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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?

#### [Support for all crime victims](#)

- Victim Support Finland (*Rikosuhripäivystys*), tel.: 116 006

#### [Shelter services for victims of domestic violence](#)

##### [Online Shelter \(\*Nettiturvakoti\*\)](#)

[Seri Support Centres for victims of sexual assault](#) (over the age of 16):

- Helsinki, Turku, Tampere, Kuopio, Oulu

Tukinainen Rape Crisis Centre

- tel. 0800 97899

[Tukinainen online\(\*Nettitukinainen\*\)](#)

[Tukinainen Rape Crisis Centre](#) <https://www.nettitukinainen.fi/>

#### [Assistance system for victims of human trafficking](#)

- Joutseno Reception Centre (*Joutsenon vastaanottokeskus*), tel. 029 54 63 177

## Mediation

- mediation offices:

[Mediation in criminal and civil cases](#)

[Mediation in criminal and civil cases](#) (in English)

## Police

- emergencies: call 112 (emergency phone number)

## Legal aid

[Compensation payable out of state funds for criminal injuries](#)

- State Treasury, tel. 0295 50 2736

## Victim support hotline

Victim Support Finland, tel. 116 006

Nollalinja (24/7), tel. 080 005 005 (helpline for victims of domestic violence and violence against women)

Tukinainen Rape Crisis Centre, tel. 0800 97899 (victims of sexual abuse)

Assistance system for victims of human trafficking (24/7), tel. 029 54 63 177 (victims of human trafficking)

## Is victim support free?

The support provided by victim support organisations is free of charge. The services provided by shelters, support centres for victims of sexual assault and the Assistance system for victims of human trafficking are also free of charge for the client.

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

A crime victim may need medical assistance or other social welfare and healthcare services, such as emergency social services, hospital treatment and physical and mental rehabilitation. You may use these services under the same conditions as all other clients.

Shelters provide immediate crisis relief, 24-hour safe housing and psychosocial support, advice and counselling for your acute situation. These services are primarily provided to individuals and families who have experienced domestic violence or a threat of violence. Some of the services are provided by organisations. The Finnish Institute for Health and Welfare is responsible for arranging shelter services.

The Assistance system for victims of human trafficking is a state authority which is responsible for ensuring that the rights guaranteed to victims of human trafficking are respected. Support services include safe housing, health care, social services, a reception allowance or social assistance, legal aid and advice, a support person for criminal proceedings, and interpretation and translation services. In addition to the assistance system, organisations also provide assistance to victims of human trafficking.

You have the right to the assistance of a legal counsel for reporting a crime, being questioned and at the trial. The counsel must be a lawyer, public legal aid attorney or licensed legal counsel.

Low- and middle-income earners may be entitled to state-funded legal aid. In such cases, the counsel's fee will be paid for by the state in part or in full. You can apply for legal aid to a public legal aid office or through an electronic service. You can also ask law firms to apply for legal aid on your behalf.

The court can order legal counsel and a support person for you in a case of domestic violence, sex offences or serious offences against your life, health or liberty. In such cases, the state will pay for the fee regardless of the your income.

You can be assisted by a support person at different stages of the criminal proceedings. You can ask anyone you choose to be your support person. The support person may accompany you to hearings and court sessions, but their presence may be restricted in certain circumstances. Victim Support Finland can provide you with a trained support person free of charge. The general victim support services provided by Victim Support Finland are financed by the Ministry of Justice and are subject to a public service obligation.

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

Many organisations provide support, advice and guidance to crime victims. Victim Support Finland provides assistance for all types of crimes and criminal proceedings as well as advice relevant to the rights of victims. Victims of domestic violence can seek protection and support from shelters. Help is also available via helplines and community care services. In some localities, special support is available for victims of sexual offences and immigrant women, as well as peer support for the families of homicide victims.

## Support services provided by organisations

### Victim Support Finland

Support for all crime victims, including witnesses and the victim's family members. Assistance and advice on the exercise of victims' rights in criminal proceedings. National helpline, legal helpline, online support service. Support person services on a regional basis.

- helpline 116 006 (free of charge)
- legal helpline 0800 161 177 (free of charge)

### Nollalinja

24/7 helpline for victims of domestic violence and violence against women, tel. 080 005 005 (free of charge)

### Federation of Mother and Child Homes and Shelters (*Ensi- ja turvakotien liitto*)

Shelters for persons experiencing domestic violence or a threat of violence and who need support for recovery as well as temporary accommodation. Community care services provide support for resolving the situation caused by domestic violence and overcoming the crisis. Advice by phone, talking to a professional in domestic violence, a guided peer group or assisted living.

### Online Shelter

Online service maintained by the Federation of Mother and Child Homes and Shelters; helps all parties involved in violent relationships.

### Tukinainen Rape Crisis Centre

Provides support and guidance for persons who have been sexually assaulted and/or abused, as well as for their families. Online help service.

- crisis helpline: tel. 0800 97899 (free of charge)
- legal helpline: tel. 0800 97895 (free of charge)

### MONIKA – Multicultural Women's Association, Finland

Easy-access services, legal advice and shelter housing for immigrant women and children who are suffering from violence. Help is available in several languages; support person services are also provided.

- helpline 0800 05058 (free of charge)
- Mona Shelter, tel. 045 639 6274 (24/7)

### Women's Line (*Naisten Linja*)

Advice and support to women and girls concerned about violence. Information is available online and by phone.

- tel. 0800 02400 (free of charge)

### Pro-tukipiste

Health and support services for people working in the sex or erotic industry and victims of human trafficking.

### Association for family members of homicide victims HUOMA (*Henkirikoksen uhrien läheiset ry*)

Peer- support for the family members of homicide victims.

- tel. 050401 2230

<https://www.huoma.fi/>

[MIELI Mental Health Finland \(Suomen Mielenterveys ry\)](#)

Help for life crises.

- crisis helpline 09 2525 0111 (24 h)

[Suvanto - For A Safe Old Age \(Suvanto ry - Turvallisen vanhuuden puolesta\)](#)

Help, peer support and legal advice for elderly people against abuse and violence.

- SUVANTO helpline 0800 06776 (free of charge)

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