

Comparative Analysis of National Entry Points

1. Table

	<i>Institutions</i>			
ENTRY POINT 1: Healthcare services (for example)	Institution 1 General Hospital, department of psychiatrics	Institution 2 Institute for forensic medicine	Institution 3	Institution 4
<i>Identification of victims</i>				
<i>Who identifies the victim</i>	the victim's protection network of the hospital, victim support services or the psychiatrist	Another doctor/VSS/women's shelter; The victims come themselves; The prosecution (in the frame of an already existing procedure).		
<i>When</i>	At the first meeting	Victim wants to collect evidence about the violent crime or		
<i>Where</i>	at the hospital	At the institute (examination room)		
<i>Procedure</i>	Anamnesis: application of guidelines; documentation of undertaken steps,	medical examination; victim decides on how to proceed; evidence can be forwarded to the prosecution or stored at the institute		
<i>Personal characteristics</i>	assessed through anamnesis and addressed through the treatment plan	assessed through a counselling talk; interpretation is always available as essential in the healthcare sector for informed consent		
<i>Features of the crime</i>	physical examination and anamnesis	physical examination and documentation; storage of evidence		
<i>Special groups of victims</i>	anamnesis	medical examination; same-sex doctors / nurses are available		
<i>Involvement</i>	Into all steps (anamnesis, examination, development of the treatment plan)	Actions are only taken upon the victims consent		
<i>Results</i>	Victimization is confirmed: referral to VSS and the police (children protection group in case of child victims)	victim is advised to go to a VSS or motivated to come back in case of another injury		



Institutions

ENTRY POINT 1: Healthcare services (for example)	Institution 1 General Hospital, department of psychiatrics	Institution 2 Institute for forensic medicine	Institution 3	Institution 4
<i>Individualised assessment of needs</i>				
<i>Existence of procedure</i>	Yes / standard operating procedures (SOP)	not part of the mandate		
<i>Who conducts the assessment</i>	psychiatrist	police		
<i>Details on procedure</i>	The SOP contain standardized way of defining patient's needs, there are no guidelines or standards for this assessment	n.a.		
<i>Decision making criteria</i>	According to the SOP	n.a.		
<i>Special protection needs</i>	identified and considered in the course of anamnesis	n.a.		
<i>Special protection measures</i>	SOP and treatment plan	n.a.		
<i>Personal characteristics</i>	Specialized psychiatrists are available for different personal characteristics	n.a.		
<i>Special groups of victims</i>	guardians or relatives make decision	examination is carried out only upon consent of the victim and the legal guardian		
<i>Involvement</i>	Consent required	Consent required		
<i>Update of individual assessment procedures</i>	follow up only if the hospital is responsible for long-term care; otherwise only if needed and if the patient gives consent	No update; only in case the doctor gets summoned to court as a witness/appraiser		
<i>Assessment</i>	Challenges are related to victims of certain crimes, e.g. violence in public institutions, victims of torture exercised by the police...			

Existence, procedure and effectiveness of referral mechanisms



Institutions

ENTRY POINT 1: Healthcare services (for example)	Institution 1 General Hospital, department of psychiatrics	Institution 2 Institute for forensic medicine	Institution 3	Institution 4
<i>Existence of procedure</i>	NO	NO		
<i>Who makes referral</i>	doctors inform victims about VSS and advise them to go to the police (but do not refer them to the police)	Only advice, no referrals;		
<i>When</i>	When there is evidence that the patient is a victim of crime	As soon as the victim is identified via the medical examination		
<i>Communication of data</i>	Psychiatric documentation is protected	Data is protected, communication only upon consent of the victim; exception: prosecution and child victims		
<i>Special protection needs</i>	Children: children protection group of hospital and youth welfare authority (YWA) is informed, decisions are felt by the YWA;	Children protection group and YWA are informed.		
<i>Special protection measures</i>	Not part of the mandate; inform the colleagues about special needs to avoid secondary traumatization (e.g. to avoid gastroscopy for victims of forced oral sex) ->	None, not part of the mandate		
<i>Involvement</i>	yes	n.a.		
<i>Assessment</i>	A lack of interpretation services is a problem. Language and culture-related challenges in psychotherapy. Cooperation between the different specialized services works well.	Referral procedures are working basically very well. A challenge is networking and cooperation between the different institutions (hospital, police, prosecution, VSS). The awareness of public authorities on victims needs improvement.		



