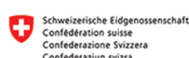


Easy access to support depends on where you live

- 34.5% organisations work in Belgrade
- 24.7% in Vojvodina
- 19.2% in the South of Serbia
- 17.8% in Central and Western Serbia
- 4.1% in Eastern Serbia

Overview of Existing Victim Support Services in Serbia

Multi-Donor Trust Fund for Justice Sector Support in Serbia, World Bank



In partnership with



June 2017

Acknowledgements

The World Bank and the Multi Donor Trust Fund for Justice Sector Support (MDTF-JSS), in partnership with Victim Support Europe are implementing a number of activities aimed at strengthening victim support services in Serbia. The present report is result of that partnership and in cooperation with the Victimology Society of Serbia – VDS.

“Overview of existing victim support services in Serbia” was executed in February and March 2017 by VDS, under the guidance and with the support of the World Bank team composed of Georgia Harley (Justice Reform Specialist and Task Team Leader) and Marina Matić Bošković (Justice Reform Expert) and VSE’s team composed of Levent Altan, An Verelst, Aleksandra Ivanković and Sanjin Bužo.

The report, based on a survey and stakeholder consultations, was prepared by the research team of VDS: Dr Sanja Čopić, Jasmina Nikolić and Bejan Šaćiri, with the support and under supervision of prof. Dr Vesna Nikolić-Ristanović, VDS Director. Special thanks to Milica Luković, VDS intern, who provided assistance to the research team in collecting data and preparing the database.

We would like to thank all victim support services for their engagement in the survey and the workshop. Their participation was instrumental in mapping the victim support services in Serbia and developing the database.

Contents

EXECUTIVE SUMMARY	1
1. SURVEY RESULTS	7
1.1. Assistance and support to victims	7
1.1.1. Target group	11
1.1.2. Structure of services by geographical area	18
1.1.3. Working hours	19
1.1.4. Getting information.....	19
1.1.5. Types of services offered to victims	21
1.1.6. Communication channels	23
1.1.7. Service fee	25
1.2. Capacity of service providers.....	26
1.2.1. Data gathering and protection of victims.....	26
1.2.2. Services provided in 2016	26
1.2.3. Human resources	28
1.2.4. Staff training.....	29
1.3. Financial resources	29
1.4. Database of victim support services.....	30
2. CONCLUSIONS AND RECOMMENDATIONS	33
1. Structure of service providers	33
2. Structure of services.....	34
3. Geographical coverage	35
4. Outreach.....	36
5. Information	38
6. Referral.....	39
7. Communication	40
8. Volunteers and paid staff	41
9. Staff training.....	42
10. Financing	43
11. Data collection and recording	43

12. Overall conclusions.....	44
ANNEXES	49
Annex I – Research methodology.....	49
Annex II – Example of a sheet (fiche) of victim support service in the database of victim support services.....	52
Annex III – Example of a sheet (fiche) of victim support service in the electronic version of the database of victim support services.....	53
Annex IV – List of participants at the workshop.....	54
Annex V – Workshop agenda	55
Annex VI – SURVEY QUESTIONNAIRE	56

EXECUTIVE SUMMARY

As a part of its negotiations on the accession to the EU, Serbia has prioritised the implementation of the EU Directive of the European Parliament and of the Council of 25 October 2012 on establishing minimum standards on the rights, support and protection of victims of crime (Victims' Rights Directive). One of the cornerstone requirements of the Directive is to ensure that victims "have access to confidential victim support services, free of charge, acting in the interests of the victims before, during and for an appropriate time after criminal proceedings."

This report examines what existing services there are in Serbia, and what needs to be done to ensure that all victims of all crimes in the entire territory of the Republic of Serbia can access such services.

The research is based both on a survey which consulted all identified existing service providers, and on an in-person consultation with a sample of service providers, conducted through a workshop. A total of 73 organisations took part in the survey, while information on a further 36 were included in the database of victim support services based on additional research. Ten of those participating in the survey also took part in the workshop to verify results and discuss findings. The report indicates the following:

The majority of services for victims of crimes in Serbia have so far been **provided by civil society organisations (CSOs)**. Two main groups of services are provided by the State: support for victims (injured parties) and witnesses during criminal proceedings, and shelters for victims of violence (in particular, women and children victims of domestic violence and human trafficking). The former are operated by the services in the prosecutors' offices and courts and Units for the Protection of Child Victims and Witnesses, and are limited to victims who act as injured parties and/or witnesses in criminal proceedings. They last only while the criminal proceedings are ongoing. Shelters for victims of violence are

operated by State social work centres. These services support certain groups of victims and provide only a limited number of services.

There is a **limited number of general services** that are available for all victims of all crimes in Serbia. Services provided to victims are often specific and focused on **specific profiles of victims**: women with disabilities as victims of violence, victims of gender-based violence, victims of specific types of crimes (e.g. human trafficking). This level of specialisation is important and welcome in catering for the needs of victims with specific vulnerabilities. Nonetheless, there is a risk that numerous victims who don't fall within these categories will not be provided with the support they need.

Even taking into account those service providers who have not taken part in the survey (notably services operated in the prosecutor's offices and courts, and shelters operated by social work centres), services are clearly **limited in their geographical scope**, with most being locally available.

The highest number of services are available in Belgrade, while in other regions the availability of services varies. Some regions, notably the far South (Piroć), Eastern Serbia (Zaječar), the far North (Subotica), as well as the western parts of the country show a worrying absence of any services.

Some groups of victims will have a much greater access than others to assistance and support in Serbia. Assistance and support are primarily available to victims of different forms of violence, including domestic violence, sexual violence and human trafficking, but less available to victims of e.g. hate crime or different forms of property crimes. In addition, around one third of victim support services support only women. This means that even where there are services available, many victims run the risk of not receiving services, as they don't fall within a specific category.

A number of services provide assistance and support to **family members** of a victim, indicating that family members as indirect victims are

recognised by at least some services, as is also required by the Victims' Rights Directive. Overall it can be seen that **many victims in Serbia are at risk of having no access to any type of service.**

These findings indicate that whilst a range of services exist, **expansion of those services is needed** to ensure access for all victims of crime, across the entire territory of Serbia. With a broad network of civil society services already in place, greater accessibility is likely to be most efficiently and effectively achieved by capitalising on those services. In particular, funding to encourage the development and delivery of general victim support services for all victims (both direct and indirect) of all crimes in all parts of Serbia, provided for as long as it is necessary, will be critical to achieve full compliance with the Victims' Rights Directive, and to meet the needs of Serbia's citizens.

At the same time, some important state services are conditional on the administrative seats of courts, while services provided by CSOs are scattered around the country mostly in a haphazard way, depending on where there were willing enthusiasts to start providing them. With this in mind, greater co-ordination between services – including between State and CSOs will also maximise the benefits of each service.

Victims often receive **information on available services** through the internet or the media. Nonetheless, given that a significant proportion of the Serbian population does not have access to the internet, alternative sources of information need to be used and further developed.

Assistance and support are mainly provided through **direct communication**. Face-to-face contact and telephone are still the preferred communication channels of victims. However, it appears that providing assistance and support through e-mails, internet and social networks is becoming increasingly important.

In general, assistance and support provided by victim support services is **free of charge**. The funding for such free services comes from the State

budget for the state services, and from projects for services provided by CSOs and the state. In addition, CSO services are often provided on a voluntary basis.

Human resources of victim support services differ though in general assistance and support are provided by both **professional staff (employees) and volunteers**. CSOs rely on voluntary work to a greater extent in comparison to state agencies and institutions. Thus, volunteers represent an important asset of CSOs, helping increase the efficiency of their services and as well as retaining local commitment and focus.

A significant percentage of employees and/or volunteers receives **training** to provide support. However, a large number of those who provide support for victims, in particular volunteers, do not receive any specific training. The Victims' Rights Directive places a specific focus on the training of those who come into contact with victims. Although training of support workers is not obligatory under EU law (since in most countries support organisations are not directly under the control of the State), the Directive does require that States encourage training of support staff and volunteers.

The provision of support to victims can be highly beneficial when provided to a high level of quality, but can be very damaging when provided by inexperienced or untrained personnel. Given the risks to victims of poor quality support, it is recommended that a system of both practical and theoretical, basic and specialist training be established for all persons working with victims. Compulsory training is likely to have the greatest benefits and ensure a base level of quality support that meets minimum standards and does no harm. At the same time it will ensure similar standards of services regardless of the type of victimisation or the place where the service is provided.

Work of CSOs on providing support to victims in Serbia is heavily dependent on projects and donations mostly from foreign sources,

without stable and sustainable sources of financing. This can negatively affect the quality and permanence of services.

There is **no systematic approach for referring victims from police and prosecution authorities to victim support organisations.** Equally, there is a total lack of any methodology or other tools to help those who are in contact with victims to ensure referrals. Victims are mainly referred to victim support by social welfare services and CSOs but these referrals are irregular and incidental. Developing consistent referral mechanisms will be an essential component in ensuring that victims access support services.

Service providers in Serbia offer victims various types of assistance and support, including: information, emotional support (empowerment) and referral. However, while **providing information to victims** is a service that most providers offer, this information is rarely comprehensive and providing a victim with all they need to know to recover from the impact of victimisation. This may affect other aspects of service provision, as with incomplete information, recovery and empowerment are impeded whilst referral may be inadequate or incomplete.

Those that do provide information, provide it on victims' rights and ways to exercise them; on participation in criminal or other court proceedings; as well as information about other relevant specialist support services.

The report, for the first time, provides a clear national picture of victim support provision in Serbia. This is an essential first step in understanding what actions are required to ensure support is available to all victims of crime on a national basis.

The valuable data gathered through this mapping exercise will also be used to increase awareness and accessibility among victims, service providers and law enforcement to the services that already exist. Survey results have been turned into an up-to-date and detailed database of services available. This will be used to create an interactive, user-friendly

map of services that will help victims find the services most relevant to them whether locally or nationally. The map will be available for use by victim support services, State organisations and other entities working with victims of crime. The collaborations developed through this project will be further deepened over time with the aim of developing a more coordinated system of national support services including through efficient referral mechanisms.

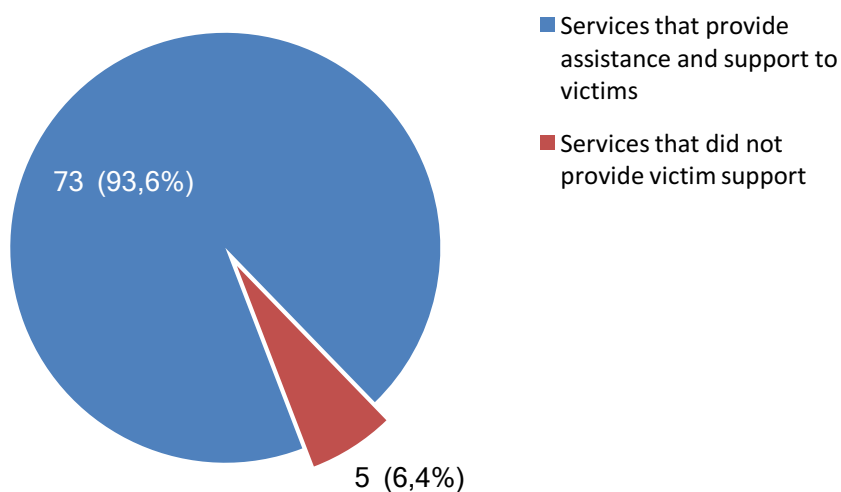
Through the development of a national support service delivery plan maximising the use of existing services, coupled with clear, timebound actions and the resources to implement plans, Serbia has the opportunity to develop a highly effective system of support. That system will benefit a significant proportion of the population which has suffered both from new crimes and from historical crimes during the conflict. Such services accelerate recovery and healing, helping victims to find their new normal, and to continue to be active members of Serbia's society and economy.

1. SURVEY RESULTS

1.1. ASSISTANCE AND SUPPORT TO VICTIMS

1. **73 (93.6%) service providers that responded to the survey ('service providers') out of 78 provide assistance and support to victims.**

Figure 3. Number of services that provide assistance and support to victims



2. **The highest number of victim support service providers are from Belgrade (25);** The table below indicates the distribution of all services.

Number of Support Services	Town of Service
25	Belgrade
6	Novi Sad

Overview of existing victim support services in Serbia

5	Niš
4	From each of: Kragujevac, Leskovac and Sombor
2	From each of: Zrenjanin, Vranje, Kraljevo and Šabac
1	From each of: Novi Pazar, Užice, Vršac, Kruševac, Kikinda, Sremska Kamenica, Negotin, Smederevo, Požarevac, Vranjska banja, Bačka Topola, Vlasotince, Pančevo, Novi Bečej, Prokuplje, Smederevska Palanka and Valjevo

3. Observing services available in regions: 25 victim support services are on the territory of the City of Belgrade, 18 on the territory of the Autonomous Province of Vojvodina (North Serbia), 14 on the territory of South Serbia, 13 on the territory of Šumadija (Central Serbia) and Western Serbia, and 3 on the territory of Eastern Serbia.

4. At the same time, it should be noted that there are 132 social work centres, which have specific competencies, in accordance with relevant legislation, and which cover the entire territory of the country. These centres are not established specifically to offer victim support services.

