



# **INVICTM Symposium**

## **Supporting Cross-Border Victims of Terrorism**

Levent Altan,  
Executive Director

# About Victim Support Europe

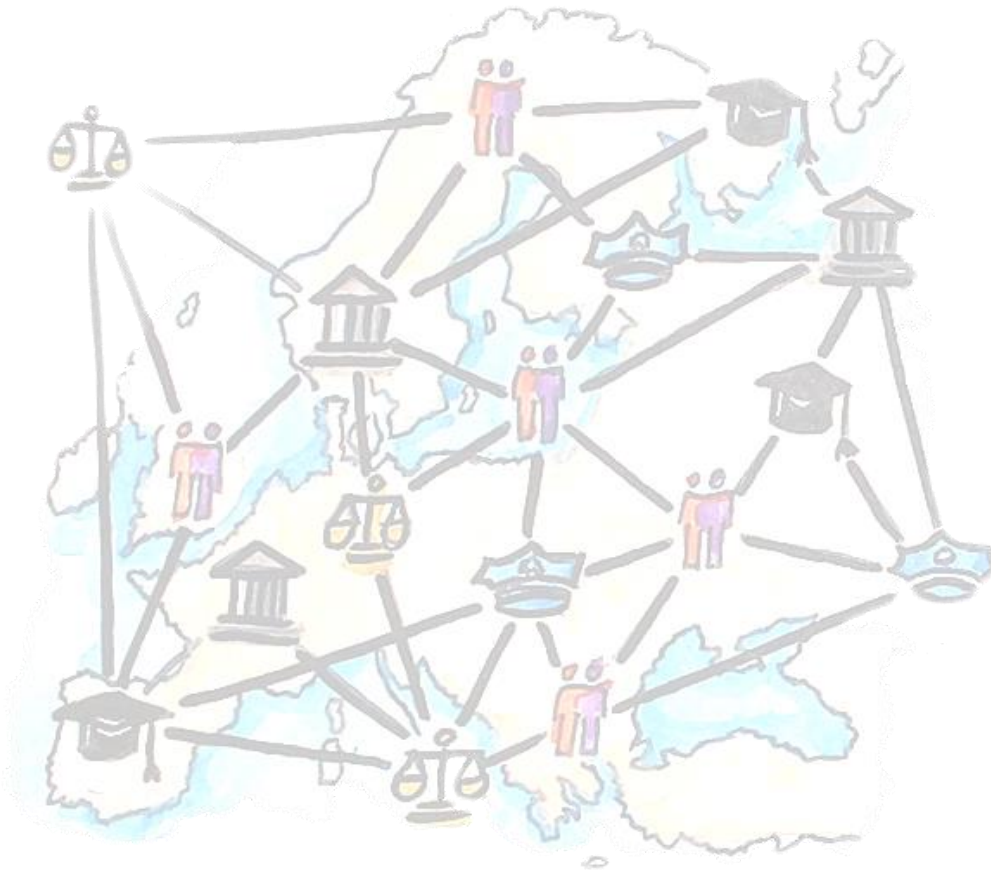
Set up in 1990 to promote rights and services for all victims of crime in Europe

Network of 56 organisations: NGOs, State, Individuals, Universities

31 Countries

Over 5000 staff and volunteers

Over 2 million victims supported per year



# VSE response to terrorist attacks



21 terrorist attacks in Europe and beyond since 2015

France, Germany, Spain, UK, Sweden, Finland, Russia, Turkey, USA, Bangladesh,  
New Zealand, Sri Lanka

