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## 4 - Help and support for victims of crime

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## Local and Federal Police

The Local and federal police are under the competence of the Ministry of Interior. The local police are responsible for the basic police duties and operate within the 'community policing' philosophy. The federal police are responsible for specialised police tasks.

The Local and federal police

- receive victims in a polite and respectful manner
- provide practical assistance to victims of crime, information and referral to appropriate services
- draw up the official report as to the victim's identity and their wish to be informed later on in the proceedings
- take contact with the victim a short time after the complaint was filed.

CONTACTS :

Website: <http://www.ibz.fgov.be/>

## Federal Public Service Justice

The Federal Public Service for Justice hosts several departments and committees that look after the interests of victims, including the Directorate-General for Legislation, Fundamental Rights and Freedoms and the Directorate-General for Law Centres.

The Directorate-General for Legislation, Fundamental Rights and Freedoms

- prepares and drafts legislation;
- advises the Minister for Justice and other players, drafts answers to parliamentary questions, and participates in international negotiations;
- works in close collaboration with other departments, such as the Directorate-General for Law Centres, and

with outside parties.

The Directorate-General for Justice Centres

- manages 28 law centres (*maisons de justice/justitiehuizen*) under the authority of the Minister of Justice (Flanders and Wallonia each have 13 law centres, and Brussels has two, one French-speaking and one Dutch-speaking);
- in every law centre there are specialised staff forming a victim reception office.

CONTACTS:

Federal Public Service for Justice: website: <https://justitie.belgium.be>

For the contact details of the law centres click [here](#).

## The Commission for Financial Aid for Victims of Deliberate Acts of Violence

The Commission for Financial Aid for Victims of Deliberate Acts of Violence, which has been established by the 1 August 1985 Act, has as core mission to provide State compensation for victims of crime, i.e. financial compensation.

The Commission for Financial Aid for Victims of Deliberate Acts of Violence

- provides the opportunity for the State to grant financial assistance to victims of intentional acts of violence and, in some cases, for their families
- also provides a procedure to assist the victims of acts that took place in a member country of the European Union
- can grant assistance even if the assailant is unknown or is not responsible for his actions
- does not include offenses by carelessness or negligence

CONTACTS:

Website: <https://justice.belgium.be>

## General Welfare Centres (CAW's)

In Flanders and Brussels there are 11 General Welfare Centres (*Centra Algemeen Welzijnswerk* — CAWs), each of which has a department that assists crime victims.

The Centres

- via the support body called the Steunpunt Algemeen Welzijnswerk, are members of Victim Support Europe;
- are open to anyone with a question or problem;
- provide victim assistance services in Flanders and Brussels;
- offer psychosocial help to victims and their families, surviving members of the families of people who have committed suicide, victims of disasters and their families, and victims of traffic accidents and their families;
- provide victims with psychological, practical and legal assistance.

CONTACTS:

Website <https://www.caw.be>

For the contact details of all the 25 CAW's click [here](#).

## Federation of Services for Help to Parties in Proceedings

The Federation of Services for Help to Parties in Proceedings is an organisation operating in the French-speaking part of the country which does not only offer assistance to victims of crime, it also offers assistance to e.g.

prisoners and released prisoners.

#### Federation of Services for Help to Parties in Proceedings

- consists of five local divisions (one in each province) in the French speaking part of the country
- is financed by The French Community government
- provides psychological, medical and social help to the defendants, inmates, offenders, victims and parents and/or relatives of those individuals
- is composed of professionals working in multidisciplinary teams

CONTACTS:

Website: <http://www.ulb.ac.be/>

For the contact details of the local divisions of Federation of Services for Help to Parties in Proceedings click [here](#).

## Sozial-Psychologischen Zentrum (SPZ)

The SPZ is an organisation operating in the German-speaking part of the country, which offers assistance to victims of crime.

The Sozial-Psychologisches Zentrum (SPZ)

- is a non-governmental organisation that operates in the German speaking part of Belgium
- has branches St. Vith and Eupen
- offers an individual approach to all victims of crime by a multidisciplinary team consisting of psychologists, therapists, social workers and a psychiatrist

CONTACTS:

Website: <http://www.ulb.ac.be/>

## Child Trust Centres

Child Trust Centres are specialized centres, set up by the Flemish government, which have their own way of working aimed at the child's safety and wellness.

The Child Trust Centres

- are based in each Flemish province and in the Brussels Capital Region
- are multidisciplinary and have a medical, psychological/educational and social function and a secretariat function
- are advice and assistant centres in cases of child abuse
- provide information about child abuse and assistance free of charge
- can be involved in any situation of a child being a victim of physical, psychological, or sexual violence, in a passive or an active way
- are reporting stations for any incident of child abuse

CONTACTS:

Website: <http://www.kindinnood.org/>

For the contact details of the other Child Trust Centres click [here](#).

## Federation of SOS Children's Services

The Federation of SOS Children's Services is operating in the French-speaking part of the country and provides

assistance for victims of child abuse.

The Federation of SOS Children's Services teams

- ensure the prevention and treatment of individual cases of abuse
- establish a multidisciplinary assessment of the situation of the child and their environment
- provide medical, psychiatric, psychological and social help to the child and their family
- are willing to advance knowledge in the field of treatment and prevention of situations of abuse

CONTACTS:

Website: <http://www.federationsosenfants.be/>

## Jugendhilfedienst (JHD)

The JHD are operating in the German-speaking part of Belgium and they provide specialised assistance for minor victims of crime.

The Jugendhilfedienst (JHD)

- are advice and assistant centres in cases of child abuse
- offer assistance to children, adolescents and their parents in the German speaking part of Belgium
- forward, if necessary, the situation to the public prosecutor or the juvenile court

CONTACTS:

Website: [https://ostbelgienlive.be/desktopdefault.aspx/tabid-6204/10670\\_read-3830/](https://ostbelgienlive.be/desktopdefault.aspx/tabid-6204/10670_read-3830/)

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