



**Protection and support to victims of crime during COVID-19 pandemic - exchange of good practices on how to deal with victims of domestic violence, cybercrime and hate crime**

(Information collected by the European Network on Victims' Rights)

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AUSTRIA Scope of responsibility of the Federal Ministry of Justice	Member States' good practice
1) Good practices on communication with victims and crime reporting	<p><b>I.</b> The website of the Federal Ministry of Justice offers a <b>COVID-19 sub-link</b> for the public, containing (i) <b>general information</b> on COVID-19 specific measures at court and prosecution services, (ii) a <b>COVID-19 Q &amp; A section</b>, and (iii) <b>specific information</b> on COVID-19 related laws, respective amendments and ministerial orders. Links were set to <b>COVID-19 awareness raising websites</b> from other ministries and NGOs. CP. <a href="https://www.justiz.gv.at/home/covid19~7a5.de.html">https://www.justiz.gv.at/home/covid19~7a5.de.html</a> (in German language).</p> <p><b>II. Victim support organisations</b> were advised on COVID-19 measures at court and prosecution services and are updated regularly.</p>
2) Good practices on	<b>I.</b> COVID-19 specific measures were not only introduced for

<p><b>organisation of support and protection</b></p>	<p>victims of domestic violence, cybercrime and hate crime, but <b>for all victims of crime</b> as follows:</p> <p>(i) The courts and prosecution services received <b>COVID-19 guidelines</b> from the Federal Ministry of Justice and were <b>equipped accordingly</b> (surgical masks and helmets, acrylic glass barriers, etc.).</p> <p>(ii) Respective <b>equipment</b> is available for and offered to <b>victims</b>, too.</p> <p>(iii) Courts and prosecution services are advised to increasingly make use of <b>video conferencing tools</b>.</p> <p><b>II.</b> Currently, from the point of view of the Federal Ministry of Justice, an <b>increase in domestic violence</b> in Austria <b>cannot be verified</b> due to the lack of valid data. However, prosecution services are prepared if an increase might take place in the upcoming weeks.</p> <p><b>III.</b> Due to awareness raising measures in the judiciary, COVID-19 related <b>criminal offences</b> are thoroughly monitored.</p>
<p>3) Other good practices</p>	<p>Additional measures of the Austrian Federal government can be found on the Council of Europe website:  <a href="https://www.coe.int/en/web/genderequality/promotingand-protecting-women-s-rights">https://www.coe.int/en/web/genderequality/promotingand-protecting-women-s-rights</a></p>

<p>BELGIUM</p>	<p><b>Member States' good practice</b></p>
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<ul style="list-style-type: none"> <li>- While for non-urgent matters declaration is made online or with an appointment, police services still come to the spot in case of emergency or urgent interventions, for facts that require certain observations or where the perpetrators are still present + communication via different channels on how to report during the pandemic.</li> <li>- For victims of domestic violence, local police services also contacted the various associations involved in domestic violence on the territory to let them know that victims should not hesitate to go to the police.</li> <li>- For victims of domestic violence, the use of a new tool (received from the UK) which may assist in postponed hearings. In times of COVID-19, it is possible to postpone hearings (for various reasons). In order to guarantee that none of the facts and the memory would be lost, this tool could be used. This tool is being translated into the Belgian context by the Federal Police Department of Behavioral Sciences and should be ready soon.</li> </ul>

<p>2) Good practices on <b>organisation of support and protection</b></p>	<ul style="list-style-type: none"> <li>- For all victims, the regular services of judicial victim support and victim support are not interrupted during the pandemic. Assistance and help, however, are now given by phone, mail or written information, if necessary, videoconference is also possible.</li> <li>- <u>In particular for victims of domestic violence, sexual violence:</u> <ul style="list-style-type: none"> <li>• all involved actors (police services, sexual assault referral centres, judicial victim support services, victims associations, family justice centres, etc.) proactively contacted ‘known’ victims by their services to ensure their follow-up and provided for regulations on how to re-contact the victim, in a victims safe manner</li> <li>• Enlargement of the contacts with victims by phone and videoconference</li> <li>• Increasing opening hours and availability of chats and helplines</li> <li>• Increasing available places in shelters (and communication about in the press)</li> <li>• Involvement of the civil society via a.o.: in collaboration with the hotel sector, extra safe places were created in hotels for victims of domestic violence, in collaboration with the pharmacists organisations, the victim’s support organisations organised the mentioning of a ‘code-word’, namely ‘mask 19’. Pharmacists receiving a command for a ‘mask 19’ received instructions on how to handle and how to contact victims’ organisation to help these victims in a safe manner (see poster via <a href="#">this link</a>).</li> <li>• Strengthening of the helplines on domestic violence 1712 (<a href="http://www.1712.be">www.1712.be</a>) and 0800 30 030 (<a href="http://www.ecouteviolencesconjugales.be">www.ecouteviolencesconjugales.be</a>); on sexual violence (The chat team of the Federal Sexual Assault Referral Centers (<a href="http://www.seksueelgeweld.be">http://www.seksueelgeweld.be</a> of <a href="http://www.violencessexuelles.be">www.violencessexuelles.be</a>), 0800 98 100 (<a href="http://www.sosviol.be">www.sosviol.be</a>), the Flemish chat ‘Nu praat ik erover’ (<a href="http://www.nupraatikerover.be">www.nupraatikerover.be</a>) for online support to children and youngsters victims of sexual violence; and of the generalist helplines Tele-Onthaal (<a href="http://www.tele-onthaal.be">www.tele-onthaal.be</a>) and Awel (<a href="http://www.awel.be">www.awel.be</a>), Télé-accueil (<a href="http://www.tele-accueil.be">www.tele-accueil.be</a>) and Ecoute-enfants (<a href="http://www.103ecoute.be">www.103ecoute.be</a>) and Telefonhilfe (<a href="http://www.telefonhilfe.be/home/">http://www.telefonhilfe.be/home/</a>).</li> <li>• Regular monitoring of these helplines to be able to respond quickly to demand and to make adjustments if necessary</li> </ul> </li> <li>- <u>For victims of cybercrime:</u> the official website</li> </ul>
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<https://www.safeonweb.be/actueel> of the Centre for Cybersecurity Belgium launched several warnings against misinformation on COVID-19, the spread of viruses and ransomware, false web shops, phishing etc. Preventive measures were explained and the population was called on to report suspicious messages to the Centre via the generic email address [verdacht@safeonweb.be](mailto:verdacht@safeonweb.be). Those messages were also taken up regularly as news items, on the websites of the police forces etc.