Primary focus – mass victimisation

**International  
response network**

**Connecting victims  
to support**

**Research and policy  
development**

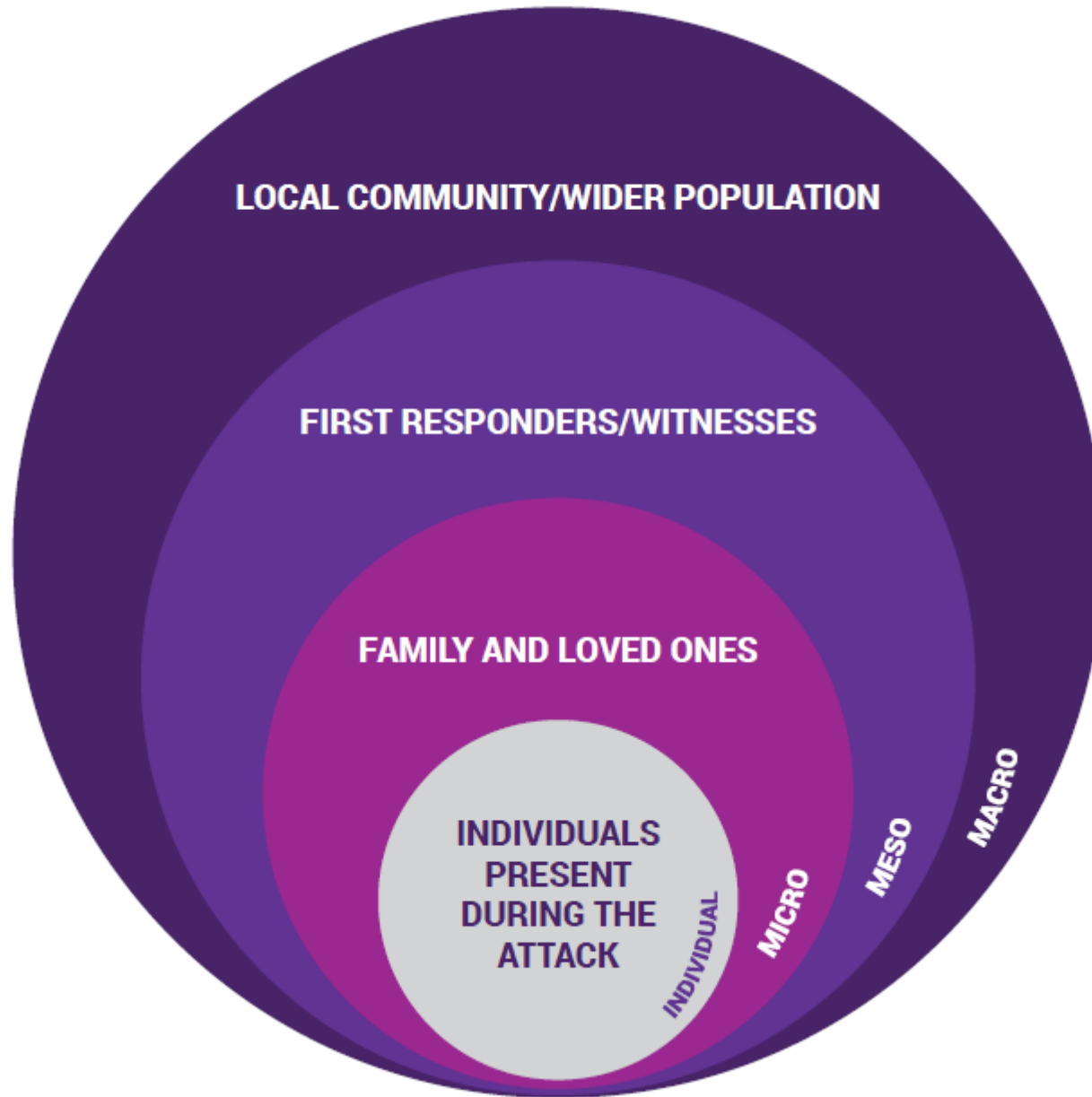
**Capacity building  
and advocacy**

# Two scenarios when supporting cross-border victims



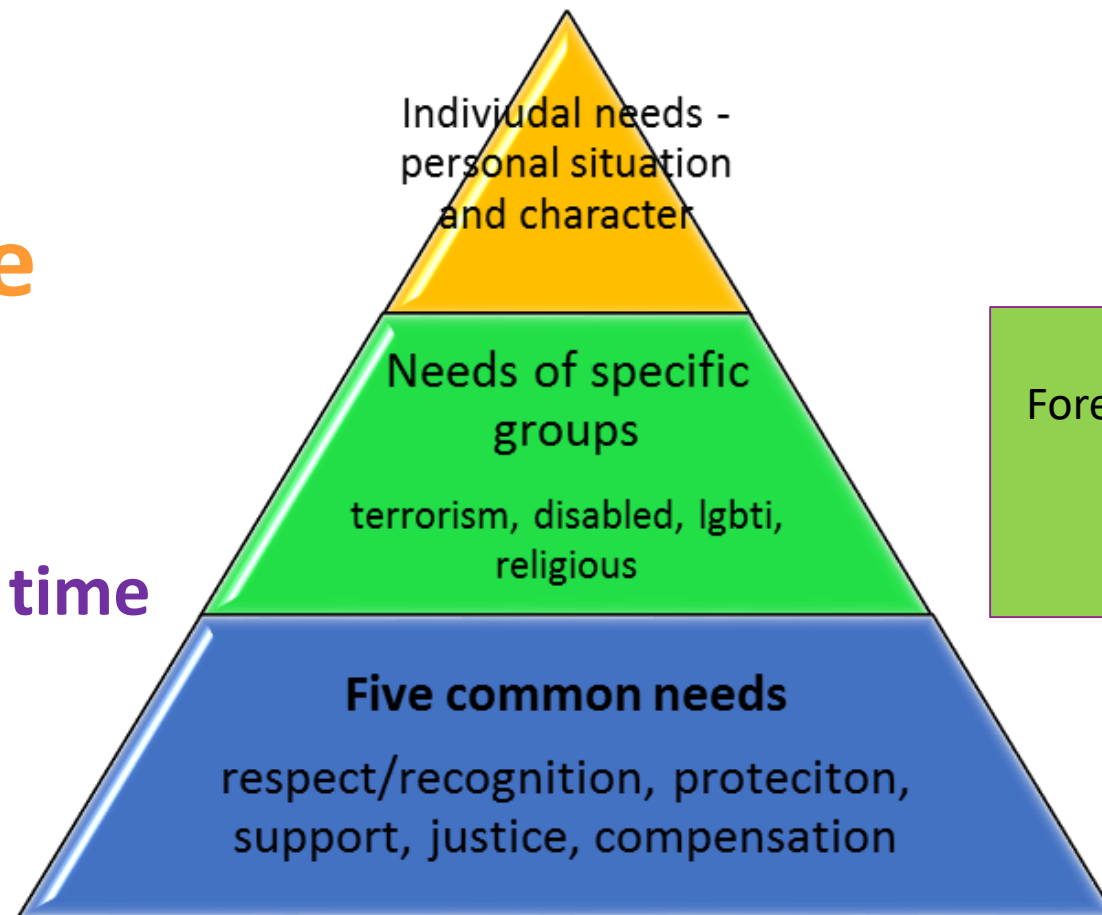
# Circles of Impact:

## Victims and those affected by Terrorist Attacks



# Victims needs is the starting point:

Not budget, not resources, not time



Foreign Victims of  
Terrorism



# Coordination

Phases	Actors involved	Challenges in collaboration
Preparations	<b>First responders:</b> police, intelligence services, fire fighters, army, medical staff (state or private), judiciary <b>State actors:</b> consular services, ministries, prosecution, civil society (victim support, specialist terrorist), red cross, disaster <b>Private sector:</b> security personnel, business, insurance <b>Hybrids:</b> transportation systems, telecommunication hubs	Security Legal Technical Privacy Trust Knowing each other Knowing the right people Duplication Gaps in action Competition Territorial boundaries Jurisdictional Evaluation Speed
Crisis		
Medium term		
Long term		



# INVICTM

**International Network Supporting Victims  
of Terrorism and Mass Violence**

2019 INVICTM International Symposium

## *International Cooperation – Working Together to Better Support Victims of Terrorism and Mass Violence*

**Tuesday, June 11, 2019 - 08:30 - 17:30  
Cité administrative, 1 Parc de l'Etoile, Strasbourg, France  
Room: le Grand Salon**



