



# HANDBOOK

## ON VICTIMS OF TERRORISM

### SLOVENIA

The EU Centre of Expertise for Victims of Terrorism (EUCVT) is set up and run by the European Commission. The tasks of the EU Centre are executed by a consortium led by Victim Support Europe and include ARQ National Psychotrauma Centre, Association française des Victimes du Terrorisme and Fondation Lenal.

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# INTRODUCTION

**Recently, the threat of terrorism has hung over the European Union and the rest of the world. The occurrence, on an almost regular basis, of terrorist attacks – whether by suicide bomber or other means – has shaken society to the core, especially as EU citizens are often caught up in such events outside their home borders as well as within EU borders. The impact of terrorism on individuals can be terrible whilst the recovery of victims of terrorist attacks can be affected by the way in which governments, organisations, and individuals respond to the immediate attack and by how victims are supported afterwards.**

The Victims' Rights Directive, together with provisions in the Counter-Terrorism Directive (Title V) and the Directive on Compensation, provide a general framework of rights for victims of terrorism. The Counter-Terrorism Directive goes beyond the Victims' Rights Directive to establish services supporting the specific needs of victims of terrorism. EU Member States are bound by these instruments, have the obligation to transpose

them into national legislation and to ensure that they are correctly applied in practice. In doing so, each Member State must evaluate how to implement these provisions to ensure measures are appropriate to the specific situation and to national circumstances.

Slovenia has no history, or instances, of terrorist victimisation. However, victims of terrorism would fall within the scope of general victim protection measures, in accordance with the Criminal Procedure Act (CPA/ZKP), Legal Aid Act (LAA/ZBPP), and Witness Protection Act (WPA/ZZPrič).

An amendment to the Social Assistance Act (ZSV/SAA), providing for victim support services, was adopted on 25 April 2019 and became applicable on 18 August 2019. Revisions to the Criminal Procedure Act, mainly intended for the transposition of the Victims' Rights Directive – and therefore relevant for those parts of the Counter-terrorism Directive referring to the victims of terrorism – were adopted on 26 March 2019, and became applicable on 20 October 2019.

## Further reading:



- **On rights:**
  - Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, and replacing Council Framework Decision 2001/220/JHA, OJ L 315, 14.11.2012, p. 57–73, hereafter referred to as Victims' Rights Directive
  - Directive (EU) 2017/541 of the European Parliament and of the Council of 15 March 2017 on combating terrorism and replacing Council Framework Decision 2002/475/JHA and amending Council Decision 2005/671/JHA, OJ L 88, 31.3.2017, p. 6–21, hereafter referred to as Counter-terrorism directive
  - Council Directive 2004/80/EC of 29 April 2004 relating to compensation to crime victims, OJ L 261, 6.8.2004, p. 15–18, hereafter referred to as Directive on compensation to crime victims
- **On needs:**
  - Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- **On psychosocial support:**
  - Vicente Colomina, Aída de (2019) Victims of Terrorism Quality Assistance Guide
- **On legal support:**
  - Victim Support Europe, APAV (2019) VOCIARE Synthesis Report
- **On organisations of victims of terrorism:**
  - RAN (2017) The power of victims of terrorism: how to give support
- **On the recognition of victims and useful figures:**
  - MEP Maité Pagazaurtundúa (2019) le livre blanc et noir du terrorisme en Europe
  - German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- **On Slovenian legislation**
  - Criminal Procedure Act (Official Gazette of the Republic of Slovenia, No. 63/1994), Zakon o kazenskem postopku (ZKP), CPA, amended in The Official Gazette No. 70/94, 72/98, 6/99, 66/00, 111/01, 56/03, 116/03, 43/04, 96/04, 101/05, 8/06, 14/07, 32/07, 68/08, 77/09, 91/11, 32/12, 47/13, 87/14, 66/17, last amended in The Official Gazette No. 22/19, consolidated version available at the Legal Information System of the Republic of Slovenia (PISRS)
  - Legal Aid Act (Official Gazette of the Republic of Slovenia No. 48/2001), Zakon o brezplačni pravni pomoči, LAA
  - Witness Protection Act (Official Gazette of the Republic of Slovenia No. 48/2001), Zakon o zaščiti prič, WPA
  - Act amending the Social Assistance Act, (Official Gazette of the Republic of Slovenia No. 28/2019), Zakon o spremembah in dopolnitvah Zakona o socialnem varstvu, SAA

# CRISIS RESPONSE STRUCTURE IN SLOVENIA

## Terrorist attack response

The – natural and other disasters – protection system covers the programming, planning, organising, implementing, supervising, and financing of measures and activities to protect the population against natural and man-made disasters. These include the consequences of war, the use of weapons or means of mass destruction, terrorist attacks and other forms of mass violence.

The main objectives of this protection system are prevention, preparedness, protection against risks, rescue and disaster relief, and reparation for the consequences of a disaster.

Operational preparedness is ensured by emergency notification centres (the National Emergency Notification Centre of the Republic of Slovenia – CORS – and 13 Regional Emergency Notification Centres – ReCOs) and by the preparedness of rescue services and the Civil Protection Headquarters.

The Administration of the Republic of Slovenia for Protection and Rescue have 13 regional branches across the country. In the event of a disaster, the ReCOs respond by ensuring that the rapid activation of emergency medical services and first response personnel – in particular firefighters – are provided to citizens. The following entities perform protection, rescue and assistance operations:

- Units, services, companies and other operational structures of associations and organizations as determined by the competent state or local community body (this includes fire services);
- Units and services of the Civil Protection of the Republic of Slovenia;
- Police;
- Slovenian Armed Forces;

- Non-governmental organizations which have the status of a public rescue service and receive funding from the state budget.

Emergency medical treatment is available as part of the primary and secondary levels of public health care provision. The Hygienic-epidemiological department provides, inter alia, expert advice in the event of terrorist attacks involving weapons of mass violence or weapons of mass destruction.

Preventive activities include earthquake-safe construction, measures to reduce the effects of hail and drought, flood protection measures, protection measures against landslides and avalanches, and preventive fire-fighting measures in areas at risk of fire. Public awareness-raising campaigns are undertaken to improve highlight the risks of natural and man-made disasters as well as measures to be taken before, during and after such disasters.

The timely and coordinated response to a terrorist attack, by means of weapons of mass destruction or by conventional means, in Slovenia is ensured and regulated by the Slovenian Government's National Emergency Response Plan (national plan). The National Plan describes all stakeholders (actors) who would be activated in the case of a terrorist attack; in the event of a large-scale terrorist attack, the National Plan foresees the provision of international assistance and the activation of other national plans, depending on the consequences of a terrorist attack. The National Plan's framework ensures the implementation of each and every authority's and organisation's tasks, within their area of national security or other competence, and the mutual exchange of data, which are important for the preparedness and response to a terrorist attack. This applies especially to the protection of human health, animals, plants, environment, supply distribution, infrastructure systems, etc.

The following measures are taken by Slovenia in the field of cooperation with other Member States in the event of a terrorist attack:

- The Slovenian Intelligence Agency (SOVA) shares, in its field of competence, relevant information within the framework of the Counter Terrorism Group (CTG).
- The Counterterrorism and Extreme Violence Section of the General Police Directorate informs the Europol Counter Terrorism Centre (ECTS) of any criminal investigations.
- The State Prosecutor regularly shares relevant information with EUROJUST and a national correspondent on terrorism is designated by the State Prosecutor General.
- According to the “Protection Against Natural and Other Disasters Act”:
- Observation, information and alerts in the cases of natural and other disasters are conducted, inter alia, on the basis of international exchange of data and information;
- Civil Protection plays an important role through the assistance offered to other Member States, affected by terrorist attacks. In order to carry out particularly demanding tasks of protection, rescue and assistance to other countries, a special national unit is set up within the Civil Protection (*EHI- Državna enota za hitre reševalne intervencije*).

### Further reading:



- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Republic of Slovenia - Protection against natural and other disasters
- Republic of Slovenia – Protection and Rescue Forces
- Protection Against Natural and Other Disasters Act

# TERRORIST ATTACKS

**Terrorism evolves constantly as perpetrators, methods and targets are changing. The characteristics of an attack will influence the scale of the response and the impact of the attack on its victims and associated local, regional, national or international communities.**

## Key characteristics

**Influential key characteristics include:**

- scale (a single victim or large numbers of victims)
- location (open or closed environment; one or more points of attack)
- timing (within hours or on consecutive days, during the day/night/rush hour)
- weapons used
- target groups
- degree to which the terrorists are organised

Regardless of the attack characteristics, thorough preparation is required to ensure the crisis is managed in line with the EU rules on victims' rights.

## Scale

The scale of the attack (the number of those killed or wounded) varies from event to event. In the context of the Paris attacks in November 2015, shootings and bomb blasts left 131 people dead and hundreds were wounded, with more than 100 in a critical condition. In the Halle attack in 2019, 2 people were killed and 2 people were seriously injured. These figures consider the numbers of dead and injured. Those affected will be much larger. The greater the number of victims, the more resources are required during both the emergency response phase (e.g. hospital beds) and in the longer term (e.g. in criminal proceedings, professional mental health services, information and support providers). The larger an

attack, the greater the media attention will be on the victims, their families and society.

