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5 - My rights to support and assistance

I am a victim of crime, who do I contact for support and assistance?

-As a victim of an offence, you can contact the following main victim support services:

A. Government service:

Central Social Assistance Service (SCAS) - Victim Support Services (Service central d'assistance sociale (SCAS) - Services d'Aide aux Victimes (SAV))SAV in Luxembourg

Types of support:

- Psychological and psychotherapeutic counselling
- Legal information service
- Therapy group for victims of domestic violence.
- Accompanies victims throughout the legal process

CONTACT DETAILS:

Plaza Liberty Building, Entrance C
12-18 rue Joseph Junck
L-1839 Luxembourg

Tel.: (+352) 47 58 21-627
(+352) 47 58 21-628
GSM: (+352) 621 32 65 95

E-mail: scas-sav@justice.etat.lu

Website: <https://justice.public.lu/fr/aides-informations/assistance-sociale/scas-service-aide-victimes.html>

B. Non-governmental organisations (NGO):

1. Support for Crime Victims (Aide aux Victimes de la Criminalité) - Wäisse Rank Lëtzebuerg Asbl

Types of support:

- Legal advice service
- Moral, financial and material support

CONTACT DETAILS:

84 rue Adolphe Fischer
L-1521 Luxembourg

Tel.: (+352) 40 20 40

E mail: wrl@pt.lu

Website: <http://www.benevolat.public.lu/de/espace-benevole/decouvrir-associations/chercher-association/associations/?~/de/assoc/212>

2. Support services for recognised victims of domestic violence

There are three such services:

- SAVVD in Luxembourg from the non-profit association Women in Distress (*Femmes en détresse*) asbl

Types of support:

- Psycho-social consultations
- Legal information and support
- Legal, administrative and social information and support after the public prosecutor has evicted the perpetrator of the violence
- Planning of legal steps
- Accompanies victims inter alia in court, at the lawyer's office, at the doctor's
- Guidance
- Consultations and protective measures against harassment
- Establishment of a protection plan for victims

CONTACT DETAILS:

BP 1024
L-1010 Luxembourg

Tel.: (+352) 26 48 18 62
Fax: (+352) 26 48 18 63

E mail: contact@savvd.lu
Website: <http://fed.lu/wp/services/savvd/>

- PSY EA- in Luxembourg from the non-profit association Women in Distress (*Femmes en détresse*)

For children who are direct and indirect victims of domestic violence in connection with an eviction order.

Types of support:

- Care for children and adolescents who are victims of domestic violence in connection with an eviction measure
- As a psychological service for child and adolescent victims of domestic violence Psychological support for children and adolescents who are victims of domestic violence and for their families

CONTACT DETAILS:

BP 1024
L-1010 Luxembourg

Tel.: (+352) 26 48 20 50
Fax: (+352) 26 48 18 63

E mail: contact@psyea.lu
Website: <http://fed.lu/wp/services/psyea/>

- ALTERNATIVES in Dudelange from the Pro Familia Foundation (*Fondation Pro Familia*)

Support service for children who are direct and indirect victims of domestic violence in connection with an eviction order.

Types of support:

- Care for children and adolescents who are victims of domestic violence in connection with an eviction measure

CONTACT DETAILS:

5, Route de Zoufftgen
L-3598 Dudelange L-1010 Luxembourg

Tel.: (+352) 51 72 72 89

E mail: alternatives@profamilia.lu

Website: http://www.profamilia.lu/Enfants+Adolescents/ALTERNATIVES+_+Centre+de+consultation+pour+enfants+et+adolescents+victimes+de+violence-p-470.html

3. Consultation services for women who are recognised victims of violence

Types of support:

- Consultations by telephone
- Psycho-social consultations
- Legal, administrative and social information and support
- Planning of legal steps
- Women are accompanied at other professional services: lawyer, court, police
- Admission interview at a women's shelter
- Training and lecture on domestic violence
- Seminars and discussion groups

There are four such groups:

- *VISAVI (Live Without Violence)(VISAVI (Vivre Sans Violence))* in Luxembourg from the non-profit association *Women in Distress(Femmes en détresse)*

Consultation centre for women who are victims of domestic violence

CONTACT DETAILS:

2, rue du Fort Wallis
L-2714 Luxembourg

Tel.: (+352) 49 08 77-1

Fax: (+352) 26 48 26 82

E mail: feminfo@visavi.lu

Website: <http://fed.lu/wp/services/visavi/>

- *SOUTHERN CENTRE (FOYER SUD)* in Esch-sur-Alzette of the National Council of Women of Luxembourg (*Conseil national des femmes du Luxembourg*)

Consultation centre for women in distress, including victims of violence.

CONTACT DETAILS:

41, rue de Luxembourg
L-4220 Esch sur Alzette

Tel.: (+352) 54 55 77 / 26 53 03 26 / 54 57 57

Fax: (+352) 54 57 57 57

E mail: foyersud@pt.lu

Website: <http://www.cnfl.lu/site/foyersud.html>

- *Centre OZANAM* in Luxembourg

- *Centre OZANAM North (Centre OZANAM Nord)* in Wiltz from the Open-Door House Foundation (*Fondation Maison*)

de la Porte Ouverte)

Consultation centres for women in distress, including victims of violence.

CONTACT DETAILS:

Ozanam Luxembourg
64, rue Michel Welter
L-2730 Luxembourg

Tel.: (+352) 48 83 47

E mail: ozanam@fmpo.lu

Website: <http://fmpo.lu/foyers/centre-ozanam/>

CONTACT DETAILS:

Ozanam Nord
49, Grand-Rue
L-9530 Wiltz

Tel.: (+352) 26 95 39 59

E mail: ozanam.nord@fmpo.lu

Website: <http://fmpo.lu/foyers/centre-ozanam-nord/>

- *PROFAMILIA* in Dudelange from the *Pro Familia Foundation (Fondation Pro Familia)*

Consultation centre for women in distress, including victims of violence.

CONTACT DETAILS:

5, route de Zoufftgen
L-3598 Dudelange

Tel.: (+352) 51 72 72-41

Fax: (+352) 52 21 88

E mail: femmes@profamilia.lu

Website: <http://www.cnfl.lu/>

4. *Consultation centre for children and adolescents who are registered victims of violence*

There are four:

- *PSY EA* in Luxembourg from the non-profit association *Women in distress (Femmes en détresse)*

Psychological service for children and adolescents aged 3 to 21 who are victims of or witnesses to domestic violence and for their families.

Types of support:

- Psychological support for children and adolescents who are victims of domestic violence and for their families

CONTACT DETAILS:

BP 1024
L-1010 Luxembourg

Tel.: (+352) 26 48 20 50

Fax: (+352) 26 48 18 63

E mail: contact@psyea.lu

Website: <http://fed.lu/wp/services/psyea/>

- *ALTERNATIVES* in Dudelange from the *Pro Familia Foundation (Fondation Pro Familia)*

Consultation service for children and adolescents aged 0 to 27 who are victims of or witnesses to physical and mental violence including domestic violence, and for their families.

Types of support:

- Psychological support for children and their families
- Support for warm family relations, mutual esteem
- Violence awareness and prevention work

CONTACT DETAILS:

5, Route de Zoufftgen
L-3598 Dudelange L-1010 Luxembourg

Tel.: (+352) 51 72 72 89

E mail: alternatives@profamilia.lu

Website: http://www.profamilia.lu/Enfants+Adolescents/ALTERNATIVES+_+Centre+de+consultation+pour+enfants+et+adolescents+victimes+de+violence-p-470.html

- *OXYGENE* in Dudelange from the *Women in Distress (Femmes en détresse) association without lucrative purpose*

Consultation and information service for girls (aged 12 to 21) in distress who are victims of physical, mental or sexual violence.