# Psychosocial support to victims of terrorism in Belgium

Dr. An Verelst

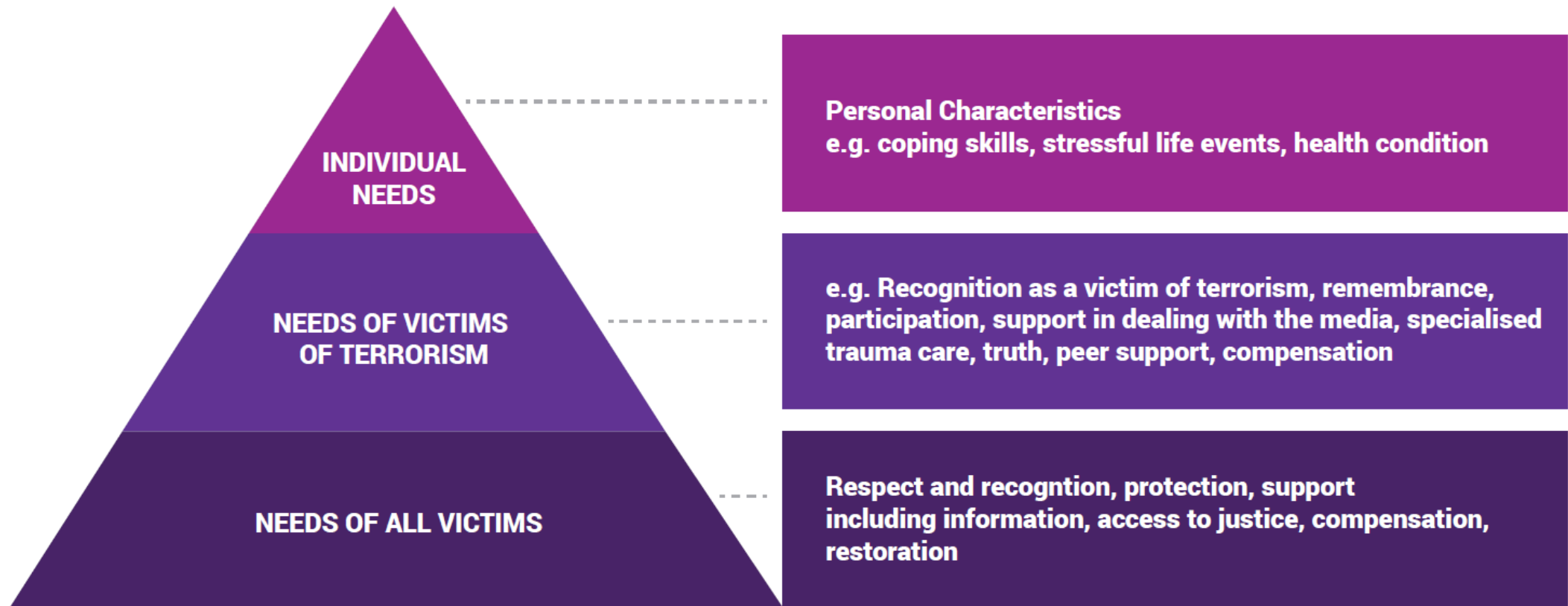
Ghent University / INVICTM



# **SUPPORTING VICTIMS OF TERRORISM**

REPORT OF THE INVICTM SYMPOSIUM  
IN STOCKHOLM  
2018

# Needs of victims of terrorism



# An added layer of complexity

- Emotional impact
- Practical difficulties
- Financial needs
- Juridical questions
- Problems at work
- Physical consequences
- ...



