p>Elderly Citizens' Hotline, Children's Hotline and Citizens with Disabilities' Hotline: There is no separate budget: the Hotlines are included in the general budget of the Portuguese Ombudsman. This budget was of around EUR 5 million in 2012.</p> | | |
| 11 | How many people were employed to run the helpline in 2012? | <p>Elderly Citizens' Hotline, Children's Hotline and Citizens with Disabilities' Hotline: 5 people</p> | | |

²³ 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.

| | | |
|----|--|---|
| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | <p>Elderly Citizens' Hotline, Children's Hotline and Citizens with Disabilities' Hotline: The Hotline acts primarily pursuant to the calls received through the toll-free number indicated above. However, because it also acts in cooperation with the other Departments of the Office of the Portuguese Ombudsman, it is sometimes called to act on complaints received through other (non-specialized) means of contact, for example complaints submitted by letter, e-form or in person at the Public Relations department. As previously mentioned, complaints received through the Hotline may also subsequently be dealt with by other Departments, in the context of more formal proceedings.</p> |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | <p>Elderly Citizens' Hotline, Children's Hotline and Citizens with Disabilities' Hotline: The Hotline itself, i.e. the toll-free telephone number</p> |
| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | <p>Elderly Citizens' Hotline, Children's Hotline and Citizens with Disabilities' Hotline: Only professional staff: the hotline is operated by 2 lawyers and 1 psychologist (they operate on all the three specialized Hotlines).</p> |
| 15 | Please specify the number of times the helpline was contacted in applic. If this information is not available, please provide a reason under 'comments'. | <p>Elderly Citizens' Hotline: Calls received: 2.950. Callers: 872. Children's Hotline: Calls received: 682. Callers: 207. Citizens with Disabilities' Hotline: Calls received: 180. Callers: 38.</p> |

| | | 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 | | Helpline for victims of Human Trafficking (Linha de Apoio do CAP) Run by: Association for Family Planning (<i>Associação para o Planeamento da Família</i> , APF) Contacts: Phone: 964 608 288 Email: cap.apf @ gmail.com |
| 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 | No, it as a normal operating cost of any regular mobile call. |
| 5 | Does the helpline target all victims of crime? If no, please specify (under comments) which categories of victims can approach the helpline. | | X | It targets all Victims of Trafficking in Human Beings |
| 6 | Is the helpline state run (if no, describe the non-state actor(s) who runs it under 'Comments') | | X | No, the helpline is run by an NGO: Association for Family Planning, APF |
| 7 | Is the helpline funded by the state? | X | | It is a response funded by the Social Security Institute, based on the collaboration protocol for the establishment of a shelter and protection center to victims of Human Trafficking. |
| 8 | Is the international EU victim support telephone number 116-006 available? ²⁴ If no, provide a justification and/or specify whether plans to implement this are underway. | X | | Yes. And it is advertised in the country. |
| Comments | | | | |
| 9 | Please give a brief description (1-2 sentences) of the services provided by the helpline. | The helpline for victims of Human trafficking has a multidisciplinary team and includes the valences of psychology, legal right and social mediation, performs its intervention in a cross-process signaling - Identification - Integration of potential victims of this crime. Aims to identify victims of this crime and to take prompt action as an effective, safe, appropriate and coordinated with the needs of the victims flagged. | | |
| 10 | What was the operational budget (in EUR) for the helpline in 2012? Please specify under 'Comments' | The APF receives monthly funding from Social Security Office to have the helpline and the Shelter and Protection Centre in operation. There is not a specific budget allocated for the helpline only. | | |

²⁴ 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.

| | | |
|----|--|---|
| 11 | How many people were employed to run the helpline in 2012? | 3 people |
| 12 | What form(s) does the helpline take? E.g. just phone-line; email, web forum, walk-ins | Phone-line and e-mail. |
| 13 | Of the possible ways to access the helpline, what is the most frequently used by persons contacting the helpline? | Phone |
| 14 | Who operates the helpline? (e.g. Professional staff such as psychologists or lawyers; volunteers etc.) | Contacts of the helpline are answered by the team that takes part in the shelter and protection center to victims of human trafficking, but specifically, the answer is given mostly by a Psychologist and a Social Educator. This team has also the support of a specialized lawyer and a social mediator. |
| 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'. | 300 times in 2012; 53 of these contacts were potential situations of Victimization by Human Trafficking. |

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 | | This obligation applies to victims of domestic violence only. Code of Penal Procedure (<i>Código de Processo Penal</i>) and Law 112/2009 of 16 September, establishing the juridical framework for the prevention of domestic violence, protection and assistance to its victims. This Law foresees the status of the victim (where all the rights of the domestic violence victims are described) |
| 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 | | Law 104/2009 of 14 September approves the framework for compensation to victims of violent crimes and domestic violence. Under the Order 229-A/2010 of 23 April (status of the victim - domestic violence) this right is included within the list that is provided/informed to the victims. Only in the cases where the victim refuses the status of the victim or accepts it, but doesn't want to be informed about his/her rights, this specific information is not provided. Under article 75 of the Code of Penal Procedure, whenever, during an inquiry, judicial authorities and investigators are aware of someone who probably faced a potential loss, due to the offender criminal behaviour, they must inform him/her of the possibility of applying for compensation and the procedure to do so. |
| 3 | Are police legally obliged to provide all victims with information concerning their rights and role in criminal proceedings? If yes, what is the legal basis for this obligation (e.g. name of the law)? | X | | Code of Penal Procedure and Law 112/2009 of 16 September, establishing the juridical framework for the prevention of domestic violence, protection and assistance to its victims – Order 229-A/2010, of 23 April |
| 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 | | Code of Penal Procedure and Law 112/2009 of 16 September, establishing the juridical framework for the prevention of domestic violence, protection and assistance to its victims |
| 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 | | Code of Penal Procedure |
| | (b) the time and place of the trial, and the nature of the charges. | X | | Code of Penal Procedure |
| | (c) any final judgment in a trial | X | | Code of Penal Procedure |

2.5 Training of practitioners on dealing with victims of crime

| 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 | | <p>Both in the GNR and in the PSP there are specialized teams to deal with vulnerable victims. Specific training is provided to the staff that integrates such teams.</p> <p>The special training is delivered in accordance with CEPOL Common Curriculum on Domestic Violence, thus involving approaches on how to deal with vulnerable victims.</p> <p>The training implies, besides theoretical lectures, active learning methodologies (e.g.: role-play, direct observation of experienced colleagues during an intervention and after it). Whenever technologically possible, besides classroom trainings e-learning training is also provided.</p> |
| 2 | Prosecutors | | X | <p>There is no systematic training on the curriculum of these professionals. APAV is often invited for training events or classes with these professionals. Nevertheless is important to mention that every year victim support organisations such as APAV, UMAR develop seminars/workshops and training events focused on victimisation issues / domestic violence and targeted to these professionals. The Commission for Citizenship and Gender Equality (CIG) has also promoted training to prosecutors on tele-assistance for victims of domestic violence; electronic surveillance for perpetrators of domestic violence; and offenders programmes.</p> |

| | | | | |
|---|---|---|---|--|
| 3 | Judges | | X | <p>There is no systematic training on the curriculum of these professionals. APAV is often invited for training events or classes with these professionals. Nevertheless is important to mention that every year victim support organisations such as APAV, UMAR develop seminars/workshops and training events focused on victimisation issues / domestic violence and targeted to these professionals.</p> <p>The Commission for Citizenship and Gender Equality (CIG) has also promoted training to prosecutors on tele-assistance for victims of domestic violence; electronic surveillance for perpetrators of domestic violence; and offenders programmes.</p> |
| 4 | Court staff | | X | |
| 5 | Are Victim Support Organisations involved in this training? If yes, how are they involved? (e.g. they provide input through lectures; they fund the training; they organise and run the training themselves etc.) | X | | They are not only involved in training, mainly providing input through lectures, but they also participate in update training, regarding best practices, lessons learned or new scientific/academic studies/tools. |
| 6 | Is systematic training of victim support staff carried out on how to deal with victims of crime? If yes, please indicate the nature of the training, | X | | In the APAV, there is a basic training that is required for every victim support staff before entering in contact with victims and there is also specialized training. The training is based on the best practices of victim support services, national and international policy and legislation. The training is offered in a comprehensive base, role playing and study of cases, and on-site training. |
| 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.) | | X | <p>The CIG has promoted training on how to deal with victims of domestic violence addressed to health and education practitioners, social workers, officials from local governments, civil servants.</p> <p>Some victim support organisations, such as the APAV, have also conducted training of health professionals, social service</p> |