Types of support:

- Individual interviews
- Support for administrative procedures
- Help in looking for supervised accommodation
- Help for possible admission to the Meederchershaus shelter

CONTACT DETAILS:

2, rue du Fort Wallis
L-2714 Luxembourg

Tel.: (+352) 49 41 49

Fax: (+352) 27 12 59 89

E mail: infofilles@pt.lu

Website: <http://fed.lu/wp/services/oxygene/>

- *ALUPSE DIALOGUE* in Luxembourg from the *non-profit association Alupse*

Psychological consultation and therapy service for children from 0 to 21 who are victims of physical, mental and sexual violence and for their families.

CONTACT DETAILS:

8, rue Tony Bourg
L- 1278 Luxembourg

Tel.: (+352) 26 18 48-1

Fax: (+352) 26 19 65 55

E mail: alupse@pt.lu

Website: <http://www.alupse.lu/fr/lassociation-alupse/>

5. Accredited centre for consultation, information and assistance for men and boys in distress who are victims of violence - *infoMann* in Luxembourg from the non-profit association *actTogether* association

Types of support:

- Psychological and social support and consultations
- Information and documentation service
- Awareness-raising and training
- Accompanies and supports men with a view to their admission to a men's shelter

CONTACT DETAILS:

5, Cour du Couvent
L-1362 Luxembourg

Tel.: (+352) 27 49 65

Fax: (+352) 27 49 65 65

E mail: info@infomann.lu

Website: <http://www.infomann.lu/>

6. Accredited consultation and assistance centre for perpetrators of violence, including domestic violence - *Riicht eraus* in Luxembourg of the Luxembourg Red Cross

Types of support:

- Consultation, listening, support, assistance and accompaniment of perpetrators (men and women) of domestic violence in connection with an eviction, either judicially enforced or on a voluntary basis
- Encouraging awareness and accountability on the part of perpetrators
- Short-term victim protection
- Conflict management and self-confidence
- Supporting people committed to change
- Help with the development of practical strategies allowing for a lasting change in the attitude and behaviour of perpetrators
- Support for people wishing to modify their violent behaviour
- Discussion group

CONTACT DETAILS:

73 rue Adolph Fischer
L-1520 Luxembourg

Tel.: (+352) 27 55-5800

Red Cross Helpline: (+352) 27 55

Fax: (+352) 27 55-5801

E mail: riichteraus@croix-rouge.lu

Website: <http://www.croix-rouge.lu/riichteraus/>

7. Assistance Service for recognised victims of trafficking in human beings

Outpatient and inpatient care for all victims of trafficking in human beings, women, men and children.

There are two, which are coordinated:

- *SAVTEH* in Luxembourg from the *Women in Distress (Femmes en détresse) asbl*

- *COTEH* in Luxembourg of the *Open Door House Foundation (Fondation Maison de la Porte Ouverte)*

Types of support:

- Telephone and in-person consultations
- Psychosocial support and supervision
- Psychological support and stabilisation
- Organisation of counselling or medical care
- Accompanying the victim to the criminal investigation department for identification purposes
- Supporting the victim's cooperation with police and Public Prosecutor's Office
- Accompanying victims during their legal, administrative and social procedures in particular
- Coordinating inpatient care and organising victims' accommodation according to their gender and age
- Material and financial assistance
- Information on the rights of victims of trafficking in human beings, judicial and administrative proceedings, benefits provided
- Contacting NGOs in countries of origin during a voluntary return

CONTACT DETAILS:

SAVTEH
BP 1024
L-1010 Luxembourg

Tel.: (+352) 26 48 26 31
Fax: (+352) 26 48 26 82
GSM: (+352) 621 316 919

E mail: traite.humains@visavi.lu
Website: <http://fed.lu/wp/services/savtehd/>

COTEH

Tel.: (+352) 24 87 36 22
GSM: (+352) 621 351 884

E mail: cotehd@fmpo.lu
Website: <http://fmpo.lu/services/service-dassistance-aux-victimes-de-la-traite-des-etres-humains/>

C. Police:

Luxembourg Police
Directorate General
(*Police Grand-Ducale Direction Générale*) L-2957 Luxembourg