Language

Culture

Practical

Distance

Timing

(Un)Familiarity

**Needs AND RIGHTS**  
**Respect and Recognition**

**Information**

**Victim Support**

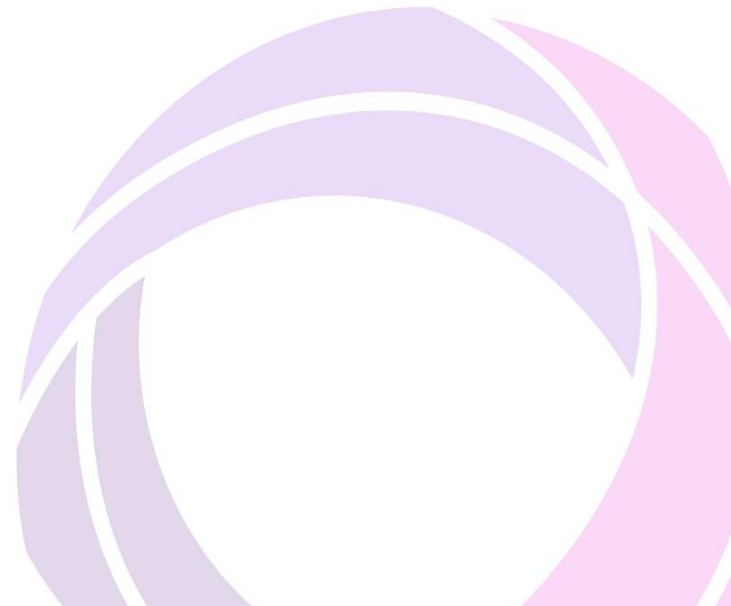
**Access to Justice**

**Protection**

**Compensation and Mediation**

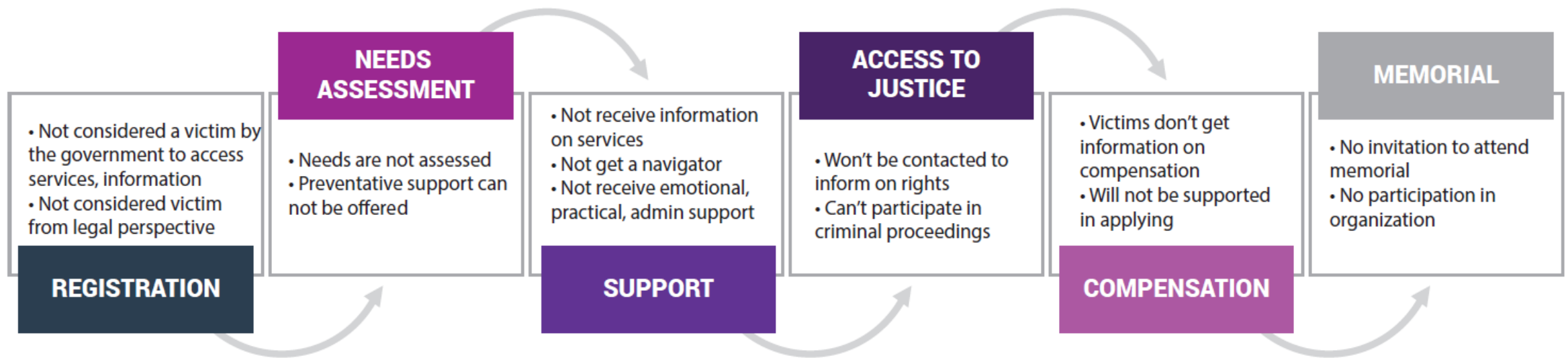
# Predictable challenges – A cross-border perspective

- Identification of Victims
- Management of Victim/Family Response
- Communication
- Resource Coordination
- Impact on Responders and Service Providers