- For victims of hate crimes:

- the national equality body Unia has elaborated a document, addressed to victims of potential hate crime or discrimination, related to the COVID-19 crisis. In this information sheet, Unia provides some very targeted information to victims about the existing legislation, which steps they can take in a particular situation, if certain behaviour is not according the existing legislation etc.
- Several local police zones, reinforced community policing, and maintained very close ties with different communities:

*Local police zone, Antwerp*

By being very active and present on a daily basis, the local police zone of Antwerp wants to keep the threshold for victims of hate crimes (or other incidents) as small as possible. They have established many proactive measures in order to prevent certain incidents, and they assured they could react very quickly in case of incidents. The local police zone of Antwerp developed inter alia the following initiatives:

Faith communities: places of worship and other locations are regularly visited to maintain dialogue. Police works closely together with other colleagues (INTEL and public order) to assure a good internal flow of information and to be able to respond quickly to specific trends.

LGBTI+ community: police reach out to these communities via civil society ("The Pink House in Antwerp), and they assure their electronic presence via video-call or e-mail.

Black-African community: police reached out to this community at the beginning of the crisis. They reported no incidents, but maintain close ties with them.

For more information, there is a podcast on the work of the

	<p>local police zone of Antwerp during the COVID-19 crisis: <a href="https://soundcloud.com/user-487597849/podcast-4-politiezone-antwerpen-tijdens-de-covid-19-crisis">https://soundcloud.com/user-487597849/podcast-4-politiezone-antwerpen-tijdens-de-covid-19-crisis</a>.</p> <p><i>Local police zone, Charleroi</i></p> <p>The local police zone of Charleroi organizes regular visits to the representatives of the Mosque in Charleroi, in order to maintain dialogue. Also, in every shift in each district there is the presence of a police officer who is familiar with handling hate crime cases, in order to maintain specific attention to this issue.</p>
<p>3) Other good practices</p>	<p>For the victims of domestic violence:</p> <ul style="list-style-type: none"> <li>- Swift creation of task forces to align the actions and to assure that domestic violence is an even higher priority for all the actors involved (police, prosecution, judges, help sector) - taking into account the specific daily life conditions caused by the measures of the pandemic.</li> <li>- The organization of broad information campaigns, on a regular basis and via different channels, on the available offer for victims of domestic violence to make them aware that help is available and that they are comforted and reassured that they can seek help in a safe manner.</li> <li>- Creation of special pages on the websites on the specific measures to help victims of domestic violence during the pandemic, e.g. (<a href="http://www.slachtofferzorg.be/coronavirus">www.slachtofferzorg.be/coronavirus</a>, <a href="http://www.victimtimes.cfwb.be/professionnels0/covid-19-liens-utiles/">victimtimes.be: http://www.victimtimes.cfwb.be/professionnels0/covid-19-liens-utiles/</a> and <a href="http://www.ostbelgienlive.be/desktopdefault.aspx/tabid-71/211_read-60142/">http://www.ostbelgienlive.be/desktopdefault.aspx/tabid-71/211_read-60142/</a>)</li> <li>- Regular campaigns via different channels to be able to reach as much as possible the large public, e.g.: <ul style="list-style-type: none"> <li>• Posters to remind everyone that support services remain available during this period of confinement (<a href="#">link</a>)</li> <li>• Domestic violence awareness spot (<a href="#">link</a>) (notably visible via the general website <a href="http://www.victimtimes.be">victimtimes.be</a>, the <a href="#">website of the Walloon Region</a>, the website of the <a href="#">‘Direction Egalité des chances’ of the French Community</a> and via other websites and via a regular diffusion on television, radio, internet and social media)</li> <li>• The help-line 1712 developed a poster with tips on how to prevent the escalation of family violence and mentions helpline 1712 and the most important emergency numbers (<a href="#">link</a>)</li> <li>• The help-line 1712 launched a campaign ‘Afraid to stay</li> </ul> </li> </ul>

	<p>home?’ (Bang om in uw kot te blijven?). With this campaign, the helpline wants to encourage people to contact them if they have questions about domestic violence. A spot (<a href="#">link</a>) runs for several weeks on social media and in addition, campaign posters (<a href="#">link</a>) are distributed through various channels.</p>
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CZECH REPUBLIC	Member States' good practice
<p><b>1) Good practices on communication with victims and crime reporting</b></p>	<p>Communication with victims during the pandemic times is carried out mostly online or by telephone. Providers of victim support services broadened the scope of consultancy by these means. The helpline 116006 recorded an increased number of calls related to domestic violence (in first 2 weeks of the state of emergency related to the pandemic there were 72 such calls, in the second 2 weeks of the state of emergency there were already 129 such calls).</p>
<p><b>2) Good practices on organisation of support and protection</b></p>	<p>Some of the providers of victim support services in the Czech Republic initiated cooperation with the Vodafone Foundation providing a free app called "Bright Sky" for (potential) victims of domestic violence and their relatives. This app contains all necessary information, an engine for risk assessment, a database of relevant support services, and a function for recording of pieces of evidence etc. As it is a mobile phone app, it can be a useful tool also during the times of quarantine.</p>
<p><b>3) Other good practices</b></p>	<p>An NGO providing support to victims of domestic violence carried out a campaign to inform the postmen and employees of delivery services, who may come in contact with victims of domestic violence "entrapped" in their homes, on how to recognize possible cases of domestic violence and how to help, including information on possible recommendation of the Bright Sky app.</p>

