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the Justice Programme  
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#VictoriaProject

# Objectives of the project and methodology

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# Objectives:

- ▶ Identification of best European practices in
  - ▶ establishing secure communication channels allowing for referral of victims to the relevant support organisations,
  - ▶ individual assessment of victims' needs in practice, and
  - ▶ providing information to victims about the type of support they can obtain and all other information about victims' rights.
- ▶ Creation of open-ended IT and accompanying tools adjustable to increase effectiveness of victims' support - creation of methodological schemes for transfer and advancement of feasible best practices into particular national contexts
- ▶ Present the outputs of the Project stakeholders of victims' support systems, victims of crime and their family members, as well as to give visibility to the project activities

# Methodology

- ▶ What best practices are needed (national reports) → What best practices can be identified (collection of best practices)

# Methodology

- ▶ Manual on information on victims' rights, criminal justice system and victims' support services → INFOVICTIMS (APAV, Criminal Justice Programme of the European Union)
- ▶ Support needs assessment tool → Guidelines to develop an individual needs assessment
- ▶ Maps of important victims' support resources → Interactive online map of all available support services in Serbia (Victim Support Europe, World Bank)
- ▶ Manual on effective and secure referral of victims → Concepts, Main principles, practical steps



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# THANK YOU!