2. Table

	<i>Institutions</i>			
ENTRY POINT 2: police	Institution 1 Police	Institution 2 Police (officer specialized on domestic violence)	Institution 3 Police (officer specialized on sexual violence)	Institution 4
	<i>Identification of victims</i>			
<i>Who identifies the victim</i>	victims report to the police	victims or witnesses of a crime report to the police.	Victims or witnesses report to the police	
<i>When</i>	During first interview	During the first interview	During the first interview	
<i>Where</i>	Police inspections	Police inspections (usually)	Police inspection	
<i>Procedure</i>	Oral interview, police is obliged to inform victims about victim protection services (VSS).	Expulsion and prohibition to return, oral interview	Oral interview with a same-sex officer; if necessary request of support by specialized officers	
<i>Personal characteristics</i>	In the course of the first interview	Assessed in the course of the interview	Interpretation available, cultural differences remain challenging	
<i>Features of the crime</i>	clarified the course of the first interview		Assessed in the course of the procedure mentioned above.	
<i>Special groups of victims</i>	domestic violence: police is obliged to inform the VSS specialized on domestic violence. And in case of child victims the YWA	domestic violence, the victim has the right to not give evidence if the police is a witness of the violence. This is for prevention of secondary victimization and to deal with the loyalty conflict of the victim.	legal guardian has the right to be present during the interrogation. Every victim of violence is entitled to a trustee and minor victims are interviewed in children protection centres.	
<i>Involvement</i>	Victims can interrupt medical examinations and refuse the support of VSS. They are involved into each step of the procedure. Only the YWA needs to be informed in case of child victims (even without the victims' consent)	Yes, victim's involvement is essential for clarifying the case.	Essential for the clarification of the case	
<i>Results</i>	Recording of the incident, forwarding the case to the prosecution, informing the victim about VSS.	The police is obliged to forward the report to the prosecution. The victim cannot take back the report.	Recording the case and forwarding the record to the	



Institutions

ENTRY POINT 2: police	Institution 1 Police	Institution 2 Police (officer specialized on domestic violence)	Institution 3 Police (officer specialized on sexual violence)	Institution 4
	<i>Individualised assessment of needs</i>			
<i>Existence of procedure</i>	Yes / internal guidelines	Yes/ internal guidelines	prosecution. Providing information about VSS.	Yes /internal guidelines, electronic documentation of the assessment
<i>Who conducts the assessment</i>	Police officer	Police officer. Two officers are dedicated to extreme cases of violence (when the victim immediately has to go to a women shelter).		police
<i>Details on procedure</i>	Criminal procedure code provides criteria, applied in the course of the first interview.	Legally binding criteria, the assessment of needs and the measures provided need to be documented by the police officers		In the course of recording the victim's testimony, the victims get written information about their rights and addresses of victim support services.
<i>Decision making criteria</i>	Age, physical and psychological condition of the victim, characteristics of the crime, harm and severity of the injury, dependent relationship to the perpetrator.	Assessment of the risk of secondary victimization based on the suspect's previous and current behavior, such as repeated threat		Criteria are the same as they were before the Directive was implemented. There is a new form and a new mode of recording this assessment.
<i>Special protection needs</i>	Identified through interview	For domestic violence, several instruments have been developed to assess the degree of endangerment for the victim. e.g. SALFAG (situation analysis in familial violence or violence in relationships)		
<i>Special protection measures</i>	Measures to avoid encounters between offender and victim in the course of the procedure (hearings, trial), interview through a same-sex and specialized officer, psychosocial and legal guidance. Child victims:	All (female) victims of violence can be transferred to women' shelter. The highest victim protection measure is witness protection programs and giving the victims a new identity. All victims of		Exclusion of the public, the right to an interview with a police officer of the same sex, contradictory interrogation.



Institutions

ENTRY POINT 2: police	Institution 1 Police	Institution 2 Police (officer specialized on domestic violence)	Institution 3 Police (officer specialized on sexual violence)	Institution 4
<i>Personal characteristics</i>	interrogation in specialized premises through special officers Challenges: migrant victims (interpretation services are not available immediately and concerning all languages -> identification of language is a challenge; disabled victims: challenges in communication; victims in an irregular situation identified through raids -> lack of trust into the police	violence are entitled to psychosocial and legal guidance. Expert officers are available for victims with certain personal characteristics and needs (language, disability, etc.). For child victims, special interrogation rooms, which look like a playroom for children but have cameras everywhere, are available.		In the course of the interrogation and informing victims about their needs (see above sections above)
<i>Special groups of victims</i>		The following special groups of victims are entitled to special protection measures according to the criminal procedure code: victims of sexual violence, victims of violence in the private sphere, dependent victims and relatives of killed victims.		In case of rape in refugee camps, the procedures are the same than for Austrian victims of rape. The victims are referred more often to a women's shelter, as the suspected offender mostly lives in the same camp
<i>Involvement</i>	Involvement is very important (otherwise nothing will come out of the case)	Essential		All these measures are victims' rights, not victims obligations -> victims involvement is the basis
<i>Update of individual assessment procedures</i>	The particular vulnerability of the victim according to the Directive becomes only relevant during the proceeding when the prosecutor takes the lead. In the course of this, the special protection needs are assessed again.	By the prosecution		By the prosecution. The update is carried out every week. The assessment of endangerment in domestic violence may be carried out even daily in acute danger situations.
<i>Assessment</i>	The Austrian victim protection standards are high, independently from the Directive. A too formalistic procedure is rejected (cases are individual)	The victims turn to the police on their own initiative. The police does not actively search for victims and seek to identify them. Checklists are criticized as		the measures under the new diction "specific protection needs" may empower the