## Location

In the recent past, attacks have tended to concentrate on a single localised area. However, in the 2004 Madrid attacks, 10 bombs exploded in a coordinated manner in different locations while 3 others were found unexploded subsequently. Also, during the Paris attacks in November 2015, six separate attacks took place in different locations within a short period of time. The multiple sites, in both enclosed and open venues, and numbers of victims created a chaotic environment: identification of victims and securing individual locations required complex management of the various services involved.

## Timing

In the case of multiple, related, terrorist attacks, the timing of any consecutive attack(s) has usually been within a few hours of the first. For instance, in 2016 the two attacks in Brussels occurred with an hour of each other; the attacks in Barcelona, on 17 August 2017, were followed by an attack in Cambrils, about 100 kilometres to the south, the next day. In Asia and the Middle East, follow-up attacks have been timed to hit first responders and helpers.

## Weapons

Bombs are not the only weapon used by terrorists: trucks are driven through crowds; airplanes are taken down by missiles; suicide vests, knives,



firearms, chemical, biological, radiological or nuclear (CBRN) agents etc. are used. Each weapon impacts its victims differently and will require a different response: for example, the truck attack in Nice initiated a new approach in defining victims eligible for compensation and the French government delineated zones around the attack location to help establish victim lists. The 2017 attacks in Barcelona and Cambrils were perpetrated via a similar weapon as in both cases a van and a car respectively deliberately crashed into the crowds.

## Target groups and organisation

Various ideologies motivate terrorists to carry out attacks: e.g. antisemitism (Halle, Germany in 2019), jihadism (London, UK in 2019), right-wing extremism (Hanau, Germany in 2020), etc.

Europol's annual Terrorism Situation and Trend (TE-SAT) Report lists jihadist, ethno-nationalist and separatist, left-wing and anarchist, right-wing and single-issue terrorist groups, in addition to a new grouping of attacks committed by informal organisations or lone wolves.

## Cyberterrorism

The internet can also be used for terrorist purposes: by threatening individuals, organisations or governments with violence that may result in bodily harm or loss of life, or by large-scale disruption of computer networks. These forms of terrorism are not explicitly addressed in this handbook. However, preparation for such attacks, and support of their victims, are similar to 'offline' terrorist attacks.

### CASE STUDY: 2004 MADRID ATTACKS

#### Scale

The Madrid train bombings were the deadliest terrorist attack in Spain: a total of 193 people from 18 countries were killed, another 2.000 were physically injured, and many more were psychologically affected.

#### Location

Several bombs were placed on 4 different

trains: 10 exploded, while 3 others were subsequently discovered unexploded.

#### Timing

Around 7.40 am on 11 March 2004, multiple coordinated explosions took place.

#### Target groups and organisation

The judicial sentence adopted by the National High Court on 31 October 2007 confirmed that the attack had been committed by jihadist groups.

## Further reading:

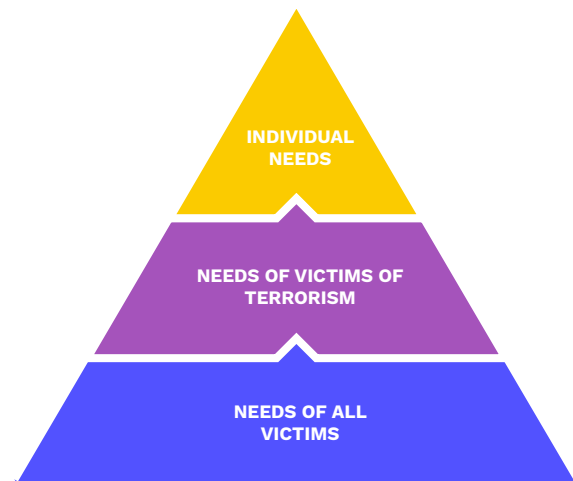
- Europol (2020) TE-SAT Report
- Institute for Economics and Peace (2019) Global terrorism index



# VICTIMS' NEEDS

As specified in Recital 27<sup>1</sup> of the Counter-terrorism Directive, Member States should adopt measures of protection, support and assistance in responding to the specific needs of victims of terrorism, in accordance with the Victims' Rights Directive and as specified by the Counter-terrorism Directive. The measures on protection, support, and assistance to victims of terrorism are further developed in Title V of the Counter-terrorism Directive.

Recital 16 of the Victims' Rights Directive specifically addresses the needs of victims of terrorism, who have suffered injuries – whether physical or psychological – from attacks that were intended to harm society. They may need special consideration, support and protection due to the nature of the crime committed against them. Member States should pay attention to the needs of victims of terrorism, and should seek to protect their dignity and security.



## Layers of needs

To understand the needs of victims of terrorism, it is important to comprehend that there are different layers of needs. The first layer consists of the needs of all victims of crime. The second layer consists of specific needs due to the nature of the terrorist attack. The third layer of needs depend on personal and environmental (such as social environment, legal and institutional resources etc.) factors of the individual victim.

Emergency support to meet victims' needs immediately following a terrorist attack is critically important: survivors need to be safe and secure, receive emergency medical – and psychological – aid, food and drink. Member States shall ensure that support services addressing the specific needs of victims are in place and easily accessible immediately after a terrorist attack, and for as long as necessary.

<sup>1</sup> Under EU law, Recitals provide background information and reasoning for the inclusion of particular Articles in legislative acts.

In addition to the emergency support, needs of all victims of crime, including victims of terrorism, are divided into five major categories:



## Needs of victims of terrorism

Once emergency care has been given to victims of terrorism, their specific needs, as related to the above five categories, can be evaluated. These needs may differ from, or be more intense compared to, victims of other intentional crimes:

1. *Recognition and respect: as victim of terrorism.*
2. *Support: medical care, specialised psychological-trauma care, information, practical assistance, legal assistance, communication (media) support, peer support, etc.*
3. *Protection: physical protection, protection from secondary victimisation.*

4. *Access to justice: safe participation in the criminal justice process.*

5. *Compensation and restoration: financial compensation and help with the financial impact of a terrorist attack. Restoration includes overall recovery and restorative justice processes.*

## Individual needs

Individual victims' needs will depend on personal characteristics (previous victimisation or stressful life events); (mental) health; social network; socio-economic situation; cross border situation; and daily stressors. These needs will evolve over time, therefore, responding to the needs of victims of terrorism requires an individualised victim-centred approach.

## Further reading:



- Dolci, L. (2018) A Victimless Crime? A Narrative on Victims of Terrorism to build a case for support
- INVICTM (2018) Symposium Report: Supporting Victims of Terrorism
- RAN (2018) Enhancing the resilience of victims after terrorist attacks

# 1. THE RIGHTS OF VICTIMS OF TERRORISM

## 1.1 VICTIM OF TERRORISM – DEFINITION UNDER NATIONAL LAW AND IMPACT

### DEFINITION UNDER EU LAW Victim of Terrorism

**Under the Counter-terrorism Directive, a victim of terrorism is defined as follows, in line with the definition offered by the Victims' Rights Directive:**

- a natural person who has suffered harm, including physical, mental or emotional harm or economic loss, insofar as that was *directly* caused by a terrorist offence, or
- a family member of a person whose death was *directly* caused by a terrorist offence **and** who has *suffered harm as a result* of that person's death.

Note: the use of the word 'victim' is not always appreciated by those who survived or were otherwise affected by terror attacks, they may not identify themselves as victims despite severe trauma, but may see themselves as 'survivors', which indeed they are. However, for practical reasons, this handbook will identify those involved by the word 'victim'.

### Terrorist offence

The Counter-terrorism Directive lists the intentional acts that shall be criminalised as terrorist offences by Member States. These acts are discussed in detail in Subchapter 1.1 of the EU Handbook on Victims of Terrorism.

### DEFINITION UNDER SLOVENIAN LAW

#### Victim of Terrorism

There is no definition for a victim of terrorism under Slovenian law and the Criminal Procedure

Act (CPA) has no definition for the term victim. The latter, however, defines an injured party as the person whose personal or property rights have been violated or endangered as a consequence of a criminal offence. 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 death are also considered to be injured parties since the adoption of Act Amending Criminal Procedure Act of 26 March 2019 (ZKP-N). Pursuant to article 144 of the Criminal Procedure Act, where a direct consequence of the crime is the death of a person, the spouse or the person with whom he or she lived in extra-marital cohabitation, blood relatives in direct line, his or her adopted child or adoptive parent, his or her brothers or sisters and the persons that he or she supported or was obliged to support shall also be considered injured parties pursuant to this Act (first paragraph, indent 6 of article 144 of CPA). Moreover, if an injured party dies during the time limit for the proposal of the prosecution or a private lawsuit or during the proceedings, their spouse/cohabitant, children, parents, adoptive children, adoptive parents, brothers and sisters, can submit a proposal, file a private lawsuit or express their intention to continue the proceedings within three months following the injured party's death.

The Crime Victim Compensation Act (ZOZKD) defines a victim as the person who has suffered a detrimental consequence due to a violent intentional act recognized in the Act. In the scope of this Act, a violent intentional act is an act committed by a direct attack on life and body using force, or as a violation of sexual integrity, for which a penalty of one or more years of imprisonment may be imposed under the Criminal Code.

