

## Help for Victims

### **Have you been a victim of a criminal offence and therefore need help?**

We can help you fast and without much bureaucracy.

Our service offer is based on voluntary participation and confidential counselling as well as solely focussed on your individual needs.

As victim of a criminal offence you have rights! These rights, however, have to be often claimed actively.

We should like to assist you as best we can in protecting your interests. In personal talks our victims assistants will provide you with plenty of useful information and assist you in claiming your rights.

We provide our service to you free of charge.

All talks are confidential and may also be conducted anonymously upon request. There is no need to press criminal charges. A requirement for using our services, however, is that either you are resident in Lower Saxony or the criminal offence was committed in Lower Saxony.

We offer a wide range of possible assistance:

[Psychosocial support and counselling](#)

[Referral to further assistance and counselling services](#)

[Crisis intervention](#)

[Attendance in court hearings or at appointments with authorities, lawyers and doctors](#)

[Assistance in filing applications](#)

[Information on financial assistance and rights, e.g. under the Crime Victims Compensation Act](#)

You may also apply for financial aid at the victims assistance service offices. Although there is no legal claim to such help, you may always approach our local victims assistants and enquire about it.

We may grant financial aid as:

unbureaucratic emergency relief

assistance for compensation of material and immaterial damage

financing aids in case of service offers for mental stabilisation such as trauma counselling or trauma therapy

## Frequently Asked Questions

### 1. How can I find the victims assistance service nearest to where I live?

You will find our victims assistance service offices at 11 locations all over Lower Saxony, one of them also near to where you live: [Aurich](#), [Braunschweig \(Brunswick\)](#), [Bückeburg](#), [Göttingen](#), [Hannover \(Hanover\)](#), [Hildesheim](#), [Lüneburg](#), [Oldenburg](#), [Osnabrück](#), [Stade](#) and [Verden](#). For getting the contact data, contact persons and business hours of each of these just click on the name of the city.

### 2. What are the requirements for us to be able to help you?

The first condition is that you have been a victim of a criminal offence. A further requirement is that either you live in Lower Saxony or the crime was committed in Lower Saxony.

In all other cases, we may unfortunately only try to refer you to other competent victims assistance services and support facilities.

### 3. Is it necessary to press charges?

Basically no. We are well aware that, as a result of a criminal act, situations of mental stress may arise for those concerned which make it seem impossible to them to even think about pressing charges. This situation often changes in the process of coping with what happened. Therefore we do not require you to press charges in order to help you, provided you may convince us conclusively that you have been a victim of a criminal act.

### 4. If I use your services, will I have to pay any fees?

No, you will not. We provide our services absolutely free of charge. Our help is free of charge, unbureaucratic and fast.

### 5. Will I have to bring along special documents for the first interview?

No, you will not. The first counselling interview is to give you an opportunity to just start talking about what happened to you in a protected environment and an atmosphere of trust. Then our assistants will decide together with you which may be the best steps of support to take in your specific case.

**If you find it too difficult to speak and understand the German language, you may also bring along an interpreter for your first interview. We will gladly cover any costs for this.**