



## **Victim Support – Summary of the most important issues**

### **01 What is victim support?**

Victim Support is a statutory assistance. It is provided by the State in solidarity with the victims of violent acts.

### **02 Who is eligible for victim support?**

You are entitled to victim support if you have been physically, sexually or mentally affected through a criminal offence.

Victim support is activated, for example in cases of: assault, homicide, rape, sexual assault, serious threats, coercion or deprivation of liberty.

Your relatives, such as your spouse or your children or others close to you, also have the right to victim support.

### **03 What entitlement do you have as a victim?**

#### **Legal aid**

Employees of the victim support centres inform you about assistance for victims and they support you in processing of the crime. If necessary, they arrange for experts and accompany you if possible to interviews in criminal proceedings if you so wish.

The advice is free, confidential and can also be anonymous. Translation assistance can be provided for the counselling.

For victim counselling centres in Canton Zurich, there are various addresses in the annexe. For access to victim counselling centres in other cantons see [www.opferhilfe-schweiz.ch](http://www.opferhilfe-schweiz.ch).

#### **Financial assistance**

Should you need further professional help in addition to that received in a counselling centre, under certain circumstances the costs can be carried entirely or partially by the victim support (eg. legal fees, therapy costs).

You are entitled to compensation, if you are unable to work as a consequence of the crime and suffer loss of income. In the case of homicides, the dependents are entitled to compensation for funeral expenses.

You are entitled to compensation, in the form of damages if you have been affected seriously and long-term as a consequence of the criminal offence.

Victim counselling centres will inform you about your claims and assist you in submitting a request for financial assistance.

**Please note the following:**

- The entitlement to financial support depends on your financial circumstances. Compensation is not included.
- Financial assistance to victims is only awarded when neither insurance (eg. accident insurance) nor the perpetrator reimburse for the damage/injury.
- Victim support is only for damages that you can prove and that are associated with violence. Damaged property (eg, stolen goods, torn clothes, etc.) cannot be financed by victim support centres.
- Applications for reimbursement and compensation have to be submitted **within 5 years** of the crime, in the canton where the scene took place. More information can be obtained from the victim counselling centres.

Applications for financial services in the canton of Zurich should be submitted to the address: Kantonale Opferhilfestelle, Postfach, 8090 Zurich.

For authorities concerned with compensation in other cantons, please see [www.opferhilfe-schweiz.ch](http://www.opferhilfe-schweiz.ch).

## 04 Protection and rights in criminal proceedings

As a victim in criminal proceedings, you are entitled to special rights to information, protection and participation. Victims of sexual offences and minors have special rights of protection. Both the police and the victim counselling centres inform you with regard to your rights in criminal proceedings.



## **Recognised victim counselling offices in the canton of Zurich**

### **Services and addresses**



#### **Opferberatung Zürich Fachstelle der Stiftung Opferhilfe Zürich**

Gartenhofstrasse 17, 8004 Zürich  
Tel. 044 299 40 50

The consulting services are aimed at men, women, youth and children, as well as their families, who have been physically or psychologically affected as consequence of an act of violence or a traffic accident.

Counselling is offered to men and boys who are victims of sexual violence, and their relatives.

**[www.obzh.ch](http://www.obzh.ch)**



#### **bif Beratungs- und Informationsstelle für Frauen Gegen Gewalt in Ehe und Partnerschaft**

Postfach 9664, 8036 Zürich  
Tel. 044 278 99 99

The consulting services of the bif, is aimed at all women who encounter physical and/or psychological violence in their partnership, as well as third persons related to them and to experts.

**[www.bif-frauenberatung.ch](http://www.bif-frauenberatung.ch)**



#### **Frauenberatung sexuelle Gewalt**

Langstrasse 14, 8004 Zürich  
Tel. 044 291 46 46

The consulting services are aimed at women who have been sexually and/or physically harmed, together with their relatives and caregivers.

**[www.frauenberatung.ch](http://www.frauenberatung.ch)**

 **Beratungsstelle Frauen-Nottelefon –  
Opferhilfe für Frauen - gegen Gewalt**

Technikumstrasse 38, Postfach 1800, 8401 Winterthur  
Tel. 052 213 61 61

The consulting services are aimed at women who have been sexually and/or physically harmed, together with their relatives and caregivers.

[www.frauennottelefon.ch](http://www.frauennottelefon.ch)

 **Castagna – Beratungsstelle für sexuell ausgebeutete Kinder,  
weibliche Jugendliche und in der Kindheit ausgebeutete Frauen**

Universitätstrasse 86, 8006 Zürich  
Tel. 044 360 90 40

The consulting services are directed at family members and confidants of sexually exploited girls and boys, female adolescents, women, who were sexually abused in childhood, as well as caregivers of those affected.

[www.castagna-zh.ch](http://www.castagna-zh.ch)

 **Fachstelle OKey &  
KidsPunkt**

St. Gallerstrasse 42, 8400 Winterthur  
Tel. 052 245 04 04

Kantonsspital Winterthur / DKJ  
Brauerstr. 15, Postfach 834, 8401 Winterthur  
Tel. 052 266 41 56

The consulting services are aimed at children and young people and their relatives or confidants and professional persons in connection with child abuse and sexual violence.

[www.okeywinterthur.ch](http://www.okeywinterthur.ch)

 **Kinderschutzgruppe und Opferberatungsstelle  
des Kinderspitals Zürich**

Steinwiesstrasse 75, 8032 Zürich  
Tel. 044 266 76 46 (Sekretariat Kinderschutzgruppe)  
Tel. 044 266 71 11 (Telefonzentrale des Kinderspitals)

The consulting services are aimed at children and teenagers as well as to relatives or figures of reference in connection with child maltreatment (including sexual exploitation).

[www.kinderschutzgruppe.ch](http://www.kinderschutzgruppe.ch)



**Beratungsstelle kokon  
Krisenintervention und Opferhilfe für Kinder und Jugendliche in Not**

Gemeindestrasse 48, 8032 Zürich  
Tel. 044 545 45 40

The consulting services are aimed at children and young people affected by violence, with the involvement of associates, together with the young people as well as experts.

**[www.kokon-zh.ch](http://www.kokon-zh.ch)**



**FIZ Makasi, Interventionsstelle für Opfer von Frauenhandel\***

Badenerstrasse 682, 8048 Zürich  
Tel. 044 436 90 00

The advice offered by FIZ Makasi is aimed at women who are victims of trafficking, within the context of Article 182 of the Penal Code.

**[www.fiz-info.ch](http://www.fiz-info.ch)**

\* The FIZ Makasi intervention office for victims is not recognized by the canton, s victim counselling centre. However, the offer of specialised monitoring for women who are victims of trafficking in the canton of Zurich will be co-financed by the canton of Zurich in the context of aid through third parties.