## CASE STUDY: DEFINITION OF VICTIM OF TERRORISM UNDER FRENCH LAW

To keep the notion of victim as broad as possible, French law does not define the term ‘victim’ nor does it describe the types of victims. The concept of victims is used for topics related to compensation and responsibility: per Article 2 of the French Criminal Procedure Code (CPC) on civil action, a victim is a person, who has been injured as a result of an event, which can be qualified as a criminal offence and entails the referral to criminal justice.

More specifically, with regard to the recognition as victim of terrorism under French law, after a terrorist attack the National Anti-Terrorist Prosecutor’s Office draws up a list of victims, including the deceased and injured but unconscious persons. Other injured victims must be recognized by the Guarantee Fund for Victims of Terrorism and Other Offences (Fonds de Garantie des victimes de terrorisme et d’autres infractions – FGTI),

which receives claims for compensation from all those who consider themselves victims of terrorist attacks and on this basis the initial list is created. The FGTI is competent to decide whether these claims are admissible and if it refuses to compensate someone on the grounds that the person is not a victim of terrorism, the decision may be contested before the Compensation Judge for Victims of Terrorism (JIVAT), who will decide the matter. Based on both the Prosecutor’s Office and FGTI’s lists, the Ministry of Justice (Service de l’accès au droit et à la justice - SADJAV) draws up a “shared list” (liste partagée), which is then sent to all the actors involved in the accompaniment of victims of terrorism.

It is also worth noting that the Inter-ministerial Instruction on the assistance to victims of acts of terrorism of 11 March 2019 (Instruction interministérielle relative à la prise en charge des victimes d’actes de terrorisme, Prime Minister, N°6070/SG), includes persons having a family tie with the victim, in the notion of beneficiaries, who have the same rights as victims of terrorism.

## Terrorist offence

Terrorist offences are defined in the Criminal Code (CC), whose most recent relevant amendment was adopted on 24 May 2017.

## IMPACT OF TERRORIST ATTACKS ON VICTIMS

All victims of all violent crimes face physical, mental health, and financial consequences; however, the impact on those present at a terrorist attack means the violence of their experience is different from that of their peers.

### Physical consequences

Terrorists intend for their attacks to cause many casualties, as indicated by the weapons they use (firearms, explosives, etc.). Hence, the fatality rate in a terrorist attack is relatively high and injuries tend to be severe.

### Mental health consequences

Victims experience fear and anxiety after a terrorist attack at levels that may not

incur psychological problems, but that may have behavioural, relational and financial consequences. Post-traumatic stress is often diagnosed in victims following a terrorist attack. Victims may re-experience the event, have repeated and unwanted intrusive thoughts, hyper arousal, emotional numbing and/or avoidance of stimuli reminding them of the traumatic experience.

### Financial consequences

Victims of terrorism may incur severe injuries, that are linked with a (higher) probability of developing a psychological disorder. This implies that the costs related to victimisation will be higher (for the victims, their property, their insurers and/or the government).

### Future events

While the risk of involvement in another terrorist attack is relatively small, the perception of this risk may be high. Consequently, victims may experience feelings of insecurity, especially if they suffer from a Post-Traumatic Stress Disorder (PTSD). Perceived risk and the presence

of PTSD contribute to psychological damage caused by terrorism.

## Risk groups

Previous physical or psychological trauma, existing mental disorders, lack of social support and low socio-economic status may lead to a greater psychological impact on victims. Children and minority groups have a higher risk of developing psychological problems. Children are at risk when they are too young to be able to express their symptoms verbally or when the

ability of parents to support them is diminished. Minority groups have a higher risk when their health literacy is low or if they have experienced similar trauma in the past.

## Loss and grief

The sudden loss and violent death of a loved one in a terrorist attack may lead to complicated psychological reactions in family members, which may be further aggravated by the specifics of a terrorist attack: e.g. having to identify a severely damaged body.

## Further reading:



- Letschert, R.M., Staiger, I., Pemberton, A. (2010) Assisting victims of terrorism: towards a European standard of justice
- Damiani, C., Victime et traumatisme, in Tigrane Tovmassian, L., & Bentata, H. (2013) Le traumatisme dans tous ses éclats, p. 61-70
- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- VOciare National Report Slovenia
- Criminal Procedure Act (Official Gazette of the Republic of Slovenia, No. 63/1994), Zakon o kazenskem postopku (ZKP), CPA, amendment adopted on 26 March 2019
- Crime Victim Compensation Act (ZOŽKD; Uradni list RS, št. 101/05 in 86/10)
- Criminal Code (Official Gazette of the Republic of Slovenia, No. 55/2008) Kazenski zakonik (KZ-1), CC-1

## 1.2 VICTIMS' RIGHTS TO RESPECT AND RECOGNITION

### THE RIGHTS UNDER EU LAW

Recognition and respect underpin the healing process of victims as individuals and community members. Under EU law, Member States must ensure that victims are treated in a respectful manner by all those they come into contact with. Recital 16 of the Victims' Rights Directive mentions that victims of terrorism often need social recognition and respectful treatment by society.

Recognition and respect are established by ensuring that actors appreciate the victims' situation, their individual and group circumstances, the nature of the attack and how that can influence victims' behaviour.

The first step towards recognition and respect of victims of terrorism is their identification, while subsequent commemorative events and memorials form an integral part of the healing process for victims of terrorism, their families and all those affected.

### Identification of victims and information about victims

The Counter-terrorism Directive requires Member States to have mechanisms and protocols in place that will activate support services for victims of terrorism immediately after an attack and that will facilitate the identification of victims and their families. In the aftermath of a terrorist attack, especially those involving a large number of victims, it is key to establish mechanisms of gathering information from the scene that serves multiple purposes. Identification is necessary to complete several key actions, including to:

- Establish the identity of the deceased and injured;
- Cross-refer these identities to the information received from the concerned public, friends and family members, who fear that their loved ones were at the

scene;

- Enable the authorities to make sure that the loved ones are informed about the loss of life or injury of those who were identified at the scene;
- Inform external countries about the fate of their nationals.

### Recognition

Society (local, regional or national government; politicians; media; support providers, and justice/law enforcement actors) can recognise victims of terrorism in many ways: formal written acknowledgement of status as (indirect) victim, remembrance ceremonies, memorials, financial compensation, and/or granting of specific rights. In its EU Strategy on victims' rights, the Commission urges Member States to ensure proper recognition for all victims of terrorism, especially since terrorist attacks are directed at the state and society as a whole.

Commemorative events and memorials form an integral part of the healing process for victims, their families and all those affected. While states may face competing community ideas in the preparation and delivery of such events, it is the wishes and input of the victims that are decisive in the development and realisation of any commemoration: this may be one of the few times victims come together.

Commemoration events provide victims as well as the general public with the opportunity to express feelings and opinions; to experience and receive social support; to show societal acknowledgment and to give meaning to the attack. If done properly, the commemoration can contribute to the victims' recovery process, however, as acts of remembrance may 'dilute' over time, changes in frequency and form should be discussed with the victims. The aim should be to invite all victims and all responders, even those



who will not be able to attend due to injuries or geographical distance. Financial reasons should not weigh in on the victims' decision to attend anniversaries.

## Respect

**Treating victims with respect can significantly influence victim satisfaction with government and criminal justice systems. Fundamental to respectful treatment are:**

- the way professionals interact with victims and
- the procedures and infrastructures in place.

The cultural and religious backgrounds of the individual victim of terrorism determine, to a large extent, what the victim considers respectful treatment.

Respect begins with empathy. Understanding the victims' situation empowers professionals to act in an empathetic manner. However, compassion should be moderated by sufficient professional distance to provide the best possible support.

Respect is not only important for individual victims, but also for the entire group victimised. It is particularly important for vulnerable victims or minority groups, the elderly, children and people with disabilities.

## Victim registration – a necessary pre-condition for recognition and respect

To ensure respect and recognition for all victims, especially in attacks affecting large number of people, it is fundamental for the authorities to plan and execute a rigorous victim registration procedure. This procedure should be designed in such a way as to centralise victim information – including the information and contact details of concerned family members, witnesses and bystanders, first responders and other persons, who might have been impacted by the attack in different ways.

## AN OVERVIEW OF RIGHTS IN SLOVENIA

The system of protection against natural and other disasters provides for the intervention of the Person Identification Unit within the Institute of Forensic Medicine at the Medical Faculty of Ljubljana.

No specific rights relative to victims/victims of terrorism, which fall under the category of respect and recognition, have been identified in Slovenia.



## THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

#### CASE STUDY: VICTIMS' REGISTRATION IN FRANCE

The French Ministry of Justice is engaged in improving its victim registration procedure. A digital tool is currently being designed to list victims of major crises, along with

their contact details and details of their family members, within one single file. This tool will ensure that privacy and data protection rights are respected and the information it contains will only be available to organisations, which assist victims in exercising their rights.

## CASE STUDY: PRACTICES IN SPAIN WITH REGARDS TO:

### Identification of victims:

In an attack with a high number of victims, the recovery and identification of those involved is key to being able to hold a judicial investigation. To be able to identify victims, and to return victims' remains to their families in the shortest time possible, the Spanish Ministry of Justice has prepared a *Guide for Intervention and Identification of Victims* to help family members, professionals and experts involved in managing victim identification.