# Predictable challenge: Identification

## POSSIBLE CONSEQUENCES OF NOT BEING REGISTERED AS A VICTIM



Language

Culture

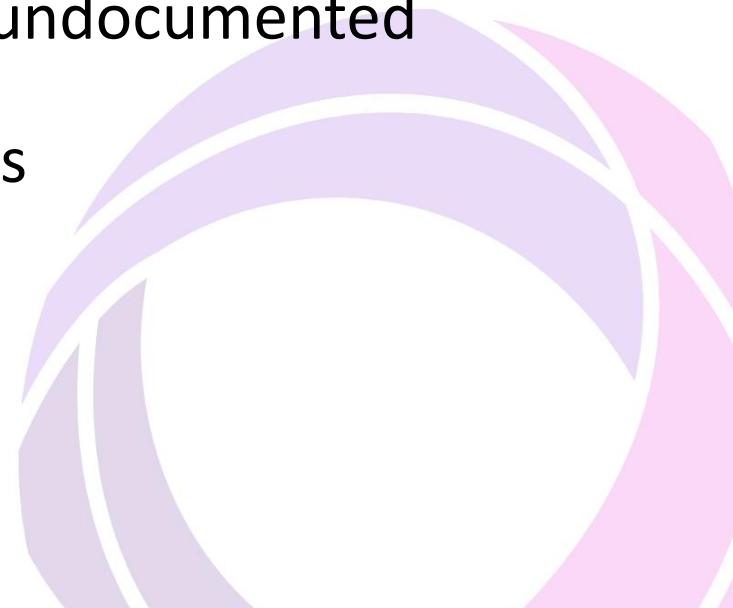
Practical

Distance

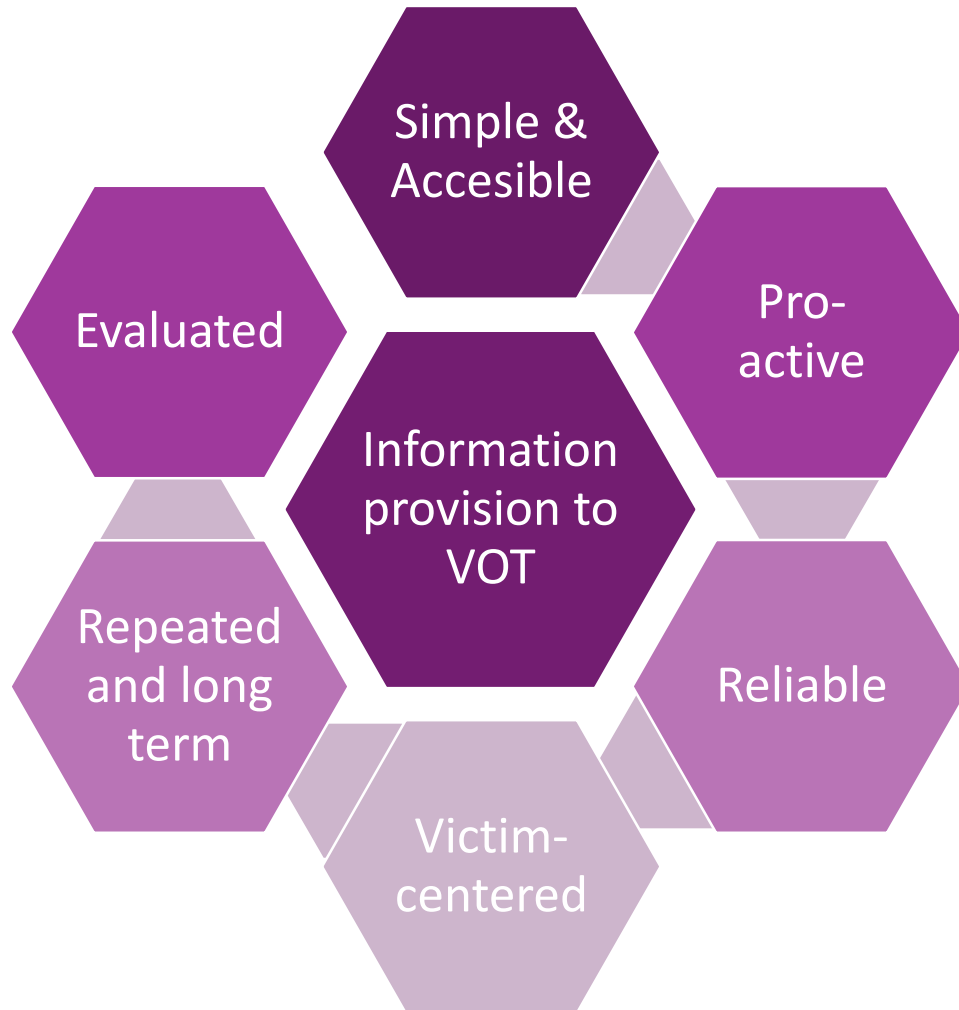
Timing

(Un)Familiarity

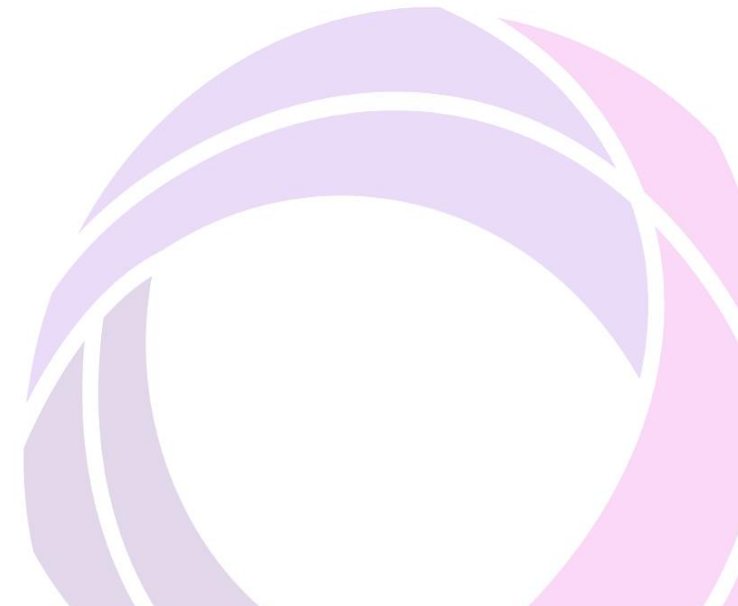
- Focus on deceased or those injured. Less time spent on wider circle of victims
- Characteristics can be an impediment to identification and registration of foreign victims
  - Example of the Brussels attacks
- International victims – refugees, undocumented migrants,...
- Registration in different languages
- Contextualise
- Make it fast
- Online registration