5. However, as part of their work they do handle cases of child abuse, for example where they might take an abused child (whether that amounts to a crime or not) into foster care to protect them from abuse. In addition, it is possible for adults to access services where there is a danger that they would become a victim or they are already victims of abuse, neglect, exploitation and domestic violence.

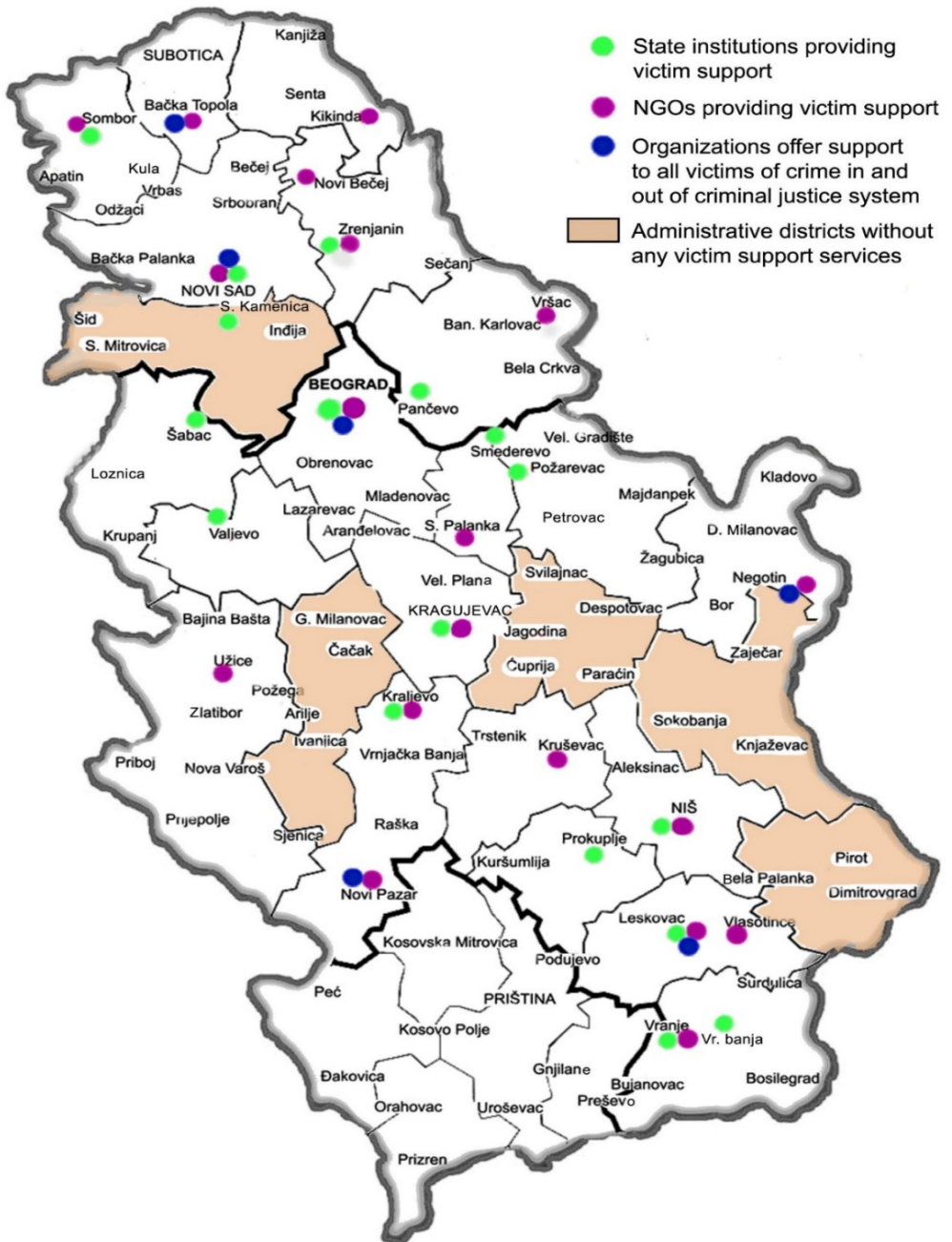
6. Nevertheless, it must be recalled that these centres are not focused on victim support in the way that specific support organisations are. Whilst recognising the availability of some level of service it is

important to manage the expectations of victims as to the type of service that may be available from these centers. To avoid dilution of the methodology and confusion, these centres are therefore not included in statistics about organisations offering victim support. However, details will be included in the interactive map to ensure eligible victims who need the services of such centres are able to find them easily through the map.

7. In addition, some social work centres actually operate specific services to support victims of family violence. Those centres are including both in the the report and the map.

Overview of existing victim support services in Serbia

Map 1. Geographical location of victim support services



8. This map suggests that some parts of the country lack any type of victim support services. In particular, Pirot area in the south, Zaječar area in the east, Subotica in the north and Srem in the west of the country suffer from a lack of services. When it comes to Šumadija (the central part of Serbia) it can be noticed that there are no victim support services in two administrative districts (Pomoravski and Moravički).

9. Regarding the statutory arrangements of the respondents that provide services to victims, 40 are non-profit non-governmental organisations (CSOs), 32 are state actors¹ and one Legal Clinic at the Law Faculty, University Union, Belgrade.

1.2. TARGET GROUP

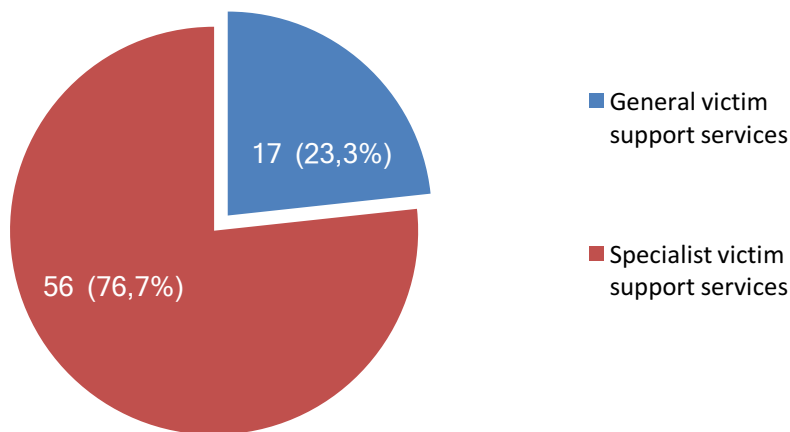
10. Whilst 47 (64.4%) service providers stated that the services they provide are made available to all victims regardless of the form of victimisation, their gender, age, nationality or religious beliefs or other personal features, further analysis of answers indicated that the number is much lower².

11. Analysis suggests that there are only 17 (23.3%) service providers that provide services to all victims, regardless of gender, age, type of victimisation or other circumstance. 26 (35.6%) service providers responded from the outset that they provided assistance and support to certain groups of victims only.

¹In this context state actors is defined broadly - out of the 32, 26 respondents are units of state institutions, 3 are institutions financed by the local administration, 2 are state institutions, one is an independent state agency.

²When respondents gave their replies to questions related to age, gender or form of victimisation, it turned out that, while they consider themselves to be a general victim support service, they actually provide certain types of services to only certain types of victims.

Figure 4. General and specialist victim support services



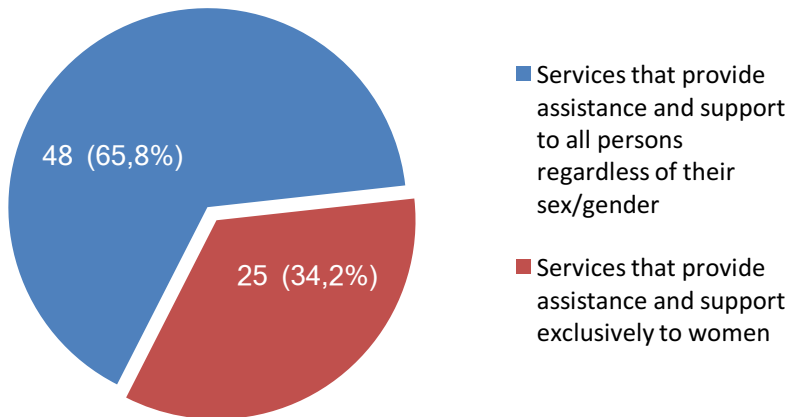
12. **This does not mean, however, that all of these service providers provide all the needed assistance and support to victims.** Out of 17 general victim support services, 9 (52.9%) are Higher Court Offices for Assistance and Support to Witnesses and Injured Parties and the Information Offices for Injured Parties and Witnesses at the Higher Public Prosecutor's Offices. Support in courts and the prosecutor's offices is further limited as they are offered only to those victims who take part in criminal proceedings. Assistance and support are provided only for the duration of those proceedings.

13. **In addition to those services, assistance and support are offered to all victims of all crimes by 8 CSOs, who provide their services to direct and indirect victims during, as well as outside of criminal proceedings.** Hence, the existence of services that provide support to all victims of crimes in Serbia, whether in criminal proceedings or not, is very limited.

14. **48 (65.8%) victim support services provide assistance and support to all persons regardless of their gender, while 25 (34.2%)**

support women exclusively. None of the service providers from the sample provides assistance and support to men only³.

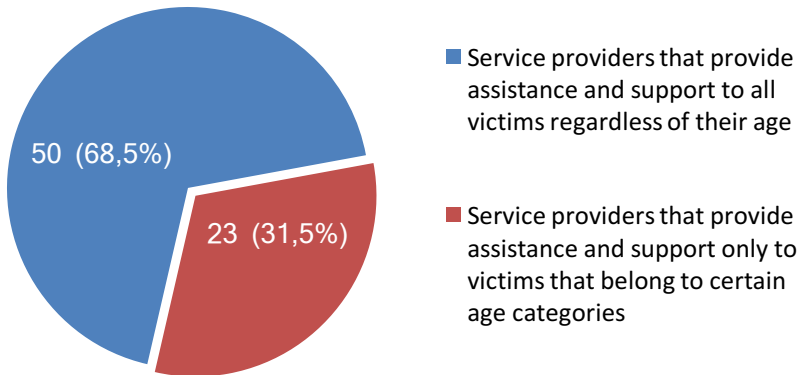
Figure 5. Providing victim support depending on victim's sex/gender



15. More than two thirds of service providers (50 or 68.5%) provide assistance and support to victims regardless of their age, while 23 (31.5%) provide assistance and support only to victims that belong to certain age categories, mostly adults.

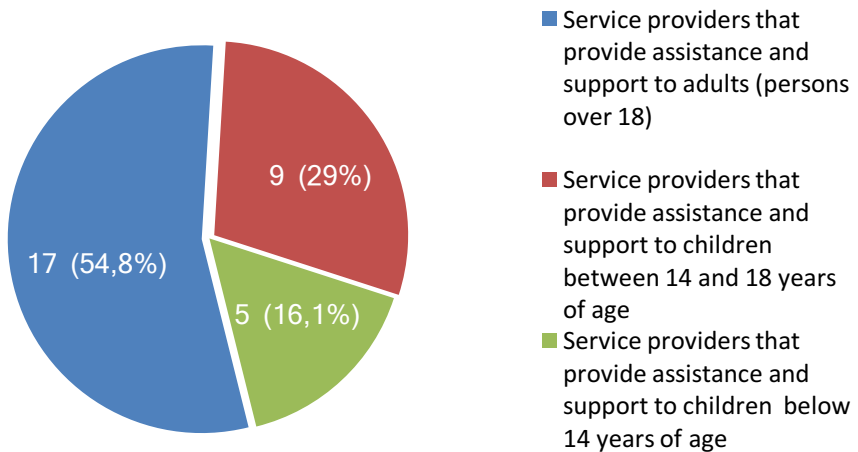
³ We may argue that these findings reflect the process of development of victim support services in Serbia, which “was not linear and systematic” (Lindgren, M., Nikolić-Ristanović, V. (2011) *Crime Victims: International and Serbian Perspective*, Belgrade: Organization for Security and Cooperation in Europe, Mission to Serbia, Law Enforcement Department: pp. 44-46). Development of victim support services in the 1990s and 2000s was strongly influenced by the women’s movement, but also by the development of civil society in general, and human rights organisations in particular. First SOS hotlines, shelters and counselling services for women and children were established in the 1990s by women’s groups’ activists. This was particularly intensified after social changes in 2000. Therefore, the first victim support services in Serbia were specialist services for women and children victims of violence. This was followed with the establishment of other specialist services, such as services for torture and war victims, victims of human trafficking, etc. After 2000, the first victim services were established within state institutions, particularly within the social welfare system, which largely followed the general trend of focusing on women and children victims of violence. Consequently, as suggested by Lindgren and Nikolić-Ristanović, “the prevalence of specialised victim services and organisations contributed to the increased social visibility of certain victims, such as female victims of domestic violence, children victims of sexual abuse, victims of trafficking in women and children, and recently victims of work related abuse”. However, as they continue, “other victims, such as victims of robbery, burglary, street violence, men as victims etc. are mostly left invisible and unrecognised.” (Lindgren, Nikolić-Ristanović, 2011: p. 46).

Figure 6. Providing victim support depending on victim's age



16. 17 (54.8%) service providers indicated that they provide assistance and support to adults (persons over 18), 9 (29.0%) provide assistance and support to adolescents - children between 14 and 18 years of age, and 5 (16.1%) support children below 14 years of age.