### Awards:

The *Royal Order of Civil Recognition of Victims of Terrorism* was created with the intention of honouring the deceased, injured or those kidnapped during terrorist acts in Spain, as well as relatives up to the second degree of consanguinity, and witnesses.

### Commemoration:

27 June has been declared *the Day of remembrance and homage to victims of terrorism* in Spain and since 2005, 11 March has been adopted as the *European Day of*

*Remembrance of the Victims of Terrorism* to commemorate the Madrid bombings of 11 March 2004. On both days, the Spanish Government promotes acts of recognition of the victims of terrorism in coordination with associations, foundations and not-for-profit entities. The Victims of Terrorism Memorial Centre (*Fundación Centro para la Memoria de las Víctimas del Terrorismo*) is a state public sector foundation, affiliated with the Ministry of Interior, set up to commemorate all Spanish victims of terrorism.

### Monuments

They create a physical place where victims can gather to share their individual loss with society. Victims were involved in the planning and development of the memorial monument at the El Pozo station, where 68 out of the 193 victims of the 2004 Madrid attacks died.

### Honorary citizenship:

Following the 2004 bombings in Madrid, Spanish naturalisation laws were used to extraordinarily grant Spanish nationality to foreign victims of terrorism, to acknowledge their loss and pain. Some victims of the attacks in Catalonia have also obtained Spanish nationality by "letter of nature", an exceptional way to gain nationality.

## Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- European Commission (2020) EU Strategy on victims' rights (2020-2025)
- VSE (2019) Remembering Victims of Terrorism: A guidance document
- Republic of Slovenia – Protection and Rescue Forces
- EUCVT (2021) EU Handbook on Victims of Terrorism
- Ministry of Justice, Guide for the identification of victims (Guía para la identificación de víctimas) (in Spanish)
- 🌐 Fundación Centro para la Memoria de las Víctimas del Terrorismo (in Spanish and English)

## 1.3 VICTIMS' RIGHTS TO ACCESS INFORMATION

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum scope of a victims' rights to access information:**

- the information should be easy to understand and available in multiple formats. In choosing the distribution medium particular attention should be paid to reaching vulnerable groups;
- the victims' rights to receive advice and information on relevant legal, practical or financial matters as an integral part of the support offered to victims after a terrorist attack;
- the victims' right to receive information from the first contact with a competent authority;
- the victims' right to receive information on the investigation and justice procedures with regard to their case;
- the victims' right to understand and be understood.

### AN OVERVIEW OF RIGHTS IN SLOVENIA

The Act Amending the Criminal Procedure Act of 26 March 2019 (ZKP-N) regulates the right of victims to information, and introduced unified national standards for the provision of information to victims of crime.

Generally, victims are informed of their rights when they report criminal offences to the Police, leaflets – including information on victims' rights and support services – are available at police stations and Social Work Centres. Information is adapted for children and people with hearing impairments; some NGOs provide information in foreign languages.

Victims may also access online information on their rights through a dedicated section of the Ministry of Justice's website. The Slovenian Police have compiled a brochure providing information on victims' rights in criminal proceedings and a similar brochure, which is available in Slovenian, English, Italian, German, Hungarian and Croatian language, has been prepared by the Ministry of Justice. In addition, a website has been set up to provide general information on the participation by injured parties in court proceedings. Victims receive, together with the summons, a brochure on their rights (supporting the information they received on their first contact with the Police or Public Prosecutor). Special Victim Support Services have been established at several District Courts; staff members give injured parties basic information on their rights (personally, via telephone or e-mail), and provide them with assistance and help (e.g. in understanding the meaning of article 65.a of Criminal Procedure Act, etc.). Injured parties are also given the contact details of specific persons/services with whom they can communicate.

Once the main hearing starts, injured parties are orally informed of their rights in criminal proceedings. Injured parties that do not understand the language of the proceeding or have hearing impairments are guaranteed translation. Some Courts have prepared internal protocols and special forms for communicating information to the injured parties. The Supreme Court has prepared letters for first instance Courts, containing information for injured parties and injured parties with special protection needs. These letters, on the rights and obligations in criminal proceedings, can be adapted for use in actual proceedings and forwarded to injured parties.

It is worth noting that in 2010, the Supreme Court published two picture books for child witnesses entitled "Jan/Jana goes to court" (for children aged 5 to 8) and "When you have to go

to court as a witness” (aged 9 to 13). Brochures, adapted for children of different ages, provide information on criminal proceedings. Among other things the child is told who is the witness, who the accused, what the court looks like, who will be present in the room, who will accompany him during the questioning, what are his or her

(child`s) tasks, etc.

Furthermore, the Police have introduced an online application form that enables victims to obtain information about ongoing criminal proceedings, or from the official Police records upon their conclusion.

## THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

In practice, it is essential that information is made available to victims of terrorism at all times. Information reassures victims, helps them understand and make decisions, and aids their recovery. The provision of adequate, timely information about the terrorist attack and its consequences is important to victims and their family members.

State authorities play a crucial role in providing accurate information after an attack. Government information is more effective when it is co-ordinated with civil society actors, media companies, social media, etc.

#### Information can be divided into:

1. rights and services, actions and expecta-

tions – as required by EU rules;

2. factual and topical information regarding the attack, the current situation, and the condition of loved ones;
3. dealing with the attack (involving reassurance and psycho-education on normal reactions and practical suggestions to encourage healthy behaviour).

### Information centres

It is recommended that victims of terrorism are provided with a centralised, single contact point that coordinates the work of all those involved in the support and protection of victims. Additionally, a dedicated website, providing all relevant information, can act as – or be supported by – a one-stop-shop, a centre where a range of services (e.g., psychosocial, legal, medical and financial) is provided in the immediate aftermath of an attack.

## PROVIDING INFORMATION IN CRISIS - INTERNATIONAL PRACTICE

In France the Inter-Ministerial Delegation for Victim Support (DIAV) has developed the French government's victim support website: the One-stop Victims' Information and Declaration portal, which clarifies what to do after a terrorist attack and enables victims of terrorism, wherever they live, to find information on their rights, the formalities, and the various bodies involved in providing them with assistance (victim support organisations in particular). This information has been translated into English and Spanish for foreigners involved in terrorist attacks in France and the DIAV intends

to launch an online information guide for French citizens, who are victims of a terrorist attack abroad.

In the Netherlands, the ARQ (National Psychotrauma Centre) has the ability to set up a special website, within minutes of a crisis event. In the case of a terrorist attack or large-scale disaster, Victim Support Netherlands (*Slachtofferhulp Nederland*) can set up an online Information and Advice Centre (IAC) within a few hours, providing victims, witnesses, and family members with current, complete and reliable information, such as important phone numbers and the latest news from organisations such as the police, the Public Prosecutor, and the government. An IAC was also established after the MH17 plane crash on 17 July 2014.

### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- VOCIARE National Report Slovenia
- 🌐 'One-stop victims' information and declaration portal'
- 🌐 IAC Air Disaster Ukraine
- Ministry of Justice, brochure on victims' rights in Slovenian (Pravice zrtev v kazenskem postopku slo), English (Pravice zrtev v kazenskem postopku ang), Italian (Pravice zrtev v kazenskem postopku ita), German (Pravice zrtev v kazenskem postopku nem), Hungarian (Pravice zrtev v kazenskem postopku mad) and Croatian language (Pravice zrtev v kazenskem postopku hrv).
- 🌐 <https://nasodiscu.si/>

## 1.4 VICTIMS' RIGHTS TO ACCESS SUPPORT SERVICES

### THE RIGHTS UNDER EU LAW

The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum scope of a victims' rights to access support services:

- Ensure victims' access to generic and specialist support services that are confidential, free of charge and easily accessible;
- Provide at least the following support to victims of terrorism: emotional and psychological support, assistance regarding compensation claims and provision of adequate medical treatment;
- Facilitate referral of victims to support services by the competent authority.

This subchapter focuses on the rights to access support services, as established mainly by the Victims' Rights Directive. Chapter Three describes the organisation of support in the specific context of terrorist attacks and other

crisis situations in light of provisions in the Counter-terrorism Directive.

### AN OVERVIEW OF RIGHTS IN SLOVENIA

The Act amending the Social Assistance Act (ZS/SAA) was adopted in March 2019 and became applicable as of 18 August 2019. It provides for the expert support and counselling, free of charge, to victims of crime.

According to available sources, special Victim Support Services have been offered by some District Courts. Victims of crime can obtain assistance from several domestic NGOs (offering free legal, financial, material and psychosocial assistance) and from Social Work Centres (offering support and counselling).

Since these provisions have only recently been adopted and as limited information is available, the functioning of the victim support services cannot be further described for the purposes of this handbook.

### THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



## EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

As each victim will undergo a different recovery process, victims' needs change over time and the assistance and support provided has to be adapted to meet these changes.

Victims, especially if they have to deal

with serious (mental) health problems after a terrorist attack, will face difficulties in absorbing information. Information on (organisations that provide) assistance and support will be more effective when it is provided on different occasions. Ideally, those offering help will be proactive: reaching out to victims on a regular basis, finding ways and opportunities to connect with them. Victims need information on available services, but should not be coerced into using them.

