

ISO: NL

COUNTRY: Netherlands

MINISTRY: Ministry of Justice

OFFICE: Victim Support Netherlands

NOTES: In the Netherlands the victim association, Victim Support Netherlands (In Dutch: Slachtofferhulp Nederland) will provide with support services for victims of terrorism.

PHONE: Native Dutch citizens may call telephone number 0900-0101 to get in contact with Victim Support Netherlands. Foreign citizens may call to: 116-006 for help from Victim Support Netherlands that can't be provided in Dutch language.

MAIL: contact@slachtofferhulp.nl

ADDRESS:

WEB SITE: www.slachtofferhulp.nl

Specific Law: NO.

Since 2011, the Netherlands has a comprehensive system for victims of crime, including terrorist crimes. Code of Criminal Procedure, Part IIIA. The Victim. Chapter One. Rights of the Victim.

Name of the law: Code of Criminal Procedure, Part IIIA. The Victim. Chapter One. Rights of the Victim.

link to the law:

http://www.ejtn.eu/PageFiles/6533/2014%20seminars/Omsenie/WetboekvanStrafprocedure_ENG_PV.pdf

FOLLOW UP:

This information provided by the Ministry of Justice to questionnaire prepared by EPAVT to track the Directive on Combatting Terrorism 2017/541 of 15th March, articles 24/25/26, that must be transposed to national laws before September 2018.

1. The Name of the Office that in your country will be responsible to provide support services for victims of terrorism.

The Victim Support Netherlands (In Dutch: Slachtofferhulp Nederland) will provide with support services for victims of terrorism. The organization largely consists of voluntary workers whom provide support to victims of all sorts of crimes. In exceptional situations, such as with a terrorist attack, victims may be supported by professional casemanagers from Victim Support Netherlands. These casemanagers are confidential and provide with professional assistance concerning funerals, advice in contact with media and assist in the criminal procedures. These casemanagers work closely linked to the police and the public prosecutor. Next to that, Victim Support Netherlands may refer victims to specialized trauma counseling.

2. The telephone number that can be made public to provide with specific information for victims of terrorism.

Native Dutch citizens may call telephone number 0900-0101 to get in contact with Victim Support Netherlands. Foreign citizens may call to: 116-006 for help from Victim Support Netherlands that can't be provided in Dutch language. The Head of Population care in the Netherlands may provide a central telephone number for victims and relatives if the situation demands it. That telephone number offers information on the status of relatives that might have been involved in a large scale accident, such as a terrorist attack. Through telephone, the Dutch authorities provide support in English, German and French language. It is unknown what the telephone number will be, because it is only activated in very strict situations in close deliberation with national governmental bodies.

3. The Email that can be made public to provide with specific information for victims of terrorism.

Victims may get into contact with Victim Support Netherlands via a contact form. Victims of any crime, including terrorism, may e-mail contact@slachtofferhulp.nl if they need assistance. After a large-scale accident or disaster, a specific e-mail address will be used. Up to that moment it remains unclear what the e-mail address will look like.

Besides, it is expected that Victim Support Netherlands provides an online portal which enables several organizations to inform victims and relatives after an attack. In the aftermath of plane-crash MH17 such an online portal has shown to be a very effective way of informing victims. A possible activation of an online portal will be in close discussion between Victim Support Netherlands, national crisis organizations and the government.

4. What kind of information will this service provide? Will it work as a one stop office providing complete assistance and information?

a) Information regarding specific emotional and psychological support (YES)

Yes, Victim Support Netherlands provides with emotional and psychological support offered by volunteers from the organization. If more in-depth support is needed, Victim Support Netherlands may offer support from a professional case manager. Victims may contact Victim Support Netherlands in several ways; by telephone, in an online chat or via social media (Facebook, Twitter). It is also possible to make physical appointments.

b) Information regarding legal, practical or financial matters. (YES)

Yes, Victim Support Netherlands offers information and support concerning legal, practical and financial matters. Victim Support Netherlands supports victims in becoming a party in a legal case, supports victims to cope with their experiences and help victims in filing a request for compensation at the Dutch Violent Offences Compensation Fund.

c) Assistance with claims regarding compensation for victims of terrorism. (YES)

Yes, Victim Support Netherlands is able to refer victims to the Dutch Violent Offences Compensation Fund. Victim Support Netherlands is able to provide assistance on making an application at the Dutch Violent Offences Compensation Fund.

d) *How to become a party in criminal proceedings. (YES)*

Yes, Victim Support Netherlands also offers assistance on judicial procedures and insurances. Employees of Victim Support Netherlands support victims in becoming a party in the criminal proceedings and they also support victims on how to pose a claim for financial compensation at the suspect.

7. Will this office assist victims of terrorism in obtaining information from the country in which the terrorist attack took place if they are residents in your country and not in the Member State where the terrorist offence was committed?

Yes. Victim Support Netherlands is equipped to support victims in obtaining information from the Member State where the terrorist attack took place. Victim Support Netherlands depends on the contact information provided by the office in the Member State, or contact information from Victim Support Europe.

8. In relation to the transposition of articles of Directive Combatting Terrorism, do you foresee a specific law for victims of terrorism or do you foresee a modification of an already existing law?

Since the beginning of 2017 a variety of actions have been undertaken to make sure that the Netherlands' system of care and support for victims of terrorism complies with the relevant articles mentioned in Directive 2017/541.

9. Could you please tell us which law?

Code of Criminal Procedure, Part IIIA. The Victim. Chapter One. Rights of the Victim.

10. Will the treatment be identical for national victims and foreign victims?

Yes, treatment for national and foreign victims will be the same. Nevertheless, it will be a challenge to stay in contact with victims when they go back to their countries.