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#VictoriiaProject

REFERRAL MANUAL: Definitions, core solutions to achieve referral & practical implementation

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Why a Referral Manual?

- ▶ Different national experiences and contexts
- ▶ Benefits for the victims and the member states (implementation of the Victims Directive)
- ▶ Need for a basis/ starting point for national referral systems where they do not exist yet

What is Referral?

- ▶ A referral system can be defined as a **comprehensive institutional framework** in which a network of **various entities cooperate** to ensure **access to protection and support** for victims of crimes.
- ▶ Referral mechanisms are based on efficient communication and defined methods to achieve the purpose of connecting victims to support services.

What is Referral?

- ▶ The main objective of a referral system is to ensure that all those who need and will benefit from support are offered assistance.
- ▶ All victims of crime should have access to

Comprehensive, high quality support services that are appropriate

Services responsive to the victim's needs and respect their right of choice

Services given by trained individuals

Services that aim to reinforce the victim's **dignity**, restore their **decision-making power** and give them **full access to their rights**.

The main benefits of a referral system are:

- ▶ To maximise access to and uptake of support services
- ▶ To reduce the medium and long-term consequences for the victim
- ▶ To ensure efficient and straightforward assistance

Actors involved

- ▶ **The referring entity**

1. “The competent authority that received the complaint”
2. “Other relevant entities”

- ▶ **The receiving entity**

General and specialist support may be provided by governmental or non-governmental organisations, on a professional and/or voluntary basis.

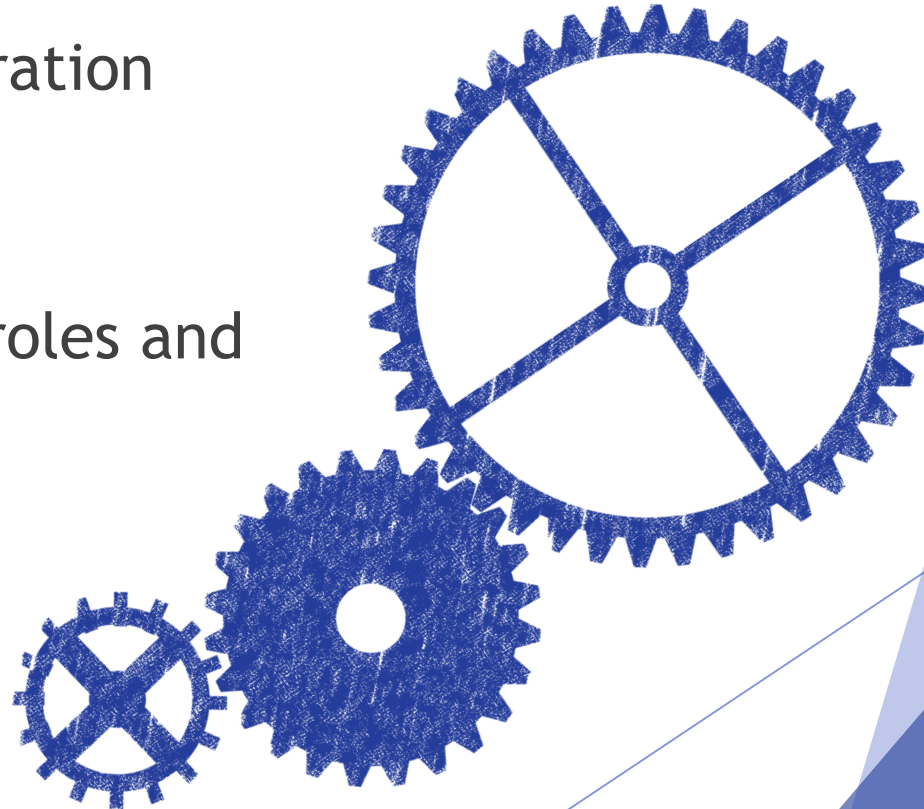
The individual referred

ALL victims of crime should be referred to a victim support service

Main principles of a referral system

Collaboration and mutual respect
between all parties involved

- ▶ Complementarity and collaboration
- ▶ Mutual respect and clarity in roles and responsibilities
- ▶ Transparency



Main principles of a referral system

Referral system is victim centred



- ▶ Victims are involved in a transparent manner
- ▶ The process minimises secondary victimisation
- ▶ Referral is carried out in a timely manner

Main principles of a referral system

Protect victims' data and ensure victims' safety

- ▶ Ensuring protection of victims' data
- ▶ Ensuring victims' physical safety



Practical steps to the implementation of a referral system

- 1** Problem identification and agenda setting
- 2** Implementation
- 3** Evaluation

Practical steps to the implementation of a referral system

2

Implementation

Establish a collaboration agreement

- APAV has protocols with different entities, including the police



Practical steps to the implementation of a referral system

2 Implementation



- APAV has protocols with different entities, including the police

- APAV and its partners established safe referral procedures

Practical steps to the implementation of a referral system

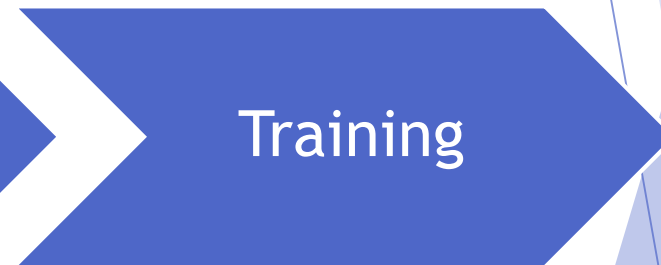
2 Implementation



- APAV has protocols with different entities, including the police



- APAV and its partners established safe referral procedures



- Initial training for all professional staff involved
- Regular training



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THANK YOU!