### CASE STUDY: ORGANISING SUPPORT IN SPAIN

In Spain, all professionals from the Directorate General of Support to Victims of Terrorism receive appropriate training in trauma informed assistance. These professionals proactively contact victims as soon as after a terrorist attack as security and medical conditions allow and provide information to victims and families. Moreover, they also support victims in their pursuit of compensation, pensions, labour rights, subsidies, and other benefits.

The Medical Advisory Board categorises the injuries by evaluating the permanent consequences of the damages: disabilities,

permanent non-disabling injuries, or psychological damages. From the first interaction, public Victims of Terrorism (VoT) assistance mechanisms aim at facilitating recovery from such consequences.

Since 2016, Spain has had a National Network of Psychologists for the Assistance of Victims of Terrorism (bringing together 230 members), to whom the Ministry of Interior refers all victims of terrorism needing therapeutic psychological support. On 18 June 2015, the Spanish Ministry of Interior signed an agreement with the Spanish National Council of Psychology to guarantee quality psychological care for victims of terrorism and effective treatment commensurate with the special needs of the victims. This agreement was updated in 2019.

## Victim assistance centres

It is beneficial to set up a victim assistance centre after large-scale terrorist attacks: a one-stop-shop, where victims can go to get information and support.

### GOOD PRACTICE: SETTING UP A VICTIM ASSISTANCE CENTRE AFTER A TERRORIST ATTACK IN FRANCE

In France, the *Centre d'Accueil des Familles* (CAF) was set up under the authority of the prefect of the competent Department in Strasbourg, on 12 December, to provide immediate treatment and support for victims of the terrorist attack of 11 December 2018. It mobilised the resources of local associations

of the France Victimes network, SOS Aide aux Habitants FV67 and VIADUQ FV67 to assist the victims. Nearly 700 victims were helped in the aftermath of the attack. Such centres are set up whenever a terrorist attack causes multiple direct victims. In certain cases (as for the 2015 Paris attacks, the 2016 Nice attack and the 2018 Strasbourg attack) the CAF, as such, closes after the crisis phase, and the new information and support centre (*Espace d'information et d'accompagnement* - EIA) continues to provide support services for the rehabilitation of the attack survivors.

## Central contact point within government

On 25 November 2020, Slovenia indicated to the Secretariat of the Council of the EU that discussions concerning the nomination of their single contact points for victims of terrorism were still ongoing.

### Good practice: other types of support in France

The ONAC-VG (*“Office National des Anciens Combattants et Victimes de Guerre”*) recognizes the victims of terrorist attacks as war-wounded and provides for their life-long care, financial, educational, and professional help.

In 2016, a local oversight committee for victims of acts of terrorism (*Comité Local d’Aide Aux Victimes, CLAV, as of 2017*) was created at the level of the Departments of the French Republic. The committee ensures the coordination of all local actors involved in victim assistance to

ensure the best possible support to victims of terrorism. For example, the Strasbourg CLAV meets at least once a year to ensure that the needs of victims of the 2018 Strasbourg attack are taken care of, and to discuss any difficulties that victims may face individually. The DIAV oversees the development and activities of all local-level committees.

The inheritance of those, who died because of an act of terrorism, is exempt from tax.

Specific health insurance coverage, entailing free care for the length of the convalescence, applies to victims of terrorism.

### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- 🌐 Spanish Ministry of Interior – Directorate General of Support to Victims of Terrorism
- Vicente Colomina, Aída de (2019) Victims of Terrorism Quality Assistance Guide
- VSE (2018) Behind the Scenes: Family Reception Centre set up for the Victims of the Strasbourg Christmas Market Shooting



## 1.5 VICTIMS' RIGHT TO ACCESS JUSTICE – PROCEDURAL RIGHTS

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum scope of a victims' rights to access justice:**

- the right to be heard;
- the right to access legal aid, where victims have the status of parties to criminal proceedings;
- the right to reimbursement of expenses resulting from their active participation in the proceedings.

### AN OVERVIEW OF RIGHT TO ACCESS TO JUSTICE IN SLOVENIA

Victims of terrorism would fall within the scope of general victim protection measures. The Criminal Procedure Act (CAA/ZKP), Legal Aid Act (LAA/ZBPP), and Witness Protection Act (WPA/ZZPrič) grant victims of crime certain rights in criminal proceedings.

Legal aid is established by the LAA for all judicial procedures and for all participants, not just victims of crime. The LAA states that the conditions and facts of the case, in respect of which the applicant applies to receive free legal aid, shall be taken into account. In particular, consideration is given as to whether the case is clearly reasonable, whether the applicant has a probable chance of success, and whether the matter is relevant to the applicant's personal and socio-economic situation, or that the expected outcome is of vital importance to the applicant

or his family.

With regard to the right to be heard, the Criminal Procedure Act, Article 59, foresees that the injured party and the private prosecutor are entitled to call attention to all facts and to offer or produce evidence during the investigation, and at the main hearing. The Prosecutor can require victims to testify, except in the case of "privileged witnesses" as defined by Article 236 of the CPA and as revised by the Act Amending the Criminal Procedure Act of 26 March 2019 (ZKP-N), according to which, editors, journalists or authors of a contribution - regarding the disclosure of a source of information - are added to the list of individuals exempt from the duty to testify.

Victims participating in the capacity of witnesses receive reimbursement of transport costs to the court, for the least expensive public transport, and also receive a receipt for remuneration at work, if needed. Costs for attending the rest of the main hearing are not reimbursed. Article 96 of the Criminal Procedure Act states that private prosecutors and injured parties acting as prosecutors are bound to repay the costs of criminal procedure as well as the necessary expenses of the accused and the necessary expenses of their counsel if the proceedings terminate in a judgment of acquittal or of rejection of charges. This article, as revised by the Act Amending the Criminal Procedure Act of 26 March 2019 (ZKP-N) added paragraph 1, which specifies the information that must be provided to the injured party by the competent authority during first contact in the pre-trial or criminal proceedings. Provision of information on payment and reimbursement of the costs incurred by the injured party is included.

## THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

#### Large scale attacks

Criminal proceedings and trials for large scale attacks are complex. Large numbers of victims and witnesses are involved and all share the right to participate in the trial. States may need

to establish special measures to facilitate this participation, which may include holding trials in larger secure locations to accommodate all those involved.

Where criminal proceedings about terrorist attacks and other disasters account for large numbers of victims, there may be a need for more support compared to other criminal proceedings.

#### CASE STUDY: ADDITIONAL SUPPORT TO VICTIMS DURING CRIMINAL PROCEEDINGS FOR LARGE SCALE ATTACKS

The trial held following the 2004 Madrid attacks is one of the largest ever held in Spain and took place between 14 February and 2 July 2007 (a total of 57 hearings were held). The trial was attended by 300 witnesses, 60 experts, three victims' associations and 15 private attorneys, who joined the public prosecutor in the criminal charges, and 150 mass media representatives, who reported

on the trial. To ensure support for the victims attending the trial, a pavilion was set up in the Casa de Campo. Social workers, psychologists, and association members accompanied the victims, providing them with emotional and practical support.

For the trial following the 2015 Paris attacks, a courtroom of 550 seats was built within the heart of the historic Paris courthouse. Over 17 additional rooms, allowing the broadcasting of the proceedings, have been made available, and a secure online radio, for victims wishing to follow the hearings from their homes, has been established.

## Public inquiries

Victims of terrorist attacks, as other victims, express a need for truth. They want to know what happened, how it happened, who was involved and why. The instigation of formal

criminal procedures takes time and victims are often left without answers. A public inquiry can serve as an alternative means of answering the questions of victims and society as a whole.

### EXAMPLES OF PRACTICAL APPLICATION

After the 2016 Brussels terrorist attacks, a parliamentary inquiry was launched to investigate the circumstances leading up to the attack, the response to the attack, and the evolution of radicalisation with the aim of developing recommendations from the lessons learned.

In Germany, the Federal Government Commissioner can act as an intermediary between the victims and those responsible for the criminal investigation in the aftermath of the attack. Even where the investigation is still ongoing, the Commissioner can, for example, set up a meeting between these two parties. During such meetings, victims can directly question those leading the investigation.

### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- VOCIARE National Report Slovenia
- Guía de Buenas Prácticas para la Asistencia Jurídica a las Víctimas del Terrorismo en el ámbito de la Audiencia Nacional (AVT) (in Spanish)
- BE Inquiry Committee March 2016 Terrorist Attacks (EN/NL/FR)
- Beck, K. (2017) Abschlussbericht des Bundesbeauftragten für die Opfer und Hinterbliebenen des Terroranschlags auf dem Breitscheidplatz (in German)

## 1.6 VICTIMS' RIGHTS TO PROTECTION: PHYSICAL AND PRIVACY

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum victims' rights to protection, in particular physical protection and privacy:**

- Availability of measures for the protection of privacy, personal integrity and personal data of victims and their family members, particularly in the context of criminal proceedings. In balancing these measures against the pluralism and freedom of the media, self-regulatory measures should be encouraged;
- Availability of measures to protect victims and their family members from intimidation and retaliation as well as from the risk of emotional and psychological harm;
- Requirement for an individual assessment of victims' protection needs to determine whether and to what extent the victim would benefit from special measures in the course of criminal proceedings;

### AN OVERVIEW OF RIGHT TO PROTECTION IN SLOVENIA

In accordance with article 143.č of the Criminal Procedure Act, if possible, at the time of first contact, the competent authority will prepare an evaluation on the risk of the victim being exposed to secondary and

repeated victimisation. When preparing this assessment, the victim's personal characteristics and the circumstances of the offence are considered, including whether the offence contains elements of terrorism.

