



Cross-border victims of terrorist attacks – how to ensure quality support?

An Verelst, Victim Support Europe

Victim Support Europe and work on Terrorism

SUPPORT TO OUR MEMBERS

RESPONSE NETWORK



Victim Support
Europe

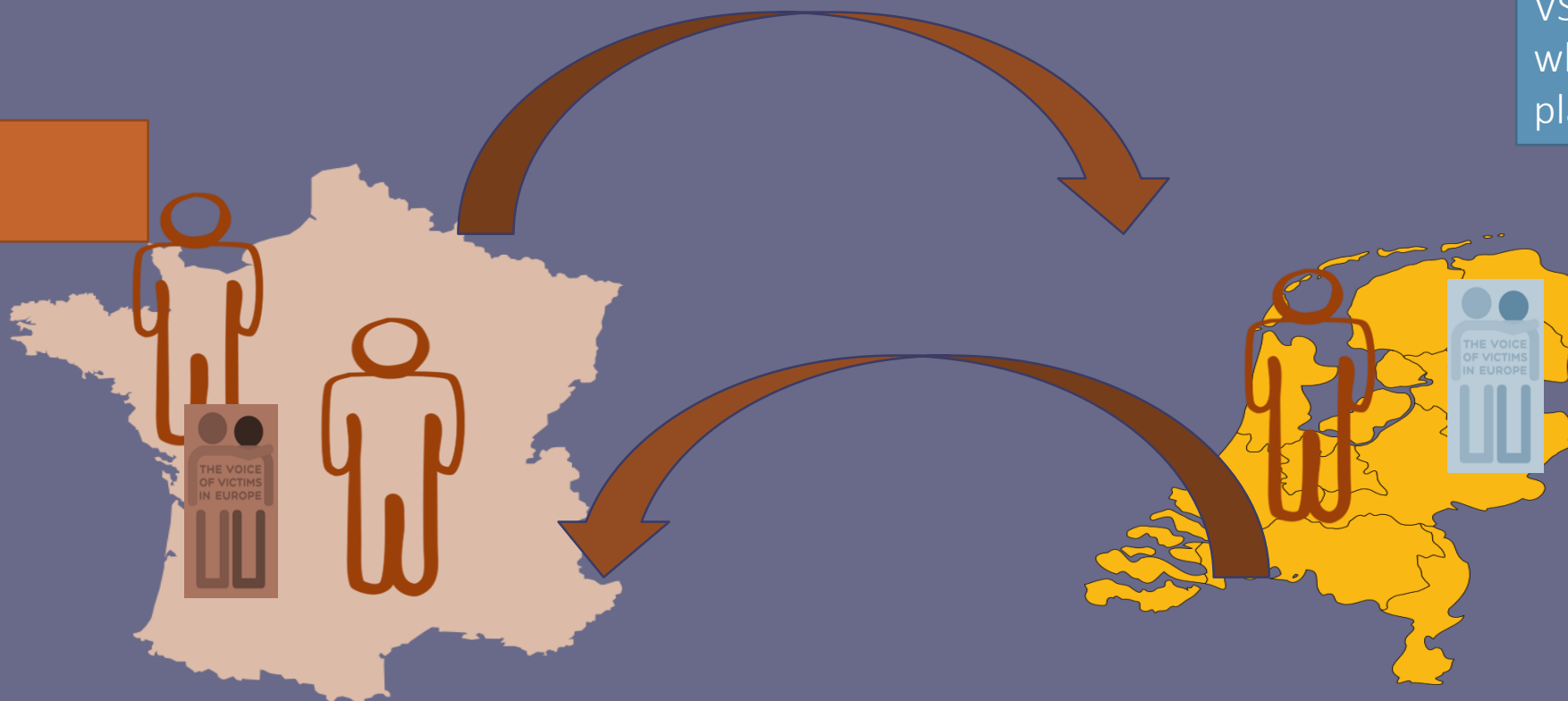
IFDIS

POLICY

Cross-border victims

VS in country of residence

VS support in country where attack took place



An added layer of complexity

IMPACT OF VICTIMISATION

Emotional impact

Practical difficulties

Financial needs

Juridical questions

Problems at work

Physical consequences

...



