

## COMPENSATION PAYMENTS

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

- replacement of damaged aids (e.g. glasses),
- the costs of psychotherapy,
- compensation for loss of earnings,
- reimbursement of funeral costs,
- pain suffered (liquidated damages).

**In order not to miss any deadlines, we recommend that you get appropriate advice as soon as possible.**

For information please contact the Social Ministry Service, Phone: 05 99 88, [www.sozialministeriumservice.at](http://www.sozialministeriumservice.at) or the victims helpline 0800 112 112

## BENEFIT FROM QUICK ASSISTANCE

Have you or your child suffered from physical, sexual or emotional abuse? Have you or one of your relatives been injured in a crime? And you don't know 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 something completely new. In such cases quick, professional help is especially important.

The court assistance organisations listed at [www.justiz.gv.at/internet/prozessbegleitung](http://www.justiz.gv.at/internet/prozessbegleitung) are there for all victims of crime quickly, unbureaucratically and free of charge

- if the crime has already been reported to the police or the Public Prosecutors' Office,
- if prosecution has not yet been initiated.

## VICTIMS HELPLINE 0800 112 112

Free and anonymous help for victims of crime provided by legal experts, psychologists and professionally trained assistants. Information about organisations which offer court assistance to specific groups of people.

Available toll-free.  
In German and English.

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



## OTHER USEFUL CONTACTS:

- Police information 059133
- Women's helpline 0800 222 555
- [www.sozialministeriumservice.at](http://www.sozialministeriumservice.at), 05 99 88
- [www.justiz.gv.at/internet/prozessbegleitung](http://www.justiz.gv.at/internet/prozessbegleitung)
- [www.pb-fachstelle.at](http://www.pb-fachstelle.at)
- [www.oe-kinderschutzzentren.at](http://www.oe-kinderschutzzentren.at)
- [www.gewaltinfo.at](http://www.gewaltinfo.at)
- [www.frauen-familien-jugend.bka.gv.at/frauen](http://www.frauen-familien-jugend.bka.gv.at/frauen)
- [www.gewaltschutzzentrum.at](http://www.gewaltschutzzentrum.at), 0800 700 217
- [www.haltdergewalt.at](http://www.haltdergewalt.at)
- [www.sexuellegewalt.at](http://www.sexuellegewalt.at)
- [www.weisser-ring.at](http://www.weisser-ring.at)
- [www.neustart.at](http://www.neustart.at)
- [www.kija.at](http://www.kija.at)
- [www.frauenhaeuser-zoef.at](http://www.frauenhaeuser-zoef.at)
- [www.a oef.at](http://www.a oef.at)
- [www.netzwerk-frauenberatung.at](http://www.netzwerk-frauenberatung.at)

## Court Assistance

Victims of crimes have a right to assistance



## YOU HAVE A RIGHT TO COURT ASSISTANCE

The Austrian Federal Ministry of Justice has commissioned victim protection and support organisations to provide advice and assistance to persons affected by violence, including:

- information
- counselling
- accompanying them to the police or to the court
- support before, during and after legal proceedings
- support in asserting their rights as a victim

We will help you find an organisation which is suitable for you:

## CHILDREN AND YOUNG PERSONS

Children and young persons require special protection. You and your relatives can get help from:

! [www.pb-fachstelle.at](http://www.pb-fachstelle.at)  
• [www.gewaltinfo.at](http://www.gewaltinfo.at)  
Victims helpline 0800 112 112

## 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:

! [www.haltdergewalt.at](http://www.haltdergewalt.at)  
• [www.gewaltschutzzentrum.at](http://www.gewaltschutzzentrum.at), 0800 700 217  
[www.sexuellegewalt.at](http://www.sexuellegewalt.at)  
Women's helpline 0800 222 555  
Victims helpline 0800 112 112

## OTHER VICTIMS

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

! [www.weisser-ring.at](http://www.weisser-ring.at)  
• Victims helpline 0800 112 112

Court assistance throughout Austria:

! [www.neustart.at](http://www.neustart.at)

You can find a list of all organisations near you that offer court assistance in your specific situation at [www.justiz.gv.at/internet/prozessbegleitung](http://www.justiz.gv.at/internet/prozessbegleitung).

## COURT ASSISTANCE IN CRIMINAL AND MEDIA PROCEEDINGS

Court assistance in proceedings covers two closely related areas:

Psycho-social court assistance:

The aim is to make victims feel as safe as possible in proceedings and to provide support in coping with emotional distress, especially through:

- information on police and court procedures, from filing the police report to the end of the proceedings,
- personally accompanying victims to police and court appointments.

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 petitioning to be examined separately in proceedings.

Legal court assistance:

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

You may be entitled to psycho-social and legal court assistance according to the Austrian Media Act [Mediengesetz/MedienG], e.g. if

- compensation
- removal of the media coverage or
- publication of the judgment

is claimed.

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

## WHO IS ENTITLED TO COURT ASSISTANCE?

Persons entitled to court assistance include those

- who have experienced violence through a premeditated crime (e.g. victims of assault or robbery) or whose personal dependency may have been taken advantage of by such a crime,
- who have been seriously threatened (e.g. to be killed),
- whose sexual integrity has been compromised (e.g. victims of rape or sexual abuse), or
- who have become victims of terrorist crimes
- who have become victims of stalking, cyber bullying or sedition,
- who have become victims of slander, an accusation of having committed a criminal offence which is no longer on record, insult or defamation, if it can be assumed based on specific indications that such a deed was done by way of telecommunication or using a computer system
- minors who were witnesses to violence in their immediate social surroundings (violence in the family, violence towards children).

Under specific circumstances persons who have lost a relative as a result of a criminal offence (e.g. due to murder or a fatal traffic accident) may be entitled to court assistance as well.

A person is entitled to court assistance if it is required for safeguarding the procedural rights of the victims. In this context the degree to which the victim is personally affected is taken into account.

## COURT ASSISTANCE IN CIVIL PROCEEDINGS

In addition to the criminal case or following conclusion of the same, victims may sometimes face other court proceedings as well. Those "civil cases" may, for example, be cases for damages or divorce cases. If a civil case between a victim and the accused is factually related to the criminal case, the victim may request psycho-social court assistance again.