

Enhancing international partnerships/cooperation – identifying roles, responsibilities, gaps and opportunities.

**Portuguese Association for Victim Support
APAV**

INVICTIM

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June 2019

Situation in Portugal:

No domestic attacks on the last years, but several Portuguese citizens killed or injured abroad.

Very difficult contact with victims or families.

the need of external affairs offices and embassies to recognize the problem of victims abroad.

The internacional framework of support of victims abroad has to change:

- Foreigner or external affairs offices and embassies should be informed about (internacional) rights of victims
- they should be trained on victims abroad needs, beside the administrative issues, like passport lost, visas or help in flights
- beside victim abroad needs, embassy staff should also be trained in psychological first aid.

The internacional framework of support of victims abroad has to change:

- they should understand that cooperation and bridging contacts between victims of crimes and victim support associations is no longer a best practice, or something extra that their doing for victims or for victim support services. It is something that should be integrated on their proceedings and in the services that they provide to their national citizens.

The internacional framework of support of victims abroad has to change:

And for Victim Support Services:

- Pre-plan
- Operational response
- Deliver on time

Thank you!

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