



1

Victims Charter of the Crime
Victims Helpline

1: VICTIMS CHARTER OF THE CRIME VICTIMS HELPLINE

WHAT YOU CAN EXPECT FROM THE HELPLINE

When you call the helpline:

- your call will be confidential;
- we will give you time and space to talk about your experience of the crime;
- we will listen with empathy and without judgement;
- we can tell you about support services in your local area for victims of crime;
- we can tell you about specialist services for victims of particular crimes – such as domestic violence, rape, sexual abuse and homicide (where the victim is killed through murder or manslaughter);
- we can answer your questions about the criminal justice system;
- we can help you make contact with the Gardaí and other agencies and services;
- we can give you information on how to look for compensation, if this applies to your case; and
- we will be here for you whenever you want to call again.

During your call, you can:

- tell us as much or as little as you like;
- give us your name, or not, whichever you want;
- ask any question about the justice system – if we do not know the answer, we will find out and let you know;
- ask for information on other services, both statutory and voluntary, that are there to support you;
- discuss issues that you have to deal with as a result of a family member, friend or colleague being a victim of crime;
- find out where to get advice about security;
- find out how to get legal advice; and
- find out if you might be entitled to any compensation due to injury as a result of a crime.

You do not need to have a particular reason to ring us, or a particular question you want to ask. If you just want to talk, we are here to listen.

You can contact the helpline at:

Callsave: 1850 211 407

Email: info@crimevictimshelpline.ie

Text: 085 1337711

Website: www.crimevictimshelpline.ie

IF WE DO NOT MEET YOUR EXPECTATIONS

If we do not meet your expectations, you are welcome to contact the:

Service Co-ordinator

National Crime Victims Helpline

3rd Floor, Block B

Harcourt Centre

Harcourt Street

Dublin 2.

Tel: (01) 408 6118

Fax: (01) 408 6125

Email: info@crimevictimshelpline.ie

Website: www.crimevictimshelpline.ie

ROLE OF CRIME VICTIMS HELPLINE

The Crime Victims Helpline is a confidential national helpline run by a team of trained volunteers. We are here to listen. We support everyone who is a victim of crime – regardless of when the crime took place, who committed the crime or whether or not you have reported it to the Gardai. We understand the issues and difficulties that victims of crime have to deal with and we will try to help you so that you do not feel alone at this time.

We are funded by the Commission for the Support of Victims of Crime, which was set up by the Minister for Justice, Equality and Law Reform. The Commission funds a wide range of organisations that support victims of crime. We can give you contact details for any of these organisations if you wish. You can also find a list of the organisations that support victims of crime on the Commission's website at www.csvc.ie (see section on 'Victim Services').

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