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|--|--|--|--|---|
| | | | | professionals and collaborators from charity organizations. |
|--|--|--|--|---|

2.6 Rights of victims in criminal proceedings

2.6.1 Definition of victim

| | 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)? | There is no overall legal definition of the term 'victim' in Portugal. Nevertheless, in Law 112/2009 of 16 September, which lays down the Juridical System applicable to preventing domestic violence and protecting and assisting its victims, "a victim is a singular person who has suffered harm, namely an attack against his/her physical or mental well-being, moral harm or material loss directly caused by a criminal offence or an omission within the sphere of a crime involving domestic violence foreseen in Article 152 of the Penal Code". ²⁵ It should be noted that both the Penal Code and the Code of Criminal Procedure use both the terms " <i>ofendido</i> " ²⁶ (injured or aggrieved party) and " <i>vítima</i> " (victim) without expressly defining either of them. There is no jurisprudence defining the term "victim". However, the term victim shows often in the jurisprudence, with the meaning of the definition included in article 1 a) of the Council Framework Decision 2001/220/JAI of 15 March, regarding the protection of the victim in criminal proceedings. |
| 2 | Is there a separate definition of 'vulnerable victims' (as separate from the main or generic definition of 'victim')? | Law 112/2009 contains a definition of the " <i>vítima especialmente vulnerável</i> " (particularly vulnerable victim) when dealing with domestic violence. The law specifies that it is a victim whose particular vulnerability is namely due to his/her tender age or advanced years, delicate state of health or the fact that the kind, degree or duration of victimisation has given rise to injury that has seriously affected his/her psychological balance or conditions integrating him/her socially. ²⁷ The Penal Code also refers to "vulnerable victims" namely in connection with crimes based on the trafficking of human beings, procuring or pimping of minors. ²⁸ The Penal Code likewise refers to a " <i>peessoa particularmente indefesa</i> " ²⁹ (particularly defenceless person), in certain crimes and in aggravation. The Penal Code does not include a general definition of "particularly defenceless person". As a general rule, the legislator refers to "a particularly defenceless person due to age, disability, illness or pregnancy" but the person may also be particularly defenceless due to economic dependency or other, for example in the domestic violence crime. |
| 3 | Are parents, children, other | No. Nevertheless, they may be constituted as assistants in court |

²⁵ Law 112/2009, Article 2 a), available at:

www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult2/lei-n-112-2009-de-15-de/downloadFile/file/lei%20112.2009.pdf?nocache=1253088896.91

²⁶ Penal Code, Article 113. In the context of this Code, the term "*ofendido*" (victim/injured party/complainant) denotes interests that the law particularly wishes to protect by obtaining an incrimination, available at:

www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult/sections/leis-da-justica/pdf-ult/lei-n-59-2007-de-4-de/downloadFile/file/lei%2059.2007.pdf?nocache=1188893854.82

²⁷ Law 112/2009, Article 2 b)

²⁸ Penal Code, Article 160 (1) d), Article 169 (2) d) and 175 (2) e), available at:

www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult/sections/leis-da-justica/pdf-ult/lei-n-59-2007-de-4-de/downloadFile/file/lei%2059.2007.pdf?nocache=1188893854.82

²⁹ Penal Code, Articles 152 (1) d), 152-A (1) and 158 (2) e)

| | | |
|--|---|---|
| | <p>family members, same sex partner & first responders included under the main definition of the term victim? If not, are they included as 'indirect' victims or similar?</p> | <p>proceedings in the event of the victim's death, or if the victim is a minor of less than 16 years of age or is deemed incapacitated.³⁰ On the other hand, Law 112/2009 establishes that a suitable measure of protection is assured not only the victim but, should it be required, also the victim's family or person(s) in a like position, mainly as regards their safety and protecting their privacy whenever the authorities consider that there is a serious threat of vengeance or clear indications that privacy might be seriously or intentionally invaded. This provision does not jeopardise the measures taken in the special system aimed at witness protection mainly where protecting the victim's family is concerned.³¹</p> |
|--|---|---|

2.6.2. Decision not to prosecute

| | Yes | No | Comments (Max word count 80 words) |
|---|-----|----|--|
| <p>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?</p> | X | | <p>In Portugal, the victim who is constituted an assistant or a complainant with the option of being made an assistant, may decide to file for opening another hearing of the case should the Public Prosecutor's Office decide to drop the charge. The application should be made within 20 days as from the date of notification about the case's discontinuation. The review should be made by a criminal investigation judge or an application should be made requesting the intervention of the immediate superior of the Public Prosecutor in question.³²</p> |
| <p>Who undertakes this review?</p> | NA | NA | <p>If a review is requested, the judge opens the investigation.³³ In the event that the immediate superior of the Public Prosecutor who dismissed the case intervenes, it falls to the judge higher up the scale to review the case.³⁴</p> |
| <p>Does the victim have the right to institute private prosecution in cases where the prosecutor drops charges? If yes, under what circumstances?</p> | | X | <p>Owing to the fact that the Public Prosecutor's Office is responsible for bringing about the criminal charge³⁵, the complainant/victim does not have the right to institute private prosecution upon his/her own initiative.</p> |
| <p>Does the prosecutor's office have a dedicated hotline or mechanism whereby victims can inquire about the progress of a case?</p> | | X | <p>The Public Prosecutor's Office does not have any hotline or mechanism available giving out information regarding a case's progress. Nevertheless, during the hearing, the victim may apply to consult the case unless it has been declared confidential. Likewise, when the deadlines governing each stage of the case have been disrespected, the victim may apply to speed up the case.³⁶</p> |

³⁰ Code of Criminal Procedure, Article 68 (1) c) and d)

³¹ Law 112/2009, Article 20 (1) and (6)

³² Code of Criminal Procedure, Articles 277 (1), (2) and (3) and 278, available at: www.pgdlisboa.pt/leis/lei_mostra_articulado.php?ficha=201&Article_id=&nid=199&pagina=3&tabela=leis&nversao=

³³ Code of Criminal Procedure, Article 17 and 307 (1)