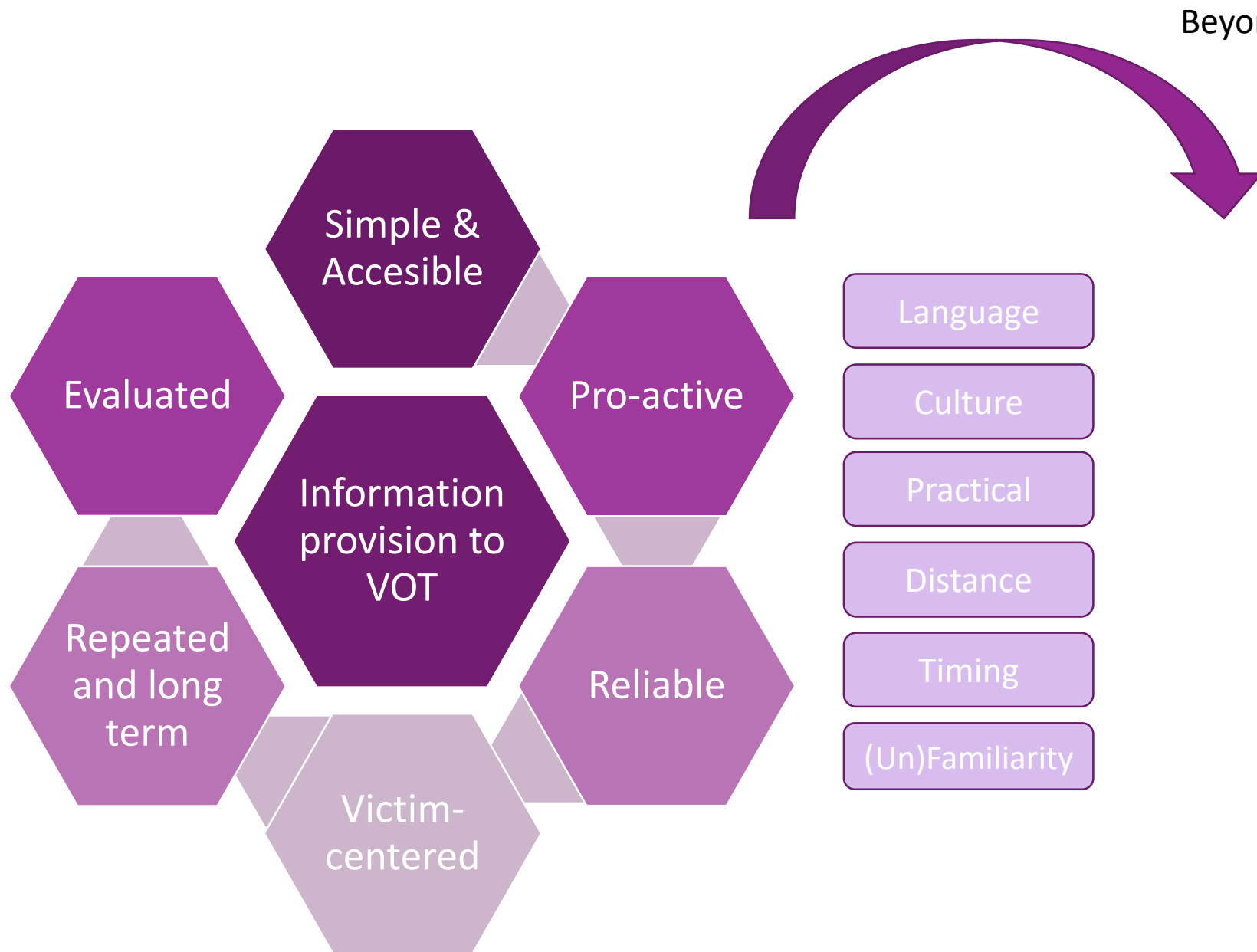
# Predictable challenge: Communication



- What is the current situation
- Where to get information
- Where to go for care
- What happened to their loved ones
- How to deal with practical issues
- What are their rights







Beyond assumptions

An extra effort to reach CBV

- Work together
- Be creative
- Language
- Contextualise

# Modes of communication

- Websites
- Written information including Flyers and Brochures
- Social Media
- Media and Press
- Helplines

Think along the victim's journey

- Embassies and consular services
- Insurance companies
- Transport
- Local organisations
- Local news
- Easily accessible websites
- National government
- Specialist organisations
- Doctors and medical services

# Thank you!

An Verelst

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