Institutions

ENTRY POINT 2: police	Institution 1 Police	Institution 2 Police (officer specialized on domestic violence)	Institution 3 Police (officer specialized on sexual violence)	Institution 4
		the cases are so individual (one victim of violence is totally terrified, while the other victim bounces back).	victims – for the police it makes no difference.	
	<i>Existence, procedure and effectiveness of referral mechanisms</i>			
<i>Existence of procedure</i>	NO only information about VSS is offered When the police encounter illegally staying victims of human trafficking, they are obliged to inform the foreign police.	No referral mechanisms: victims may allow the police to contact VSS for them (by signing a consent form) and to forward the victim's data to general or specialized VSS.	No, only in case of domestic violence and minor victims. Apart from these cases, victims get informed about VSS	
<i>Who makes referral</i>	only information about VSS is offered by the police	Police (upon consent of the victim)	Police (only in the cases named above)	
<i>When</i>	In the course of the first interrogation	In the course of the first interrogation	In the course of the first interrogation	
<i>Communication of data</i>	None, only upon consent of the victim The exceptions are cases of domestic violence and cases where the victim is a minor.	every police officer is obliged to forward a report to the prosecution: no victim can withdraw a report about a crime. If the victim agrees, the following data are forwarded to VSS: name, age, address and crime. If the victim disagrees, s/he receives a folder with contacts information of VSS.	The police only communicates data to the prosecution (for all other ways of communication, the victim's consent is needed)	
<i>Special protection needs</i>	Children: YWA is informed and makes decisions	VSS for victims of domestic violence and the prevention officer gets informed.	See above	
<i>Special protection measures</i>	In order to clarify the case, police have a high interest to provide the needed protection measures.			
<i>Involvement</i>	Victim's involvement is essential, otherwise nothing will come out of the case	Police has the order to refer the case to the prosecution. The police is obliged to investigate every crime.		
<i>Assessment</i>	There is a lacking responsibility of the police for victim's protection. Almost all police	The cooperation with other actors is working very well. Only the prosecution is	Collaboration between police and VSS works quite well.	



Institutions

ENTRY POINT 2: police	Institution 1 Police	Institution 2 Police (officer specialized on domestic violence)	Institution 3 Police (officer specialized on sexual violence)	Institution 4
	officers are sensitive and emphatic (just because they have a professional interest in the report of the victims).	sometimes lacking aware on victims' needs and often terminates procedures, although they would be promising.	Cooperation between police and YWA and healthcare authorities needs improvement.	

3. Table

Institutions

ENTRY POINT 3: VSS	Institution 1 Generic VSS	Institution 2 VSS specialized on honour crimes	Institution 3	Institution 4
<i>Identification of victims</i>				
<i>Who identifies the victim</i>	Victims themselves, the police or the victims' lawyers	Victims themselves		
<i>When</i>	During first reception	Often it needs 3 or 4 counselling appointments until the victim comes up with her (usually female victims) story		
<i>Where</i>	Police inspection, VSS	At different locations to ensure anonymity of the victim and in the counselling centre		
<i>Procedure</i>	There is no standardised procedure for the identification of victims	These victims are mostly minor victims: the YWA is contacted and the VSS together with the victim develop an internal security plan		
<i>Personal characteristics</i>	VSS members accomplished special trainings on trauma and mediation. They are social	Assessed in the course of the counselling. There is not so much diversity regarding		



Institutions

ENTRY POINT 3: VSS	Institution 1 Generic VSS	Institution 2 VSS specialized on honour crimes	Institution 3	Institution 4
<i>Features of the crime</i>	workers with longstanding experience in dealing with victims' (specific and general) needs Assessed by the police or the VSS in the Course of the interview	personal characteristics of clients (mainly female, with a migratory background and minor) Clarified in the course of the (repeated) counselling of the victim; necessary for the development of a security plan		
<i>Special groups of victims</i>	Challenges relate to victims of violence in public institutions (caring home, child care home), they often do not know that they are victims	Building up a relationship of trust is very important for these victims. Counselling need a lot of time and it needs to be carried out in different places in order to secure anonymity and discretion. Counsellors agree upon code-words, e.g. It is a taboo for many girls to talk about their family.		
<i>Involvement</i>	Victim is involved into every single step of the procedure (otherwise there will be no results)	The victim is involved into every step		
<i>Results</i>	Depending on the victim's needs: the case goes to the police and psychosocial and legal guidance is provided, or an out-of-court solution is pursued, then the VSS carries out mediation, if the case is not criminally relevant, the victim gets counselling	The aim is that the victim may remain in the family but be secured there. The VSS aims at excluding the police from these cases if possible.		
<i>Individualised assessment of needs</i>				
<i>Existence of procedure</i>	The VSS does not know	The police is responsible, the VSS has no standard procedure, every case is individual		
<i>Who conducts the assessment</i>	Police officer	n.a.		
<i>Details on procedure</i>	Not provided			
<i>Decision making criteria</i>	Victims, who have a personal relationship with the offender or victims of sexual violence are	The internal security plan is motivated by questions like: has the mother/sister		