³⁴ Code of Criminal Procedure, Article 278

³⁵ Code of Criminal Procedure, Article 48

³⁶ Code of Criminal Procedure, Article 108

2.6.3. Right to be heard

| | Yes | No | Comments (Max word count 80 words) |
|---|-----|----|--|
| Do victims have a right to be heard during criminal proceedings? | X | | The victim/assistant may request a hearing. ³⁷ In the event of victims of crimes involving domestic violence ³⁸ , the trafficking of human beings, or crimes against the freedom and the right to sexual self-determination, at the request of the assistant in the court case, the investigating judge may decide on a hearing during the course of the proceedings so that the statement may be used in the trial. In crimes involving the right and the freedom to sexual self-determination of a minor, the victim is always granted a hearing during the proceedings. ³⁹ |
| Do victims have a right to supply evidence during criminal proceedings? | X | | The victim who is constituted assistant in the court case, helps the Public Prosecutor and is subject to the latter's activity in the proceedings. In particular, it falls to the assistant to play a part in the hearings and in the preliminary enquiry, giving evidence and requesting any investigations that are deemed necessary, as well as getting to know about the legal rulings under which such actions fall. ⁴⁰ |
| 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 | | When testifying in court, the court orders that the accused is removed if his/her presence is considered to be an inhibiting factor preventing the person being cross-examined from telling the truth. This is also the case for minor victims under the age of 16, if it is believed that by testifying in the presence of the accused, they might run a serious risk. ⁴¹ The court orders that especially vulnerable victims of crimes involving domestic violence should be given the conditions in which to testify that ensures them protection from having to give evidence in a public hearing. ⁴² The Witness Protection Law in Criminal Proceedings may also apply to the victim. ⁴³ |

³⁷ Code of Criminal Procedure, Articles 145 (1) and (3)

³⁸ Law 112/2009, de 16 de Setembro, Article 33 (1)

³⁹ Code of Criminal Procedure, Articles 271 (1) and (2)

⁴⁰ Code of Criminal Procedure, Article 69 (1) a)

⁴¹ Code of Criminal Procedure, Article 352 (1) a) and b)

⁴² Ruling 229-A/2010 of 23 April on awarding the Victim's Status in Domestic Violence (*Atribuição do estatuto da vítima de violência doméstica*), 4.2, available at:

http://apav.pt/apav_v2/images/pdf/modelo_estatuto_vd.pdf

⁴³ Law 93/99 of 14 June, changed by Law 29/2008 of 4 July, and by Law 42/2010 of 3 September, Article 2 a), available at:

www.dgpi.mj.pt/DGPJ/sections/leis-da-justica/livro-iv-leis-criminais/pdf4/l-93-1999/downloadFile/file/L_93_1999.pdf?nocache=1182169008.01

2.6.4 Rights of victims at trial

| | | 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 | There are no victim-support services in the criminal court system. However, in certain cases such services may be supplied at court by outside public agencies, mainly the Social Security Services or the Directorate-General for Social Integration. |
| 2 | Is there a separate waiting area for victims at court? | | X | No, at least in a general institutionalised way. |
| 3 | Is special seating reserved for victims at trial? | | X | Non, but the victim, who is constituted assistant, is seated next to his/her legal representative or counsel in this case. |
| 4 | What other services are available? | NA | NA | In crimes against the freedom and the right to a minor's sexual self-determination, the minor should be assisted by a member of staff who is specifically qualified and is nominated previously to provide counselling. ⁴⁴ The domestic violence victim may also receive psycho-social counselling and telephone assistance protection. ⁴⁵ If the victim is covered by the Witness Protection Law in Criminal Proceedings, if deemed necessary, the court should order psychological counselling namely provided by a Social Security technician or any other person who follows up and makes sure the victim is able to take part in court proceedings. ⁴⁶ |
| 5 | Who provides the services (e.g. professional or specialised staff; volunteers etc)? | NA | NA | Generally speaking, the Social Security agencies and the Directorate-General for Social Reintegration. |
| 6 | In reference to question 5, do the service providers provide advice to prosecutors with respect to the the safety, physical and psychological well-being, dignity and privacy of victims? | | X | This is not done in an official / institutional capacity. |
| 7 | Do they provide advice to judges with respect to the the safety, physical and psychological well-being, dignity and privacy of victims? | | X | This is not done in an official / institutional capacity. |

⁴⁴ Code of Criminal Procedure, Article 271 (2) e (4)

⁴⁵ Ruling 229-A/2010 of 23 April, 4.3

⁴⁶ Law 93/99 of 14 July, Article 27, available at:

www.dgpj.mj.pt/DGPJ/sections/leis-da-justica/livro-iv-leis-criminais/pdf4/l-93-1999/downloadFile/file/L_93_1999.pdf?nocache=1182169008.01

| | | | | |
|----|--|--|---|--|
| 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 | No. |
| 9 | Do victims have the right to be accompanied by support persons during the trial? | | X | No. However, if the victim is constituted assistant to the Prosecution, he/she is accompanied by his/her lawyer. On the other hand, if the victim is covered by the law on witness protection in a criminal proceeding and the court authorities are aware of his/her particular vulnerability, a social service technician or any other qualified person is appointed to accompany him/her and provide the necessary psychological support. ⁴⁷ |
| 10 | Can victims access & copy trial records | | X | The copy of the records of the decision is always given to the accused, the assistant and the Public Prosecutor, except when they expressly decline to accept it. Furthermore, audio tape recordings of the trial may also be given the victim. ⁴⁸ There are no other preconditions to be fulfilled. |

⁴⁷ Law 93/99, Chapter V, Articles 26 to 31

⁴⁸ Code of Criminal Procedure, Article 389-A (4)

2.6.5 Legal aid for victims:

| 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>Portuguese and European Union citizens, as well as foreigners and stateless persons who have a valid residential permit in an EU member state, who wish to become assistants to the Prosecution or who wish to claim for civil compensation in criminal proceedings, have the right to receive legal aid in the form legal counselling and supporting court costs provided that they able to prove they do not have the sufficient economic means to afford them.</p> <p>Foreigners who do not have a valid residential permit for an EU member state may likewise benefit from this right provided that Portuguese citizens may also benefit from the same right according to the laws in the respective countries.⁴⁹</p> <p>Insufficient economic resources to afford such costs means taking into account the victim's income, his/her assets and permanent on-going expenses in up-keeping the family, where there</p> | |

⁴⁹ Law 34/2004 of 29 July, on the System providing access to the Law and the Courts (*Regime de acesso ao direito e aos tribunais*), as per Law 47/2007 of 28 August, Article 44 (2) and 7 (1) (2), available at: www.dgpi.mj.pt/sections/leis-da-justica/livro-iv-leis-criminais/leis-processuais/outra-legislacao/regime-de-acesso-ao5686

| | | | | | |
|-------------------------------------|-------------------------------|--|--|---|--|
| | | | | is nothing left over at that moment to pay for the costs of a court case. ⁵⁰ In accordance with cases laid down in the law, the State ensures that victims of domestic violence are exempt from paying legal counselling costs and costs arising from counselling about their roles during the court case. ⁵¹ | |
| 2. Free legal representation | Place X in appropriate column | | | X | |
| | Comments: | | | Free legal representation is granted regardless of the role the applicant plays in the proceedings ⁵² and mainly includes appointing and paying lawyer's fees. ⁵³ As referred to in the point above, the person applying for legal aid needs to prove his/her economic incapacity. ⁵⁴ If need be, the State ensures that victims of domestic violence receive legal aid if there are criminal proceedings involved. ⁵⁵ | |
| 3. Exemption from court fees | Place X in appropriate column | | | X | |

⁵⁰ Law 34/2004 of 29 July, as per Law 47/2007 of 28 August, Article 8 (1). The criteria for assessing insufficient economic means are found in Article 8-A and quantities are based on a social index.