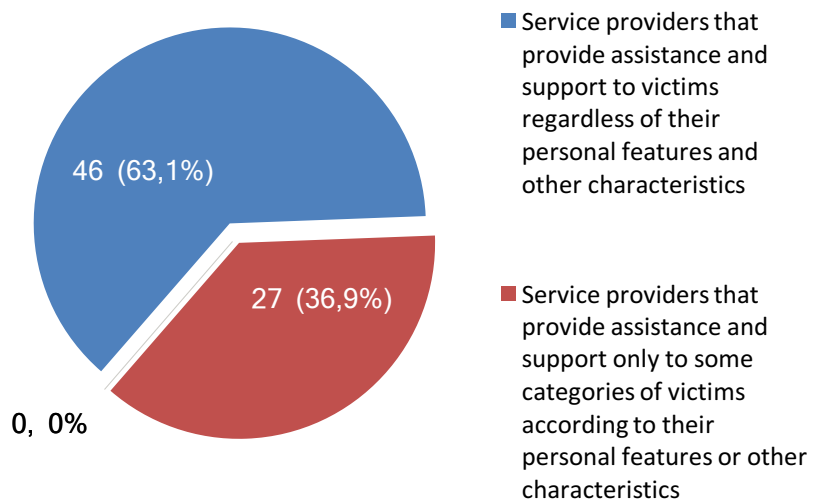
Figure 7. Providing victim support to victims of certain age categories



17. Apart from the above considerations of gender and age, most services, 46 (63.1%), offer assistance and support to victims regardless

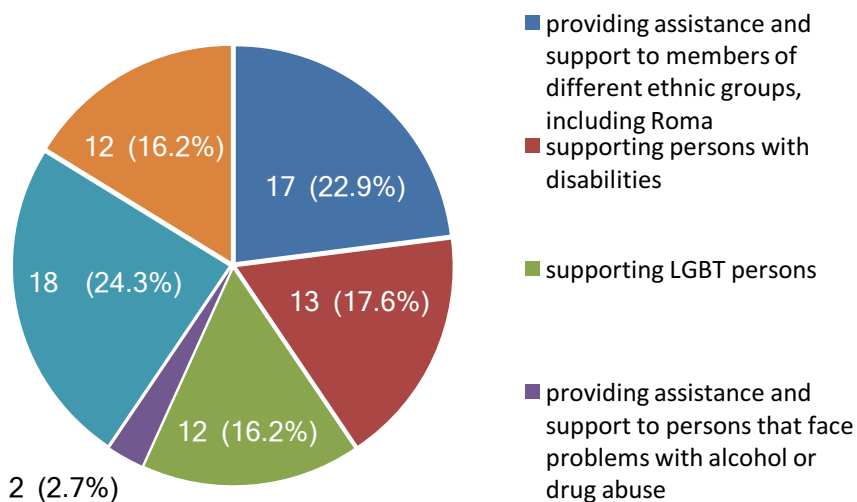
of their personal characteristics (such as ethnicity, refugee/migrant status, disability, gender identity or sexual orientation, or other circumstance). The remaining 27 (36.9%), however, offer assistance and support only to some categories of victims according to their specific personal characteristics (largely focused on marginalised groups).

Figure 8. Providing victim support depending on victim's personal features and other characteristics



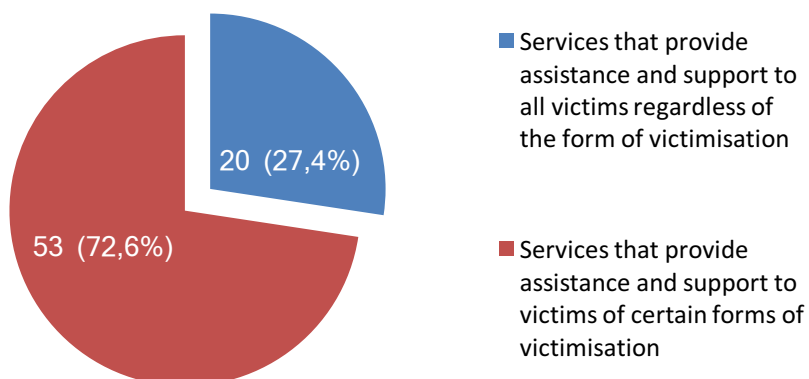
18. Figure 9 shows that where services are provided to only certain specific group of victims, these are often focused on particularly marginalised and vulnerable group of victims. These include Roma, persons with disabilities, refugees, displaced persons, migrants or asylum seekers, LGBT persons, as well as to some groups of victims who require very specific types of support, such as substance abusers.

Figure 9. Providing victim support to certain groups of victims



19. Regarding the form of victimisation, the data showed that 20 (27.4%) service providers offer assistance and support to all victims regardless of the form of victimisation, while 53 (72.6%) of them provide assistance and support only to victims of certain forms of victimisation.

Figure 10. Providing victim support depending on the form of victimisation



20. Within the category of those who support only some victims, there are 18 specialist service providers for assisting and supporting victims of only one particular form of victimisation. Out of the 18, nine provide support to victims of domestic violence, three to victims of human trafficking, two to victims of workplace violence, two to victims of war crimes, one to victims of torture and one to victims of bullying.

21. There are also service providers that do not support all victims, but provide assistance and support to more than one particular group of victims. The data in Table 1 suggests that assistance and support in Serbia are primarily available to victims of domestic violence, sexual violence and human trafficking.

Table 1. Structure of victims that are offered assistance and support by the form of victimisation

Whom the assistance and support are offered to	N	%
Victims of domestic violence	42	23.1%
Victims of sexual violence	33	18.1%
Victims of human trafficking	25	13.7%
Victims of stalking	19	10.4%
Victims of bullying	19	10.4%
Victims of workplace violence	17	9.3%
Victims of hate crime	11	6.1%
Victims of property crime (burglary, breaking and entering, theft, etc.)	5	2.7%
Victims of other forms of crime	10	5.5%

22. The Victims' Rights Directive defines a victim as: (i) a natural person who has suffered harm, including physical, mental or emotional harm or economic loss which was directly caused by a criminal offence; and (ii) family members of a person whose death was directly caused by

a criminal offence and who have suffered harm as a result of that person's death⁴. Furthermore, family members, regardless of whether they are considered a victim or not, 'shall have access to victim support services in accordance with their needs and the degree of harm suffered as a result of the criminal offence committed against the victim'⁵. Yet, only 33 (45.2%) support services offer assistance and support to family members⁶ of a person whose death was a direct consequence of a crime or who suffered an injury or different other consequence of a crime. Additionally, there are four more organisations that provide assistance and support to family members of victims who suffered an injury or other consequence of a crime.

23. Apart from providing support to victims of crimes, 25 (34.2%) service providers also offer assistance and support to other citizens. This includes witnesses in court proceedings who are not victims, prisoners and former prisoners, parents of children with disabilities, persons with psycho-social disabilities, persons with HIV, youngsters with behavioural problems, juvenile offenders and other marginalised groups.

1.2.1. STRUCTURE OF SERVICES BY GEOGRAPHICAL AREA

24. Services are provided to victims, depending on their place of residence. Based on this criteria, service providers work with victims from: the entire territory of Serbia (20 victim support services, or 27.4%); the territory of the Autonomous Province of Vojvodina (6 victim support services, or 8.2%); regionally – i.e. from the administrative district in which they are located (28 services, or 38.3%); and locally – i.e. only from

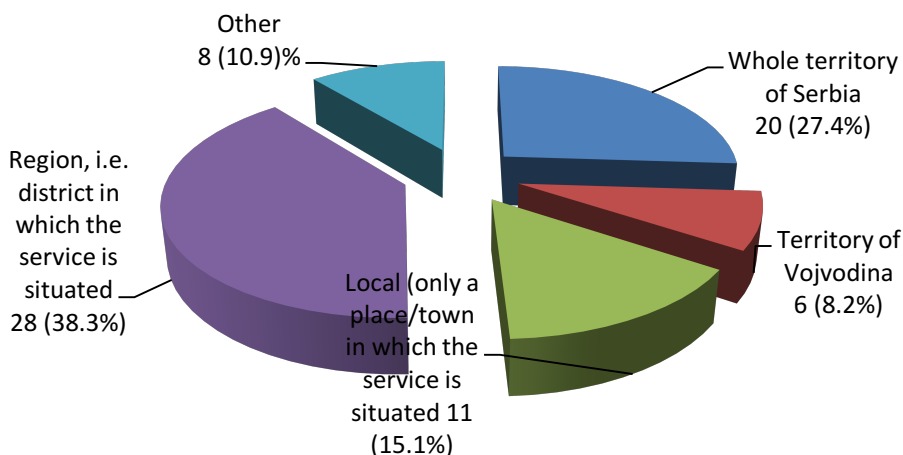
⁴Article 2(1) of the Directive.

⁵Article 8(1) of the Directive. Article 2(2) defines family members as the spouse, the person who is living with the victim in a committed intimate relationship, in a joint household and on a stable and continuous basis, the relatives in direct line, the siblings and the dependants of the victim.

⁶ By family members, we assume those assisting and supporting a spouse, children, parents, brothers and sisters, other blood persons who live in direct victim's household, other relatives, and victim's dependents.

the city/town in which the service provider is located (11 victim support services, or 15.1%).

Figure 11. Structure of services by the geographical area in which they provide victim support



1.2.2. WORKING HOURS

25. Almost two thirds of victim support service providers provide assistance and support to victims during working days only (47 services or 64.4%), while 26 (35.6%) assist victims also on weekends. In addition, 12 services are available 24 hours a day, 7 days a week⁷.

26. One third of service providers (24 victim support services – 17 CSOs and 7 state services) have mobile teams, which provide assistance to victims outside of their official premises.

1.2.3. GETTING INFORMATION

27. The most frequent way that victims obtain information on victim support services is through the internet – 47 (63.5%) answers, and via media - 41 (55.4%) answers.

⁷ 8 of 12 are shelters for victims of violence.

28. Data in Table 2 suggests that referrals (in particular those by social welfare services and CSOs), as well as printed materials (made available in police premises, social work centres, healthcare institutions, courts, schools, etc.) play an important role in informing victims about existing support services. Other referrals are less frequent.

Table 2. How victims get to know about victim support services

How do victims get to know about victim support services?	N	%
They found information on internet	47	63.5%
They know about us through the media	41	55.4%
Oral recommendation from a social work centre of other social welfare service	40	54.1%
Oral recommendation from an CSO	38	51.4%
Printed material available in other organisations and institutions (in the police, social work centres, healthcare institutions, courts, schools, etc.)	33	44.6%
Oral recommendation from the police	27	36.5%
Printed material victims get from the court/prosecutor's office	20	27.0%
Oral recommendation from a prosecutor	18	24.3%
Oral recommendation from the healthcare institution (ambulance, hospital, etc.)	16	21.6%
Oral recommendation from a judge	13	17.6%
Oral recommendation from an attorney at law	10	13.5%
Other ways	10	13.5%

1.2.4. TYPES OF SERVICES OFFERED TO VICTIMS

29. Victims in Serbia receive different forms of assistance and support from different sources. As seen in Table 3, the most frequent forms of assistance and support provided are information, emotional support and counselling, as well as referrals to relevant specialist victim support services. This is followed by providing assistance in getting in touch with other institutions, legal advice, psychological support and psychotherapy, preparation for trial, accompanying to court and support throughout the proceedings.

30. Accommodation for victims, in particular women and children victims of violence, is offered by 14 services from the survey sample⁸. This represents one third of the organisations supporting victims⁹.

31. Very limited support is provided in preparation for and support during restorative processes (e.g. in mediation).

⁸ These are mainly shelters which are affiliated with the social work centres or other services within the social welfare system (10 providers), while four shelters operate within CSOs.

⁹ Yet, according to some reports, with 257 places in 12 shelters, Serbia is still far from achieving the minimum standards defined by the Council of Europe Istanbul Convention in providing shelter to women victims of violence. See e.g. Women Against Violence (WAVE) Report 2015 on the role of specialist women's support services in Europe, available at: http://fileservers.wave-network.org/researchreports/WAVE_Report_2015.pdf

Table 3. Forms of assistance and support

Forms of assistance and support	N	%
Information	69	93.2%
Emotional support and counselling (empowerment, understanding, trust)	61	82.4%
Referral to relevant specialist support services	55	74.3%
Assistance in contact with other institutions	49	66.2%
Legal advice	47	63.5%
Psychological support (psychological counselling) and psychotherapy	46	62.2%
Preparation for the trial	44	59.5%
Accompanying a victim to the court and supporting him/her at the court	40	54.1%
Writing complaints, appeals and other legal submissions for a victim	35	47.3%
Risk assessment	28	37.8%
Legal representation in the court	19	25.7%
Practical assistance (e.g. filling in the forms, contacting insurance company, etc.)	19	25.7%
Accommodation (shelter)	14	18.9%
Financial assistance (e.g. urgent material assistance, paying for the day-care centre, food, etc.)	11	14.9%
Medical assistance	7	9.5%
Preparation for and support during restorative processes (e.g. in mediation)	5	6.8%
Other forms of assistance and support	5	6.8%

32. Table 4 indicates that information is most often provided to inform victims of their rights and how to exercise those rights (56 or 75.7%). Almost as important (54 or 73%) is information on participation

in criminal or other court proceedings and on other relevant specialist support services.

