



Victim Support – Summary of the most important issues

October 2011

WHAT IS VICTIM SUPPORT?

Victim Support is a statutory assistance. It is provided by the State in solidarity with the victims of violent acts.

WHO IS ELIGIBLE FOR VICTIM SUPPORT?

You are entitled to victim support if you have been physically, sexually or mentally affected through a criminal offence.

Victim support is activated, for example in cases of: assault, homicide, rape, sexual assault, serious threats, coercion or deprivation of liberty.

Your relatives, such as your spouse or your children or others close to you, also have the right to victim support.

WHAT ENTITLEMENT DO YOU HAVE AS A VICTIM?

LEGAL AID

Employees of the victim support centres inform you about assistance for victims and they support you in processing of the crime. If necessary, they arrange for experts and accompany you if possible to interviews in criminal proceedings if you so wish.

The advice is free, confidential and can also be anonymous. Translation assistance can be provided for the counselling.

For victim counselling centres in Canton Zurich, there are various addresses in the annexe. For access to victim counselling centres in other cantons see www.opferhilfe-schweiz.ch.

FINANCIAL ASSISTANCE

Should you need further professional help in addition to that received in a counselling centre, under certain circumstances the costs can be carried entirely or partially by the victim support (eg. legal fees, therapy costs).

You are entitled to compensation, if you are unable to work as a consequence of the crime and suffer loss of income. In the case of homicides, the dependents are entitled to compensation for funeral expenses.

You are entitled to compensation, in the form of damages if you have been affected seriously and long-term as a consequence of the criminal offence.

Victim counselling centres will inform you about your claims and assist you in submitting a request for financial assistance.

Please note the following:

- The entitlement to financial support depends on your financial circumstances. Compensation is not included.
- Financial assistance to victims is only awarded when neither insurance (eg. accident insurance) nor the perpetrator reimburse for the damage/injury.
- Victim support is only for damages that you can prove and that are associated with violence. Damaged property (eg, stolen goods, torn clothes, etc.) cannot be financed by victim support centres.
- Applications for reimbursement and compensation have to be submitted **within 5 years** of the crime, in the canton where the scene took place. More information can be obtained from the victim counselling centres.

Applications for financial services in the canton of Zurich should be submitted to the address: Kantonale Opferhilfestelle, Postfach, 8090 Zurich.

For authorities concerned with compensation in other cantons, please see www.opferhilfe-schweiz.ch.

PROTECTION AND RIGHTS IN CRIMINAL PROCEEDINGS

As a victim in criminal proceedings, you are entitled to special rights to information, protection and participation. Victims of sexual offences and minors have special rights of protection. Both the police and the victim counselling centres inform you with regard to your rights in criminal proceedings.

Detailed information in the German language can be found under www.opferhilfe.zh.ch

Appendix: Addresses and services in the victim counselling centres in the canton of Zurich.



Recognised victim counselling offices in the canton of Zurich

Services and addresses

July 2011

OPFERBERATUNG ZÜRICH, FACHSTELLE DER STIFTUNG «OPFERHILFE ZÜRICH»

The consulting services are aimed at men, women, youth and children, as well as their families, who have been physically or psychologically affected as consequence of an act of violence or a traffic accident.

Counselling is offered to men and boys who are victims of sexual violence, and their relatives.

Gartenhofstrasse 17, 8004 Zurich, Tel. 044 299 40 50
www.obzh.ch

***bif* BERATUNGS- UND INFORMATIONSTELLE FÜR FRAUEN, GEGEN GEWALT IN EHE UND PARTNERSCHAFT**

The consulting services of the *bif*, is aimed at all women who encounter physical and/or psychological violence in their partnership, as well as third persons related to them and to experts.

Postfach 9664, 8036 Zurich, Tel. 044 278 99 99
www.bif-frauenberatung.ch

BERATUNGSSTELLE NOTTELEFON FÜR FRAUEN - GEGEN SEXUELLE GEWALT

The consulting services are aimed at women as well as their relatives and close caregivers, where sexual violence has occurred.

Langstrasse 14, Postfach, 8026 Zurich, Tel. 044 291 46 46
www.frauenberatung.ch

FRAUEN-NOTTELEFON - BERATUNGSSTELLE FÜR GEWALTBETROFFENE FRAUEN, WINTERTHUR

The consulting services are aimed at women who have been sexually and/or physically harmed, together with their relatives and caregivers.

Technikumstrasse 38, Postfach 1800, 8401 Winterthur, Tel. 052 213 61 61
www.frauennottelefon.ch

CASTAGNA – BERATUNGSSTELLE FÜR SEXUELL AUSGEBEUTETE KINDER, WEIBLICHE JUGENDLICHE UND IN DER KINDHEIT AUSGEBEUTETE FRAUEN

The consulting services are directed at family members and confidants of sexually exploited girls and boys, female adolescents, women, who were sexually abused in childhood, as well as caregivers of those affected.

Universitätsstrasse 86, 8006 Zurich, Tel. 044 360 90 40
www.castagna-zh.ch

FACHSTELLE OKEY FÜR OPFERHILFEBERATUNG UND KINDERSCHUTZ

The consulting services are aimed at children and young people and their relatives or confidants and professional persons in connection with child abuse and sexual violence.

St. Gallerstrasse 42, 8400 Winterthur, Tel. 052 266 90 09,
Pikettteléfono Wochenende 079 780 50 50

Kantonsspital Winterthur (Kinderklinik),
Postfach, 8401 Winterthur, Tel. 052 266 41 56

www.okeywinterthur.ch

KINDERSCHUTZGRUPPE UND OPFERBERATUNGSSTELLE DES KINDERSPITALS ZÜRICH

The consulting services are aimed at children and teenagers as well as to relatives or figures of reference in connection with child maltreatment (including sexual exploitation).

Steinwiesstrasse 75, 8032 Zurich,
Tel. 044 266 76 46 (Sekretariat Kinderschutzgruppe)
Tel. 044 266 71 11 (Telefonzentrale Kinderspital)

www.kinderschutzgruppe.ch

MÄDCHENHAUS ZÜRICH

The consulting services are aimed at girls affected by violence and young women and people in the trust of the victims (including non-exploiting parents) and professionals.

Postfach 1923, 8031 Zurich, Tel. 044 341 49 45
www.maedchenhaus.ch

SCHLUPFHUUS

The consulting services are aimed at children and young people affected by violence, with the involvement of associates, together with the young people as well as experts.

Hottingerstrasse 67, 8032 Zurich

Telefon 1 043 268 22 64

Telefon 2 043 268 22 66

Sorgentelefon 043 268 22 68

www.schlupfhuus.ch

FIZ MAKASI, INTERVENTIONSSTELLE FÜR OPFER VON FRAUENHANDEL*

The advice offered by FIZ Makasi is aimed at women who are victims of trafficking, within the context of Article 182 of the Penal Code.

Badenerstrasse 682, 8048 Zurich, Tel. 044 436 90 00

www.fiz-info.ch

* The FIZ Makasi intervention office for victims is not recognized by the canton as victim counselling centre. However, the offer of specialised monitoring for women who are victims of trafficking in the canton of Zurich will be co-financed by the canton of Zurich in the context of aid through third parties.