CYPRUS	Member States' good practice
<p><b>1) Good practices on communication with victims and crime reporting</b></p>	<p>The Office for Combating Cybercrime of Cyprus Police runs the following webpage: <a href="https://cyberalert.cy">https://cyberalert.cy</a>, which enables victims of cybercrime to report a complaint online.</p>
<p><b>2) Good practices on organisation of support and protection</b></p>	<p>The website mentioned above publishes security warnings to the public arising from the COVID-19 pandemic (i.e. fake news or apps, bogus websites, how cybercriminals profit from COVID-19 crisis, financial fraud linked to COVID-19 health crisis). Also informs the public about advisory warnings issued by Europol, Interpol and FBI related with the COVID-19 pandemic.</p> <p>The Police handle/investigate all reports regarding domestic violence, taking all necessary steps required, depending on each case separately, including applying to courts for the issue of protection orders for the victims (given that during this period the Courts in Cyprus function normally as regards the trial of serious and urgent cases).</p> <p>Considering the increased risk factors existing for women and children (social distancing, isolation at home exclusively with the perpetrator), further steps have been taken by the police, aiming at effectively protecting the victims in these circumstances. These include the following:</p> <ul style="list-style-type: none"> <li>• An internal police circular has been issued (by the Chief of the Police), directed at the first line police members, especially those serving at the local Police Stations and the Community Policing, in order for them to be alert as regards these issues.</li> <li>• Certain procedures, already in progress, aiming at the adoption of new technologies for the benefit of victims of violence in the family and women in danger, have been accelerated.</li> <li>• As regards video-recorded statements from children- victims of domestic violence, given that the special rooms used are sometimes quite small, special arrangements have been made so that in all cases safe distancing is ensured according to the provisions of the special measures taken.</li> </ul>
<p><b>3) Other good practices</b></p>	<p>In general, cases of Domestic Violence, as all other cases and incidents reported, are handled by the Police in full compliance with the special measures implemented towards the prevention of the spread of</p>



	COVID-19 (use of protective equipment in the police stations and other police premises, use of antiseptics, temperature taking, etc).
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FINLAND	Member States' good practice
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p>COVID-19 information has been updated on national Shelter and Nollalinja Helpline websites. Nollalinja is a nationwide free-of-charge helpline 24/7 for anyone who has experienced violence or a threat of violence in a close relationship.  <a href="https://www.nollalinja.fi/in-english/">(https://www.nollalinja.fi/in-english/</a>  <a href="https://www.nollalinja.fi/turvakoti/">https://www.nollalinja.fi/turvakoti/</a>  <a href="https://thl.fi/en/web/thlfi-en/services/special-government-services-in-social-welfare-and-health-care/shelters-for-victims-of-domestic-violence">https://thl.fi/en/web/thlfi-en/services/special-government-services-in-social-welfare-and-health-care/shelters-for-victims-of-domestic-violence)</a></p> <p>There has been social media information focusing on that in spite of the COVID-19, services are open for the victims. The Helsinki City initiated campaign of Family Peace (perherauhanjulistus.fi) has gathered into one website a wide range of agencies helping victims of domestic violence and in other crisis situations. The campaign has been actively presented in TV spots.</p>
<p>2) <b>Good practices on organisation of support and protection</b></p>	<p>The Helpline and shelters are considered as critical services and they are open 24/7. They are prepared to be in function and to face different situations (clients in quarantine, clients in risk group, clients having virus) during COVID-19 pandemic. Many of the shelters are capable of taking victims that might have COVID-19 or are in a risk group, in addition, there is a plan how to use the network of shelters, if a victim must find another shelter.</p> <p>Nollalinja Helpline has ensured staff adequacy. Helpline and network of shelters have up to date knowledge (database) with information about free family places in shelters.</p> <p>All kinds of remote assistance methods have been very useful in communicating with clients. In Victim Support Finland (RIKU) the most commonly used are the 116 006 helpline, chat service (RIKUchat) and video conferencing. Also, some clients like to use email since they do not need to be at the service for a long time in a run and can thus communicate when it is suitable for them, e.g. when the perpetrator is not present. In RIKU all of the above mentioned remote assistance methods have been in use already before the pandemic.</p>
<p>3) <b>Other good practices</b></p>	<p>Finnish institute for health and welfare (THL) is responsible for organising Shelter services and Nollalinja Helpline services for the victims of domestic violence. The services have ongoing national data gathering (quantitative and qualitative) in Shelters and Nollalinja Helpline.</p>

