

Home > ... > Your Rights > Victims of Crime > Victims' Rights - By Country > 5 - My rights to support and assistance

5 - My rights to support and assistance

I am a victim of crime. Who do I contact for support and assistance?

Victim support helpline

The national support helpline for victims of crime and minor offences (116-006) provides emotional support, information on victims' rights, practical information and guidance as to which bodies and organisations can provide further information, assistance and support.

The helpline is a freephone service,

available in Croatian and English, weekdays from 8.00 to 20.00.

The national support helpline for victims of crime and minor offences (116-006) is a general support service.

More information is available on: <https://pzs.hr/>

Other specialised civil society organisations also provide support and assistance to victims of certain crimes and to children via telephone. More information is available on the *website* of the Croatian [Ministry of Justice](#), where you can also find the list of these organisations by county and information on the civil society organisations included in the Network of Support and Cooperation for Victims and Witnesses of Crime (*Mreža podrške i suradnje za žrtve i svjedoke kaznenih djela*).

List of organisations providing nationwide psychosocial and legal assistance:

116 006	National support helpline for victims of crime and minor offences	Weekdays 8.00-20.00
116 000	National missing children hotline Centre for missing and abused children	24/7
116 111	Hrabri telefon helpline for children	Weekdays 9.00-20.00
0800-0800	Hrabri telefon helpline for parents	Weekdays 9.00-20.00
0800 77 99	Human trafficking emergency number	Every day, 10.00-18.00
0800 55 44	Counselling centre for women who are victims of violence Zagreb women's shelter	Weekdays 11.00-17.00
0800 655 222	Emergency number for women and children who are victims of violence Ženska pomoć sada women's helpline	24/7
0800 200 144	B.a.B.e. free legal assistance for victims of domestic violence	Weekdays 9.00-15.00
01 6119 444	Support centre for victims of sexual violence Ženska soba sexual rights centre	Weekdays 10.00-17.00
01 48 28 888	Psychological assistance TESA centre for psychological assistance	Weekdays 10.00-22.00
01 48 33 888	Plavi telefon helpline	Weekdays 9.00-21.00
01 4811 320	Free legal aid Legal Clinic of the Faculty of Law, Zagreb	Weekdays 10.00-12.00, Wed. and Thu. 17.00-19.00

Is victim support free?

Yes.

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

Victim and witness support departments provide:

1. emotional support;
2. information on rights;
3. technical and practical information for victims, witnesses and members of their families;
4. referrals to specialised institutions and civil society organisations depending on the needs of the victim/witness.

The victim and witness support departments of county courts:

VICTIM AND WITNESS SUPPORT DEPARTMENTS

Osijek County Court	Address: Europska avenija 7, 31 000 Osijek, Croatia Tel.: 031/228-500 e-mail: podrska-svjedocima@zsos.pravosudje.hr
Rijeka County Court	Address: Žrtava fašizma 7, 51000 Rijeka, Croatia Tel.: 051/355-645 e-mail: podrska-svjedocima-ri@pravosudje.hr
Sisak County Court	Address: Trg Ljudevita Posavskog 5, 44000 Sisak, Croatia Tel.: 044/524-419 e-mail: podrska-svjedocima-sk@zssk.pravosudje.hr
Split County Court	Address: Gundulićeva 29a, 21000 Split, Croatia Tel.: 021/387-543 e-mail: podrska-svjedocima-st@pravosudje.hr
Vukovar County Court	Address: Županijska 33, 32000 Vukovar, Croatia Tel.: 032/452-529 e-mail: podrska-svjedocima-vu@pravosudje.hr
Zadar County Court	Address: Borelli 9, 23 000 Zadar, Croatia Tel.: 023/203-640 e-mail: podrska-svjedocima@pravosudje.hr
Zagreb County Court	Address: Trg N.Š. Zrinskog 5, 10 000 Zagreb, Croatia Tel.: 01/4801-062

The Victim and Witness Support Service (*Služba za podršku žrtvama i svjedocima*) of the Croatian Ministry of Justice:

- provides a system of support for victims and witnesses
- coordinates the work of the victim and witness support departments of courts
- provides victims, injured parties or members of their families with information on the offender's release from prison (unconditional release or release on probation)
- provides information on rights and emotional support to victims and witnesses from abroad who are invited to give evidence in Croatian courts through the international legal assistance mechanism, and to Croatian victims and witnesses who are invited to give evidence in foreign courts through that mechanism. The Service sends victims and witnesses information letters with contact information
- receives compensation claims from victims of crime, prepares material for meetings of the Committee for Compensation of Crime Victims (*Odbor za novčanu naknadu žrtvama kaznenih djela*) and provides assistance in cross-border cases

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

Depending on the type of organisation and its remit, various types of assistance and support are available: psychological, emotional, legal, practical, accommodation, medical, security, and in-court support.

More information and the list of these organisations by county is available on the website of the Croatian [Ministry of Justice](#).

Twelve probation offices are in the process of being established in Croatia. The purpose is to add a human dimension to the enforcement of criminal sanctions, ensure more efficient reintegration of offenders into society, and provide victims, injured parties and the families of victims and offenders with assistance.

The National Probation Service participates in preparations to resettle offenders in the community after they have been released from prison. This includes helping them to find accommodation and work and preparing them, as well as victims, injured parties and the families of victims, for the release. The Service also makes arrangements for the provision of psychosocial support to victims, injured parties and victims' and the offender's families.

Where the offender to be released is serving a sentence for a sexual offence, an offence against life and limb or a violent offence, the Probation Service is required to inform the victims, injured parties or their families accordingly and without delay.

The contact details of individual probation offices and the Probation Department of the Ministry of Justice are available [here](#).

Victims of crime can contact the police by email policija@mup.hr or prevencija@mup.hr, or by dialling 192 (24/7) or +385 1 3788 111.

■ Last update: 02/07/2025

The national language version of this page is maintained by the respective Member State. The translations have been done by the European Commission service. Possible changes introduced in the original by the competent national authority may not be yet reflected in the translations. The European Commission accepts no responsibility or liability whatsoever with regard to any information or data contained or referred to in this document. Please refer to the legal notice to see copyright rules for the Member State responsible for this page.