⁵¹ Law 112/2009 of 16 September, Article 18, available at:

www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult2/lei-n-112-2009-de-15-de/downloadFile/file/lei%20112.2009.pdf?nocache=1253088896.91

⁵² Law 34/2004 of 29 July, as per Law 47/2007 of 28 August, Article 18 (1)

⁵³ Law 34/2004 of 29 July, as per Law 47/2007 of 28 August, Article 16 (1) b)

⁵⁴ Proving insufficient economic means is made according to Ruling 1085-A/2004 of 31 August, available at: www.oa.pt/Uploads/%7B683905D5-399F-4D05-8440-8A1C360068B6%7D.gif

⁵⁵ Law 112/2009 of 16 September, Article 18

| | | | | | |
|---|-------------------------------|--|---|--|--|
| | Comments: | | | One of the ways of providing legal aid is by exempting the applicant from paying court fees and other fees to do with the court case, or to pay the fees and other costs in instalments. ⁵⁶ | |
| 4. Exemption from or reimbursement for expenses related to interpretation and/or translation | Place X in appropriate column | | X | | |
| | Comments: | | In the records of criminal court proceedings, the language that is used in both in its written and its oral form is in Portuguese under the penalty of the proceedings being declared null and void. When someone who does not know Portuguese, or does not know it sufficiently well enough, needs to testify in the case, at no extra cost to the person in question , an interpreter is appointed, regardless of the fact that the presiding judge or any of the participants in the court case knows the person's language. Likewise, a translator is appointed when it necessary to translate a document written in a foreign language and a validated translation is needed. The interpreter / translator is appointed by the court authority or the criminal police ⁵⁷ | | |
| 5. Reimbursement for loss of | Place X in appropriate column | | X | | |

⁵⁶ Law 34/2004 of 29 July, as per Law 47/2007 of 28 August, Article 16 (1) a) and d)

⁵⁷ Code of Criminal Procedure, Article 92 (1), (2), (6) and (7)

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|---|---|------------------|--|-------------|------------------------|
| earnings, travel and accommodation costs with regard to role in criminal or civil proceedings | Comments: | | When summoning people to testify in court, the judge settles on a sum of money that is calculated according to tables passed by the Ministry of Justice and in lieu of reimbursing costs arising from having to be present in court. ⁵⁸ . | | |
| | | The state | A victim support service | Both | Other (explain) |
| 2. Who provides legal aid? place 'X' in one column only) | X The Social Security agencies in the applicant's area of residence. ⁵⁹ | | | | |

⁵⁸ Code of Criminal Procedure, Article 317 (4)

⁵⁹ Law 34/2004, of 29 July, the System providing access to the Law and the Courts (*Regime de acesso ao direito e aos tribunais*), as per Law 47/2007 of 28 August, Article 22 (1)

2.7 Compensation

| | 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 | | Claiming compensation on the basis of a crime having been committed is addressed in the court proceedings by the injured party who is understood to have suffered harm caused by the crime even though he/she has not been or cannot be constituted assistant, collaborating with the Public Prosecutor. ⁶⁰ When conducting preliminary inquiries, and as soon as the court authorities and the criminal police get to know about the eventuality of someone who's well-being or interests have been harmed (i.e. the "lesado"), they should inform him/her of his/her right to file for compensation in the criminal court case and what formalities should be followed. Anyone who has, or has not, been informed that he/she may file a claim for compensation, and considers that he/she has suffered harm, may indicate his/her intention to bring about charges for compensation up to the time the preliminary hearing is terminated. ⁶¹ |
| 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 | | As soon as the property which has been seized in criminal proceedings is no longer needed as evidence, it is returned to its rightful owner. ⁶² Property which had been seized during criminal proceedings are immediately examined and returned to the victims of domestic violence. Furthermore, expenses arising from court proceedings should be reimbursed and appropriate measures should be taken ensuring physical protection for the victim, the members of his/her family or people in a similar situation. ⁶³ |
| 3 | Is compensation paid by the offender? | X | | In a criminal proceeding, it falls to the offender to repair the damage. If a civil liable entity is involved in the criminal proceedings, then the sentence involving compensation would be levelled against such civilly liable entities as well as against the offender provided that the latter's liability has been duly recognised ⁶⁴ . |
| 4 | Is there such thing as a 'victims of crime fund' that convicted persons must contribute to? | | X | Commission for the Protection of Victims of Crime (<i>Comissão de Protecção às Vítimas de Crimes</i>), which is in charge of awarding an advance payment of compensation, is an independent administrative agency although it is not a fund. Its receipts and expenses are accounted for in the budget of the |

⁶⁰ Code of Criminal Procedure, Articles 71 and 74 (1)

* Translator's note: Due their specific meanings, the terms are left in Portuguese and a translation is given. See Section 2.12 for a description of the terminology used in Portuguese legislation. For a further brief explanation of the terms, see: GONÇALVES, MANUEL LOPES MAIA, *Código de Processo Penal Anotado*, 17th ed. 2009, Coimbra, Livraria Almedina, Chapter on Estrutura fundamental do processo penal – O Assistente, available at: http://octalberto.no.sapo.pt/estrutura_fundamental_do_processo_penal.htm

⁶¹ Code of Criminal Procedure, Article 75 (1) and (2)

⁶² Code of Criminal Procedure, Article 186 (1)

⁶³ Law 112/2009 of 16 September, Articles 18 to 22, available at: www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult2/lei-n-112-2009-de-15-de/downloadFile/file/lei%20112.2009.pdf?nocache=1253088896.91

⁶⁴ Code of Criminal Procedure, Article 377

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| | | | | Ministry of Justice Secretary-General. This budget is included in the General State Budget and advance payments are awarded by the Social Security Institute of Financial Management (<i>Instituto de Gestão Financeira da Segurança Social</i>) based on the rates and taxes owed it. The State's right to subrogation is exercised where the victim is credited as from the entity held liable, and reimbursing advance payments as well as other diverse payments is affected. There is no provision in the law regarding payments made by convicted parties. ⁶⁵ |
| 5 | Does compensation paid by the offender under a 'victims of crime fund' go towards victim support services? | | X | The offender does not pay compensation into any sort of fund but pays the victim directly in compliance with the judge's sentence to award compensation. ⁶⁶ Victim support agencies are financed in different ways, taking into account whether they publicly or privately run. |
| 6 | Is compensation paid by the state? | | X | Compensation is paid by the offender. Nevertheless, victims who have suffered serious harm have the right to receive an advance payment of the compensation due them, paid by the State under certain conditions. ⁶⁷ |
| 7 | Will the State advance payment of the compensation if the offender does not pay? Under which conditions? | X | | Victims who have sustained serious injury jeopardising their physical or mental health and which has been a direct outcome of violent offences against them, have the right to receive advance compensation payments made by the State provided they satisfy the following cumulative demands : 1. The injury has caused permanent incapacity or total temporary incapacity preventing the victim from going to work for no less than 30 days, or in the event of death, the applicant's claim; 2. The offence has caused a considerable change in the victim's standard or quality of life, or in the event of death, that of the applicant; 3. When effective compensation in lieu of harm caused has not been obtained in the judgement passed down about the demand for compensation, or if it is reasonable to expect that the offender and the civilly liable entity will not repair the damage, and that there is no other way possible of obtaining sufficient and effective repair. ⁶⁸ In domestic violence crimes, the same demands need to be complied with as regards this sort of crime, the result of which causes the victim to undergo serious economic hardship. ⁶⁹ |
| 8 | Does a compensation order exist? | X | | In Portugal, when a claim for compensation has not been formulated either in a criminal proceeding or separate from it, in the event of a conviction, the court may argue for a sum in lieu of reparation for the damages suffered when particular |

⁶⁵ Law104/2009, Articles 7 e 9, available at: www.dre.pt/pdf1s/2009/09/17800/0624106246.pdf

⁶⁶ Code of Criminal Procedure, Articles 71 a 84, available at: www.pgdlisboa.pt/leis/lei_mostra_articulado.php?nid=199&tabela=leis&ficha=1&pagina=1

⁶⁷ Law 104/2009, Article 2 (1) c (3)

⁶⁸ Law 104/2009, of 14 September, Article 2 e 15, available at: www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult2/lei-n-104-2009-de-14-de/downloadFile/file/lei%20104.2009.pdf?nocache=1252915827.42