	<p>There is a guideline for welfare and health in municipalities during COVID-19 pandemic. It consists of information about how municipalities can consider the needs of people who are suffering domestic violence. (<a href="https://thl.fi/fi/web/hyvinvoinnin-ja-terveyden-edistamisen-johtaminen/ajankohtaista/hyvinvoinnin-ja-terveyden-edistaminen-kunnassa-koronaepidemian-aikana?fbclid=IwAR2ljyEfIITUSDq9jcU8Ixcxut4hjh0OSxky_cStpbwrU1EvWCCvMiHFxE0">https://thl.fi/fi/web/hyvinvoinnin-ja-terveyden-edistamisen-johtaminen/ajankohtaista/hyvinvoinnin-ja-terveyden-edistaminen-kunnassa-koronaepidemian-aikana?fbclid=IwAR2ljyEfIITUSDq9jcU8Ixcxut4hjh0OSxky_cStpbwrU1EvWCCvMiHFxE0</a>)</p> <p>THL has made national recommendations for all the shelters in Finland to ensure that in spite of the COVID-19, victims receive help they need.</p>
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FRANCE	Member States' good practice
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p>➤ <b><u>On communication with victims</u></b></p> <p>Information campaign on reporting and protection mechanisms is ongoing, particularly with regard to domestic violence, violence against minors and specific groups such as LGBT people. The websites of the Ministry of Justice (<a href="http://www.justice.gouv.fr/">http://www.justice.gouv.fr/</a> and <a href="https://www.justice.fr">https://www.justice.fr</a>) are taking part in this campaign by providing information on reporting<sup>1</sup> and protection<sup>2</sup> mechanisms, as well as information on how the courts operate during this period<sup>3</sup>.</p> <p>At the local level, victim support associations have also carried out communication activities in the local media.</p> <p>➤ <b><u>On crime reporting</u></b></p> <ul style="list-style-type: none"> <li>✓ Victims can go out despite the lockdown to report offences</li> <li>✓ Internet reporting platforms are still active despite the health crisis, particularly in the areas of sexual and gender-based violence <a href="https://arretonslesviolences.gouv.fr/">https://arretonslesviolences.gouv.fr/</a> (with chat possible) or cybercrime <a href="https://www.internet-signalement.gouv.fr/">https://www.internet-signalement.gouv.fr/</a> <ul style="list-style-type: none"> <li>✓ The FLAG! application was launched at the end of April: it is a free, anonymous reporting platform, available on Android and iOS, for victims and witnesses of physical or verbal violence against LGBT people, domestic violence, especially in LGBT couples. <a href="https://www.flagasso.com/application-flag.html">https://www.flagasso.com/application-flag.html</a></li> <li>✓ Locally, specific new mechanisms have sometimes been created: the "spokespersons" protocol, which enables a confidant to provide, with the victim's agreement, some information about his or her situation to specialised professionals who will come back to the victim to listen, accompany and advise him or her <a href="http://www.ille-et-vilaine.gouv.fr/Actualites/Espace-presse/2020/Pas-de-confinement-pour-les-droits-des-femmes">http://www.ille-et-vilaine.gouv.fr/Actualites/Espace-presse/2020/Pas-de-confinement-pour-les-droits-des-femmes</a> ; the possibility of reporting acts of domestic violence to the Public Prosecutor by email or by sending a message via Facebook <a href="http://www.ca-papeete.justice.fr/index.php?rubrique=68&amp;article=33067">http://www.ca-papeete.justice.fr/index.php?rubrique=68&amp;article=33067</a> ;</li> </ul> </li> </ul>

<sup>1</sup> <https://www.justice.fr/info-enfance-danger>

<sup>2</sup> <http://www.presse.justice.gouv.fr/communiqués-de-presse-10095/communiqués-de-2020-12975/enfance-en-danger-le-gouvernement-mobilise-33078.html>

<http://www.justice.gouv.fr/haute-fonctionnaire-a-legalite-femmes-hommes-12939/covid-19-et-auteurs-de-violences-intrafamiliales--33058.html>

<http://www.justice.gouv.fr/haute-fonctionnaire-a-legalite-femmes-hommes-12939/covid-19-adaptation-des-pratiques-et-dispositifs-exceptionnels-33079.html>

<sup>3</sup> <https://www.justice.fr/info-coronavirus>

	<ul style="list-style-type: none"> <li>✓ During the lockdown period, victims of domestic violence can alert the police and gendarmerie by text message to the number 114 (usually reserved for the deaf and hard of hearing).</li> <li>✓ A warning protocol has been set up with the National Order of Pharmacists to enable both victims of domestic violence and minors to report violence against them to a pharmacist. Witnesses can also report domestic violence or a worrying situation so that the police can be alerted <a href="https://www.interieur.gouv.fr/Actualites/Communiqués/Engagement-des-pharmacies-pour-permettre-l-accueil-des-victimes-de-violences-intrafamiliales">https://www.interieur.gouv.fr/Actualites/Communiqués/Engagement-des-pharmacies-pour-permettre-l-accueil-des-victimes-de-violences-intrafamiliales</a></li> </ul>
<p>2) Good practices on <b>organisation of support and protection</b></p>	<ul style="list-style-type: none"> <li>✓ The violence against women (3919) and children at risk (119) hotlines have been reorganized or strengthened to cope with the increase in calls. The victim support platform (116006) is working as well.</li> <li>✓ Local victim support associations have adapted their way of working, using different means of communication and being more proactive to contact victims.</li> <li>✓ During the lockdown period, victim support associations set up information and support desks on domestic violence in shopping malls. <a href="https://www.egalite-femmes-hommes.gouv.fr/points-daccompagnement-dedies-aux-femmes-victimes-de-violences-conjugales/">https://www.egalite-femmes-hommes.gouv.fr/points-daccompagnement-dedies-aux-femmes-victimes-de-violences-conjugales/</a></li> <li>✓ To try perpetrators of domestic violence and to ensure the protection of spouses and children are priorities reaffirmed by the criminal policy instructions issued in the context of the health crisis. Immediate and firm responses are being made to these facts. The criminal procedure has been adapted to allow for the issuance of protection orders and to ensure the continuity of those already issued. <a href="http://www.justice.gouv.fr/art_pix/fiche_technique_ordonnance_d_e_protection_22_04_2020.pdf">http://www.justice.gouv.fr/art_pix/fiche_technique_ordonnance_d_e_protection_22_04_2020.pdf</a></li> <li>✓ A guidance platform on the eviction of violent partners was launched in early April, accessible at <a href="mailto:eviction@groupe-sos.org">eviction@groupe-sos.org</a> <a href="http://www.justice.gouv.fr/art_pix/Fiche_pratique_eviction_MJ_S_DFE.pdf">http://www.justice.gouv.fr/art_pix/Fiche_pratique_eviction_MJ_S_DFE.pdf</a></li> </ul>
<p>3) <b>Other good practices</b></p>	<ul style="list-style-type: none"> <li>✓ A telephone platform was set up in April by the National Council of Bars (Conseil national des barreaux) in order to answer questions from professionals - in particular pharmacists, doctors, police officers, gendarmes, listening associations.... -</li> </ul>