Language

Culture

Practical

Distance

Timing

NEEDS AND RIGHTS

Respect and Recognition

Information

Victim Support

Access to Justice

Protection

Compensation and Mediation



Language

Culture

Practical

Distance

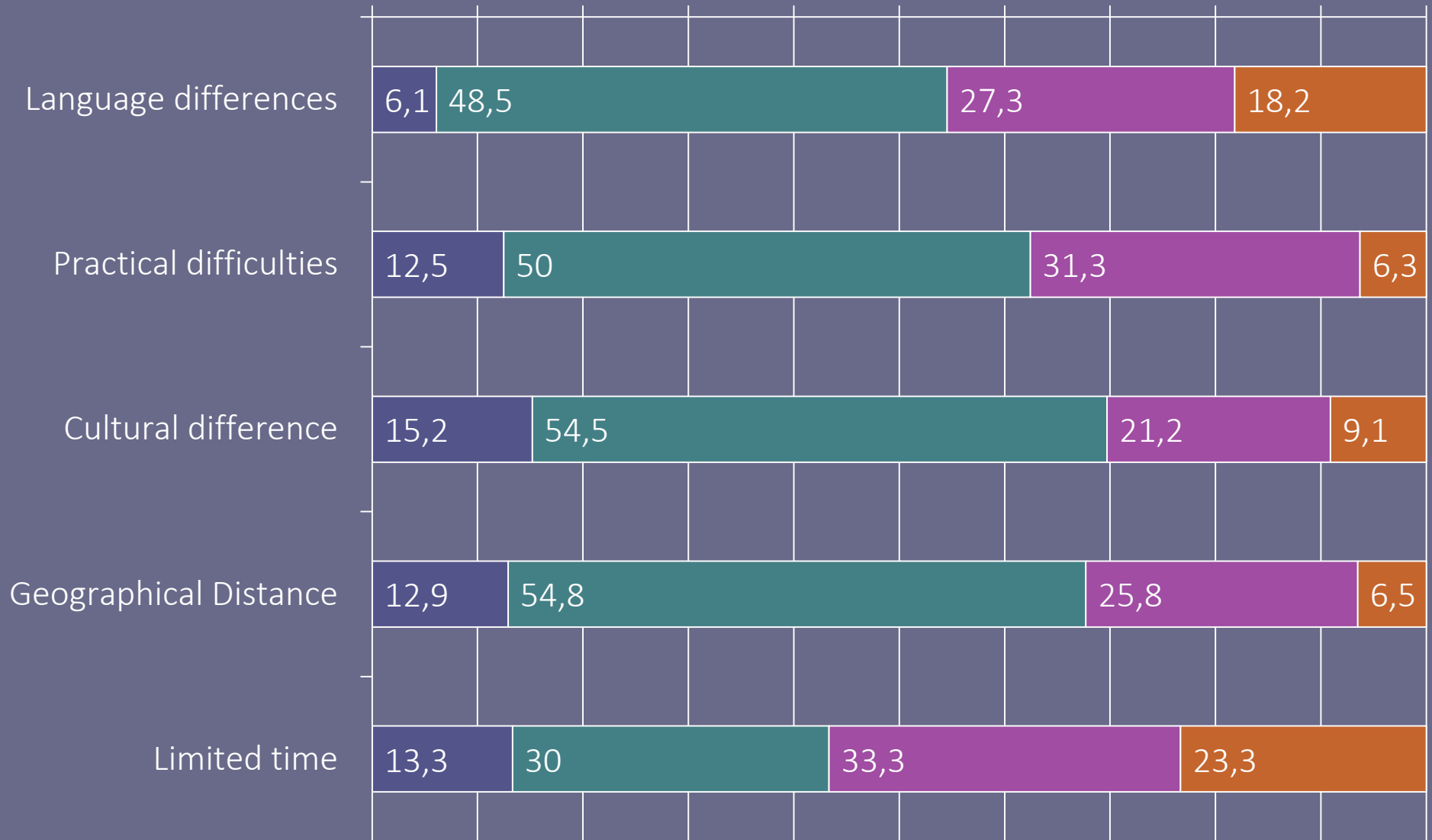
Timing

Different rights

- o Information, support provision, rights
- o Impact of victimisation, support needs
- o Travel, ID, food, health care, accommodation
- o Support network, support over borders
- o Limited time-frame to get information and support
- o Foreign victims of terrorism have different rights

□ Not challenging □ A bit challenging □ Very Challenging □ Extremely challenging

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%





Victim doesn't know rights



Victim needs practical support



Victim doesn't reach VS

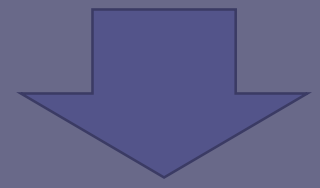
Victim doesn't report crime

Cross-border victims are unaware of their rights

Victims of *cross-border crimes* are often unaware of their rights in the country that the crime took place.

the rights of victims of crime are different in all EU Member States

“Cross-border victims do need more information than the resident victims, because they know less about our Criminal Justice system, rights in the country”