⁶⁹ Law104/2009, Article 5

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| | | | | demands are made to safeguard the victim. In doing so, the principle of the right to a fair hearing is thereby invoked. ⁷⁰ |
| 9 | Do prosecutors have the power to mediate between the offender and the victim? | | X | In some rare cases there have been agreements arrived at in criminal proceedings argued upon doctrinaire precepts and a Statement of Opinion issued by the Portuguese Republic's Public Prosecutor General. However, a Judgement passed down by the Supreme Court of Justice on 10 April 2013 now considers that the Code of Penal Procedure does not confer powers of mediation to the Public Prosecutor; agreements on the judgement are thus not allowed in criminal proceedings because they are not covered by the law for such a purpose. ⁷¹ |
| 10 | Do prosecutors have the duty to attempt to obtain compensation from the offender? | X | | The Public Prosecutor is able to file a claim for compensation only in representation of the victim whom, as regards their status as minors, incapacitated, undetermined or absent in parts unknown, it is his duty to represent. ⁷² |
| 11 | Is compensation, when paid by the offender to the victim, taken into account in decisions to prosecute? | X | | Payment or non-payment of compensation may influence the decision to prosecute |
| 12 | Is compensation, when paid by the offender to the victim, taken as a mitigating factor in sentencing? | X | | Payment or non-payment of compensation may influence the decision to prosecute |

⁷⁰ Code of Criminal Procedure, Article 82-A (1) e (3)

⁷¹ Supreme Court of Justice, Judgement No. 224/06.7GAVZL.C1.S1, of 10-04-2003, available at:

www.dgsi.pt/jstj.nsf/954f0ce6ad9dd8b980256b5f003fa814/533bc8aa516702b980257b4e003281f0?OpenDocument

⁷² Code of Criminal Procedure, Article 76 (3) and the Statute of the Public Prosecution Service, passed by Law 60/98 of 27 August, amended by Laws 42/2005 of 29 August and 67/2007 of 31 December, 52/2008 of 28 August, , 37/2009 of 20 July, 55-A/2010 of 31 December and 9/2011 of 12 April, Article 5 (1) c), available at: www.pgr.pt/grupo_pgr/mp_lei60-98/EstatutoMP-EN.pdf

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| 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 | | <p>The cut-off dates for obtaining compensation within a criminal court case are not set as from the date on which the crime took place, but as from the court notifications giving information about the stages of the proceedings. As an example, this means that the injured party may file a claim for compensation within a 20-day deadline as from the date on which the notification of the accusation order was issued.⁷³</p> <p>Nevertheless, in the event that the State is asked to make an advance payment of the compensation, an application should be addressed to the Commission for the Protection of Victims of Crime (<i>Comissão de Protecção às Vítimas de Crimes</i>) within a period of one year as from the date of the offence. If this deadline is not respected, the claim becomes invalid except if a minor is involved. Here the deadline is extended to one year after the minor has reached his/her majority (18 years of age). In the event that a criminal court case has been filed, there may be a continuance of the cut-off date which is granted by the Chairperson of the Commission for the Protection of Victims of Crime whereby it terminates one year after the case has been closed.</p> <p>The Commission Chairperson may lift the expiry date if the applicant provides valid reasons explaining why the application was not given in on time.⁷⁴</p> |
| 14 | Do third country nationals have the right to apply for compensation? | X | | <p>Except where there is an international treaty or convention to state otherwise, Portuguese criminal law is applicable to offences committed on Portuguese soil whatever the nationality of the agent might be.⁷⁵</p> <p>Moreover, the Code of Criminal Procedure that governs claims for compensation based on a crime having been committed does not establish any difference on the grounds of the nationality of the author of the application.⁷⁶</p> <p>For its part, as regards the advance payment of compensation, the Law on the Protection of Victims of Crime covers all victims who have sustained serious injuries jeopardising their physical or mental health and which have been a direct outcome of violent offences against them committed on Portuguese soil.</p> |
| 15 | Do third country nationals with irregular status (i.e. residing in the country illegally) have the right to apply for compensation? | X | | <p>It is irrelevant to the Portuguese legislator whether the injured party is residing in the country legally or illegally.</p> |
| 16 | Are there exceptions prescribed in law for different types of crimes? If yes, | | X | <p>There are no differences in compensation awarded according to the type of crime because the purpose of compensation is to redress the harm that was caused.</p> |

⁷³ Code of Criminal Procedure , Article 77 (2) and (3)

⁷⁴ Law 104/2009, Article 11, available at: www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult2/lei-n-104-2009-de-14-de/downloadFile/file/lei%20104.2009.pdf?nocache=1252915827.42

⁷⁵ Penal Code, Article 4 (1) a) , available at: www.dgpi.mj.pt/sections/leis-da-justica/pdf-ult/sections/leis-da-justica/pdf-ult/lei-n-59-2007-de-4-de/downloadFile/file/lei%2059.2007.pdf?nocache=1188893854.82

⁷⁶ Code of Criminal Procedure, Articles 71 to 84

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|--|----------------|--|--|--|
| | what are they? | | | |
|--|----------------|--|--|--|

2.8 Cross border support

| | 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 formal system implemented. However, APAV is integrated in a European network (Victim Support Europe) and informally this referral is made. For cases of Trafficking in Human Beings there is a formal system of reporting to the national Observatory but merely for statistical purposes. |
| 2 | Can victims of crime report crimes in their own country if the crime was committed in another state? | X | | Considering the Mutual Assistance in Criminal Matters between Member States, victims can report in their home country crimes that were committed in another state. In this case, victims can choose between reporting the crime for the national authorities (who will forward the documents to Portuguese authorities) or reporting by an internet tool called Electronic Complaint (available at: https://queixaselectronicas.mai.gov.pt/ - only in Portuguese). |
| 3 | Are victim support services made available to all victims, regardless of legal status, country of origin or nationality? | X | | In Portugal victim support services are available for all victims of crime, regardless the legal status, nationality, country of origin or other factors. |
| 4 | Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc. | | | A form in English in the website and a national helpline with support in English. |
| 5 | Is information made available to victims in different languages by the police? If yes, which languages? | X | | This information is made available in the tourist police offices, but these are only 3 in the country and many other police stations have no knowledge of their existence. There is also a translation helpline created by ACIDI (national committee) that can provide translation services in 82 different languages and victims, police officers and victim support organisations can contact it. |
| 6 | Is information made available to victims in different languages by victim support services? If yes, which languages? | X | | There is written information in Russian and English. Orally other languages are also available. Through a Victim Support Europe project it was also possible to create a leaflet in 29 other languages. |
| 7 | Do victim support services offer interpretation or translation services? If yes, in which languages? | X | | There is a list of volunteer translators and interpreters that support the Support Unit for Immigrant Victims and against Ethnic and Racial Discrimination (Unidade de Apoio à Vítima Imigrante e de Discriminação Racial ou Étnica, |

| | | | |
|----|--|---|--|
| | | | UAVIDRE). Languages made available so far: Russian, English, French, Italian, Spanish and German. |
| 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 | Through the network Victim Support Europe. |
| | | 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? | | Following the procedures established in the Directive 2004/80/EC of 29 April, 2004, the Commission for the Protection of Victims of Crime (<i>Comissão de Protecção às Vítimas de Crime</i>) may receive the applications from equivalent authorities in other countries. Victims can choose between sending the request for compensation and the necessary documents by mail or e-mail, or making the request to their national authority, who will forward it to the Portuguese authority. |
| 10 | What is the number of victims accessing victim support services who are non-nationals of the state? | | In 2012, APAV (via UAVIDRE) registered 472 non-national victims. |
| 11 | Describe any special mechanism for victims of crime from other countries to access support. E.g. via website etc. | | APAV's website. |
| 12 | Are there any measures put in place for the protection of a victim's right to privacy when dealing with cross border victims? | | To our knowledge there are no special measures for cross border victims in particular. |

2.9. The role of volunteerism in victim support

Since their Foundation, as well as in the Constitution of its governing bodies, APAV has enhanced the importance of social volunteering, as this is critical to the development and growth of the assistance to victims of crime in a personalized and qualified way, as to the various activities carried out by the national network of victim support Offices, of Shelters to battered women and children, of victim support Units to Migrant Victims of Racial or Ethnic Discrimination, in APAV Azores and in the various head office services.