Tel.: (+352) 49 97-1
Emergency line: 113
Fax: (+352) 49 97-20 99

E mail: contact@police.public.lu
Website: <http://www.police.public.lu/fr/aide-victimes/>

D. Local authorities:

Legal reception and information service (Service d'accueil et d'information juridique):

-DIEKIRCH

Justice de paix
Place Joseph Bech
L-9211 Diekirch

Tel.: (+352) 80 23 15

-ESCH-SUR-ALZETTE

Justice de Paix
Place Norbert Metz
L-4239 Esch-sur-Alzette

Tel.: (+352) 54 15 52

-LUXEMBOURG

Cité judiciaire
Building BC
L-2080 Luxembourg

Tel.: (+352) 22 18 46

Website: <http://www.justice.public.lu/fr/aides-informations/accueil-info-juridique/>

“Women’s Rights” legal information service:

OFFICE OF THE PUBLIC PROSECUTOR GENERAL (PARQUET GÉNÉRAL)

Cité judiciaire
Building BC or CR
L-2080 Luxembourg

Website: <http://www.justice.public.lu/fr/aides-informations/droits-femme/index.html>

E. Ministries:

-Ministry of Justice (Ministère de la Justice)

13 rue Erasme
L-2934 Luxembourg

Tel.: (+352) 247-84537
Fax: (+352) 26 68 48 61

E mail: info@mj.public.lu

Website: <http://www.mj.public.lu/>

Mission:

- Civil cases
- Criminal cases: Victim compensation, legal aid, criminal mediation
- Commercial cases
- Judicial organisation
- General coordination of administrative litigation before the administrative courts
- Penal establishments

-Ministry of the Interior (Ministère de l’Intérieur)

BP 10
L-2010 Luxembourg

Tel.: (+352) 247-84600
Fax: (+352) 22 11 25

E mail: info@miat.public.lu

Website: <http://www.mi.public.lu/>

Missions in accordance with the Grand Ducal Decree of 28 January 2015:

- Coordination of the emergency services
- Collaboration with NGOs

-Ministry of Home Security (Ministère de la Sécurité intérieure)

19-21 Boulevard Royal
L-2449 Luxembourg

Tel.: (+352) 247-84659
Fax: (+352) 22 72 76

E mail: secretariat@msi.etat.lu
Website: http://www.gouvernement.lu/3313529/minist_securite_interieure

Victim support in accordance with the Luxembourg Decree of 28 January 2015:

- Luxembourg Police, General Inspectorate of Police (*Police Grand-Ducale, Inspection générale de la Police*), European Justice and Home Affairs Policy, International Police Cooperation Policy

-Ministry of Equal Opportunities (MEGA) (Ministère de l'Égalité des Chances)

6A, bd. F. D. Roosevelt
Hôtel Terres Rouges
L-2921 Luxembourg

Tel.: (+352) 247-85806
Fax: (+352) 24 18 86

E mail> : info@mega.public.lu
Website: <http://www.mega.public.lu/fr/index.html>

Missions:

- Domestic violence
- Committee for cooperation between professionals in the fight against violence
- Partnership in and management, with MEGA-accredited NGOs, of the outpatient and inpatient care of victims and perpetrators of domestic violence, women and men in distress, gender-based violence and trafficking in human beings
- Partnership and collaboration with State-approved NGOs for the care of people in distress who are victims of violence.

Victim support hotline

-Luxembourg Police

Hotline: 113

Monday to Friday 24 hours a day

Luxembourg Red Cross

Hotline: 2755

Monday to Friday from 7.00 to 22.00

-Fraentelefon (Women in distress)

Hotline: (+352) 44 81 81

Monday to Friday 24 hours a day

-Fraentelefon (*Women in distress*)

Hotline: (+352) 44 81 81

Monday to Friday 9.00 to 15.00

Is victim support free?

What types of support can I receive from State services or authorities?

Yes, victim support is provided free of charge.

What types of support can I receive from non-governmental organisations?

see answer to the first question under B.

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