	<p>brought to take care of victims of domestic violence during confinement. It allows requests to be referred to a lawyer with territorial competence and the ability to obtain a protection order. This number has been operating 24 hours a day, 7 days a week since April 11. In addition, several bar associations organise a specific hotline for victims of domestic violence.</p>
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GERMANY	Member States' good practice
<p>1) Good practices on communication with victims and crime reporting</p>	<p><b><u>“Not safe at home?” campaign in supermarkets:</u></b></p> <p>The Federal Ministry for Family Affairs, Senior Citizens, Women and Youth recently started a nationwide campaign in supermarkets, as part of the “stronger than violence” initiative. The aim of the campaign is to inform people who experience domestic violence and their friends and family about available help and support services.</p> <p><b><u>Initiative “stronger than violence” offers information about support services:</u></b></p> <p>The website of the initiative #stronger than violence (<a href="http://www.staerker-als-gewalt.de">www.staerker-als-gewalt.de</a>) by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth brings together existing support services for women and men, who are affected by violence, and offers practical solutions and ways to help and support. The website additionally offers up to date information on where to access help and support during the coronavirus crisis. An overview of the most important (crisis) support services are instantly available when opening the website.</p> <p><b><u>Continued running of the National Violence Against Women Helpline 08000 116 016</u></b></p> <p>The National Helpline “Violence Against Women”, funded by the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, is continuing its extremely important service during the Coronavirus crisis. It offers around the clock support on 365 days per year and can be reached via phone, chat or email. More than 80 qualified female support workers offer help and guidance to women, who are affected by violence, people from their social circle and professionals working in the sector. The support is free, anonymous, confidential and available in 18 languages. Due to Coronavirus-related measures, the helpline team is facing additional challenges, but everything is done to ensure the continued running of the service.</p>
<p>2) Good practices on organisation of support and protection</p>	<p>Additional measures of the German Federal government can be found on the Council of Europe website: <a href="https://www.coe.int/en/web/genderequality/promoting-and-protecting-women-s-rights">https://www.coe.int/en/web/genderequality/promoting-and-protecting-women-s-rights</a></p>

<p><b>3) Other good practices</b></p>	<p>It should be noted that the measures taken during the COVID-19 pandemic such as quarantine, self-isolation and social distancing have put a particular strain on victims traumatised by terrorist and extremist attacks, including hate crime. They are often times now more than ever in need of professional, psychological support. However, many procedures aiming to provide financial, psycho-social and psychological support have been put on hold or slowed down. In Germany, we have made the experience that it is very beneficial to have central contact points such as the Federal Government Commissioner for the Victims and Bereaved of Terrorist Offences committed on National Territory and the Victim Commissioners in the federal states (“Länder”) in order to provide practical assistance and guidance to victims of crime. This may consist in finding contact persons in public authorities, directly contacting the responsible institution raising awareness for the victims’ needs or directing victims to local support organisations. The Federal Government Commissioner is also providing a helpline for those affected by the recent attacks in Halle (Saale)/Landsberg and Hanau, offering psychological support.</p>



HUNGARY	Member States' good practice
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p>In the current situation, contact with victims is typically done without a personal interview. Therefore, communication is done by telephone (7/24 free Victim Support Hot Line), by post or by electronic means (e-mail, Facebook). In addition, personal administration is available to victims at the physical reception spots like at all Victim Support Services and at the walk-in Victim Support Centres.</p>
<p>2) <b>Good practices on organisation of support and protection</b></p>	<p>During this time, victims themselves are increasingly looking for the opportunity to reduce personal administration to the extent of what is absolutely necessary. To this end, the Hungarian emergency scheme offers the possibility of initiating victim assistance proceedings either electronically or by post. In line with this, emotional assistance is provided by psychologists of Victim Support Centers to all clients via telephone upon request. It is worth emphasizing that it is not necessary for clients to call only if she or he becomes a victim of crime, because under the Hungarian scheme all crises situations justify emotional assistance.</p>
<p>3) <b>Other good practices</b></p>	<p>As for victims of domestic violence, it is worth noting that Victim Support Service, Victim Support Centers and the Victim Support Hot Line are part of the signalling/referring system, so if they become aware of domestic violence, they report it to the competent authorities.</p>

IRELAND	Member States' good practice
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p>A public awareness campaign has been launched, involving TV and radio advertisements as well as social and other media, to carry a message to victims of domestic abuse that services are still available despite COVID-19.</p> <p>The campaign will similarly alert perpetrators to the fact that domestic abuse will continue to receive the highest priority from the civil and criminal justice system throughout this crisis.</p> <p>This public awareness campaign is being conducted in partnership by State services and community and voluntary organizations in the sector. Further information on the organizations involved in this initiative as well as services and supports for victims is available on a new website <a href="http://www.stillhere.ie">www.stillhere.ie</a>.</p>
<p>2) <b>Good practices on organisation of support and protection</b></p>	<p>In the context of the current COVID-19 restrictions, the Department of Justice and Equality, in partnership with other criminal justice bodies, have developed an inter-agency plan to address domestic abuse during this period.</p> <p>The Department is also leading a public awareness campaign on domestic abuse during the COVID-19 crisis, in partnership with victim support services in the community and voluntary sector.</p> <p>Additional funding to organizations in the sector such as frontline services, refuges and Rape Crisis Centers, has been made available to support and extend the existing services they offer primarily in support for victims of crime in relation to their interaction with the criminal justice system</p>
<p>3) <b>Other good practices</b></p>	<p>An Garda Síochána, the Irish police force, have established 'Operation Faoisimh', a proactive initiative designed to ensure victims of domestic abuse are supported and</p>