APAV counts on the collaboration of volunteers. A volunteer is one who, in following the principles enshrined in the statutes of the Association and under the terms of the contract-program that celebrates with APAV, gives their time in a disinterested, free and responsible, way, directly or indirectly, to the success of the service that the APAV provides to the population: support to victims of crime, as well as their family members and/or friends.

APAV has promoted, in the different areas (directly or indirectly) to the victims of crime, social volunteering. In 2012, APAV counted with the collaboration of 279 volunteers (in addition to the members of the governing bodies of the Association) distributed by various services of the APAV. The number of volunteers has remained the same in last few years. The volunteers have different professional backgrounds, mostly the following: psychology, social work and law. The volunteers are mainly from these areas due to the fact that APAV provides specialized support in these three areas to victims of crime, as well as to their families and/or friends. But also, with the collaboration of health volunteers (nurses, doctors, etc.), journalism, management, cataloging (notably in cataloging the information and documentation center), statistics, marketing, among other areas that allowed the development of activities such as the promotion and implementation of awareness-raising actions in different educational establishment, guerrilla Marketing Action and participation in Thematic Fairs promoted by local communities of different services that welcome volunteers. The estimated number of hours of volunteer work provided by Volunteers of APAV is about 58,000 hours, an average of about 4 hours per week (52 weeks), which can translate into more than 920,000 €, (only considering 17€/hour for a mere calculus of the qualified technical work).

2.10. The tradition of social work

There is a tradition of social work in Portugal, weather it is related to the services provided by the state or by private organisations.

For example, there is a nationwide support provided by Social Security, so one can find at least one social worker, per Council, who will be able to help or address the person in need of support to someone/some service who can provide it.

Apart from the Social Security, also Hospitals or Health Units, Municipalities, most NGOs and other organisations have full time social workers.

Victim support services therefore usually include social workers. The support given to victims is often provided by multidisciplinary trained personnel consisting mainly of social workers, psychologists and legal experts.

The majority of these support services are addressed to domestic violence victims, but there is also a great concern about children at risk, trafficking in human beings and other victims of crimes.

In order to work as a social worker in Portugal at least a university degree is required.

2.11. Promising practices in the area of victim support

| | 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 | | APAV managed a project promoted by Victim Support Europe – Project CABVIS – co-financed by the European Union - that developed materials (information leaflet and training manual) and training focused on cross border victims. ⁷⁷ |
| 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 | | APAV promoted the Project May I Help You? – co-financed by the European Union - together with ITAS where a series of procedures were put into practice; a brochure and campaign were developed in order to give information to tourists victims of crime. ⁷⁸ |
| 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 | |
| 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 | No formal system implemented. This may happen as consequence of the support to the victims of crime given by APAV or other victim support specialised services. |
| 6 | In some countries, victims are provided with free psychosocial and legal assistance throughout the entire criminal proceedings. | x | | This assistance is provided by APAV or other victim support specialised services. |
| 7 | Some countries have legal clinics that provide free legal assistance to victims of crime. | | x | |
| 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, | x | | APAV is developing the Project Infovictims, co-financed by the European Union. This project focuses specifically on right to information for crime victims. On one hand, it aims to directly |

⁷⁷ www.apav.pt/cabvis and <http://apav.pt/proj/>

⁷⁸ <http://apav.pt/proj/> and <http://helptouristvictims.org/>

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| | <p>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.</p> | | <p>improve the quality and quantity of the information provided to crime victims, by creating and producing a set of materials that makes information about the criminal justice system more available and easy to understand: website; leaflets and/or brochures.</p> <p>On the other hand, it intends to raise the awareness of the judicial operators and the police forces to the duty to inform, and to the need to ensure that the victim fully understands their rights and that their needs, interests and expectations are taken into account, by:</p> <ul style="list-style-type: none"> developing awareness raising kit; developing meetings and/or awareness raising sessions with key persons from the judicial and police authorities. |
| 9 | <p>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.).</p> | x | <p>In the course of Project Infovictims APAV is developing a poster that follows this idea of victim's charter. The difference is that this poster is focused on providing information about the rights of the victims of crime (written in an easy to understand way).</p> |

| | | | |
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| 10 | <p>In SE referral from the police works effectively since several local BOJ victim support services operate on the same premises as the local police station which also is seen as a way to quickly identify victims. All police districts, in over 100 districts around Sweden, have a Crime Victim Emergency Service. People who have training in and experience of the issues faced by victims of crime are available at these offices.</p> | x | <p>There are specialized teams within the GNR and the PSP that are aimed at the investigation and post-victimization, accompanying these situations with vulnerable victims. These teams articulate with victim support services whenever necessary.</p> <p>Also, not integrated in these teams, there are in the PSP trained staff in the field of management of critical incidents, who can lead also with these situations.</p> <p>Multi-agency approaches in the area of domestic violence are implemented at a local level in several regions of Portugal.</p> <p>In this context we can mention the partnership that LEA have with other entities, such as Public Prosecution Office, Health services, Social services, Town Hall, Child protection, Universities and Victim support organizations. In areas like Coimbra, São Miguel (Azores Region) Cascais, Sintra, Lisbon an Oporto the management of domestic violence cases benefits with this close articulation between entities.</p> <p>The PSP is cooperating with the APAV (in the Autonomous Region of Azores) where a specific referral project is being implemented. During the presentation of a complaint the PSP informs the victims of the possibility of free support from APAV (legal, psychological and social) and, with his/her consent, a form is filled and sent to APAV which will contact the victim to initiate the process. This Project is applicable to all types of victims.</p> |
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| 11 | The multi-disciplinary, national referral system introduced in Bulgaria with regard to trafficking might be considered a promising practice. | x | Portugal has implemented the model: <i>Flagging-Identification-Integration</i> mechanism of victims of trafficking in human beings. This is a model intended to embody a specific, integrated and holistic approach, by articulating the various stages of intervention, thus constructed as a network. Various public and private bodies are involved: FLAGGING STAGE: Shelter and Protection Centre (CAP), SOS Immigrant support hotline, law enforcement agencies, NGO's, Observatory on Trafficking in Human Beings. IDENTIFICATION STAGE: Judiciary Police, Border and Migration Police, Prosecutor, Coordinator of the National Plan against Trafficking in Human Beings. INTEGRATION STAGE: Shelter and Protection Centre (CAP), National Health Service, Judicial-Legal System; Institute for Employment and Vocational Training; criminal police forces and NGOs. |
| 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 | |
| 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 | x | LEA stimulate especially vulnerable victims to develop and implement a personal safety plan. Under the implementation of a new risk assessment tool for domestic violence situations, to be used by LEA (GNR and PSP) these procedures are encouraged especially with victims that have a high risk of victimization. Depending on the level of risk obtained, the LEA define the strategies and the special needs of coordination with other |