Table 4. Types of information provided to victims by victim support services

Information provided to victims by victim support services	N	%
Information on the rights of victims and ways to exercise them	56	75.7%
Information on the participation in criminal or other court proceedings	54	73%
Information about other relevant specialist support services	54	73%
Information relating to the risk and prevention of secondary and repeat victimisation	42	56.8%
Information relating to the possible psychological reactions and the dynamics of a healing process in the aftermath of the crime	36	48.6%
Information relating practical issues arising from the crime	35	47.3%

1.2.5. COMMUNICATION CHANNELS

33. 69 (94.5%) service providers can be directly approached by victims. In four cases (6.8%) victims can contact the service only upon referral from another organisation¹⁰.

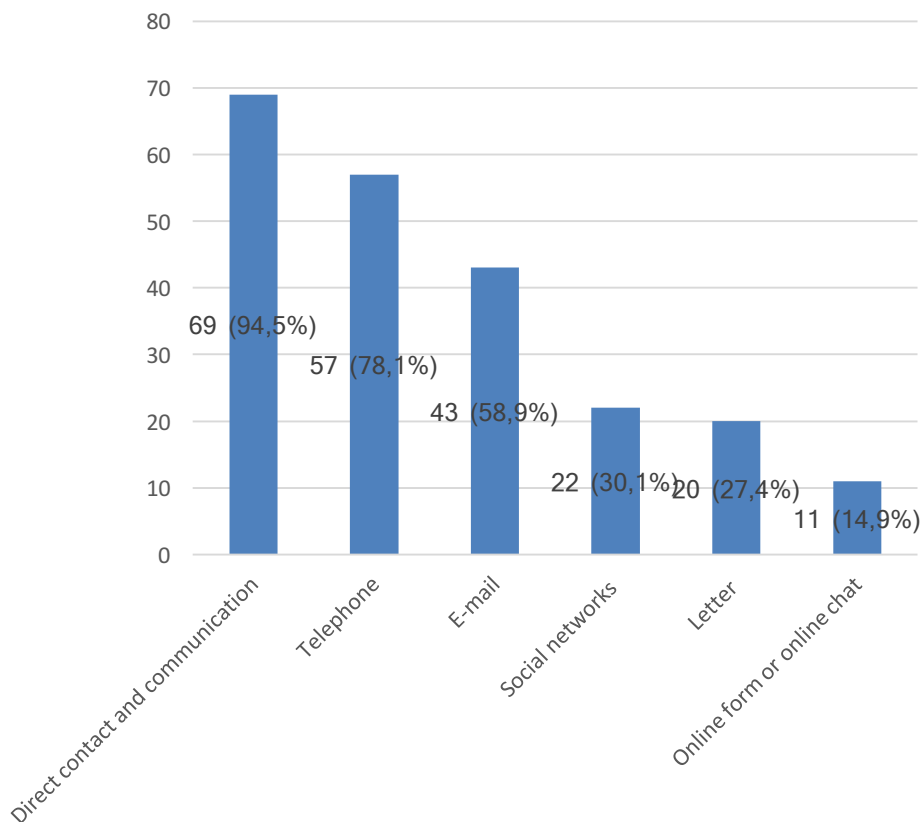
¹⁰ This only refers to Units for the Protection of Child Victims and Witnesses, which operate on the regional level within social welfare institutions. Those institutions are: Institution for children and youth "Dr Milorad Pavlović", Sremska Kamenica; Centre for the protection of children and youth-Shelter for urgent protection of abused children Belgrade; Institution for children and youth "Duško Radović", Niš and Centre for development of social protection services "Kneginja Ljubica", Kragujevac. Child victims and witnesses are formally referred to the Units by the prosecutors' office. Once the criminal procedure is initiated, the prosecutor first obtains an opinion/recommendation from the social work centre on the need to prepare a child for the procedure. Afterwards, the prosecutor refers a child to the Unit for the Protection of Child Victims and Witnesses by sending a formal inquiry to the Unit with all relevant documents, asking for their

34. Victims can approach all service providers for assistance through more than one channel. Most victims reach out for help to service providers through telephone contact (68, or 93.1%). Additionally, victims approach victim support services by coming directly to their premises (57, or 78.1%), by e-mail (57, or 78.1%), through a questionnaire on the service provider's website (8 or 10.9%), or through online chat (7, or 9.6%). 4 (5.5%). Services also use additional communication channels (e.g. SMS or Facebook and social networks).

35. Once they establish contact with victims, some service providers only use one communication channel for providing support (16 or 21.9%), while most communicate with victims in several different ways (57 participants, or 78.1%). As may be seen in Figure 12, most services provide assistance and support through direct (face-to-face) contact and communication with a victim (69 answers, or 94.5%) and via telephone (57 answers, or 78.1%).

services of assistance and support and to prepare a child for an interview, for giving evidence in the procedure, etc.

Figure 12. Ways of providing assistance and support to victims



36. 11 service providers provide victim assistance and support through their internet site and 7 of them also have a quick exit button possibility.

1.2.6. SERVICE FEE

37. Most service providers offer their services free of charge. Funding for these services comes from various sources, as described in section 1.3. Only two (2.7%) services charge for psychological support and psychotherapy, unless specific funding for such services is secured through projects.

1.3. CAPACITY OF SERVICE PROVIDERS

1.3.1. DATA GATHERING AND PROTECTION OF VICTIMS

38. 68 (91.9%) service providers collect and record data related to victims who approach them with their support needs. All of these services abide by data protection¹¹ and non-discrimination policies, and all but two (2.9%) also abide by a child protection policy.

1.3.2. SERVICES PROVIDED IN 2016

39. There is a significant discrepancy in the number of victims supported by each service provider in 2016: ranging from two to 3,700 victims. However, the majority of providers supported up to 100 victims (Figure 13). A combined **total of 20,708** requests for victim support were received in 2016, or on average 284 persons per organisation¹². This compares with an estimated victim population of around 1 million people per year (15% of the population) based on data estimates by the European Commission.¹³ Moreover, this does not take into account victims of past crimes who remain in need of support.

40. 19,080 (92.2%) of these requests were responded to by 57 (78.1) respondents. In total, 11,498 women; 7,343 men; 881 children between 14 and 18 years of age and 973 children below the age of 14 received assistance and support. However, this data is incomplete and it needs to be interpreted with caution, since some services stated that they do not record data by gender or age, they do not have final data for 2016 or they

¹¹ In terms of data protection, it is important to note that a person in a victim support organisation which receives information may still be required to testify before a court, unless the person receiving the information is a professional covered by a duty to keep client confidentiality (e.g. medical professional or a priest).

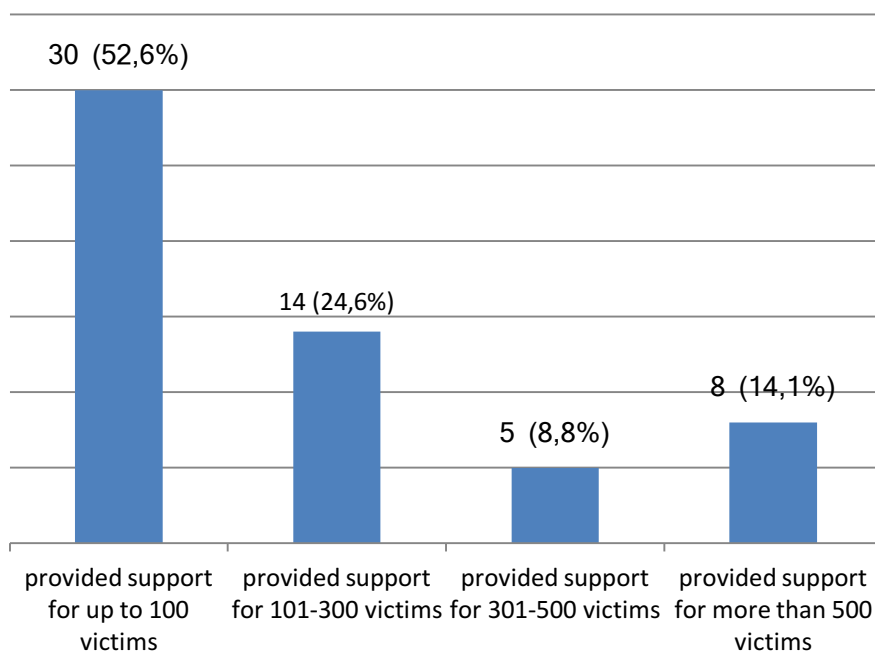
¹² Comparing this average with Figure 13, we can conclude that this average exceeds the capacity of the majority of service providers.

¹³ EU Commission impact assessment SEC (2011) 580 final relating to a proposal for a Directive establishing minimum standards on the rights, support and protection of victims of crime (p5):<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52011SC0580>

cannot provide the data due to other reasons. If compared with a country of a similar size (Portugal), it can be seen that their main victim support organisation alone supports on average 9,000 victims per year which entails around 35,000 support meetings or contacts. In addition, there is a variety of other support organisations in the country.

41. Some respondents did not have the exact data on the number of victims they serviced. Also, there is a possibility of data overlapping, since one victim may approach more than one provider, and receive services from only one or several of them. Moreover, we must assume that not all those who contacted services needed assistance or were eligible, or particular respondents were not in a position to provide them with a service (e.g. men seeking help from a women’s shelter, or a non-Roma seeking assistance from a Roma organisation) and failed to refer them to a different service, or victims failed to follow on the referral.

Figure 13. Number of victims that received assistance and support in 2016



1.3.3. HUMAN RESOURCES

42. 61 respondents (83.6%) employ professional staff, while 12 (16.4%) do not. The total number of professional staff in these 61 providers is 640. The number of professional staff each employer hires ranges from one to 68.

43. As suggested by data in Table 5, the most common staffing numbers are up to five employees (29 respondents -- most of them CSOs)¹⁴ and between 6-10 employees (16 respondents). Only 8 (13.1%) victim support services have more than 20 employees (most of them state funded service providers).

Table 5. Number of employees (professional staff)

Number of employees	N	%
Up to 5 employees	29	47.5%
6-10 employees	16	26.2%
11-20 employees	8	13.1%
21- 30 employees	3	4.9%
31- 50 employees	2	3.3%
More than 50 employees	3	4.9%
Total	61	100.0%

44. 45 (61.6%) service providers from the survey sample engage volunteers in their work. Between them, these 45 providers engage a total of 449 volunteers – each working with between one and 79 persons who are not paid for the work they offer. However, volunteer work is used mostly by CSOs (35 or 77.8%). As data in Table 6 suggests, almost half of victim support services encompassed by the survey have up to five volunteers, while only two services engage more than 30.

¹⁴ Persons who are under a labour or service contract and who receive compensation for their work.

Table 6. Number of volunteers

Number of volunteers	N	%
Up to 5 volunteers	22	48.9%
6-10 volunteers	13	28.9%
11-20 volunteers	5	11.1%
21-30 volunteers	3	6.7%
More thn 30 volunteers	2	4.4%
Total	45	100.0%

1.3.4. STAFF TRAINING

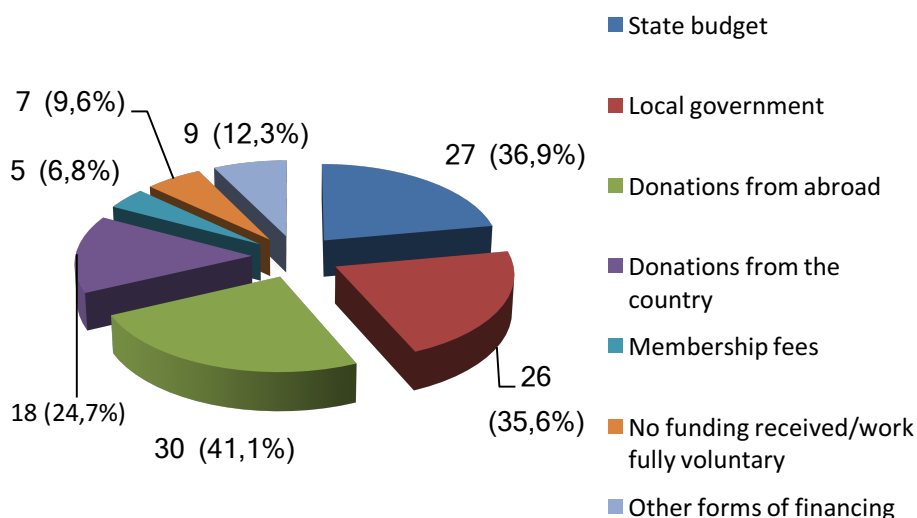
45. Employees in 59 (80.8%) and volunteers in 50 (68.5%) service providers received at least some training to work with victims. Some attended specialised programs and seminars, as well as licensed trainings, which were provided by expert trainers from Serbia and abroad¹⁵. This suggests that in an important number of organisations staff who offer support to victims have not been trained.

1.4. FINANCIAL RESOURCES

46. The most common single source of funding is from foreign donations – 30 (41.1%) service providers mostly depend on these donations. However, many organisations also receive funding from State and local budgets (27 and 26 respondents respectively). 7 (9.6%) providers do not have any source of funding and their work is completely performed on a voluntary basis.