	<p>protected throughout this period, where this abuse will continue to receive the highest priority response and where Gardaí are making calls to victims who have reported domestic abuse in the past.</p> <p>The Irish Legal Aid Board is giving priority to domestic violence and childcare cases, with every centre maintaining a phone line or email address for victims seeking supports and a Helpline has also been set up to ensure that persons experiencing domestic violence issues get prompt legal advice and legal representation in court where needed.</p> <p>The Courts Service is giving priority to domestic violence and childcare cases, with every District continuing to have a Court open to hear applications for protection orders, interim barring orders and emergency barring orders.</p> <p>Tusla, the Child and family Agency, has put a range of practical supports in place including in relation to funding, identification of additional accommodation capacity, and provision of additional ICT resources.</p>
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ITALY	Member States' good practice
<p>1) Good practices on communication with victims and crime reporting</p>	<p>1) <b>toll-free number 1522</b>, of the Prime Minister's Office - Department for Equal Opportunities, which also offers apps (<a href="https://play.google.com/store/apps/details?id=it.telefonorosa.app1522&amp;hl=it">https://play.google.com/store/apps/details?id=it.telefonorosa.app1522&amp;hl=it</a>) and the possibility of chatting for those people who cannot speak;</p> <p>2) the State Police has made the “<b>YouPOL</b>” app available also for crimes relating to domestic violence (<a href="http://poliziadistato.it">poliziadistato.it</a>);</p>
<p>2) Good practices on organisation of support and protection</p>	<p>1) as regards the <b>judicial activity</b>: Article 83 of the Legislative Decree 18/20, <i>inter alia</i>, excludes, from the suspension of judicial activity, the proceedings for the adoption of protection orders against family abuse in the civil sector and the procedures for validating arrest and detention in the criminal sector;</p> <p>2) the <b>Postal Police</b> specialists (National Anti-IT Crime Center for Protection of Critical Infrastructures: C.N.A.I.P.I.C.) are providing a 24-hour service in order to block online scams and the sending of malware to control PCs remotely and in order to protect millions of Italians who work from home using much more than usual PCs and smartphones;</p> <p>3) the <b>Circular March 21, 2020</b>: the Ministry of the Interior, in agreement with the Ministry for Equal Opportunities and the Family, invite the Prefects to find accommodation – making use of the power attributed by the <b>Legislative Decree March 17, 2020, n. 18</b>, in order to requisition hotels or other buildings – to host women who have been victims of violence and who cannot go to the anti-violence centers for health reasons (<a href="https://www.interno.gov.it/it/notizie/donne-vittime-violenza-prefetture-campo-garantire-lospitalita">https://www.interno.gov.it/it/notizie/donne-vittime-violenza-prefetture-campo-garantire-lospitalita</a>); with the subsequent <b>Circular April 17, 2020</b>, the Ministry of Interior invites to activate a "contact point" with which the managers of the structures dedicated to offering hospitality to the victims of violence can directly get in contact, both to report any critical issues encountered in the reception and to facilitate the actual usability of new accommodation, in constant connection with the municipal administrations; (<a href="https://www.interno.gov.it/sites/default/files/modulistica/covid_ii_circolare_vittime_violenza.pdf">https://www.interno.gov.it/sites/default/files/modulistica/covid_ii_circolare_vittime_violenza.pdf</a>)</p> <p>4) on <b>April 2, 2020</b>, the Minister for Equal Opportunities signed a <b>Decree</b> for the allocation of a €30 million anti-violence fund. The measure was adopted in consideration of the COVID-19 emergency and</p>

	<p>made it possible to release, with an emergency procedure, the resources already allocated to the Regions. The Decree provides that the sum of 10 million euros must be used primarily to support the initiatives which anti-violence centres and institutions providing shelters must take to deal with the Coronavirus emergency;</p> <p>5) agreement between the Ministry for Equal Opportunities and the <b>Federation of Pharmacists</b> in order to display information signs in the pharmacies on toll-free number 1522 and to distribute reminders containing information on the "<b>YouPOL</b>" app of the State Police;</p>
<p><b>3)Other practices</b></p> <p><b>good</b></p>	<p>1) <b>The Court of Rome</b> has provided for the priority treatment of criminal proceedings relating to crimes committed with gender or domestic violence;</p> <p>2) <b>The Public Prosecutor of Trento</b> issued a Directive which invites the Police to monitor domestic violence with particular attention, given the situation of prolonged cohabitation due to COVID-19 emergency, and to provide for removing offenders from home;</p> <p>3) <b>The Public Prosecutor of Tivoli</b> informs that victims of domestic violence will be able to contact specialized personnel, both by telephone and by activating a call via PC, smartphone or tablet with the Skype program.</p>