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| | <p>initiative.</p> <p>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 [...].⁷⁹</p> | | | services. |
| 14 | <p>Many countries have practices in place to respect the rights of victims during court proceedings, particularly with regard to their rights to privacy and protection; e.g. the trial being conducted behind closed doors; witness' testimony being taken so they do not come into contact with accused (e.g. in SI, taking of testimony using technical devices (protective screen, voice disguising devices, transmission of sound from separate premises and other similar technical devices); ban on use of images related to the victimisation; other measures undertaken by judges or prosecutors (or jury?) in respect of victims' rights? (e.g. jurors in FR swear an oath pledge not to betray the interests of the victim).</p> | x | | <p>All that is referred (except the last aspect) is included in the Portuguese legislation, not in general terms, but in relation to certain types of crimes or certain characteristics of the victim. However, the problem lays in its practical implementation.</p> |
| 15 | <p>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)</p> | | x | |
| 16 | <p>Other promising practices: please include any other promising practices in your country with regard to victim support and enabling victims' to exercise their rights.</p> | | x | |

⁷⁹ <http://www.thamesvalley.police.uk/pub-policiesandprocedures-repeat-victimisation.pdf>

2.12 Role of the victim in practice

| | Please choose the most appropriate description of how the victim is perceived in the criminal justice system | Place X in the appropriate box (choose only one) | | Explanation (maximum word count 200) |
|---|--|--|----|--|
| 1 | The victim is seen essentially as a witness. | | | |
| 2 | In addition to 1, if the victim has suffered damage as a consequence of a criminal offence, importance is attributed to allowing the victim to claim compensation within the framework of criminal proceedings. | | | |
| 3 | In addition to 1 or 2, the victim is seen as a person who has suffered moral harm and therefore is in need and deserving of help. | | | |
| 4 | In addition to 1, 2 & 3, the victim is perceived as a person whose rights have been violated by the criminal offence and who therefore is entitled to see that justice is done and, to that end, to participate in criminal proceedings. | X | | Portuguese criminal proceedings have the purpose of carrying out justice in a case by resorting to acceptable procedural means. In satisfying this goal, the proceedings follow a basically accusatory structure backed-up by the principle of an official investigation that is valid for both upholding the accusation and conducting the trial. ⁸⁰ Within this framework, we have the victim whose rights were violated owing to the crime having been committed. The victim collaborates with the Public Prosecution in its search to discover the truth and to bring about justice. To this effect, the victim may provide the Public Prosecution with evidence and request any investigation deemed necessary. In order to do so, however, the victim has to become the subject of the proceedings, and constituted assistant collaborating with the Public Prosecutor in terms laid down by the law. |
| | 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 | In Portuguese criminal proceedings, there are no parties to criminal procedures, but rather, subjects in criminal proceedings. In terms of considering the victim to be "a |

⁸⁰ Preamble of the Code of Criminal Procedure, points 5 and 6

| | | | |
|--|--|--|--|
| | | | <p>natural person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by a criminal offence”, we need to make a distinction between the “<i>ofendido</i>” (the victim who the law wishes to protect with a conviction), the “<i>lesado</i>” (a singular or collective party whose civil interests have been injured /harmed/ defrauded) and the assistant who collaborates with the Public Prosecutor.</p> <p>The “<i>ofendido</i>” (victim) is not the subject in the proceedings unless he/she is constituted assistant; the “<i>lesado</i>” (injured party) as such may not be constituted assistant but only the civil party for the purpose of addressing a claim for civil compensation”. “In holding the interests which criminal law particularly wishes to protect by bringing about an incrimination (...), the “<i>ofendido</i>” (victim) may be constituted assistant; however, until such a time as being constituted assistant, he/she is not a subject in the proceedings, but merely a participant in the proceedings”.⁸¹</p> <p>In agreement with the Code of Criminal Procedure, Public Prosecution assistants may be constituted by: the “<i>ofendidos</i>” (victims); people upon whose complaint or particular accusation the proceedings are dependent; family members if the victim has died without renouncing the complaint; the legal representative in the case of a minor victim of less than 16 years of age or an incapacitated victim, and any person who has suffered in crimes against peace and humanity, as well as crimes namely involving influence peddling, corruption, using privileged information to manipulate the market, and the abuse of power.⁸²</p> |
|--|--|--|--|

⁸¹ Portugal, Silva, G. M. (2000), *Curso de Processo Penal*, vol. I, 4th ed., Lisboa: Editora Verbo, p. 333

⁸² Code of Criminal Procedure, Article 68 (1)

| | | | |
|---|---|---|---|
| 2 | The victim is under a legal requirement or is requested to actively participate in criminal proceedings, for example as a witness | X | <p>Owing to the fact that searching for material truth is one of the purposes of criminal proceedings, proving the legally relevant evidence is vitally important in order to determine whether a crime has been committed, the accused punishable and the sentence or safety measure feasible.⁸³ Therefore, evidence is admissible provided it is not forbidden by law.⁸⁴</p> <p>Among the kinds of evidence admissible in a criminal proceeding are: the witness's testimony where the witness is cross-examined about the facts which he/she has direct knowledge of and which form the evidence.⁸⁵ The victim, as a natural person who has suffered harm, can and must participate as a witness due to the fact that the law enshrines the right to testify according to which any person so empowered may only refuse to do so in cases laid down in the law.⁸⁶ However, in the event of the victim being constituted assistant, from the moment this takes place, he/she is prevented from testifying owing to the fact that he/she has now acquired the status of being the subject in the proceedings.⁸⁷</p> <p>Witnesses have the right to receive reimbursement for the costs accrued in travelling expenses to court, where the amount is calculated in conformity with the distance and time spent on the trip. According to article 139 (2) of the Code of Criminal Procedure, witness protection is provided against any kind of threat,</p> |
|---|---|---|---|

⁸³ Code of Criminal Procedure, Article 124

⁸⁴ Code of Criminal Procedure, Article 125

⁸⁵ Code of Criminal Procedure, Article 128 (1)

⁸⁶ Code of Criminal Procedure, Article 131

⁸⁷ Code of Criminal Procedure, Article 133 (1) b)

| | | | | |
|---|--|---|--|--|
| | | | | pressure or intimidation, mainly in cases involving terrorism and violent crime or highly organised crime. This protection is governed by the Witness Protection Law. ⁸⁸ |
| 3 | The victim has a legal entitlement under national law to actively participate in criminal proceedings and is seeking to do so, where the national system does not provide for a legal status as a party to the criminal proceedings. | X | | The victim (“ <i>ofendida</i> ” and complainant) has the right to actively take part in the criminal proceedings provided he/she has been constituted assistant . Indeed, in conformity with the Code of Criminal Procedure, the assistants have the role of collaborating with the Public Prosecution whereby their activity is subject to the Public Prosecution’s intervention in the court case. In particular, it falls to the assistants to: intervene in the preliminary hearing and in the instruction stage; offer proof/evidence; request an investigation; get to know the legal rulings or orders relevant to such measures; bring about charges regardless of the charges made by the Public Prosecution as well as in the event of the proceedings based upon a particular accusation, even if the charge is not filed by the Prosecution; lodge an appeal against the judgements that affect them, even if the Public Prosecution has failed to do so; be able to access to the essential records of the proceedings in order to lodge an appeal without jeopardising the system governing legal confidentiality. ⁸⁹ In instituting the category comprising the assistant, therefore, the law-makers made allowances for measures that were needed to protect the interests of the victim / “ <i>ofendido</i> ” by making him/her |

⁸⁸ Law 93/99 of 14 July, which regulates the application of measures for witness protection in criminal proceedings, available at: www.pgdlisboa.pt/leis/lei_mostra_articulado.php?nid=234&tabela=leis, and Decree-Law 190/2003 of 22 August which regulates that Law.

