
VICTIMS' NEEDS

and how to assess them

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- **Resilience**
- **Self-empowerment**

Resilience

The capacity to recover quickly from difficulties.

Self-empowerment

The strenght to do something through one's own thoughts: based on the belief that one knows what is best for oneself.

VICTIMS' NEEDS

REDUCE STRESS FACTORS

Psychological and Emotional

- Re-experiencing the event
- Avoiding reminders of the event
- Increased arousal

Most victims recover in an natural way, with support of their own social network.

Awareness in following up post-traumatic stress reactions is very important.

Physical

- Injuries
- Psycho-somatic

Juridical

Support and follow up in the
juridical procedure.

Social and behavioural

Becoming a victim has an influence on the social life and personal relationships of someone.

Financial and Material

- Direct
- Indirect

- **RECOGNITION**
- **INFORMATION**
- **SUPPORT**

Recognition

From: own social network,
government, juridical system, ...
Victims want to be taken
seriously.

Information

- Right
- In time
- Complete

Support

- As soon as possible
- Based on victims' needs:
Physical, psychological,
juridical, social and behavioural
material/financial

THE DIFFERENCE BETWEEN A *NEED* OF A VICTIM AND A *QUESTION* OF A VICTIM

Three principles for support:

- Stepped Care Model
- Watchful Waiting
- Outreaching

STEPPED CARE

Stepped care is a model/principle often used in mental health services.

- It is a system offered to people appropriate to their needs.
- It means the most effective, yet least resource intensive treatment is delivered first.
- It gives the possibility for stepping up if required.

WATCHFUL WAITING

(Or active monitoring)

- It means being alert towards possible risks and problems.
- This principle fits perfectly with the Stepped Care Principle.

OUTREACHING

To base support on the Stepped Care and the Watchful Waiting principles it is important to reach victims as soon as possible.

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