NETHERLANDS	Member States' good practice
<p><b>1) Good practices on communication with victims and crime reporting</b></p>	<ul style="list-style-type: none"> <li>- It is now possible for victims of domestic violence to use a code word (Masker 19) at the pharmacy to call for help. The aim is to make it easier for victims, who in these times have more difficulty getting to a safe place, to report a case of domestic violence. The pharmacy will then follow the pre-existing protocol on domestic violence. <a href="https://www.knmp.nl/actueel/nieuws/nieuws-2020/huiselijk-geweld-melden-bij-apotheek-via-codewoord">https://www.knmp.nl/actueel/nieuws/nieuws-2020/huiselijk-geweld-melden-bij-apotheek-via-codewoord</a></li> <li>- A special campaign has been launched on tv, radio and social media to refer people, both victims as well as spectators, to a special government website on domestic violence (<a href="http://www.ikdoeietstegenhuiselijkgeweld.nl">www.ikdoeietstegenhuiselijkgeweld.nl</a>) and the phone number of Veilig Thuis (the organisation for domestic violence).</li> <li>- In order to make it easier for victims to report a situation of domestic violence, especially in cases where the perpetrator is continuously at home, the organisation for domestic violence (Veilig Thuis) can now be reached on WhatsApp or on chat in certain regions. The chat feature should be available in more regions soon. (<a href="https://veiligthuis.nl/contact/">https://veiligthuis.nl/contact/</a>)</li> </ul>
<p><b>2) Good practices on organisation of support and protection</b></p>	<ul style="list-style-type: none"> <li>- Although the schools were closed until the 11<sup>th</sup> of May, emergency daycare at school was available for children of essential workers as well as for children in a vulnerable home situation (including domestic violence).</li> <li>- The national victims support services (Slachtofferhulp Nederland) has increased digital contacts while its employees worked from home, for example through the phone or via a chat feature. Their services remained as unchanged as possible. (<a href="https://www.slachtofferhulp.nl/coronavirus-covid-19/">https://www.slachtofferhulp.nl/coronavirus-covid-19/</a>)</li> </ul>
<p><b>3) Other good practices</b></p>	<ul style="list-style-type: none"> <li>- The national victims support organisation (Slachtofferhulp Nederland) has set up a service to support family members of corona patients in the intensive care. They offer emotional support, practical support and advice. (<a href="https://www.slachtofferhulp.nl/emotionele-hulp/ic-dienstverlening/">https://www.slachtofferhulp.nl/emotionele-hulp/ic-dienstverlening/</a>)</li> </ul>

PORTUGAL	Member States' good practice
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p>The Portuguese Government adopted measures to ensure the safety and support of victims of domestic violence against the increased risk of violence during the confinement that is necessary to contain the COVID-19.</p> <p>1. Broad dissemination of information about support services and helplines, safety advices and alerts (<a href="https://www.cig.gov.pt/2020/05/covid-19-seguranca-isolamento/">https://www.cig.gov.pt/2020/05/covid-19-seguranca-isolamento/</a>):</p> <ul style="list-style-type: none"> <li>• Campaign #SegurançaEmIsolamento, on social media, television, radio and press – to remind victims that they can always ask for help, to let them know about support services and to alert the community to be vigilant, to help and to report. These materials are also available in different languages as well as in sign language.</li> <li>• Telephone contacts of existing services in each district and municipality.</li> <li>• Safety advices for victims of domestic violence during confinement.</li> <li>• Advice for neighbours to be vigilant and to help.</li> <li>• Display and distribution of the above information in areas that remain open to the public, in partnership with distribution companies, public transport, gas stations, pharmacies, municipalities, etc.</li> </ul> <p>2. Strengthening and diversification of channels for victims to seek help: Reinforcement of information and support channels for victims by the Commission for Citizenship and Gender Equality (CIG):</p> <ul style="list-style-type: none"> <li>• National helpline - <b>800 202 148</b>. It is a toll-free line, available 24/7.</li> <li>• Availability of a new <b>e-mail address</b> <a href="mailto:violencia.covid@cig.gov.pt">violencia.covid@cig.gov.pt</a> accessible to victims and professionals.</li> <li>• Launch of the new <b>SMS 3060</b> line by the Vodafone Foundation, free and confidential, so that victims can send written requests for help.</li> </ul> <p>Portugal is taking measures to increase awareness on cyber safety and to prevent cybercrimes.</p> <ul style="list-style-type: none"> <li>• The Public Prosecutor's Office has published an updated booklet directed at children and youngsters which intends to promote a safer use of the internet -</li> </ul>

	<p><a href="http://cibercrime.ministeriopublico.pt/pagina/tu-e-internet-nova-edicao">http://cibercrime.ministeriopublico.pt/pagina/tu-e-internet-nova-edicao</a>.</p> <ul style="list-style-type: none"> <li>• Both the Public Prosecutor’s Office and the Criminal Police divulged Europol’s guidance and tools on cyber safety and cybercrime prevention - <a href="http://cibercrime.ministeriopublico.pt/pagina/covid-19-global-online-safety-advice-parents">http://cibercrime.ministeriopublico.pt/pagina/covid-19-global-online-safety-advice-parents</a> and <a href="https://www.policiajudiciaria.pt/fichas-de-alerta-europol-o-novo-normal-pos-covid-19-guia-de-seguranca/">https://www.policiajudiciaria.pt/fichas-de-alerta-europol-o-novo-normal-pos-covid-19-guia-de-seguranca/</a>.</li> <li>• The Criminal Police has issued warnings to the general population to be particularly aware of cyber threats and crimes in the context of the COVID-19 crisis - <a href="https://www.policiajudiciaria.pt/alertas/">https://www.policiajudiciaria.pt/alertas/</a>.</li> </ul>
<p>2) Good practices on <b>organisation of support and protection</b></p>	<p>Regarding support of victims of domestic violence: Functioning and strengthening victim support structures and services:</p> <ul style="list-style-type: none"> <li>• All services in charge of supporting, sheltering and transporting victims, provided by the National Support Network for Victims of Domestic Violence, are considered essential services and remain active.</li> <li>• Support and reinforced coordination of the National Support Network for Victims of Domestic Violence by the Commission for Citizenship and Gender Equality (CIG) that also issues recommendations/clarifications in this context of emergency.</li> <li>• Opening of two new emergency shelter facilities with 100 vacancies.</li> <li>• Definition of a specific procedure between the Commission for Citizenship and Gender Equality (CIG) and the National Institute of Medical Emergency (INEM) to respond to suspected cases of COVID-19 within the National Support Network for Victims of Domestic Violence.</li> <li>• All services within the National Support Network for Victims of Domestic Violence adopted contingency plans (including isolation rooms) and action plans with urgent measures such as: <ul style="list-style-type: none"> <li>— Creation/reinforcement of remote communication/support tools such as video call, SMS, Messenger, WhatsApp and email.</li> <li>— Strengthening of the helpline services.</li> <li>— Increased monitoring of all cases.</li> <li>— Appointment of a team for urgent requests and</li> </ul> </li> </ul>