a range of languages means different agencies and in different locations



Victim doesn't know rights



Victim needs practical support

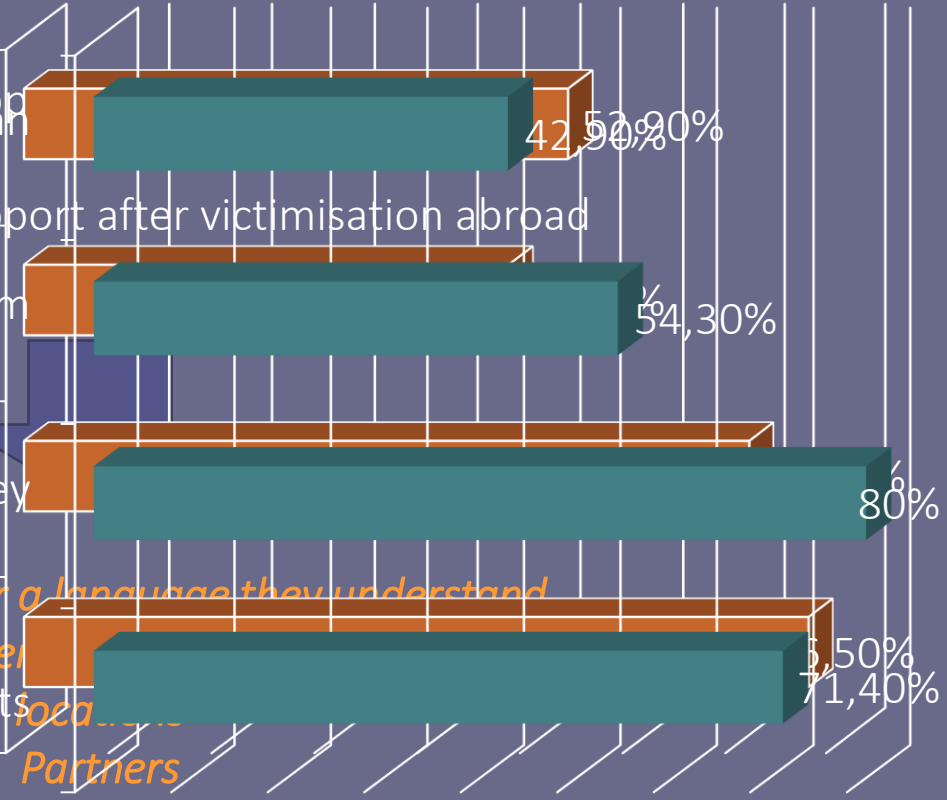


Victim doesn't reach VS

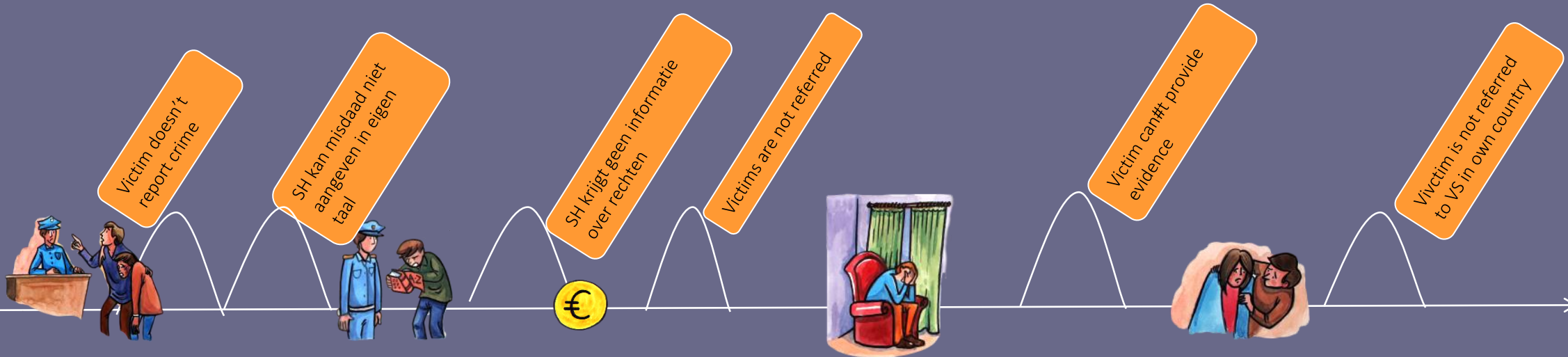
Victim doesn't report crime

Victim doesn't reach VS

They don't understand how our service can help them
 Knowledge about victim support after victimisation abroad
 They have to leave the country before they can get assistance
 They were not referred to you by the victim support organisation abroad
 They don't know they can get support if they were victimised abroad
native language or a language they understand
 They don't know our service exists
different locations
 They don't know our service exists



