

## CONFERENCE

17 September 2021

Talking about trauma – Towards a victim-centred  
criminal justice system

# Ensuring Access to Information for Victims

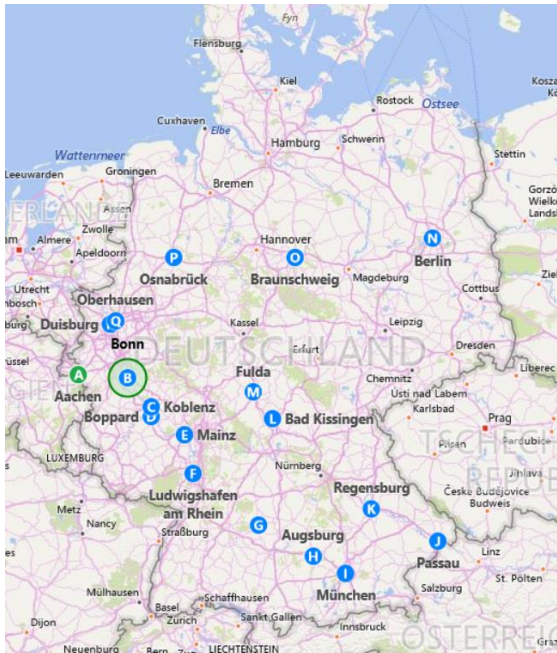
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# SOLWODI Deutschland e.V.

- founded 1987 in Germany by Sr. Dr. Lea Ackermann
- target group: migrant women in distress
- 19 help centres & 7 sheltered housings in Germany



⋮ A	Aachen
⋮ B	Bonn
⋮ C	Koblenz
⋮ D	Boppard
⋮ E	Mainz
⋮ F	Ludwigshafen am Rhein
⋮ G	Schwäbisch Gmünd
⋮ H	Augsburg
⋮ I	München
⋮ J	Passau
⋮ K	Regensburg
⋮ L	Bad Kissingen
⋮ M	Fulda
⋮ N	Berlin
⋮ O	Braunschweig
⋮ P	Osnabrück
⋮ Q	Oberhausen
⋮ R	Duisburg

# Chapter 3 – Access to information

## Important: barrier free access

- Factors such as language, age, maturity, emotional and intellectual abilities, mental or physical disabilities and reading skills must be taken into account in contact, counselling and information provision
- Free of charge
- Simplify access to the help system through the use of a wide variety of information channels → broad mass of people can be reached at an early stage

**Best practices - oral, written & audio-visual information channels: ...**



# Chapter 3 – Access to information

## Telephone and personal counselling and provision of information

- **Important: stable and trusting relationship between professionals and victims**
  - the Municipal Victim Assistance Service (S.A.V.) of the local police in Fuenlabrada (Madrid/Spain) - support and counselling during all process phases
  - the German help hotline violence against women (Federal Office for Family Affairs and Civil Society Tasks) - 24/7 counselling available in different languages (also as chat or by e-mail)
  - the National Legal Aid Bureau (NLAB) in Bulgaria offers a free hotline for legal advice and assistance (NPLATL)

## Chapter 3 – Access to information

**Digital counselling services** in particular can provide access regardless of location and time of day

- Lower Saxony Victim Support - Online counselling
- Website Infovictim – [www.infovictims.com](http://www.infovictims.com)
- Mobile applications - Apps for the smartphone "Domstolsguiden" (Sweden)

# Chapter 3 – Access to information

## Examples of information options to **circumvent language barriers**

- The use of trained interpreters
- Flyers and posters with pictograms (example [CCM-GBV project](#))
- Information videos
  - <https://www.youtube.com/watch?v=mTqBoIrpJYs>
  - [https://www.youtube.com/watch?v=lu\\_P1vnSvUU](https://www.youtube.com/watch?v=lu_P1vnSvUU)
- Videos including translation into sign language
  - <https://www.youtube.com/watch?v=ptrHz7W6tz4>

## Chapter 3 – Access to information

- Important: Create access for vulnerable groups of people, who have difficulties in obtaining their own information, people without digital skills or devices
  - Expansion of existing information channels and methods:
    - Translations, subtitles, simplification of language
  - Apps still hardly available → develop apps
  - Websites partly not clear enough → make websites easier to access & understand

**Thank you very much for your  
attention!**