An individual needs assessment is taken into consideration when assessing whether, and to what extent, the protective measures – set out in the first paragraph of article 84 (audio-visual recording), article 148.b (interview with the victim of criminal offence that infringes the victims' sexual integrity), fifth and sixth paragraphs of article 240 (interview with the professionals' assistance/ victim is interviewed in premises designed or adapted for this purpose), first and fourth paragraphs of article 240.a (protective measures for victims of crime), first paragraph of article 244.a (videoconference), and article 295 (exclusion of public in the main proceedings) of the Criminal Procedure Act – benefit the victim of crime. If it is established that a special need for protection of the victim exists or that the measures, guaranteed by the above articles, would benefit the victim, such measures may be imposed, provided that other legal requirements are met.

In relation to the protection of privacy, following the amendment of Article 295 of the Criminal Procedure Act, the public can be excluded from the trial, if this is necessary for the protection of the personal or family life of the injured party or witness.

## THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES Government and the media

While governments may agree that the (social) media, with its various roles, can be a strategic resource at times of crisis, finding the right tone in communicating with the media is a challenge. To be able to practise reliable, respectful messaging, to prevent the spread of rumours and to contribute to the recognition of those affected by terrorist attacks, government officials must work hard to communicate with the media.

To make communication more manageable, state authorities can proactively approach the media in the aftermath of a terrorist attack. However, to make the best of the relationship, communication frameworks should be defined, key messages prepared, and the timing of press releases coordinated.

There must be a balance between respecting the privacy and needs of victims and their relatives, and informing the public through media channels. Information from government sources must respect the dignity and security of victims, particularly children. Secondary victimisation must be avoided. In the medium- to long-term, personalised information should be made available to victims and relatives prior to a formal report being made publicly available through media channels.

### Victims and the media

It is difficult to balance the freedom of the media, the general populations' need for information and the privacy protection of victims. While speaking out in the media can be empowering for victims and helpful to the general public, intrusive media attention may violate their privacy and negatively affect the lives of those portrayed, even in the future. Information may be (come) distorted or manipulated, by journalists or others using news footage.

For example, in the aftermath of an attack or disaster, broadcast and print media show images of the scene of the attack and, potentially, of victims and witnesses. These images will likely be shown again in light of commemorations and remembrance activities of this attack or disaster, which is retraumatising to victims and victims' families. It is advised that victim support organisations are sensitised about the recurrence of distressing images in order that this can be dealt with in a victim-sensitive manner.

Further, it is difficult to restrict harmful information flows on social media channels. However, these can be useful tools for victims and law enforcement agents in the aftermath of an attack. For example, Twitter users started posting pictures of cats after a request from the Belgian authorities not to share information on ongoing police activity during the Brussels lockdown following the

Paris attacks in November 2015.

In Slovenia, the media are self-regulated by the Reporters' Ethical Code. The Code states that a journalist must not disclose the identity of victims of sexual abuse, family tragedies and serious crime, and may not publish material that would contribute to the disclosure of their identity. The provisions of the Code are protected by the Journalists' Honorary Tribunal.

### GOOD PRACTICES OF WORKING WITH THE MEDIA IN SPAIN AND FRANCE

Some institutions and media in Spain, for example, the Spanish Public Radio Television (RTVE), have published recommendations on the treatment of victims of terrorist attacks by the media. In particular, care must be taken to guarantee the use of language and the rigorous reporting of truthful information. According to the recommendations, reporting on victims of terrorism must be done with the utmost respect for their situation and

privacy, as well as with recognition of the pain of their relatives.

In France, the French Audiovisual High Council (*Conseil Supérieur de l'Audiovisuel*, CSA) held hearings, namely with victim support associations and other authorities, to draft a Charter of Good Practices for the media in the case of terrorist attacks, which includes a reminder of ethical rules.

Moreover, in the context of the trial for the November 2015 Paris attacks, victims can choose to get a red or green badge cord for the press to know whether they agree or not to be approached.

### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- UNESCO (2017) Terrorism and the Media: A handbook for journalists
- Manual del Estilo de RTVE (in Spanish)
- VOciare National Report Slovenia

## 1.7 VICTIMS' RIGHTS TO PROTECTION: SECONDARY VICTIMISATION

### THE RIGHTS UNDER EU LAW

According to the Victims' Rights Directive and the Counter-terrorism Directive, Member States should ensure that measures are available to protect victims and their family members from secondary victimisation.

Terrorist attacks result in deaths, physical and psychological injuries or material damages that affect those involved. This is called primary victimisation: the direct consequences of the violent act. If, in the aftermath of an attack, victims receive poor or inadequate assistance from the staff and institutions in charge of their care (public authorities, first-responders, state security forces, social workers, lawyers), their suffering can be aggravated. This is known as secondary victimisation, re-victimisation or double victimisation.

### Causes

**The effect of an attack on victims can be magnified in many ways:**

- repetition of statements in police interviews;
- lack of information;
- government, police or hospital staff engrossed solely in the immediate events without attending to the shock suffered by the victims;

- experts questioning the credibility or mental health of victims;
- delay in judicial procedures, confrontation with terrorists in the court room, having to recount publicly and in detail their traumatic experience;
- media exposure;
- lack of support from colleagues/peers in the workplace, school, university.

### Solutions

It should be kept in mind that many solutions reflect the understanding that victims of terrorism are in an abnormal situation and require greater care. Such solutions can include the training of professionals on how to engage with victims of terrorism, specific procedures, nomination of staff solely for these cases, forward planning and ensuring victims' participation.

### AN OVERVIEW OF RIGHT TO PROTECTION FROM SECONDARY VICTIMISATION IN SLOVENIA

See above in subchapter 1.6, the section on rights in Slovenia. There is no information about any additional activities aimed at preventing the secondary victimisation of victims of terrorism.

## THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

#### CASE STUDY: DEVELOPMENT OF GUIDANCE TO AVOID SECONDARY VICTIMISATION

The “Victims of Terrorism Quality Assistance Guide” resulted from the collaboration, which started in 2015, between the Ministry of the Interior, with its General-Directorate for Support to Victims of Terrorism, and the Spanish Psychological Association (*Consejo General de Colegios Oficiales de Psicólogos - COP*).

The Guide recognises the immense psychological impact caused by a terrorist

attack and provides various genres of professionals with information on various victims’ reactions to the trauma of terrorist victimisation. In addition to psychologists, there are other actors involved in assisting victims. This Guide aims to provide the State Security Forces, the fire brigade, local police officers, social workers, public authorities, consular office staff, members of associations and foundations of victims of terrorism, and any other groups offering assistance to victims, with an efficient tool in the provision of quality victim support and to minimise, or at least not to increase, the psychological damage they suffer.

#### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- Vicente Colomina, Aída de (2019) Victims of Terrorism Quality Assistance Guide, also available on the Spanish Ministry of Interior’s website



## 1.8 VICTIMS' RIGHTS IN RELATION TO ACCESS TO COMPENSATION

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive, the Counter-terrorism Directive and the Compensation Directive set out the following minimum scope of a victims' rights in relation to compensation:**

- Member States' obligation to set up a compensation scheme for victims of violent intentional crimes committed in their respective territories, which guarantees fair and appropriate compensation to victims and applies to cross-border situations;
- Provision of advice, support and assistance to victims, including cross-border victims, regarding compensation claims.

### AN OVERVIEW OF RIGHTS IN SLOVENIA

No special immediate financial assistance scheme is currently in place in Slovenia.

Victims of crime, including victims of terrorism,

may claim compensation for the harm suffered, in accordance with the Crime Victim Compensation Act (ZOZKD).

Compensation for victims of violent criminal offences, under the Crime Victim Compensation Act (ZOZKD), does not represent the full compensation which may be granted to the victim in Court. There are legal restrictions as regards the maximum amount of compensation (EUR 10.000 for physical distress and EUR 10.000 for mental distress). The amount of compensation depends on the circumstances of a specific violent criminal offence (gravity of the offence, recurrence of more violent events, intensity and duration of the offence, etc.) and the demonstrated/proven consequences of the criminal offence on the victim, on the basis of health and other evidence.

Victims of crime are given information on the Crime Victim Compensation Act (ZOZKD) by the Ministry of Justice, which has information on its website, the Police and other competent authorities.

### THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



## EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

### CASE STUDY: FUNCTIONING OF THE COMPENSATION SCHEME FOR VICTIMS OF TERRORISM IN FRANCE

Victims are in direct contact with the FGTI and can be accompanied throughout the compensation process by France Victimes' support associations as well as other victims' associations, such as AFVT and FENVAC, in addition to the victims' lawyers, where appropriate. In the immediate aftermath of a terrorist attack, the FGTI makes a provisional payment to cover costs arising immediately after the attack (between 24 and 48 hours after). In this context the FGTI also covers the funeral costs for the bereaved families and directly contacts funeral services to assist families with this process. In any case,

within one month of receiving a valid claim from the victim, the FGTI will pay an initial amount; additional amounts can be paid, based on costs incurred and foreseeable final damages. New types of harm have been recognized, such as the harm of anxiety about imminent death. It is also possible for a team to visit the location of the attack, even if it is abroad, to assist victims and family members with the preparation of the compensation claim.