Institutions

ENTRY POINT 3: VSS	Institution 1 Generic VSS	Institution 2 VSS specialized on honour crimes	Institution 3	Institution 4
<i>Special protection needs</i>	entitled to special protection measures other criteria are the mental and physical condition or severity of the crime (including hate motives), a relationship of dependency.	already been victim of forced marriage? Do they talk at home about these issues? Has she access to her passport? Has violence happened? Have honor crimes already happened?		
<i>Special protection measures</i>	Identified through interview			
<i>Personal characteristics</i>	Contradictory interrogation, other measures to avoid encounters between offender and victim, victims of violence are entitled to psychosocial and legal guidance, having the attendance of a person of trust during the whole proceeding	Code-names, offering the victim a pre-paid handy, hidden counselling in different places, permanent support, in severe cases: showing up with the police and taking the girl out of the family, then providing the girl with a new identity ("honour culture"-families are very well networked with each other and there is a strong pressure to get the daughter back		
<i>Special groups of victims</i>	The most supported groups of victims are minor victims and victims of sexual and domestic violence. In between are victims of situational violence.	See above		
<i>Involvement</i>	n.a.	Lesbian women from "honor cultures" are at particular risk of being forced to marry. The same applies to gay men. Female refugees often give only hints and they need more time to open up.		
<i>Update of individual assessment procedures</i>	Nothing happens without the victim's consent, in criminally relevant cases, the VSS tries to motivate the victim to report at the police	The victim is involved into every step (otherwise the protection would not work as the VSS would lose the victim's trust)		
<i>Assessment</i>				
	The least protected victims are drug taking victims, punks, homeless or victims, who have	In case of honor crimes, the victims believe that what happens is normal.		



Institutions

ENTRY POINT 3: VSS	Institution 1 Generic VSS	Institution 2 VSS specialized on honour crimes	Institution 3	Institution 4
	been offenders in the past (even if 10 years ago). Another challenge is related to dealing with online hate-crimes and cyber mobbing, forced outing of homosexuals, publishing pornographic pictures and – particularly the consequences for the victims.	They do not know that this is not in line with Austrian law.		
	<i>Existence, procedure and effectiveness of referral mechanisms</i>			
<i>Existence of procedure</i>	NO	NO, apart from the duty to inform the youth welfare authority after violence has already happened (there is no duty if there is a threat)		
<i>Who makes referral</i>	Police refers to VSS or the VSS counsels the victim about reporting at the police and attends the victim to the police in case.	The police is the main actor. Forced marriage is a criminal offence since 2016, before it was called coercion. The readiness to report to the police is very low because of a conflict of loyalty. This is why the VSS delegates the work to the youth welfare office.		
<i>When</i>	In the course of the first encounter with the victim	It needs to be done at the first contact to the victim, the first interrogation.		
<i>Communication of data</i>	No data is communicated except upon the victim's consent	No data is forwarded against the will of the victim; the only exception is domestic violence or violence against minors. Data protection is the most important issue for the protection of victims of honor crimes.		
<i>Special protection needs</i>		Victims of honor crime need a lot of empowerment and discrete support while they remain living with their families. If they decide to leave their families they get in severe cases a new life and a new identity and in not so severe cases, they		



Institutions

ENTRY POINT 3: VSS	Institution 1 Generic VSS	Institution 2 VSS specialized on honour crimes	Institution 3	Institution 4
<i>Special protection measures</i>		<p>get a place in a supervised flat-sharing community.</p> <p>In not so severe cases, counselling and mediation between victim and family works. In severe cases of violence, the victim needs to be taken out of the family and protected against them, sometimes a new identity is needed.</p>		
Involvement		<p>Victim's involvement is essential, as it would not work otherwise (because of lacking awareness that they are victims and loyalty conflicts)</p>		
<i>Assessment</i>	<p>Good Practice: out-of-court mediation in unintended and not severe violence e.g. conflicts resulting in violence, damage of property as an alternative to prosecution</p>	<p>The referral procedures basically work very well and effectively. Victim's protection after the legal procedure has ended is a challenge. Directive does not deal with victims of collective violence. The Istanbul convention created a little awareness on these issues.</p>		