¹⁵Autonomous Women Centre, VDS and Incest Trauma Centre stand out among Serbian CSOs that were repeatedly pointed out by respondents as deliverers of training and capacity building for victim support providers.

Figure 14. Funding sources for victim support services



47. **CSOs' work on victim support is funded largely from foreign and domestic donations, while State providers are funded from the State or local budget.** For example, 28 CSOs stated that they receive donations from abroad, while only two state institutions provided the same response. What follows from the research is that some CSOs receive financial support from the local government, which is usually not sufficient and they have to further fundraise for their activities from foreign and domestic donations, or within project activities.

1.5. DATABASE OF VICTIM SUPPORT SERVICES

48. **Having concluded the survey, the data collected served as a basis for creating a comprehensive database of victim support services available in Serbia.**

49. **The database encompasses a total of 109 victim support services.** Of that number, 73 participated in the survey, and the data for the remaining 36 service providers were included based on the data they

provided after the survey ended, either by filling in the questionnaire or through the telephone interview, or based on their publicly available information. In addition, the 136 social centres will also be included in the final interactive online map, with a careful explanation of the relevant victim services they operate. Map 2 presents the geographical distribution of victim support services included in the database.

50. The aim is for the database to be a useful tool for victims, for those who come into contact with them, as well as victim support professionals and the general public. It will be searchable by several criteria (location, type of service, type of victimisation, for example) to enable victims to identify the most appropriate service for them.

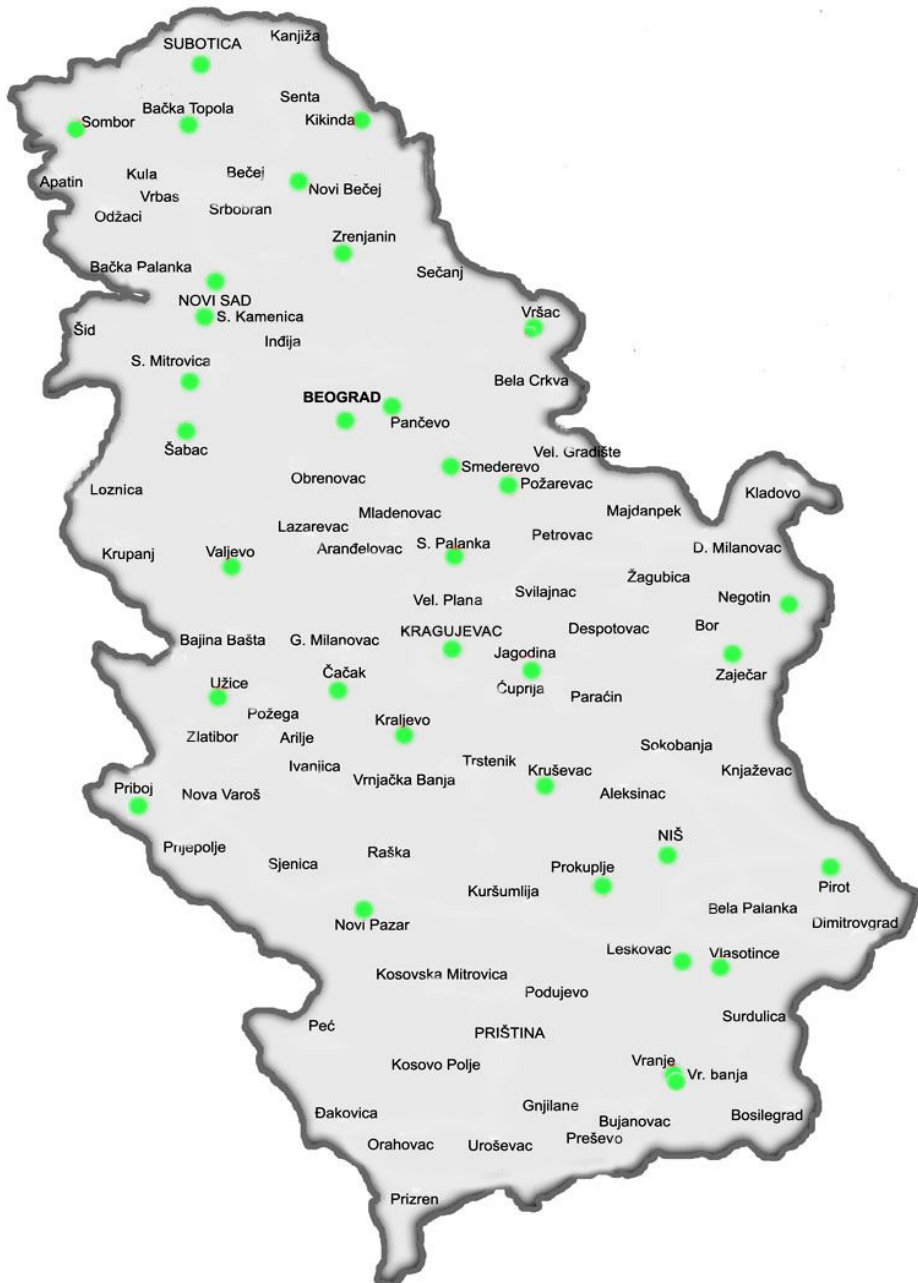
51. For that reason, the database will be transformed into an interactive map which will be offered as a free resource to victim support providers, as well as any other interested institution or organisation. These entities will be asked to put the map visibly onto their websites and invite victims and their supporters to use it as a source for finding assistance and services. For example, the map may be placed on websites of courts, prosecutors' offices, police, medical institutions, but also of professional associations (nurses, doctors, lawyers) or other entities (e.g. auto-moto society, consumers' associations etc.).

52. In addition to the electronic version, a printable version of the database will be prepared and broadly distributed in electronic version, with an invitation to everyone to offer free printed copies to victims or their supporters who may so desire. It is hoped this will support awareness raising and referral processes particularly from institutions such as the police and prosecution.

53. Following a consultation with stakeholders at the workshop, VDS has committed to maintaining the database to ensure it remains a living instrument. It will therefore be regularly supplemented by new and developing services, as well as containing the most up to date information relevant for the existing services.

Overview of existing victim support services in Serbia

Map 2. Geographical distribution of victim support services in Serbia included in the database



2. CONCLUSIONS AND RECOMMENDATIONS

54. Mapping the existing services was the first step in advancing towards the full implementation of the requirements of the Victims' Rights Directive and ensuring adequate services to all victims of all crimes on the entire territory of the Republic of Serbia. Experience suggests that this is a complex yet feasible task. Importantly, the Government of the Republic of Serbia has expressed their dedication to achieving this goal and in order to attain it, the state actors¹⁶ and CSOs have to work together.

55. There are several important conclusions that can be drawn from our research that can be used to guide Serbia towards achieving the goal of providing victim support services fully in line with the Directive.

1. STRUCTURE OF SERVICE PROVIDERS

56. The majority of participants in the survey were CSOs. However, taking into consideration the providers who failed to respond to the survey, but which were included in the map, the number of public services and those provided through the civil sector are more or less the same. This has important implications for the future development of services since funding, standards and policies must be progressed in both sectors. Moreover, co-ordination of services is even more essential given the split between services – in particular between those in and outside criminal proceedings.

57. State providers provide very specific and focused services, which are limited to very narrowly determined users and for a very limited period of time. Namely, state services are provided to only two main groups: support to victims in their capacity as injured parties and/or

¹⁶ Understood as any form and any level of organisational involvement of the government: be it judiciary, administration, at the state, provincial, regional or local level.

witnesses during criminal proceedings, and providing shelter to women and children victims of violence. Very few other services are available through these channels.

58. In comparison with public sector service providers, CSOs provide a wider range of services which are often specialised and targeted to specific vulnerable groups. CSOs also provide services to a broader range of victims – direct victims as well as family members, and they also respond to a broader scope of victims’ needs, through providing counselling, housing, legal aid etc. Furthermore, more often than state actors, they also provide services outside of their premises. These are all important factors in delivering services which better accommodate the needs of victims. A more inclusive approach, where organisations act as one stop shops offering a wide range of services, reduces the needs for victims to attend different organisations, and therefore reduces the burden on victims.

59. It is clear that both CSOs and the State play an important role in delivering victim support services. It will be important to support these services in the future to capitalise on their experience and expertise and to ensure the continuity of current support capacity. Equally it will be important to co-ordinate effectively between the different service providers to maximise efficiency and reduce risks of duplication.

60. Given the strong focus of the State on criminal proceedings and specific groups, it may be more efficient and effective to expand generic services (support for all victims of crime) through CSOs. At the same time, the type of services offered by both CSOs and the State should be increased to fully meet the diverse needs of victims.

2. STRUCTURE OF SERVICES

61. There are very few general victim support services in Serbia. Even those services that are made available to all victims, regardless of their personal vulnerabilities or type of victimisation, are generally

limited to victims with a certain formal status (injured parties/witnesses in criminal proceedings) and during a very limited period of time (for the duration of criminal proceedings).

62. While there is a number of specialised services attending to the specific needs of certain vulnerable groups, there is still very few providers of services for child victims. Other vulnerable groups are provided with services in a non-structured and incidental manner¹⁷.

63. It is essential that there are sufficient services available to victims without restrictions. Without such services, many victims do not have access to support. Moreover, providing support in this way can help avoid some victims being passed repeatedly between organisations.

64. At the same time specialised services should continue to be supported and developed to cater for specific needs of particularly vulnerable victims. Such services can be provided both in generic support organisations and in specialist organisations. Only with a balanced provision of both generic and specialised services, incorporating co-ordination and referral between them, can it be ensured that all victims have access to the type of services they need.

3. GEOGRAPHICAL COVERAGE

65. 20 organizations offer their services to victims from any part of the country. However, the support they provide is sometimes limited by the type of service (for example, limited to legal aid or providing a shelter) and the type of victimisation (for example, for victims of human trafficking). Even if the service is nominally available to anyone in Serbia, these providers have limited capacity - with only one office which is usually in a big administrative centre. Limited budgets and staff also

¹⁷ E.g. while there are specific services available for persons with disabilities, there are only a few organisations which actually provide these services, and on a very limited geographical area.

reduce the possibility to maintain regular personal contact with each victim.

66. As a result, significant parts of Serbia, in particular Pirot district in the south, Zaječar district in the east, Subotica in the north and Srem in the west, seem to suffer from a complete absence of locally based services that provide support and assistance to victims of crime. In many areas, even when present, the only service actually provided is information and support to injured parties and witnesses provided by the newly established services in the higher prosecutor's offices and courts. This effectively means that large numbers of victims are likely to be denied access to support in a range of regions.

67. It is necessary to establish an approach to victim support services in Serbia to ensure that the entire territory of the country is covered and that all victims have equal access to necessary support services. This will require a co-ordinated and strategic approach to determine what level of service and coverage is a minimum accepted level, how that level of service can be assured for all victims and how offering support through a range of organisations can reduce the need to establish new organisations. For example, if organisations were funded to expand the scope of their services, this could quickly and relatively easily expand distribution of services across the country.

68. The way that services are offered can also be varied to maximise availability. For example, telephone support lines, online support and mobile offices can increase access.

4. OUTREACH

69. Media remain an important outreach tool, through which victims learn about existing support. Moreover, the internet is becoming an increasingly popular outreach channel through which victims get information about their rights and services. Individual organisations should continue to prioritise these outreach efforts and explore new and

different approaches to publicity and awareness raising and information campaigns including through social media, bill boards and electronic advertising on public transport, radio and television adverts, online tools etc.

70. Opportunities may exist for organisations to join together or for the State to work with CSOs as part of this outreach. Moreover, partnerships with private sector organisations should be explored. Such voluntary or reduced cost partnerships have been shown to be highly effective in other countries such as Portugal¹⁸. An important impact can often be achieved better through a sustained campaign rather than short or local campaigns. The State together with CSOs should explore a future longer term campaign to increase awareness of services.

71. In developing outreach, service providers must keep in mind that many victims in Serbia, in particular those in rural areas, do not have access to the internet. Only around 54% of the population of Serbia had access to internet in 2014¹⁹ according to the UN, though estimates show this is increasing year on year²⁰. Furthermore, information needs to be made accessible for all victims, in line with the Victims' Rights Directive, and adapted for victims with specific vulnerabilities (victims with disabilities, children victims, victims who do not speak Serbian etc.).

72. To that end, a range of methods should be employed to reach out to victims. In addition to media (electronic and printed) and online resources, printed materials should also be distributed in police stations, courts, social work centres, medical institutions, schools etc. Furthermore, information should be made accessible for persons with specific accessibility needs (Braille's code, easy to read language, foreign

¹⁸ For example, Victim Support Portugal regularly produces media campaigns in partnership with media companies that would not be affordable at full cost e.g. <https://www.youtube.com/watch?v=hT0qpsyXLUw>. Similarly, they seek support from different organisations and foundations such as the Gulbenkian Foundation.

¹⁹<http://data.un.org/CountryProfile.aspx?crName=Serbia>

²⁰ http://data.un.org/Data.aspx?q=internet+users+serbia&d=WDI&f=Indicator_Code%3aIT.NET.USER.P2%3bCountry_Code%3aSRB

languages etc.) and in different forms – written, oral, video, interactive online presentations.