In addition, through the online one-stop-shop developed by the DIAV, victims can complete an online form with their personal information and supporting documentation, which will facilitate their application for compensation and reimbursement of costs. Foreigners involved in terrorist attacks in France can also access this information in English and Spanish.

### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- VSE (2019) A Journey from Crime to Compensation
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Crime Victim Compensation Act (ZOŽKD; Uradni list RS, št. 101/05 in 86/10)
- EUCVT (2021) EU Handbook on Victims of Terrorism

# 2. CONSIDERING PARTICULAR GROUPS OF VICTIMS

## 2.1 CROSS-BORDER VICTIMS

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive, the Counter-terrorism Directive and the Compensation Directive set out the following minimum scope:**

- Appropriate measures should be taken to minimise the difficulties faced where the victim is a resident of a Member State other than that where the criminal offence was committed;
- Expenses, incurred as a result of their active participation in criminal proceedings and according to their role in the relevant criminal justice system, should be reimbursed;
- Member States should ensure that victims of terrorism, who are residents of a Member State other than that where the terrorist offence was committed, have effective access to information as well as access to support services;
- Appropriate action should be taken to facilitate cooperation between Member States to improve victims' access to the rights.

### AN OVERVIEW OF RIGHTS IN SLOVENIA

Victims, who are residents of another Member State, are not treated differently from national victims of crime.

If the terrorist act was committed in another Member State, victims would have access to the same assistance and support services granted to victims of crime in Slovenia.

### Compensation schemes

Being citizen of one of the EU Member States is a pre-requisite to obtaining compensation, under the Crime Victim Compensation Act mentioned above.

### Participation in criminal proceedings

Foreign victims may be granted a temporary residence permit, if they are willing to cooperate as witnesses in criminal proceedings, for the estimated duration of the proceedings, and in any case for no less than six months and no more than one year. The temporary residence permit can be extended up to one more year.

### Translation of official documents

Victims with no knowledge of the Slovenian language have the right to an oral translation of oral proceedings and a written translation of important documents, free of charge. The translation is carried out by a court interpreter or, if a court interpreter is unavailable for a specific language, the court may appoint another appropriate person who speaks the specific foreign language as required.

## THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

#### CASE STUDY: SPANISH APPROACH TO CROSS-BORDER ASSISTANCE TO FOREIGN NATIONALS AND NATIONALS VICTIMS ABROAD

Generally, cross-border victims in Spain receive the same treatment and are granted the same rights as Spanish nationals, who are victims of a terrorist act in Spain. In the case of foreign victims, the initial needs assessment will determine if the victim is to remain in Spain or return to their country of origin. If the victim remains in Spain, they are treated the same way as a Spanish victim would be, enjoying all available resources to meet their needs. This includes support from members of the National Network of Psychologists for Support to Victims of

Terrorism, some of whom speak English and French. If the victim of an attack in Spain returns to their country of origin, the Ministry of the Interior will pay for their psychological support.

In the 2017 attacks in Catalonia, Spain, many foreign victims were involved. Assistance, repatriation, information, and the subsequent processing of compensation claims were coordinated with the consulates of their countries of origin.

In the immediate aftermath, Spanish victims of attacks abroad, are supported by consular officers and, when is possible, team members of the Directorate General for Support to Victims of Terrorism - the specialist Spanish Governmental body - travel to the country where the attack occurred.

#### Further reading:



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- VOciare National Report Slovenia

## 2.2 CHILDREN

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum scope:**

- Member States should ensure that the child's best interests are their primary consideration and that the specific protection needs of child victims are assessed;
- Special protection measures for child victims should be available in light of judicial proceedings.
- The public dissemination of information that could lead to the identification of a child victim should be prevented.

### Impact of terrorist attacks on children

Most children respond sensibly and appropriately to disaster, especially if they experience protection, support, and stability from their parents and other trusted adults. Like adults, they may exhibit a wide range of reactions in the aftermath of a terrorist attack: headaches and stomach pain. It must be noted that children's fears may also stem from their imagination as, unlike adults, they are less able to judge which fears are real and which are not; however, their fears should be taken seriously. Information for children and adolescents should be provided in an age-appropriate manner. For child survivors of terrorism: remember to also ask about the health and wellbeing of their brothers and/or sisters.

### THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



## EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

### Children as direct victims

The Supreme Court of Slovenia has brochures targeted at child victims and witnesses, explaining the court procedure and their role in it.

If a child victim is to be heard, the child's age and maturity are mostly taken into account. Interviews with children may take place in "safe rooms", designed/adapted for interviews with the victim. According to Article 240, as amended by the Act Amending the Criminal Procedure Act of 26 March 2019, the hearing of a witness who is a victim with special needs for protection may be carried out, depending on their personal circumstances, in specially adapted premises. The hearing of a witness, who is younger than 15 years and who was the victim of the criminal offence, shall be carried out in specially adapted premises, unless there are justifiable reasons, must be specifically substantiated by the court, not to do so. Following the amendment to the Criminal Procedure Act (ZKP-N) (and Act Amending the Criminal Procedure Act of 17 December 2020 (ZKP-O)), direct questioning in court hearings of persons under 15 years of age, who are injured parties of criminal offences, shall only be permitted in exceptional cases; otherwise, the court must choose to read out their interview transcripts.

The Act Amending the Criminal Procedure Act of 26 March 2019 introduced mandatory counsel representation during the pre-trial hearing for victims of certain criminal offences (crimes against sexual integrity, crimes against marriage, family and youth, crimes of enslavement and trafficking in human beings). If the injured party is a minor, a counsel must take care of their rights throughout the criminal proceedings, particularly to protect

their integrity during the court hearing and to enforce pecuniary claims. Minors, who are victims of the above mentioned criminal offences, must be represented by a counsel during the hearing in pre-trial proceedings; if they do not have a counsel, one should be assigned by the court *ex officio*.

The recently amended Criminal Procedure Act, article 65, paragraph 4, states that in pre-trial and criminal proceedings, if so required by the nature and gravity of the crime, their personal circumstances or the degree of threat to their life and body, a minor, who is a victim of violence or another injured party, may be accompanied by a person of their choosing, except if this is contrary to the interests of a successful implementation of pre-trial or criminal proceedings or to the benefit of the injured party.

As per the amended Article 143. č of the Criminal Procedure Act, an injured party, who is a minor, is always considered to have special needs for protection.

The Act Amending the Criminal Procedure Act also introduced the mandatory requirement to record the testimony of any witness under 15 years old, who was a victim of the crimes referred to in paragraph three of Article 65 of the same Act (article 84 of the CPA).

The Slovenian Parliament recently adopted the Protection of Children in Criminal Procedure and their Comprehensive Treatment in Children's House Act, which has been applicable since 24 April 2021 and which foresees a mechanism for the appropriate treatment of children, who are victims of crime. The Family Code stipulates that children are provided special protection by the state, wherever their healthy development is threatened or protection is required to safeguard their other interests (Article 7). National and public authorities, and other natural and legal persons shall act in the best interests of the child (Article 8) in all their activities and during all proceedings.

## **CASE STUDY – ACTION UNDERTAKEN TO FACILITATE SCHOOL REINTEGRATION OF CHILDREN INVOLVED IN THE 2004 MADRID TERRORIST ATTACKS**

The youngest victims often have difficulties in school integration after an attack, which is why a specific socio-educational intervention is required. After the 11 March 2004 attacks in Madrid, in which many minors lost their parents or were injured, a comprehensive intervention was carried out, including the following actions:

- Personalised monitoring of the evolution of the injuries and the child's specific situation;
- Coordination of principals, Parents' Associations (Asociaciones de Madres y Padres de Alumnado – AMPAS), teachers, psycho- pedagogical guidance teams, and other staff from schools and institutes to promote the return to normal schooling;
- Coordination with social educators for their intervention, in case of absenteeism;
- Coordination with educational facilities' psychological care departments;
- Family counselling with specialist child and youth care psychologists;
- Information to all students, who were relatives of the deceased, about study aid and the exemption from academic fees for victims of terrorism.

## **Interactions between TV broadcasting or written media and children**

See subchapter 1.6 under victims and the media in Slovenia.

## **GOOD PRACTICE**

In France, a Charter for Child Protection, promoting the engagement of the media in

protecting the image and the identity of child victims, was signed by the members of the media, the Ministry of Solidarities and Health, and UNICEF in February 2012.

## **Further reading:**



- Ivanković, A., Altan, L., Verelst, A. (2017) How can the EU and Member States better help victims of terrorism?
- VOIARE National Report Slovenia
- Protection of Children in Criminal Procedure and their Comprehensive Treatment in Children's House Act

## 3. ORGANISING SUPPORT

### 3.1 PREPARATION AND ORGANISATION OF SUPPORT FOR VICTIMS OF TERRORIST ATTACKS

#### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum requirements for the preparation and organisation of support for victims of terrorist attacks:**

- Organise training on how to interact with victims and on victims' needs for practitioners that come into contact with victims;
- Ensure that mechanisms or protocols are in place allowing for the establishment of support services for victims of terrorism within the framework of the national emergency-response infrastructures;
- Ensure a comprehensive response network tailored to the specific needs of victims of terrorism.