	<p>situations.</p> <ul style="list-style-type: none"> <li>— In person assistance in urgent situations, with alternating teams.</li> <li>— Close cooperation with other services and municipalities to respond to urgent requests for shelter.</li> <li>• Partnerships with several entities and companies to guarantee that all services of the National Support Network for Victims of Domestic Violence continue to access essential goods and resources during this emergency period, such as food, medicines, personal care products, cleaning products and IT equipment.</li> </ul>
<p><b>3) Other good practices</b></p>	<ul style="list-style-type: none"> <li>• In the context of the PT2020 funds, and as an exceptional measure, reimbursement decisions will be automatic following 30 working days after the claim is made by the beneficiaries.</li> </ul>

SLOVAKIA	Member States' good practice
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p>The Coordinating-Methodical Centre for Gender-based and Domestic Violence (KMC) is preparing posters that should be issued to the shopping facilities with basic information on domestic violence and contacts, e.g. on national helpline for women, helpline for children and other helplines that operate 24/7. The Police Corps is preparing an application “Pomáham chránit” which enables reporting of crime via the app without having to make a call. The application has not been introduced yet.</p>
<p>2) <b>Good practices on organisation of support and protection</b></p>	<p>The Slovak legislation does not establish “intervention centres” that contact victim after reporting a crime. However, as a good practice can be described an initiative of an NGO – Centrum Slniečko in Nitra. Slniečko concluded an agreement with the Ministry of Interior of the Slovak Republic, i.e. regional directorate of the police force, enabling sharing of a victims' contact information with Slniečko. After domestic violence is reported and police officer expels perpetrator from the dwelling for 10 days, the victim is asked whether s/he agrees to share its personal information with Slniečko. If yes, Slniečko can contact the victim and offer support services. Currently, we are collaborating with the other state authorities to use this model in other districts and facilitate cooperation between victim support organisations and police corps.</p>
<p>3) <b>Other good practices</b></p>	<p>The president of the Slovak Republic, Zuzana Čaputová, made several public appearances raising awareness on domestic violence, emphasizing the need to help others and call police.</p>

SPAIN	Member States' good practices
<p>1) <b>Good practices on communication with victims and crime reporting</b></p>	<p><b>Gender-based violence against women and minors:</b></p> <p>The Ministry of Interior strengthens the protection of women victims of gender-based violence and health personnel with the new "SOS Button" in the AlertCops application:</p> <p>Links: <a href="https://alertcops.ses.mir.es/mialertcops/#page-top">Alert COPS - SOS Button</a>  <a href="https://alertcops.ses.mir.es/mialertcops/#page-top">https://alertcops.ses.mir.es/mialertcops/#page-top</a></p>
<p>2) <b>Good practices on organisation of support and protection</b></p>	<p><b>Gender-based violence against women and minors:</b></p> <p><i>Royal Decree-Law 12/2020 of 31 March on urgent measures for the protection and assistance of victims of gender violence</i></p> <p>The measures adopted by the Spanish Government for the management of the health crisis situation caused by COVID-19 have had a particular impact on certain groups of particularly vulnerable people who must be protected by the Government, as women and minors victims of gender violence, who are a particularly vulnerable group in situations of domestic isolation, as they are forced to live with their aggressor, which places them in a situation of greater risk:</p> <p>Link: <a href="https://www.boe.es/buscar/act.php?id=BOE-A-2020-4209">https://www.boe.es/buscar/act.php?id=BOE-A-2020-4209</a></p> <p><i>Action guide for women who are suffering from gender violence in a situation of home permanence derived from the state of alarm by COVID 19 – Ministry of Equality:</i></p> <p>Link: <a href="https://violenciagenero.igualdad.gob.es/informacionUtil/covid19/GuiaVictimasVGCovid19.pdf">https://violenciagenero.igualdad.gob.es/informacionUtil/covid19/GuiaVictimasVGCovid19.pdf</a></p> <p><b>Hate crimes:</b></p> <p>The Spanish Council on the Elimination of Racial or Ethnic Discrimination adopted on 13 April of 2020 the Recommendation “Avoiding discriminatory attitudes and discourses in the current context of health, social and economic crisis”:</p> <p><a href="http://www.mitramiss.gob.es/oberaxe/ficheros/documentos/Recomendacion-Consejo-COVID19.pdf">http://www.mitramiss.gob.es/oberaxe/ficheros/documentos/Recomendacion-Consejo-COVID19.pdf</a></p>
<p>3) <b>Other good practices</b></p>	<p><b>Crime victims general support:</b></p> <p>Victim Support Offices of the Ministry of Justice have provided crime victims with ongoing support and assistance during COVID-19</p>

crisis, both face-to-face and telephone service. All the information regarding this service is available in English in this leaflet: [VSO Ministry of Justice - SPAIN](#)

### **Cybercrime:**

The National Institute of Cybersecurity (INCIBE) is aware that isolation of the population to stop the virus has triggered the use of new technologies, both at a private and professional level. This is why INCIBE has launched #CiberCOVID19, a campaign aimed to help potential cybercrime victims to improve their cyber security, providing advice and solutions.

#CiberCOVID19 focuses its messages on three thematic lines:

- Data protection.
- Entertainment and education in cybersecurity.
- Help for teleworking cyber insurance.

In addition to all the content published on social networks and INCIBE's portals, victims of cybercrime can count on the help of 017, the free and confidential telephone line for all kinds of doubts and problems related to cybersecurity.

Link: <https://www.incibe.es/cibercovid19>

### **Psychological support for general population (potential crime victims):**

In March the General Council of Psychology, alongside with the Ministry of Health, set up a telephone service of first psychological attention aimed at the general population with difficulties related to the alert and quarantine by COVID-19, relatives of deceased or sick people and health professionals and other participants:

Link: [http://www.infocop.es/view\\_article.asp?id=8666&cat=44](http://www.infocop.es/view_article.asp?id=8666&cat=44)



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