5. INFORMATION

73. Most service providers work with victims through offering them information, emotional support and referring them to other relevant services. This represents a minimum support that should be provided, with the right of victims to information being one of the fundamental rights of the Victims' Rights Directive.

74. Not all organisations provide information, and those that do very often provide limited information about only certain aspects of victim support. This means that victims rarely receive complete information about their rights and the support they can receive. In addition, the quality of this information remains unknown and is largely unstandardised.

75. Information is a fundamental right of a victim of crime, which underlies the realisation of any other right and support. Therefore, it is necessary to ensure that any victim provider has the capacity to provide victims with relevant, correct and up to date information. Information content should as a minimum conform with content requirements established in the Victims' Rights Directive on accessing national compensation schemes for criminal injuries, role in criminal proceedings, information about specialist support services, advice relating to financial and practical issues arising from the crime, advice relating to the risk and prevention of secondary and repeat victimisation.

76. Information material needs to be developed, to be made available to victims or potential victims in police stations, hospitals, clinics, social work centres and other places where a victim is likely to come seek assistance. This information might best be managed (but not necessarily delivered) by one single actor, who would be made responsible for developing and delivering information in a uniform

accessible manner, respecting the requirements of the Victims' Rights Directive, human rights law and the specific vulnerabilities of victims themselves. However, such an approach very much depends on the national and local situation and would require an inclusive process to ensure all stakeholders were part of the development process. Moreover, the approach would need to remain light and flexible to avoid inhibiting the speedy development of information material. For example, guidance and principles, together with longer term (non-changing) content may be the best focus of centralised work.

6. REFERRAL

77. The research has shown that most victims are referred to victim support services by social work centres and CSOs, with much fewer numbers referred to by justice authorities. However, there is no systematic approach to referral.

78. In order to overcome these problems, a range of actions are required ideally co-ordinated between the different organisations. Different actions may also be required depending on whether referral is made by the State or a CSO.

79. In the first instance, all organisations in contact with victims must be aware of the range of services available locally and nationally. The interactive map developed as part of this project could support this awareness. As a second step it is important for organisations and individuals to know each other's services in greater detail and to develop a great level of trust and confidence in each other. In some cases, formal agreements may strengthen that trust whilst also helping to ensure a consistent approach.

80. As part of the effort to ensure consistency in referrals, guidelines and obligations on staff with respect to referrals will be critical. Countries which introduced compulsory referral requirements on the

police have seen higher levels of referral by those organisations.²¹ Such systems operate on an opt-out basis. This means that information on victims is always sent to approved victim support providers by the police unless victims expressly say they don't want this to happen. Some argue that such an approach is not in conformity with data protection rules. However, these systems have been reviewed by data protection commissioners and the transfer mechanisms are subject to strict security rules which usually require support organisations to strengthen their procedures and signed agreements with the police.

81. Importantly such systems result in higher levels of service usage by victims since the victim support services contact victims directly and explain what they can offer. This ensures that victims have full information and are empowered to make the best decision for themselves. This is more effective than expecting police or other justice practitioners to properly explain to victims why a service may be useful for them. If automatic referral is not used and police or other services must explain what is available, training of practitioners will be an essential element in the success of the system. Nevertheless, experience has shown that ultimately success is based on each individual practitioner's approach.

82. Over time, it will be equally important to assure certain standards of service to give service providers confidence in the referred organisations. This of course is necessary also to achieve the broader goal of high quality, consistent services.

7. COMMUNICATION

83. The majority of providers contact victims directly/personally, face-to-face, or over the phone. However, as the range and effectiveness of modern communication such as online web services and mobile

²¹ Information obtained anecdotally from Victim Support England, Victim Support Scotland and Victim Support Netherlands.

devices develop, using the internet and social networks to communicate with victims is becoming increasingly important. Such approaches offer the possibility to reach victims in more remote areas, those who are unwilling or unable to travel, and those who simply do not wish to have a face to face meeting. For example, initial findings of Victim Support in Finland and in Germany are showing that their online support programmes are seeing increases in otherwise difficult to reach groups such as young people and men.

84. Communication with victims needs to take account of changes in the way the world communicates. Developing online support services (for example chat) and using modern communication platform (Skype, viber, Whatsapp), together with looking into using mobile applications for communicating with victims needs to be part of developing future services for victims of crime in Serbia. Non-personal support such as guides, tips, advice on reactions, prevention of crime etc., can also be developed using different media forms. This again will increase the accessibility of the information and support self-help.

8. VOLUNTEERS AND PAID STAFF

85. Differences in the number of paid staff between state institutions and CSOs show that CSOs have more volunteers. Volunteer staff, including volunteers with professional experience, can provide valuable services within any organisation. The importance of their contribution should not be underestimated with services better reflecting local priorities and an understanding of the local situation, and with costs being reduced. At the same time, successful volunteering schemes must be carefully developed. Proper human resource management, rules and guidelines must be devoted to recruitment, training and quality of staff, retention and job satisfaction. Without a careful approach to

volunteering, their work can be unstable and can put the sustainability of the service at risk in the long-run²².

9. STAFF TRAINING

86. It is of great concern that 20% of staff of service providers, and 30% of their volunteers do not receive any training. Basic training needs to be provided to all staff and volunteers working with victims, and the training level needs to be proportionate with the responsibility of work each staff member does.

87. It is necessary to ensure that all paid staff and volunteers who are in direct contact with victims (whether online, by phone or in person) receive appropriate training to ensure their sensitisation on victims' issues and to develop their service provision skills. Both general (basic) and specialist training, as well as entry and ongoing training should be provided to all staff and volunteers working with victims, as foreseen in Article 25 of the Victims' Rights Directive. Without such training, support services risk causing further harm to victims rather than reducing it. Ensuring this training should be the responsibility of each service provider, but could also become a *conditio sine qua non* for the accreditation of each service provider, which should become a requirement for service providers²³. However, the best approach for Serbia would need to be considered carefully to ensure the right training requirements are established which are appropriate for the type of organisation, their contacts with victims, the types of victims they are in contact with etc.

²² In this regard, Victim Support Europe is developing Standards for Accreditation for victim support services, which will become compulsory for VSEFull members, while governments and other organisations will be encouraged to sign up to them and ensure their broad enforcement.

²³ VSE Standards for Accreditation will also cover to some extent standards with respect of staff training.

10. FINANCING

88. All CSOs, as well as some state providers of victim support services are heavily dependent on projects and foreign funding sources. The few state services that are funded from the budget are often underfunded and face difficulties to adequately provide services. This has a significant impact on the ability of support organisations to offer consistent services and to improve and expand those services.

89. In order to provide adequate and efficient services in a sustainable manner, it is necessary to ensure stable sources of funding for victim support providers. The role of the State will be particularly important in this regard, to develop necessary funding mechanisms ideally with ring fenced funding. To facilitate the development of such funding, the State should consider developing a victim services fund which could be funded through a range of mechanisms. Approaches around Europe, including victim surcharges (penalties on criminals), taking fees from compulsory insurance schemes, and using income from gambling taxes or confiscated criminal assets.

90. At the same time sponsorship, donations and memberships fees should continue to be encouraged and organisations should be supported in developing their capability to apply for such funding. As a part of partnership between the World Bank and Victim Support Europe, a report on financing mechanisms for victim support services is prepared, which showcases some approaches in ensuring stable and sufficient funding for victim support services.

11. DATA COLLECTION AND RECORDING

91. The research suggests differences in recording data about victims assisted by victim support providers. Some of them collect data and keep records about their clients but some do not. Some services record data on services provided, but they do not disaggregate the data by e.g. victim's gender or age. There is a possibility of data overlapping,

as well. Therefore, the data about the number of victims serviced by the victim support providers encompassed by the research is incomplete, it is not reliable and needs to be interpreted with caution.

92. The use of digital case management systems can be an effective way of not only obtaining relevant data on services but of ensuring the quality and continuity of services provided to victims. The ability to collect, process and protect such data is not only important for the quality of services but will help organisations to establish a strong evidence base for the services they are providing. This can support fundraising efforts as well as future policy developments. Any such system should be fully compliant with national and European data protection rules.

12. OVERALL CONCLUSIONS

93. Comprehensive, general services, which ensure that all victims of all crimes, regardless of where they are in Serbia, currently do not exist. Setting up such services is not only a requirement for the accession to the European Union, but also is a responsibility Serbia has to its citizens, in accordance with the requirements of human rights laws. The Serbian government has a responsibility to ensure that such services are established, organised, coordinated and receive adequate and stable funding for their operation. Experience shows that nation-wide services provided by CSOs are able to competently provide services with necessary responsiveness, adaptability and flexibility. However, they need to be able to count on a partnership with the government and free to create synergies to ensure adequate services in a manner that will ensure optimal use of human and financial resources.

94. The primary aim of Articles 8 and 9 of the EU Victims Directive is to ensure that any person who has fallen victim to crime can access in a relatively easy manner the type of support service they have need of. Those services can be provided in a range of ways – usually combining face to face meetings with distance support such as helplines, online chat and websites.

95. Support needs of victims will vary according to the crime they suffer and their own personal situation. In addition, the way victims may wish to access services, the barriers that may prevent victims from coming forward, and the type of support they may require must all be taken into account when designing or developing a national delivery plan for services.

96. National support services must bring together a range of service providers. Overall this means that the national system which tends to best meet the needs of the national victim population is one which combines State and CSO services, combines support within and outside the context of criminal proceedings i.e. without having to report a crime, combines services for all victims and specialist services for specific populations such as for certain crimes, and which ensures smooth referral between organisations according to the victim's needs.

97. Most victims take time to build trust with a support worker. To have to do this several times in several organisations can reduce positive outcomes. Therefore, as far as possible, a multiple range of services should be provided within any one organisation to reduce the need for victims to seek help from a variety of organisations.

98. To establish national services which meet all these criteria is not easy and requires a proactive approach. In reality, Serbia's support services - as with other countries – have evolved over many years. The types and location of services that exist today have been driven by local and historical factors, by funding priorities – in particular international funding, according to political priorities and according to personal aims of individuals - many organisations are set up as a result of personal experiences of victimisation.

99. The result of this evolution is a patchwork of services. A complex landscape where some victims in some areas will receive a better service than others, whilst some victims may effectively have no access to support at all.

100. The challenge for Serbia in the coming years is to transform an evolved service infrastructure into a designed infrastructure where there is a consistent level of multiple services across the country. This will require long term planning and action on the part of the State whilst working with CSOs to incorporate their views and visions.

101. With a better understanding of service provision in the country, the State and CSOs should begin discussions on how to ensure that gaps in services are filled. A carefully designed plan for the establishment of offices, mobile services, online support and helplines will help ensure that a victim has relatively easy access to support even living in the most remote parts of the country. Such a plan should aim at establishing the right balance of unrestricted services for all victims and specialised services for certain groups. To overly focus on one or other type of service results in victims being excluded from the support they need.

102. Such planning will enable a targeted approach which means that more services are provided in areas with higher victim populations and according to the size and needs of each victim group. This will allow for the most cost efficient provision of services.

103. Planning must also incorporate the development of stable financing of services, which is likely to need mechanisms for obtaining new income to fund such services. This can be achieved through, for example, additional fines on offenders, use of confiscated criminal assets, ringfencing of a proportion of compulsory insurance income for services etc.

104. Not only must the quantity, type and distribution of services be developed, but the quality of services must also be properly managed. Consistency of quality across the country and across different organisations is essential to avoid causing further harm to victims. As part of any development plan, standards should be established for victim support services whether in law or through requirements in financing procedures.

105. Services should not operate in isolation but rather in co-ordination with each other. Whether delivered by CSOs or the State, whether initiated in the context of criminal proceedings or not, a national support system should facilitate co-ordination and referral between organisations. This means that organisations are aware of each other and what services they provide, and to whom. It means that trust between organisations is established and fostered to enable appropriate referrals.

106. The quality of support must equally be ensured through the establishment of effective case management systems, data protection and data sharing arrangements, proper mechanisms for assessing victims and their needs, and appropriate training of personnel. With such systems, each victim's needs can properly be determined and information about the case recorded in a way that can be used by other support workers or indeed organisations – subject to rules which protect the interests of the victim. This helps ensure continuity in the service provision and assists with any referral – including by ensuring that important information is not lost which may influence how a victim is helped or the type of protection they receive in criminal proceedings.

107. Finally, any planning and implementation must incorporate ongoing awareness raising, monitoring and evaluation. For most people, it is not common to be familiar with victim support or the criminal justice system. It is therefore important to have continuous activities to inform the population in general and individual victims about the availability and relevance of services. This should be coupled with targeted and / or long term campaigns.

108. At the same time, organisations should incorporate internal mechanisms to evaluate their performance, the impact of their service and whether victims are satisfied with their service. Case management systems will allow service providers not only to manage support for each victim but will provide valuable data on who is using the service, for how long and for what purposes. Such data should be used by organisations for future planning and changes to services. Similarly, the State should

review the delivery of services and whether this is effectively and efficiently meeting the victim population's needs.

109. Through the development of national support service delivery plan maximising the use of existing services, coupled with clear, timebound actions and the resources to implement plans, Serbia has the opportunity to develop a highly effective system of support. That system will benefit a significant proportion of the population which has suffered both from new crimes and from historical crimes during the conflict. Such services accelerate recovery and healing, helping victims to find their new normal, and to continue to be active members of Serbia's society and economy.