⁸⁹ Code of Criminal Procedure, Article 69

| | | | | |
|--|--|--|--|--|
| | | | | a subject in the criminal proceedings. |
|--|--|--|--|--|

2 Part B:

3.1 Establishment of generic victim support organisations*⁹⁰

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

In Portugal, the legal treatment of victim support comes from the 1980's as a result from the developments taking place at the United Nations and the Council of Europe. The Penal Code (*Código Penal*) (Decree-Law 400/82 of 23 September)⁹¹ recognises the status of victims, defines their rights to compensation, and their protection from re-victimisation. The Code of Criminal Procedure (*Código de Processo Penal*) (Decree-Law 78/87 of 17 February)⁹² refers to the standing of victims in criminal proceedings.

The creation of the Portuguese Association for Victim Support (*Associação Portuguesa de Apoio à Vítima*, APAV)⁹³ on 25 June 1990 is a result from these national developments as well as from the influence of the European victim support movement. Although created under the scope of the Institute for Social Reintegration (*Instituto de Reinserção Social*, IRS), at the Ministry of Justice, APAV emerged as a national non-profit social solidarity association, aiming at the development of a national network of victim support offices, assisted by a volunteers network, and the co-operation with existing private and public bodies.

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

In the beginning APAV had the support of the Institute for Social Reintegration (*Instituto de Reinserção Social*) of the Ministry of Justice.

⁹⁰ Questions marked with * should NOT be answered by countries falling into category 'A' (in accordance with question 2.2.1)

⁹¹ www.pgdlisboa.pt

⁹² www.pgdlisboa.pt

⁹³ www.apav.pt/portal_eng/

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

Of the three main parties in the justice system – the state, the offender and the victim – the victim's position was, and is, the most fragile. Although Portuguese legislation confers a unique legal status to the victim, there has not always been an organisation aimed at supporting victims of crime, their family and friends.

In the early 80's, many countries began to debate the issues surrounding victim support – the position of victims in law, the provision of support to victims, and, the ethical problems that victims face. These issues are obviously different from country to country, and the options in terms of public or private services are different too, but the moral imperative to provide support to victims of crime is the same, and depends on some basic principles:

- » **support** to victims of crime is necessary for the balance of the community and for social cohesion;
- » each victim must be treated **individually**, since individuals reactions to crime can vary greatly and are highly personal;
- » services must be **free**;
- » access to services must be ruled by the **equality** principle, with no opportunity for any kind of discrimination.

Based on these principles, several international organisations – the UN General Assembly, the Council of Europe – have created legal measures to ensure the fundamental right and needs of victims are met.

It is in context of a growing awareness of the rights of crime victims that APAV was created.

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. | x | | <p>APAV, in what regards the quality standards of victim support services, has implemented since 2006 a process of monitoring the work done at the local victim support schemes. This monitoring process is governed by the following performance indicators: sufficiency, clarity and adequacy of support provided; fulfilment of service procedures; suitability of a set of factors that influence the quality of care (posture, attitude). To obtain the results of the indicators mentioned above, several analysis tools are used such as observation grids, questionnaires, interviews and databases.</p> <p>Since 2009, APAV's head office services are certified by the ISO 9001-2008. Our field of application is the Dissemination and promotion of APAV's image and themes related to victimisation and the Supervision, technical and logistical support to its Organic Units.</p> |

3.2 Personnel (professional staff and volunteers)*:

| Country | Name of organisation | Professional staff | | Volunteers | | |
|----------|----------------------|--------------------|---------------------------|--------------|---------------------------|-------------------------|
| | | # staff | hours contracted per week | # volunteers | hours contracted per week | Value of volunteer work |
| Portugal | APAV | 40 | 35 | 279 | 4 | 920.000 € |

3.3 Services provided by the state:

| Services provided to victims by the state (free of charge) | Yes | No | Description |
|---|-----|----|---|
| a Free legal advice by courts or free legal assistance | X | | This is given by criminal police agencies and by investigation departments and crime brigades. The duty of the courts is merely to dispense criminal justice in conformity with the law and the justice system. ⁹⁴ |
| b Free health/psychological assistance (e.g. crisis intervention centres) | X | | This is provided in cases mainly where carrying out tests/examinations and resorting to legal medicine and forensic science ⁹⁵ , domestic violence victim support, and support to children and witnesses. |
| c Emergency financial assistance | X | | Once a victim of domestic violence has been awarded the status of victim, she/he may benefit from a social-integration income and a family subsidy for minor children under her/his care. |
| d Court accompaniment/support services | X | | Where victims of domestic violence are concerned, each of the police forces and agencies providing safety operate within their network providing attendance and follow-up. |
| e Other (specify) | | | |

⁹⁴ Code of Criminal Procedure, Article 9 (1)

⁹⁵ Law 45/2004 of 19 August, Regime jurídico das perícias medico-legais e forenses (Legal System governing Legal Medicine and Forensic Science)

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

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

| | |
|-----------|---|
| FR | The National Institute for Victims and Mediation (L'Institut national d'aide aux victimes et de médiation, INAVEM) was established in 1986 to promote greater coherence and activity for victim support services. Since June 2004, the INAVEM has had the status of federation, representing member associations (www.inavem.org). Services for victims (services d'aide aux victimes, SAV) are members of the INAVEM. 150 associations are adherents to the INAVEM and provide psychological, logistic, financial and legal support to victims . |
| HR | County Court level: There are special departments for victim and witness support (Odjeli za organiziranje i pružanje podrške svjedocima i žrtvama), established at the following seven county courts as part of the court administration: Zagreb, Split, Rijeka, Osijek, Zadar, Vukovar, Sisak. Special departments provide victim and witness support in trials for all criminal offences. |
| HU | Metropolitan and county offices of the Victim Support Service. There are also a few NGOs that operate in the field of victim support. The White Ring Association is specialised in assisting victims of any crime and it provides similar services as the state agency, however the scope of its activities is rather limited due to financial burdens |
| IE | Various non-governmental victim support organisations – e.g. the Federation for Victim Assistance (10 branches); Support After Crime Services; ITAS. |
| IT | |
| LT | |
| LU | In Luxembourg there are few generic victim support organisations, as typically, each organisation is tasked with clear missions and has clear responsibilities. They are two; Waisse rank Service d'aide aux victimes du parquet general. Other organisations offer assistance to victims of a particular type of violence. |
| LV | |
| MT | Victim Support Malta (VSM). |
| NL | Victim Support Netherlands (VSN) (<i>Slachtofferhulp Nederland</i> , SHN). |
| PL | Support Network for Victims of Crimes (consisting of 16 regional support centres); social welfare centres (<i>ośrodki pomocy społecznej</i>), crisis intervention centres (<i>ośrodki interwencji kryzysowej</i>) or the support centres (<i>ośrodki wsparcia</i>), which offer support for people in various crisis situations. |
| PT | Portuguese Association for Victim Support (<i>Associação Portuguesa de Apoio à Vítima</i> , APAV) - 15 victim support offices; 2 Shelters; UVIDRE Network, 1 Victim Helpline. ⁹⁶ |
| RO | |
| SE | The Swedish Association for Victim Support (<i>Brottsofferjourernas Riksförbund</i> , BOJ) is the national umbrella organisation for victim support services with about 100 local victim service centres in Sweden. |
| SI | |
| SK | Non-governmental organizations are virtually the only active players in the field of victim support services. <i>Pomoc obetiam násilia</i> is the leading victim support service provider. |
| UK | Victim Support (England and Wales) Victim Support (Scotland) Victim Support (Northern Ireland) |

⁹⁶ Portugal, Associação Portuguesa de Apoio à Vítima, APAV (2013), *Estatísticas APAV- Relatório Anual 2012*, Lisboa: APAV, p. 6, available at: http://apav.pt/apav_v2/images/pdf/Estatisticas_APAV_Relatorio_Anual_2012.pdf

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. |