4 Table

Institutions

ENTRY POINT 4: Children protection centres

Institution 1
Umbrella organization of all Austrian children protection centres

Institution 2 Children protection centre

Institution 3 Youth welfare authority

Identification of victims

<i>Who identifies the victim</i>	Youth welfare authority (YWA)	The parents or other relatives of the victims, professionals (teachers, doctors) or neighbours as witnesses	A trusted person of the child victim -> report at the YWA
<i>When</i>	Upon a report by teachers, child carers, public authorities, doctors, members of VSS – all actors, who are in touch with children and recognize a potential affectedness.		Professionals are obliged to report immediately after they suspect the endangerment of a child.
<i>Where</i>	Local offices / regional	Premises of the CPC	At the youth welfare office
<i>Procedure</i>	Every person, who witnesses a (potential) victimization, abuse or neglect of a child is obliged to report at the youth welfare authority If the parents turn to the child protection centre, they together figure out whether they should report at the police or not.	interviewing and counselling based on guidelines, adapted to the concrete case. Documentation of each action taken; nothing happens without consent of the legal guardian of the child. Informing the youth welfare authority in cases of violence. Then, a medical examination is foreseen.	The youth welfare authority builds on what the child said to the person of trust. Decisions on reporting at the police and the provision of help (incl. taking out the child of the family) are felt in a team covering different professions.
<i>Personal characteristics</i>	Children with disabilities who are victims of violence cannot express themselves as good or as clearly as other children can. In these cases the professionals improvise.		children with disabilities cannot articulate themselves well – similar to isolated children or very young children. For the prosecution only the clear evidence is important.
<i>Features of the crime</i>	Are assessed carefully in the premises of the CPC. The professionals work with game-based methods and dolls to identify the features of a crime	Detailed forensic examination	To identify the features of the crime, the YWA work with sceno-test-kits in case of small children or talk with elder children. A medical examination is initiated.
<i>Special groups of victims</i>	Migrant children often do speak German very well; interpretation is needed for their parents only. Children with disabilities are challenging, as they often	Children are a special group of victims	Violence in institutions: Elimination of the perpetrator if it is an employee or if the offender is also an



Institutions

ENTRY POINT 4: Children protection centres	Institution 1 Umbrella organization of all Austrian children protection centres	Institution 2 Children protection centre	Institution 3 Youth welfare authority
Involvement	are even lesser aware of their victimization and as they cannot express themselves as good as not disabled children can.	The CPC asks the parents for cooperation: when cooperation is denied and the child is still at home, the CPC suspect that pressure against the child is exercised. The role of the CPC is to mediate	inhabitant of the institution: segregation of offender and victim and therapeutic measures to prevent future violence. In very severe cases: Admitting the child offender to psychiatric care (but this is only a short term solution). A long-term endangerment is difficult to assess in these cases. Depending on the age of the child: If the children are older and can articulate their will, there are no forced measures against the will of the child. They cannot be forced out of home care against their will. The admission to psychiatric care is possible in case of acute endangerment, but only for a short-period
Results	Report at the youth welfare authority as soon as the child's welfare is endangered. Then reporting to the police. Sometimes, parents initially turn to the police and only later on to the child and youth welfare authority. Sometimes, the case is already known at the youth welfare service and then they turn to the police.	Report at the YWA	If parents are the offenders the YWA decides whether the child remains in custody of the parents or not, if somebody else is the offender, the YWA decides on whether they file a report at the police. Children protection centers are always informed.
<i>Individualised assessment of needs</i>			
<i>Existence of procedure</i>	No, children already are a group with special protection needs	NO	The police is in charge and it is only relevant in criminal cases.
<i>Who conducts the assessment</i>	Youth welfare office is in charge and coordinates; children protection centre supports during the whole process.	Police	The police



Institutions

ENTRY POINT 4: Children protection centres	Institution 1 Umbrella organization of all Austrian children protection centres	Institution 2 Children protection centre	Institution 3 Youth welfare authority
<i>Details on procedure</i>	Not provided		n.a.
Decision making criteria			
<i>Special protection needs</i>		Assessed in the course of the meetings and counselling	Assessed by a range of experts
Special protection measures	All children, who are victims of violence are entitled to special protection measures	Childrens statements are video-recorded. Children are interrogated in the CPC	Violence in families: protection is assessed using the following criteria: are both parents violent or only one and based on a medical examination. The special protection measure is taking the child out of the family, using relatives to protect the child while remaining in the family. Guidance by professional support.
<i>Personal characteristics</i>			
<i>Special groups of victims</i>	People incapable to take decisions, then guardians or relatives make decision	Institutional care is also not necessarily the best way of protecting children affected by parental violence. During the criminal procedure and the police examination, the child victim remains most often with the family.	
<i>Involvement</i>	Consent required		
<i>Update of individual assessment procedures</i>			Half-yearly evaluation talks and assessments are carried out, in challenging cases more often. A protection plan is developed by intervention centers.
<i>Assessment</i>	practical implementation of the Directive is difficult, as you cannot train all actors involved into the child's welfare in a way that they can respond adequately to the child's needs.	The police is informed too often; it is better to just inform the YWA and try to let the child in parental custody and to offer support to prevent future violence. The child is loyal to the parents and relatives (who exercise violence), a way to the police/court might entail feelings of guilt.	The standards of cooperation with the hospital, the forensics, the pediatricians, the multi-professional teams, are very high. The careful interrogation and the usage of communication technology work



