

In this context, the degree to which the victim is personally affected is taken into account.

COURT ASSISTANCE IN CIVIL PROCEEDINGS

Alongside the criminal proceedings or following its conclusion, victims may sometimes face other court proceedings. Such 'civil proceedings' may, for example, be actions for damages or divorce proceedings. If civil proceedings between a victim and the accused are materially related to the criminal proceedings, the victim may request psychosocial court assistance again.

COMPENSATION PAYMENTS

According to the Austrian Victims of Crime Act [Verbrechensopfergesetz], victims of crime have a right to compensation, e.g. for

- the replacement of damaged assistive devices (e.g. glasses),
- the costs of psychotherapy,
- compensation for loss of earnings,
- the reimbursement of funeral expenses,
- pain suffered (lump-sum compensation).

In order not to miss any deadlines, we recommend that you seek the relevant information as soon as possible. For information, please contact the Social Ministry Service, phone: 05 99 88, www.sozialministeriumservice.at, or the crime victims hotline: 0800 112 112.

QUICK ASSISTANCE IS TWICE AS VALUABLE

Have you or your child suffered physical, sexual or psychological violence? Have you or members of your family been injured in a crime? And are you unsure about what to do next?

Victims of crime often feel anxious, distressed and helpless. After all, dealing with authorities such as the police and

the courts is often completely new to them. In such cases, quick, professional help is particularly important.

The victim protection organisations listed at www.justiz.gv.at/internet/prozessbegleitung are there to assist all victims of crime quickly, unbureaucratically and free of charge if the crime has already been reported to the police or the public prosecutor's office, and also if no prosecution has yet been initiated.



Help and information:

- Crime victims hotline 0800 112 112
- www.hilfe-bei-gewalt.gv.at
 - www.justiz.gv.at
 - www.gewaltinfo.at

CRIME VICTIMS HOTLINE 0800 112 112

Free professional and anonymous help for victims of crime – information about organisations that offer court assistance to specific groups of people. Toll-free. In German and English.

An initiative of the Austrian Federal Ministry of Justice, operated by WIESSER RING.



Information now available at hilfe-bei-gewalt.gv.at

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THE AUSTRIAN JUSTICE SYSTEM

VIOLENCE GETS A RESPONSE:

0800 112 112

Free of charge. Anonymous. By telephone or in a chat.

We will help you and arrange free psychosocial and legal court assistance.

hilfe-bei-gewalt.gv.at

Do you feel like you've been affected by bullying or hate online?

How do I get help?

COURT ASSISTANCE – YOU HAVE A RIGHT TO IT!

The Austrian Federal Ministry of Justice has commissioned victim protection organisations to support persons affected by violence – by

- providing information,
- offering counselling,
- accompanying them to the police station and the court
- supporting them before, during and after legal proceedings, and
- helping them to assert their rights as a victim.

We will help you to find the appropriate organisation for you:

Children and young people

The youngest members of society are in particular need of protection. You and your family members can get help here:

Crime victims hotline 0800 112 112
www.pb-fachstelle.at
www.gewaltinfo.at

Women

Unfortunately, domestic violence, sexual violence, stalking and trafficking in women are not uncommon. Centres for protection against violence, women's emergency helplines, women's counselling centres and women's shelters are available for women affected by violence:

Women's helpline 0800 222 555
Crime victims hotline 0800 112 112
www.haltdergewalt.at
www.gewaltschutzzentrum.at, 0810 955 222
www.sexuellegewalt.at

Other victims

Information, counselling, care, support and court assistance throughout Austria:

Crime victims hotline 0800 112 112
www.weisser-ring.at
www.neustart.at
www.männer.at

You can find a list of all the organisations near you that offer court assistance for your specific situation at www.justiz.gv.at/internet/prozessbegleitung.

COURT ASSISTANCE IN CRIMINAL AND MEDIA PROCEEDINGS

Court assistance in proceedings covers two closely related areas:

Psychosocial court assistance:

The aim is to make victims feel safe during the proceedings and to provide support in coping with emotional distress, especially by providing information about the procedural steps and by accompanying them to appointments with the police and at the court – from filing the criminal complaint to the end of the proceedings.

Victims are, for example, often scared of testifying in the presence of the accused. In such cases, the court assistance service supports victims, to the extent permitted by law, in their application to be examined without the accused present.

Legal court assistance:

Counselling and representation by a lawyer throughout proceedings; the aim is to safeguard the rights of victims during the proceedings and, for example, to advise and represent victims when they are claiming damages.

You may be entitled to **psychosocial and legal court assistance** under the Austrian Media Act [Mediengesetz], for example if you are demanding

- compensation,
- the removal of an article in the media, or
- publication of the judgment.

The costs of the court assistance are paid by the Austrian Federal Ministry of Justice.

Who is entitled to court assistance?

Persons

- who have experienced violence in the form of a premeditated crime (e.g. victims of assault or robbery) or whose personal dependency may have been exploited by such a crime,
- who have been subjected to serious threats (e.g. death threats),
- whose sexual integrity has been compromised (e.g. victims of rape or sexual abuse),
- who have been victims of terrorist offences,
- who have been victims of stalking, cyberbullying or incitement to hatred or violence,
- who have been victims of slander, an accusation of having committed a criminal offence which is no longer on record, insults or wilful defamation, if it can be assumed based on specific indications that such an act was committed by means of telecommunications or using a computer system, and
- minors who have been witnesses to violence

are entitled to court assistance.

Persons who have lost a family member as a result of a criminal offence (e.g. murder or a fatal traffic accident) may also be entitled to court assistance.

A person is entitled to court assistance if this is required for safeguarding the procedural rights of the victims.