It should be noted that the availability of an extensive response network depends on Member States' past experience in terrorist attacks and some Member States have not yet developed protocols for the establishment of a specific response network. Where such a response network is not available, it is our understanding that existing crisis response structures can be adapted to terrorist attacks.

#### AN OVERVIEW OF RIGHTS IN SLOVENIA

##### PREPARATION AND TRAINING – NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES Planning and co-operation

Preventive activities, within the protection system against natural and other disasters, include earthquake-safe construction,

measures to reduce the effects of hail and drought, flood protection measures, protection measures against landslides and avalanches, and preventive fire-fighting measures in areas at risk of fire.

No further information has been identified with specific regard to planning and co-operation activities in preparation of a terrorist attack in Slovenia.

#### Training

- Professional staff members are obliged to regularly update their knowledge on the prevention and detection of acts of violence; the prosecution, trial, and sentencing of these acts of violence; gender equality; the needs and rights of victims, and the prevention of secondary victimisation;
- Responsible persons, in governmental and non-governmental bodies, shall provide training to all professionals who, in the course of their work, deal with victims or perpetrators of violence;
- Judges and state prosecutors who, in their work, deal with victims or perpetrators of violence, shall be obliged to regularly attend training courses, which include topics on the needs and rights of victims, and the prevention of secondary victimisation.

##### EMERGENCY RESPONSE PHASE – NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

The "Protection Against Natural and Other Disasters Act" sets up an organisational scheme for all relevant stakeholders and first responders in the event of natural or other disasters, including terrorist attacks. There are



defined tools and channels to provide initial support to victims as required.

The following entities perform protection, rescue and assistance operations:

- Units, services, companies and other operational structures of associations and organizations as determined by the competent state or local community body (this includes fire services);
- Units and services of the Civil Protection of the Republic of Slovenia;
- Police;
- Slovenian Armed Forces;

- Some non-governmental organizations which have the status of a public rescue service and receive funding from the state budget.

Emergency medical treatment is available as part of the primary and secondary levels of public health care provision.

## **MEDIUM- AND LONG-TERM – NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES**

Support to victims would be provided within the general mechanisms of social assistance and health care.

### **INTERNATIONAL CASE STUDY – EMERGENCY AND LONG-TERM SUPPORT**

In France, the Cellule Interministérielle d'Information du Public et d'Aide aux victimes (C2IPAV or infopublic) is activated in the immediate response phase, if an attack has affected a large number of people. Infopublic offers support to victims and their family members immediately after a

terrorist attack, it cooperates closely with local authorities and local victim support organisations to set up a family reception centre where victims and family members are registered and receive information and help from social workers, lawyers and trauma psychologists as needed. In the longer term, an office located within the French Ministry of Justice, Bureau d'aide aux victimes (BAVPA or Victim Support Office), will take over the coordination of support to victims.

### **Further reading:**



- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Republic of Slovenia - Protection against natural and other disasters
- Domestic Violence Prevention Act (ZPND; Uradni list RS, št. 16/08 in 68/16)
- Protection Against Natural and Other Disasters Act
- Republic of Slovenia – Protection and Rescue Forces
- EUCVT (2021) EU Handbook on Victims of Terrorism

## 3.2 ORGANISATION OF SUPPORT FOR VICTIMS OF TERRORISM

### THE RIGHTS UNDER EU LAW

**The Victims' Rights Directive and the Counter-terrorism Directive set out the following minimum requirements for the organisation of support for victims of terrorist attacks:**

- The availability of support services immediately following a terrorist attack, and for as long as necessary. These support services should be confidential, free of charge and easily accessible to all victims of terrorism;
- The establishment of free and confidential specialist support services in addition to, or as an integrated part of, general victim support services; victim support organisations should be able to call on existing specialised entities providing such care, as necessary;
- Ensure that mechanisms or protocols are in place that allow for the activation of support services for victims of terrorism within the framework of the national emergency-response infrastructure.

### AN OVERVIEW OF RIGHTS IN SLOVENIA

The Act amending the Social Assistance Act (ZS/SAA) was adopted in March 2019 and was applied on 18 August 2019. It provides for expert support and counselling, free of charge, to victims of crime.

According to available sources, special victim support Services were established by some District Courts. Victims of crime can obtain assistance from several domestic NGOs (offering free legal, financial, material and psychosocial assistance) and from Social Work Centres (offering support and counselling).

Since the provisions have only recently been adopted and as limited information is available, the detailed performance of the victim support services cannot be evaluated for the purposes of this handbook.

### THE NEEDS OF VICTIMS OF TERRORISM RELATED TO THESE RIGHTS



### EXAMPLES OF NATIONAL PERSPECTIVES OR INTERNATIONAL GOOD PRACTICES

Whilst it is evident that victims have a right to

support, it is not always clear how that support should be organised in any given country: who should provide it, how should it be made available, and what services should be offered? There is no one-size-fits-all answer to these questions. Each Member State will find solutions

that take into account their specific national circumstances. Victim support can be provided by the state, by victim support organisations, or by a combination of both.

## Victims' associations

Peer groups are valued because of their

understanding and shared experience of those involved. Peer groups can therefore provide support that is particularly beneficial to those affected. These groups are largely formed spontaneously thanks to individual contacts between those affected, experiences they exchange and mutual support.

### INTERNATIONAL CASE-STUDY – SUPPORT FROM VICTIMS' ASSOCIATIONS

France assigned the mission of victim support to associations, to complement the State's mission, for better consideration of victims' needs. French victim support associations provide multidisciplinary and long-term assistance to victims and are included in emergency planning: in the crisis phase following a terrorist attack or a mass casualty event, victims' associations are immediately involved to provide support to those caught up in the event.

France Victimes is a group of 130 victim

support associations, working from 850 locations across France to welcome and support victims. This network of over 1.500 professionals, allows involvement at the local and global levels to provide personalised help, for as long as the victim needs it, in three main fields: legal, psychological, and social support. Their services are anonymous and free of charge.

The French Association of Victims of Terrorism (AfVT) was created in February 2009, specifically to allow victims of terrorist attacks benefit from personalized psychological and legal support to address the trauma they may have developed because of an attack as well as to prevent secondary victimization.

## Certified Psycho-trauma experts

The EUCVT has compiled a list of Psycho-trauma experts, based in Europe, who have

all been invited to join the online expertise Hub with a view to exchanging best practices and increasing expertise at the national level.

### GOOD PRACTICE: PSYCHOSOCIAL SUPPORT IN SPAIN AND FRANCE

In Spain, in April 2016, the Ministry of the Interior and the General Council of Spanish Psychologists presented the new National Network of Psychologists for the Care of Victims of Terrorism made up of 230 professionals, who will provide countrywide assistance and support to victims of

terrorism.

In France, the National Center for Resources and Resilience (CN2R) was created under an initiative of the Inter-Ministerial Delegation for Victim Support (*Délégation Interministérielle de l'Aide aux Victimes* - DIAV) with the intention to carry out research and share knowledge on psycho-trauma, to improve the support provided to all victims.

## Further reading:



- German Presidency Report (2020) State of play regarding support to victims of terrorism, particularly in cross-border situations
- Vicente Colomina, Aída de (2019) Victims of Terrorism Quality Assistance Guide
- 🌐 France Victimes
- 🌐 French Association of Victims of Terrorism (AfVT)

## 4. EUCVT

In January 2020, the European Commission set up the EU Centre of Expertise for Victims of Terrorism (the EUCVT) as a two year pilot project to offer expertise, guidance and support to national authorities and victim support organisations.

Expertise is available on all matters related to victims of terrorism: e.g. on their needs, their rights according to EU legislation, the psychological consequences of terrorist attacks and therapies available for victims, and judicial processes.

During the term of the pilot project, national authorities (departments of justice, of health, of the interior; national organisations of the police, public prosecution or law courts; national first responders; NGOs that support victims of terrorism) may contact the EUCVT for expertise, guidance and/or support.

The EUCVT is unable to provide direct help and assistance to individual victims of terrorism. However, victims that contact the EUCVT will be referred to the authority or service provider in the appropriate Member State (or in other countries as required) that can support them.

### Website

- Basic information on the rights of victims, on the needs of victims and on available support for victims of terrorism is available on EUCVT's website.
- The website also contains key documents on victims of terrorism, links to online resources, video statements of victims of terrorism and the professionals involved in their support.

### Experts

- The EUCVT has an extensive network of experts, including victims of terrorism, practitioners and researchers from Member States and around the world. The EUCVT will connect you with the relevant experts as required.
- EUCVT experts are available, at short notice, to deliver advice in person in EU Member States. The costs involved shall be borne by the Member State making the request for assistance.

### Contact details

[eucvt@victimsupporteurope.eu](mailto:eucvt@victimsupporteurope.eu)

### Further reading:

 [EU Centre of Expertise for Victims of Terrorism](#)