ANNEXES

ANNEX I – RESEARCH METHODOLOGY

110. In order to assist the Government of Serbia in setting up victim support services, a necessary first step was to identify and describe what services, provided by both state and non-state actors, already existed and determine if there are any significant gaps in services. The research resulted in a full and comprehensive database of available services. This database is being converted into an interactive map and made available to victims and those who are likely to come into contact with victims to help them identify assistance and support.

111. Two main methodological tools were used to conduct the research: survey by means of a questionnaire and stakeholder consultations, by means of a workshop with a sample of respondents.

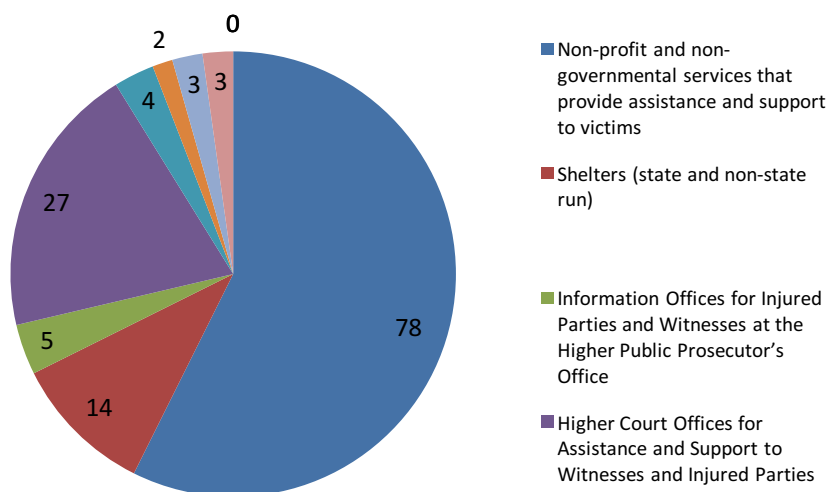
112. The subject of the survey was the existing victim support services in Serbia. The aim was to map all victim support services in Serbia, provided by both state and non-state actors, and to collect basic information about each service, including: the available forms of assistance and support; the target groups and the ways in which victims can get proper assistance and support.

113. The survey was conducted through an online questionnaire focused on: the type of assistance and support provided; which types of victims are supported; how victims are informed about services; how the service is provided; how victims get in touch with the service; the use of paid and volunteer staff and what kind of training they receive; and, finally, how services are financed. The data was collected from 13th February to 12th March 2017.

114. Recipients of the questionnaire were identified through desk research, an initial list generated by VDS using a number of existing

databases²⁴, and suggestions from existing contacts. Based on this information, 136 invitations were sent out to potential participants in the survey. Figure 1 gives more detail about the types of services that were identified and invited to participate

Figure 1. Services invited to participate in the survey

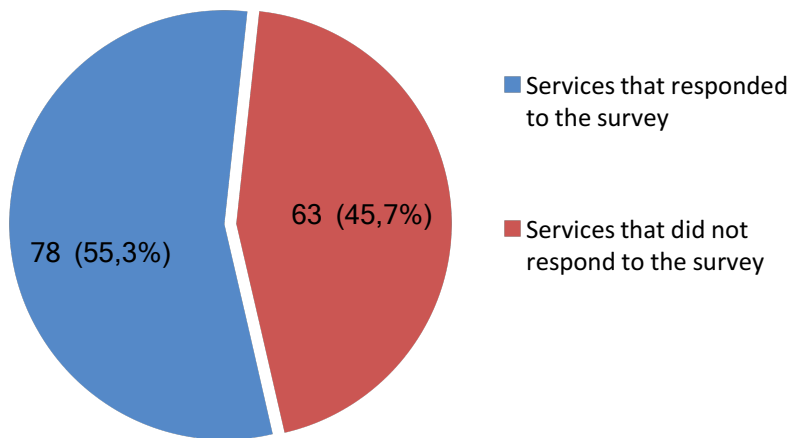


115. Based on information received from the respondents, five more services were contacted. Out of the total number of 141 services that were asked to fill in the questionnaire, 78 (55.3%) responded to the survey²⁵.

²⁴ To this end, the following databases were used: VDS (available at <http://www.vds.org.rs>), Network "Women against violence" (available at <http://www.zeneprotivnasilja.net/>), the Lawyers' Committee for Human Rights (YUCOM, available at: <http://triplecitizens.eu/regional-service-provider/>) as well as the database of the Centre for Development of Non-Profit Sector (available at: <http://www.crnps.org.rs/>).

²⁵ Out of the remaining 63 service providers, 20 are still included in the victim support services database, based on the data they provided after the survey ended, either by filling in the questionnaire or through the telephone interview etc

Figure 2. Services that responded/did not respond to the survey



26

116. Findings from the survey were subsequently verified through a workshop where stakeholders, a sample of victim support providers who participated in the survey, were asked to verify and supplement the findings and suggest improvements and ways forward. The participants were given an opportunity to comment on findings and look into ways to develop services in the future. The list of participants and the discussion agenda are available in Annexes III and IV to this report.

²⁶The 63 organisations that did not respond to the survey did so for the following main reasons: they have not received an official instruction from the relevant ministry (Ministry of Justice or Ministry of Labour, Employment, Veteran and Social Affairs) on time to fill in the questionnaire, the mission of these organisations was not linked to the subject of the survey and victims are do not constitute their target group. Others did not provide reasons for not completing the form.

ANNEX II – EXAMPLE OF A SHEET (FICHE) OF VICTIM SUPPORT SERVICE IN THE DATABASE OF VICTIM SUPPORT SERVICES

Example of a sheet (fiche) of victim support service in the printable version of the database of victim support services

Naziv organizacije: Centar za zaštitu odojčadi, dece i omladine, Prihvatilište za urgentnu zaštitu zlostavljane dece

Adresa: Braće Jerković 119, Beograd

Tel/fax: 011/3987-398 i 063/202-948

E-mail: ivana.djukic@czodo.rs

Web site: www.zvecanska.org.rs

Radno vreme organizacije:

Radnim danima i vikendom, 00-24

Misija:

Prihvatilište pruža privremeni smeštaj, pomoć i podršku deci sa različitim traumatskim iskustvima zlostavljanja i zanemarivanja i njihovim porodicama, a sa ciljem saniranja prvih posledica traume, unapređenja funkcionisanja pojedinca i porodice, uvažavanjem njihove individualnosti kao i prava na participaciju i dostojanstven život u zajednici. U prihvatilištu je svakom detetu osiguran multidisciplinarni pristup koji se sprovodi od strane voditelja tretmana (pedagozi, spec. pedagozi, logoped) socijalnog radnika, psihologa, medicinskih sestara.

Ko može da se obrati:

Deca uzrasta od 7 do 18. godina

- Žrtve seksualnog zlostavljanja, psihološkog, fizičkog, eksploatacije

Šta nude:

- Emocionalna podrška i savetovanje (osnaživanje, razumevanje, poverenje)
- Psihološka podrška (psihološko savetovanje) i psihoterapija
- Informacije
 - Informacije o mogućim psihološkim reakcijama i dinamici oporavka žrtve nakon pretrpljenog krivičnog dela
 - Informacije vezane za učešće u krivičnom ili drugom sudskom postupku
 - Informacije u vezi sa rizikom i prevencijom sekundarne i ponovljene viktimizacije
- Priprema za prisustvovanje suđenju
- Odlazak sa žrtvom na sud i podrška na sudu
- Smeštaj
- Procena rizika za žrtvu

Na koji način:

- Neposrednim kontaktom i razgovorom
 - Putem socijalnih mreža
-

ANNEX III – EXAMPLE OF A SHEET (FICHE) OF VICTIM SUPPORT SERVICE IN THE ELECTRONIC VERSION OF THE DATABASE OF VICTIM SUPPORT SERVICES

Naziv	Ustanova za decu i omladinu "Dr.Milorad Pavlovic"
Adresa	Decije selo 1-13; 2a i 2b, 21208 Sremska Kamenica
Tel/fax	060 4460 088
E-mail	bojznanakost@yahoo.com
Web site	www.decjeselo.org.rs
Radno vreme organizacije	Radnim danima od 07.00 do 15.00 časova
Misija	Briga o deci bez roditeljskog zaranja Jednice za podršku deci žrtvama svedocima krivičnih dela može angažovati organ postupka (tužilaštvo i sud) kao podšiko deci prilikom uzimanja iskaza. Jednice se angažuju pismanim zahtevom od strane organa postupka, a za: Decu i mlađe do 18 godina Decu žrtve ili svedoke u krivičnom postupku Žrtve nasilja u porodici Žrtve seksualnog nasilja Žrtve ili svedoke bilo kog krivičnog dela
Ko može da se obrati	Emocionalna podrška i savetovanje (omazrivanje, razumevanje, poverenje) detetu i njegovoj porodici nakon sudsčkog postupka imajući u vidu težinu situacije kroz koju su žrtve prošle, radi jačanja njihovih kapaciteta za prevazilaženje efekata post – traumatskog stresa Psihološka podrška i savetovanje (omazrivanje, razumevanje, poverenje) detetu i njegovoj porodici nakon sudsčkog postupka imajući u vidu težinu situacije kroz koju su žrtve prošle, radi jačanja njihovih kapaciteta za prevazilaženje efekata post – traumatskog stresa Informisanje deteta i porodice: - upoznavanje sa sudiškim postupkom, procedurama, licima koji učestvuju i njihovim ulogama - o mogućim psihološkim reakcijama i dinamičnim oporavka žrtve nakon pretrpljenog traumatičnog događaja - razjednom prostora u kome dete daje iskaz, kakva se oprema koristi, konceptom zaštitne na sudu - prava žrtava tokom ispitivanja (pravo da postave pitanje, da ne razumeju pitanje, da ne znaju odgovor, da zatraže pauzu isl...) Podrška pri uzimanju iskaza: - priprema deteta – pružanje emocionalne podrške pre samog saslušanja, kako bi se dete učinilo što opuštenijim svedokom - utvrđivanje sposobnosti razlikovanja istine i laži i moralnih posledica lažanja - prilagođavanje terminologije komunikacijskom i opštem stepenu razvoja deteta, predstavljanje osnovnih pravila rada, kao i priprema prostora u kome se dete saslušava, ukoliko postoji mogućnost za upotrebu audio – video linka - tokom saslušanja – omogućavanje postupanja sa detetom u skladu sa njegovim uzrastom, ohrabrivanje deteta da iznese što više detalja, omogućavanje razumevanja postavljenih pitanja - sprovođenje forenzičkog intervjua sa detetom ukoliko to Tužilaštvo zahteva u cilju pribavljanja iskaza o konkretnom događaju
Na koji način	Neposrednim kontaktom i razgovorom

ANNEX IV – LIST OF PARTICIPANTS AT THE WORKSHOP

Istraživanje organizacija/institucija koje rade sa žrtvama u Srbiji

Viktimološko društvo Srbije

30.03.2017.

SPISAK UČESNIKA

1. Bojana Tankosić, Dečije selo, Sremska Kamenica, Jedinica za zaštitu dece žrtava ili svedoka
2. Sanjin Bužo, VSE
3. Aleksandra Ivanković, VSE
4. Vređa Mirko, Centar za zaštitu žrtava trgovine ljudima
5. Jovana Krotić Čelikić, Astra
6. Slavica Peković, Viši sud u Beogradu, Posebno odeljenje SIP
7. Stefan Radojčić, Ženska alternativa, Sombor
8. Dragana Jeminović, Sigurna kuća Pančevo
9. Ivana Milosavljević Đukić, Centar za zaštitu odojčadi, dece i omladine
10. Relja Radosavljević, Fond za humanitarno pravo
11. Milka Malešević, Iz kruga, Beograd
12. Jasmina Nikolić, Viktimološko društvo Srbije
13. Sanja Čopić, Viktimološko društvo Srbije
14. Bejan Šaćiri, Viktimološko društvo Srbije

ANNEX V – WORKSHOP AGENDA

Istraživanje organizacija/institucija koje rade sa žrtvama (Survey of victim support services)

Radionica (Workshop), Belgrade, 30.03.2017

- 14.00-14.30 Predstavljanje učesnika (Introduction of participants)
- 14.30-14.45 Predstavljanje ciljeva projekta i radionice (Introducing aims of the project and the workshop)
- 14.45-15.15 Predstavljanje rezultata istraživanja (Presenting survey results)
- 15.15-15.45 Predstavljanje elemenata direktorijuma organizacija/institucija koje rade sa žrtvama (Presenting elements of the database of victim support services)
- 15.45-16.00 Pauza (Break)
- 16.00-17.00 Diskusija (Discussion)

Questions for the discussion:

1. Do survey results reflect the real situation in Serbia?
2. Which services consider themselves as general victim support services, i.e. which services provide assistance to victims of all forms of crime, including both women and men?
3. How do you interpret the data about the number of general victim support services?
4. Should the database of victim support services include other services regardless of the fact that they did not participate in the survey?
5. How should the database look like in order to meet victims' needs, but also the needs of victim support providers?
6. How can cooperation between victim support services be improved in order to enable proper and better victim support?
7. What is your opinion about the future of victim support? The Directive 2012/29/EU encourages Member States to establish national system of victim support. Keeping that in mind, do you think that the national system of victim support services should be established as a network of services or some other model/strategy would be more appropriate?

