

Ministry of the Interior of the Republic of Croatia



Prevenција spaja

CHAT for Victims – Changing the accessibility of tools for victims

ECPA



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Head of Sector

7.- 9. December 2022, Prague, Czech Republic

PROJECT GOALS



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GENERAL GOAL:

- higher level of assistance to victims and witnesses with disabilities
- online via live-chat service (116-006)
- in person via higher quality of communication competences of employees of institutions (police and judiciary).



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SPECIFIC GOALS:



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- establishment of a live-chat service adapted to persons with disabilities
- research with non-governmental organizations and persons with disabilities on providing support via live-chat service
- creation of a manual with standards for providing support via live-chat service
- creation and implementation of training to strengthen the capacity of experts to work with persons with disabilities via live-chat service
- raising awareness of the existence of a live-chat support service for victims and witnesses
- increase the level of knowledge about self-protective behaviour of people with disabilities
- increasing the competence of judges and court employees for communication with victims and witnesses with disabilities.



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WHY??



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- NEEDS ASSESSMENT
- recommendations developed through Croatian Legal Center's (CLC) project "ARVID – A Better Approach to Victim's Rights for Persons With Disabilities"
- level of participation of PWDs as victims and witnesses in criminal procedures and the problems they encounter
- seven recommendations
- **fourth point** - the problem of the lack of information PWDs have regarding their rights in criminal procedures
- relevant legal information regarding their rights, financial compensation, criminal procedure or else, emotional support, practical information and contacts of other organizations and institutions.



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OBJECTIVES



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MAIN:

- victims and witnesses with disabilities
 - persons with speech, hearing and intellectual disabilities

SECONDARY:

- other groups of victims (victims of gender based violence)
- improve the system of victim support services
- increase awareness and contribute to the very relevant topic of changing attitudes and behavior in regard to the issue of PWDs



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PARTNERS



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- Victim and Witness Support Service Croatia (VWSSC)
- The Official College of Psychology Madrid (COPM)
- Legal center for the protection of human rights and the environment (PIC) from Slovenia
- Victim Support Europe (VSE) from Belgium
- Validity from Hungary
- Center for Legal Resources (CLR) from Romania
- Ministry of Justice and Public Administration
- Minister of the Interior
- LCPC

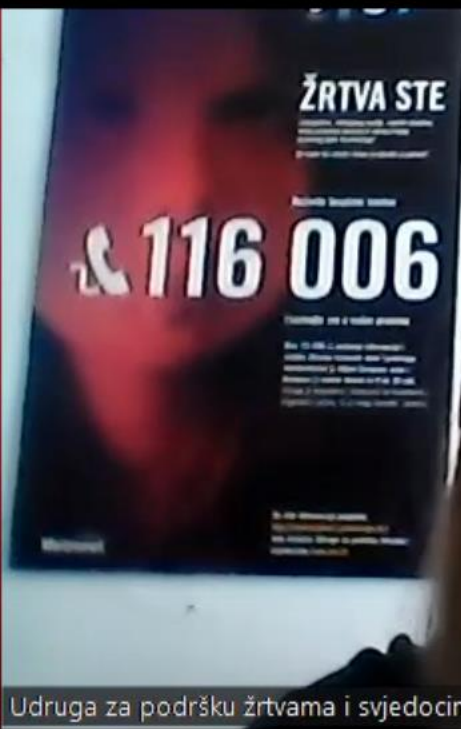


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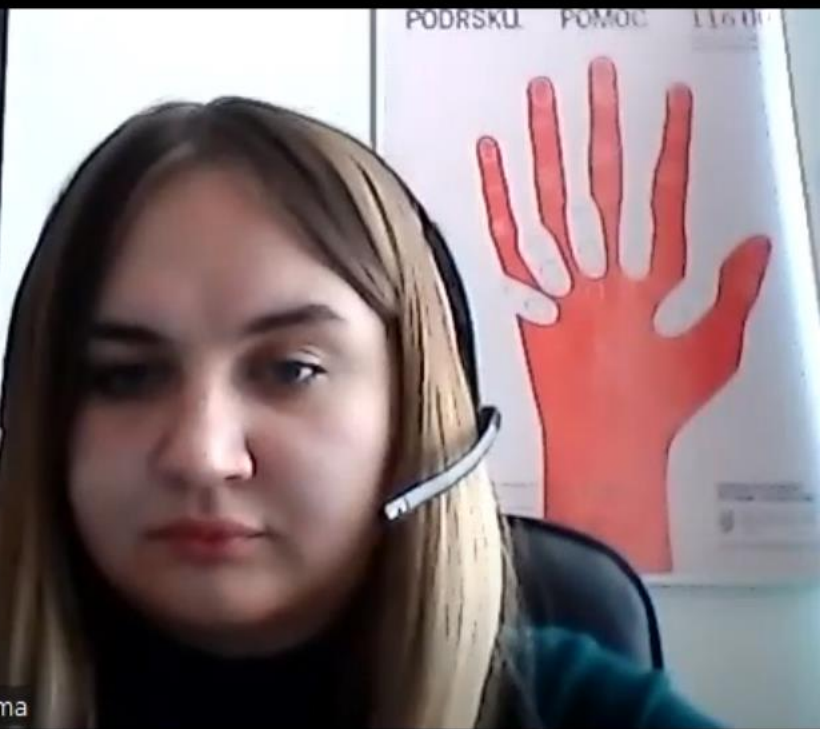
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Ena Juričić



Udruga za podršku žrtvama i svjedocima



Instagram

Traži

Prijavi se

Registrirajte se



Naglasci



Trauma po...



Online nasi...



IDAHOBIT



Naglasci

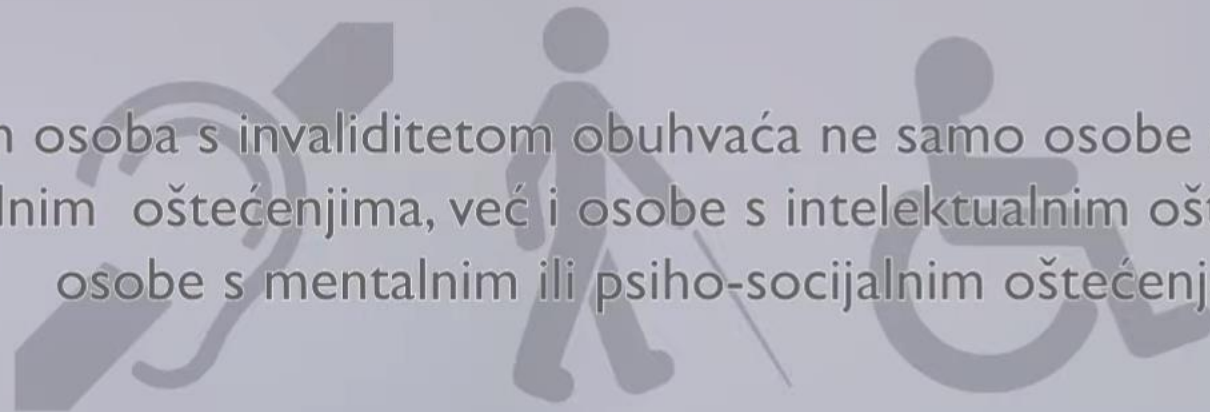
OBJAVE

REELS

OSNAČENI



Pojam osoba s invaliditetom obuhvaća ne samo osobe s fizičkim i osjetilnim oštećenjima, već i osobe s intelektualnim oštećenjima i osobe s mentalnim ili psiho-socijalnim oštećenjem.





THANK YOU FOR YOUR ATTENTION

QUESTIONS??



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