Institutions

ENTRY POINT 4: Children protection centres	Institution 1 Umbrella organization of all Austrian children protection centres	Institution 2 Children protection centre	Institution 3 Youth welfare authority
	It is difficult to train persons to interrogate a child in a way that a re-traumatisation is avoided. While in urban areas, especially in Vienna the practice is close to the guideline, this is not the case in rural and remote areas.		very well (and has been working very well even before the Directive): confrontation with the offender is avoided, IKT is used, children do not need to give testimony at the procedure, they are not interviewed directly (by the suspected offender's lawyer or the prosecutor), but rather by an external expert.
<i>Existence of procedure</i>	<p>The youth welfare authority is the central actor of coordination and of the case management. If the doctor identifies a victim, he/she is obliged to report to the police. S/he is exempted from this duty if the parents are the suspected offenders. Then the doctor must file a report at the youth welfare authority. All victims, who are identified in a hospital, are reported to the victim protection group of each hospital, which offers support.</p>	Yes, written guidelines and a template for reporting the endangerment of a child	If the youth welfare authority decides to file a report to the police, they do it in written and provide information on all the facts, they are aware of. Usually, they resort to the VSS for legal and psychosocial guidance. Children and minor victims basically have a right to a trusted person and the youth welfare authority is organized to have a trusted person available. In the majority of the cases informing the police and even taking the child out of parental custody works with the will of the parents (they are aware of their problems).
<i>Who makes referral</i>	All authorities, who witnesses violence and neglect are obliged to report at the youth welfare authority; all "private persons" who witness violence against a child, report to the police or to children protection centres.	Each actor is obliged to inform the youth welfare authority. The youth welfare authority then decides on the further procedure.	
<i>When</i>			

Existence, procedure and effectiveness of referral mechanisms



Institutions

ENTRY POINT 4: Children protection centres	Institution 1 Umbrella organization of all Austrian children protection centres	Institution 2 Children protection centre	Institution 3 Youth welfare authority
<i>Communication of data</i>	balance between confidentiality (in order to maintain a relationship of trust with the victim and the parents) and the child welfare. As regards the duty to report, the endangerment of the child has to be assessed very carefully. Usually, the parents are informed about a planned report to the youth welfare authority.	Each authority is obliged to inform the youth welfare authority in case of child endangerment	The YWA gets all data and decides in a professional team on how to proceed with data (reporting at the police or not).
<i>Special protection needs</i>	Standards need to allow room for flexibility and adaptation to the individual case. There are no standards to assess the child's credibility: some authorities are very sensitive and know very well how to deal with traumatized child victims, others are not.	Taking the case to the police is not always the right measure to protect the child. In these cases the families are set under an even bigger stress and mostly the children remain in the families until the procedure has ended. Only in those cases when there is a need to stop the violent behavior immediately, criminal proceeding is necessary.	
<i>Special protection measures</i>			
<i>Involvement</i>	The professionals try to consider the child's will, although the child's welfare is the stronger legally protected right and thus has priority. In case of domestic violence, this regards the decision on reporting to the police (at the risk of adoption) or letting the child in parental custody (even if one of them is violent). In practice it depends on the child's age		
<i>Assessment</i>	Suggestion: the police refer all victims of violence, who want to file a complaint at the police to firstly turn to the victim support service and figure out there if there are alternative solutions to initiating a criminal procedure.	More coherent linkage between the criminal procedure and the victim's protection is recommended. For child victims of violence the victim protection is even more important than criminal prosecution. The interviewee suggests that police and prosecution mainstream the needs of victims better	Austria has enough standards, at least in a general way. However, what is missing is that institutions of different nature sit together on a table asking: how can we implement these standards, what do we need to do? Too many regulations



ENTRY POINT 4: Children protection centres

Institutions

Institution 1
Umbrella organization of all Austrian children protection centres

Institution 2 Children protection centre

Institution 3 Youth welfare authority

destroy flexibility. The families are very different: some things are ok in one family but not in the other family. Violence is a part of humanity.



5. Table

ENTRY POINT 1: Victim support services	<i>Institutions</i>			
	Institution 1 VSS for victims of sexual violence	Institution 2 Generic VSS	Institution 3 VSS specialized in victims of human trafficking	Institution 4 Protection against violence centre (for victims of domestic violence)
	<i>Identification of victims</i>			
<i>Who identifies the victim</i>	Victims come and report	Either the police or the victims come and report	Either the police or the victims come and report	50% by the police, the other 50% come to the VSS and report
<i>When</i>	During first appointment (but mostly already before)	Through the report at the police	During the first encounter with either the police or the VSS	In the course of an expulsion or during the first interview
<i>Where</i>	Premises of the VSS	Police office	Police office or during a raid (prevention measure carried out by the police)	At the police, the victim's place of residence or at the VSS
<i>Procedure</i>	Assessment of trauma-related symptoms or repeated victimisation; assessment of symptoms of the post-traumatic-stress disorders.	No standardised procedures for the identification of victims;	Clarification of the criminal relevance, counselling the victim, guiding the victim in case of reporting at the police, psychosocial and legal guidance, support in organizing a new flat, job	Referral by the police
<i>Personal characteristics</i>	Victims declare their needs and concerns	Victims express needs based on personal characteristics	Interpretation available, no special services for women with psychiatric diseases, cooperation with services for disabled persons, particularly psychiatric services in order to stabilize the women. There are no measures available in terms of outreach work to find victims.	Easy language information for minor and disabled victims, translation services are available for migrant victims, video communication with deaf victims, they intensively work in developing services targeting specific needs of refugees (train personnel in



Institutions

ENTRY POINT 1: Victim support services	Institution 1 VSS for victims of sexual violence	Institution 2 Generic VSS	Institution 3 VSS specialized in victims of human trafficking	Institution 4 Protection against violence centre (for victims of domestic violence)
<i>Features of the crime</i>	In the course of the first talk		Clarified in the course of the first meeting (or has already been clarified by the police)	refugee camps to identify victims, pictograms). The VSS is in charge of victims of domestic violence only
<i>Special groups of victims</i>	Muslim women are very difficult to identify. There are also no measures implemented to support the identification of such victims.	victims, who are entitled to specific support: a) Victims of violence; b) Relatives of victims killed by violence (spouses, or children, or witnesses); c) all other victims of crimes Type a) and b) are entitled to process support (=psychosocial and legal guidance). This has been implemented independently from the relevant EU Directive. Since the implementation of the Directive, victims have the right to an early assessment of special protection needs and measures.	integrative counselling to stabilize the victim (repeated counselling and addressing all kinds of needs (not necessarily related to the crime): residence, health care, etc. A relationship of trust is built up, which helps the women with the coming out as a victim of human trafficking.	See above
Involvement	Victim informed about the consequences of reporting at the police and the prospects of the case / informed about psychosocial and legal guidance available to them / can interrupt / consent required		All steps are developed only together with the victim and nothing happens without the victim's consent.	
Results	Psychosocial and legal guidance when reporting at the police and initiating a criminal procedure but also in case, the victim does not report at the police. Support in case of procedure gets terminated.		If the case is criminally relevant, the victim is entitled to psychosocial and legal process support and guided through the whole criminal procedure	



Institutions

Institution 1
VSS for victims of sexual violence

Institution 2 Generic VSS

Institution 3 VSS specialized in
victims of human trafficking

Institution 4 Protection against
violence centre (for victims of
domestic violence)

ENTRY POINT 1: Victim support services

Individualised assessment of needs

<i>Existence of procedure</i>	NO, VSS are not in charge of this	Yes, guidelines	VSS are not in charge of this, the interviewee would prefer VSS being in charge of this	VSS are not in charge of this
<i>Who conducts the assessment</i>	Police officer	Police officers		
<i>Details on procedure</i>	Not provided	There is no standardised procedure. The individual assessment of needs should be carried out as soon as possible		
Decision making criteria	n.a.	<p>According to §66a Code of Criminal Procedure, these are the following criteria:</p> <ul style="list-style-type: none"> Age; Mental and physical health condition; Type and concrete circumstances of the offense. <p>The Directive explicitly names victims of hate crimes, human trafficking, exploitation, terror and victims with disabilities as beneficiaries of special protection measures as entitled to special protection measures</p>		
<i>Special protection needs</i>				
Special protection measures				
<i>Personal characteristics</i>	victims of sexual violence: specific medical protocol available and intercultural mediators for migrant victims		The VSS is specialized on migrant victims (human trafficking)	interpreters are particularly important for refugee victims, as they are already traumatized by war and flight. When they turn to the VSS, they talk about many different



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<i>Special groups of victims</i>	People incapable to take decisions have guardians or relatives			concerns, not only about domestic violence Collaboration with YWA in case of child victims The VSS has to coordinate their procedures with the youth welfare authority.
<i>Involvement</i>	Through the first meeting at the VSS. The victims are involved as this is an essential part of the guidance offered by the VSS. Experience shows that reporting at the police is an important step towards recovery. This holds true for lesbian women, migrant women and adult women of different ages.	Victim is involved as this is essential for the further procedure.	It may depend on the individual police officer: one officer says: it is just a formal procedure pls. sign while the other officer might really care that the victim understands its right to this assessment and the further measures it may entail.	In case of injunction, the VSS is obligated to get in touch with the victims, but the victim may refuse support. In all other cases of violence, the victims have to turn to the VSS on their own initiative -> involvement is the precondition for service provision
<i>Update of individual assessment procedures</i>	In the course of the psychosocial and legal guidance			The VSS is in exchange with the police and the prosecution.
<i>Assessment</i>	There are cases where the prospects of winning a criminal case are very low, e.g. a drunk woman who was raped in the flat of the rapist. In these cases the procedure is not effective. In addition, financial constraints bring the justice system to terminate legal procedures without waiting for the outcome of the trial.	Victims of hate crimes are not per se entitled to special protection measures, but a minor boy of 17 whose jacket has been stolen in a bar is. VSS would like to be in charge of this assessment; they doubt the competence of the police in this regard.	The effectiveness of having the police as only actor of the individualized assessment of needs is doubted. The police should involve the VSS.	Interpretation does not work effectively (interpreters add their personal opinion; interpreters and clients know each other as some migrant communities are small).

Existence, procedure and effectiveness of referral mechanisms



Institutions

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<i>Existence of procedure</i>	Depends on the criminal relevance of the incident and the victim's decision whether to report at the police	The police is obliged to inform victims about VSS and to provide contact details.	No procedure	Police refers the victims to the VSS in case of expulsion. In case of child victims involved: all actors encountering victims are obliged to inform the YWA
<i>Who makes referral</i>	The VSS refers and guides the victim through the whole procedure.	Police	No referral but cooperation with social welfare services, authorities, the police, NGOs, counselling services for various groups of persons.	The police is obliged to inform the protection against violence centre in case of domestic violence and expulsion. The prosecution has more room and freedom in their actions.
<i>When</i>	Starting from the first meeting until the end of the procedure and even beyond	Starting with the report of the incident	As soon as the victim is encountered	As soon as the victim is identified and the expulsion is made.
<i>Communication of data</i>	Data is only communicated after obtaining the victim's consent. But: all personal data (private address included) is part of the police record, which is also accessible to the suspected offender.	Data is only communicated upon the victim's consent.		The police communicates to the VSS the following data: offense, name and address of victim(s) and offenders
<i>Special protection needs</i>	Victims of sexual violence are perceived and treated as victims with special protection needs.			
<i>Special protection measures</i>	interview by a trained, same-sex officer, who remains the same (as repeated interviews are carried out); exclusion from the public, measures to avoid the co-presence of victim and offender in the whole procedure,	Psychosocial and legal guidance	Psychosocial and legal guidance, trauma therapy, referral to a women's shelter, organization of a "new life" for the victim (witness protection programme)	Expulsion and in extremer cases: women's shelter and witness protection programme



Institutions

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<i>Involvement</i>	Nothing happens without the consent of the victim. Actions without the victim's involvement would be re-traumatisation.	According to the Code of Criminal Procedure, the victim has the right to be involved into all of these referrals.	The victim is involved into all actions.	Being supported is a victim's right, not a victim's duty. Victims' involvement is essentially to clarify the case.
<i>Assessment</i>	Many police officers are neither trained nor aware of the specific behavior and reactions of victims of sexual violence. Victims of "date rape drugs", who cannot remember anything or victims wearing a mini-skirt are still blamed by some police officers for being raped or are perceived as not credible. Thus, trainings of police officers and awareness raising measures are recommended – as the EU Directive foresees. Currently this is not sufficiently implemented.	Beside the case of domestic violence, the police do not really inform the victims about their right to a cost-free lawyer and process support. Referral and information are not sufficient for victims: victims receive a sheet in legal language about their entitlements to victim support. The language is very difficult to understand and there is not translation or interpretation available. Only the translation of significant parts of the record may be claimed for by the victim. The victims are entitled to it, but it takes a long time in practice. It is difficult to implement at the practical level.	The Austrian provision of psychological and legal services for victims of violence is a good practice. Not the police, but the VSS themselves decide if victims are entitled to these services. The interviewee does not know of any other country in the EU, which has such comprehensive services for victims implemented.	Austria provides for a lot of victims 'rights but only a few effective remedies if these rights are denied. E.g. a person has the right to careful interrogation, but cannot do a lot if fulfilling this right is deprived (mostly not because of a lacking will of the authorities, but rather because of logistic issues, e.g. no female police officer available) A good practice reported: candidate judges are obliged to carry out an internship at a VSS. Another good practice is regular cooperation meetings between all actors involved into victim protection..