Partners



Victims are not referred

Police doesn't refer
Coordination with authorities is difficult

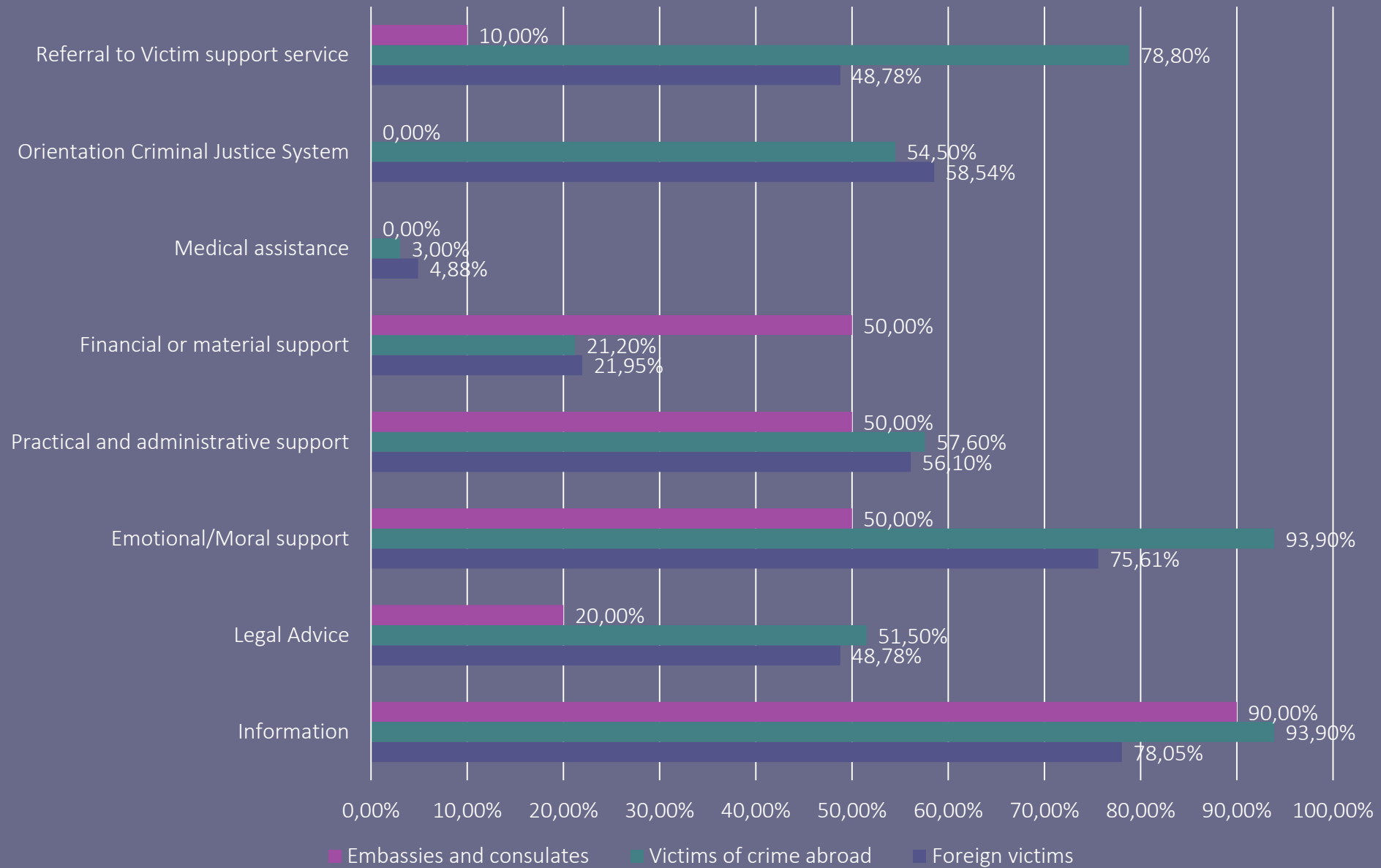
Most victims of terrorism are not referred to victim support organisations in their countries by embassies, governments in the country where the attack occurred

Improved coordination

Victim Support

- o Victims need ADAPTED support
- o REFERRAL to VS organisation abroad
- o COLLABORATION between VS organisations





Particular support

- Foreign victims need **distant** support
- Foreign victims need **quick** support (VS)
- Foreign victims need support in **different languages**
- Foreign victims need support adapted to different **culture/background**
- Foreign victims need support adapted to their **practical** needs

Referral

- o Referral – to authorities and victim support organisations
- o Referral to VS organisations
 - Language
 - Contact
 - No VS
 - Quality of VS
 - Procedure for referral
- o Collaborations between victim support organisations
 - o Procedure
 - o Follow up and evaluation

Three phases to meeting needs – Cross-border victims

Planning, preparation, prevention

Incorporate expertise on cross-border victims in crisis system

Including foreign actors in Training and exercises

Have funding available to support cross-border victims

Develop partnerships, relationships and trust

Develop tools and procedures

Victim definition and legislation relevant to cross-border victims

Translation of documents

Development of tools/communication/application forms for foreigners

Data protection rules with states

Crisis Response

Communication to the public in a way that reaches foreign victims

Adapting crisis response to cross-border victims

- Identification and registration
- Victim assistance centres
- Victim navigators
- Communication
- Emergency finances

Co-ordination

Medium, Long term services and self advocacy

Quality referral and follow-up between partner organisations

Navigators in country where attack happened

Memorial services

Follow-up of rights and services for foreign victims – facilitatory role

Online support

Cross-border referral

- o What information do you want/need on the victim that is referred to you for support after a terrorist attack?
- o When referring a victim of a terrorist attack to an organisation in his/her country of residence – what do you want to be sure off?
- o How would you like to follow up the referral?