8. Is there readiness of victim support services to establish national system of victim support in the near future?

ANNEX VI – SURVEY QUESTIONNAIRE

O organizaciji/instituciji

1. Naziv organizacije/institucije:

2. Ime i prezime koordinatorke/koordinatora ili kontakt osobe (ovaj podatak neće biti javno dostupan):

3. Adresa:

5. Broj telefona na koji žrtve mogu da dobiju pomoć i podršku:

6. E-mail:

7. Web site:

8. Kada je osnovana organizacija?

9. Koji je pravni status Vaše organizacije?

- Udruženje građana (NVO)
- Državna institucija
- Državni organ/deo državnog organa (jedinica državnog organa)
- Nezavisno telo
- Drugo _____

10. Koja je misija organizacije/institucije?

11. Da li ste saglasni da se napred izneti podaci učine dostupnim javnosti?

- Da, svi (*preći na pitanje br. 12*)
- Da, samo neki
- Ne, svi (*preći na pitanje br. 12*)

11a. Navedite koje podatke ne želite da učinimo dostupnim javnosti:

Pomoć i podrška žrtvama

12. Da li Vaša organizacija pruža pomoć i podršku žrtvama?

- Da (*preći na pitanje br. 13*)
- Ne

12a. Da li je Vaša organizacija pružala pomoć žrtvama?

- Da
- Ne

12b. Do kada je Vaša organizacija pružala pomoć i podršku žrtvama i zbog čega Vaša organizacija više ne pruža pomoć i podršku žrtvama?

12c. Ukoliko imate saznanja o organizacijama/institucijama u Vašem mestu, opštini, okrugu, za koje znate da pružaju podršku žrtvama, a sa kojima sarađujete, i koje je, po Vašem mišljenju, značajno obuhvatiti ovim istraživanjem, navedite njihovo ime i kontakt podatke kako bismo mogli da ih kontaktiramo:

(preći na kraj ankete ukoliko Vaša organizacija ne pruža pomoć i podršku žrtvama)

13. Od kada Vaša organizacija pruža pomoć i podršku žrtvama (navedite godinu)?

14. Da bi dobile pomoć i podršku žrtve se mogu obratiti Vašoj organizaciji:

Overview of existing victim support services in Serbia

- Radnim danima
- Vikendom
- Radnim danima i vikendom

Upišite Vaše radno vreme:

14a. Da li organizacija ima mobilne timove koji izlaze na teren i pružaju pomoć i podršku?

- Da
- Ne (*preći na pitanje br. 15*)

Upišite radno vreme mobilnih timova

15. Da li su pomoć i podrška koju nudi Vaša organizacija namenjeni svim žrtvama bez obzira na ono što im se dogodilo, pol, starost, nacionalnu ili versku pripadnost i druga lična svojstva žrtve (opšta služba za žrtve)?

- Da
- Ne

16. Pomoć i podrška koju nudi Vaša organizacija dostupna je:

- Svim osobama bez obzira na pol/rod
- Samo ženama
- Samo muškarcima

17. Pomoć i podrška koju nudi Vaša organizacija dostupna je (mogući su višestruki odgovori):

- Svim osobama bez obzira na starost
- Osobama mlađim od 14 godina
- Osobama od 14 do 18 godina
- Osobama starijim od 18 godina

18. Pomoć i podrška koju nudi Vaša organizacija dostupna je (mogući su višestruki odgovori):

- Svim žrtvama bez obzira na lična svojstva i druge karakteristike
- Pripadnicima nacionalnih grupa, uključujući Rome
- Izbeglicama, interno raseljenim licima, migrantima, tražiocima azila
- Osobama s invaliditetom
- Osobama koje imaju problem s alkoholom/narkomanijom
- LGBT

Overview of existing victim support services in Serbia

- Drugo _____

18a. Ako Vaša organizacija pruža pomoć i podršku pojedinim nacionalnim grupama, navedite kojim:

19. Kojim žrtvama su namenjeni pomoć i podrška koju pruža Vaša organizacija (mogući su višestruki odgovori)?

- Svim žrtvama bez obzira šta im se dogodilo
- Žrtvama nasilja u porodici
- Žrtvama trgovine ljudima
- Žrtvama nasilja na radnom mestu
- Žrtvama seksualnog nasilja
- Žrtvama imovinskog kriminaliteta (provala, razbojništvo, krađa i slično)
- Žrtvama proganjanja
- Žrtvama zločina iz mržnje
- Žrtvama ratnih zločina
- Žrtvama vršnjačkog nasilja
- Drugo _____

20. Da li Vaša organizacija pruža pomoć i podršku nekim drugim grupama pored žrtava (npr. učiniocima krivičnih dela, bivšim osuđennicima, beskućnicima, migrantima i sl.)?

21. Da li Vaša organizacija pruža pomoć i podršku članovima porodice (supružnici, osobe koje žive sa žrtvom u zajednici u okviru zajedničkog domaćinstva, srodnici po direktnoj liniji, braća, sestre, i osobe za koje se osoba stara), osoba čija je smrt direktno prouzrokovana krivičnim delom?

- Da
- Ne

21a. Da li Vaša organizacija pruža pomoć i podršku članovima porodice žrtava koje su pretrpele povrede i štetu krivičnim delom?

- Da
- Ne

22. Koji geografski prostor pokriva rad Vaše organizacije:

- Celu teritoriju Srbije
- Teritoriju pokrajine (Vojvodina)
- Lokalno (samo mesto/grad u kome je organizacija)
- Region, odnosno okrug u kome je organizacija
- Drugo _____

Overview of existing victim support services in Serbia

23. Kako žrtve dolaze do saznanja za Vašu organizaciju (navedite do četiri ključna načina na koji žrtve dolaze do saznanja za Vašu organizaciju)?

- Putem usmene preporuke od strane policije
- Putem usmene preporuke od strane sudije
- Putem usmene preporuke od strane tužioca
- Putem usmene preporuke od strane advokata
- Putem usmene preporuke od strane centra za socijalni rad ili neke druge socijalne službe
- Putem usmene preporuke od strane nevladine organizacije
- Putem usmene preporuke od strane zdravstvene ustanove (dom zdravlja, bolnica i slično)
- Našli su informaciju na internetu
- Znaju za nas posredstvom medija
- Preko informativnog materijala Vaše organizacije koji dobijaju iz suda/tužilaštva
- Preko informativnog materijala Vaše organizacije, koji je dostupan u drugim organizacijama i institucijama (policiji, centrima za socijalni rad, zdravstvenim ustanovama, sudovima, školama i slično)
- Drugo _____

24. Žrtve mogu da kontaktiraju Vašu organizaciju (mogući su višestruki odgovori):

- Direktno
- Putem upućivanja od strane druge organizacije/institucije
- Drugo _____

24a. Ako žrtve mogu direktno da kontaktiraju Vašu organizaciju, na koji način?
(mogući su višestruki odgovori)

- Putem telefona
- Dolaskom u prostorije organizacije
- E-mail
- Popunjavanjem formulara na internet stranici organizacije
- Putem on-line komunikacije (on-line chat)
- Ne mogu direktno
- Drugo _____

24b. Ukoliko Vas žrtve ne kontaktiraju direktno, navedite preko koje organizacije/institucije mogu da dođu do Vas:

25. Koje oblike pomoći i podrške nudite žrtvama (mogući su višestruki odgovori)?

- Emocionalna podrška i savetovanje (osnaživanje, razumevanje, poverenje)
- Psihološka podrška (psihološko savetovanje) i psihoterapija
- Informacije
- Pravni saveti
- Pisanje podnesaka
- Zastupanje na sudu
- Priprema za prisustvovanje suđenju
- Odlazak sa žrtvom na sud i podrška na sudu
- Pomoć u kontaktu sa drugim institucijama
- Priprema za učešće i podrška u restorativnim procesima (npr. medijaciji)
- Upućivanje na druge relevantne specijalizovane službe
- Praktična pomoć (npr. popunjavanje obrazaca, pozivanje osiguravajućih društava)
- Finansijska pomoć (npr. urgentna materijalna pomoć, plaćanje produženog boravka, hrane)
- Medicinska pomoć
- Smeštaj
- Procena rizika za žrtvu
- Drugo _____

26. Ako Vaša organizacija pruža žrtvama informacije, navedite koju vrstu informacija pruža (mogući su višestruki odgovori):

- Informacije o mogućim psihološkim reakcijama i dinamici oporavka žrtve nakon pretrpljenog krivičnog dela
- Informacije koje se odnosi na prava žrtava i način njihove realizacije
- Informacije vezane za učešće u krivičnom ili drugom sudskom postupku
- Informacije u vezi sa praktičnim pitanjima koja proističu iz krivičnog dela
- Informacije u vezi sa rizikom i prevencijom sekundarne i ponovljene viktimizacije
- Informacije o drugim relevantnim specijalizovanim službama
- Organizacija ne pruža informacije žrtvama
- Drugo _____

27. Na koji način Vaša organizacija pruža pomoć i podršku žrtvama (mogući su višestruki odgovori)?

- Telefonom

Overview of existing victim support services in Serbia

- Neposrednim kontaktom i razgovorom
- Putem pisama
- Putem e-maila
- Preko internet stranice organizacije
- Putem socijalnih mreža
- Drugo_____

27a. Ako Vaša organizacija pruža pomoć i podršku žrtvama preko internet stranice, na koji način se to čini?

- Popunjavanjem formulara na internet stranici organizacije
- Putem on-line komunikacije (on-line chat)
- Organizacija ne pruža pomoć i podršku žrtvama preko internet stranice

27b. Da li imate mogućnost brzog napuštanja stranice ukoliko pružate pomoć i podršku online?

- Da
- Ne
- Ne pružamo online pomoć i podršku

28. Da li su usluge besplatne za osobe koje Vam se obrate za pomoć i podršku?

- Da(*preći na pitanje br. 29*)
- Ne

28a. Ako se usluge plaćaju, navesti u kojim slučajevima:

Evidencija/dokumentacija o žrtvama

Pitanja koja slede biće obrađena samo za potrebe naučno-istraživačkog rada i neće biti javno dostupne.

29. Da li vodite evidenciju/dokumentaciju o žrtvama koje Vam se obraćaju za pomoć?

- Da
- Ne(*preći na pitanje br. 36*)

29a. Da li primenjujete politiku zaštite podataka o ličnosti?

- Da
- Ne

29b. Da li primenjujete politiku zaštite interesa dece (do 18 godina)?

Overview of existing victim support services in Serbia

- Da
- Ne

29c. Da li primenjujete politiku nediskriminacije?

- Da
- Ne

30. Koliko žrtava je kontaktiralo Vašu organizaciju u 2016. godini?

31. Koliko je ukupno žrtava dobilo pomoć i podršku od Vaše organizacije tokom 2016. godine?

32. Koliko žena žrtava je dobilo pomoć i podršku od Vaše organizacije tokom 2016. godine?

33. Koliko muškaraca je dobilo pomoć i podršku od Vaše organizacije tokom 2016. godine?

34. Koliko dece do 14 godina je dobilo pomoć i podršku od Vaše organizacije tokom 2016. godine?

35. Koliko dece od 14 do 18 godina je dobilo pomoć i podršku od Vaše organizacije tokom 2016. godine?

Zaposleni/volonteri i način finansiranja

36. Koliko imate zaposlenih lica u Vašoj organizaciji/instituciji (lica koja su angažovana po ugovoru o radu ili nekom drugom ugovoru na osnovu koga dobijaju nadoknadu za rad u organizaciji)?

37. Koliko imate volontera u Vašoj organizaciji/instituciji?

38. Da li su zaposleni prošli obuku za rad sa žrtvama?

- Da
- Ne(*preći na pitanje br. 39*)

Overview of existing victim support services in Serbia

38a. Koju obuku su prošli zaposleni?

38b. Ko je držao obuke za zaposlene?

39. Da li su volonteri prošli obuku za rad sa žrtvama?

- Da
- Ne(*preći na pitanje br. 40*)

39a. Koju obuku su prošli volonteri?

39b. Ko je držao obuke za volontere?

40. Koji je izvor finansiranja Vaše organizacije (navedite do četiri ključna načina finansiranja)?

- Država (budžetska sredstva)
- Lokalna samouprava (481-dotacije nevladinim organizacijama; 472-usluge socijalne zaštite; drugi izvori)
- Donacije iz inostranstva
- Donacije u zemlji
- Članarina
- Nema finansiranja/rad je volonterski
- Drugo _____

Ostalo

41. Navedite druge organizacije/institucije u svom mestu, opštini, okrugu, za koje znate da pružaju podršku žrtvama, a sa kojima sarađujete, i koje je, po Vašem mišljenju, značajno obuhvatiti ovim istraživanjem, kako bismo mogli da ih kontaktiramo. Navedite, ako imate, njihove kontakt podatke:

KRAJ ANKETE

Mnogo vam hvala na učešću u anketi!

Ako želite da budete informisani o rezultatima ove ankete, molimo Vas da ostavite svoje ime i email adresu:

Navedite ako imate dodatne sugestije i komentare:

