

INTER-MINISTERIAL PLAN FOR VICTIM ASSISTANCE

Theme 1 *Strengthen the path to victim resilience*



Improve psychological care and the care pathway for victims of criminal offences. The Inter-ministerial Representative for Victim Assistance (DIAV) and the Ministry for Solidarity and Health propose fifteen measures for developing and organising the care pathway for victims, strengthening the training and support of staff, developing scientific research and exchange of good practice, improving co-ordination among the staff involved and mobilising society so that each person plays his or her part in resilience.



Create a national centre for resources and resilience. Based on the report by Françoise RUDEZKI laid in February 2017, this national centre, driven by a multidisciplinary and experienced team, will be charged with identifying, promoting and disseminating research work, knowledge and practice in connection with the care of victims, notably those presenting with psychological trauma, in order to develop the content and framework of training. The DIAV has been tasked with establishing this centre, expected in 2018, with the assistance of the Ministry for Solidarity and Health.



Support the retention of victims' employment or their return to work. In conjunction with the Ministry for Work and the social partners, the DIAV will identify and develop existing mechanisms for support within work or for access to work, to improve help for victims with their work pathway.

Theme 2 *Develop and increase public services for assistance to victims*



Improve victims' access to information by developing the digital tools available to them. "Guide-victimes", the first information tool on rights and procedures for victims of terrorism will be completed by the DIAV with the appropriate ministries to improve the availability of processes on line and to permit other categories of victims to have access to tailor made information (on, for example, major accidents).



Reinforce territorial policies on victim assistance by establishing local victim assistance committees and creating Departmental schemes. The decree of 3 August 2016 as amended by that of 25 April 2017 required each Department to establish a local victim assistance committee charged with co-ordinating and putting into effect local mechanisms for assistance to victims and with devising a local scheme of victim assistance. Their deployment will be helped and supported by the DIAV, who is charged with steering them.



Structure relationships with victim assistance associations by defining approval mechanisms. An essential step for the evaluation of public policy on victim assistance, this proposal will allow clarification of the role and missions of the victim assistance associations to which this public service task is delegated.



Establish a reserve of co-ordinators for assisting and following up of victims of major transport accidents. This proposal, which comes from the work of the Working Group on Major Accidents and

the Evaluation of Public Policy, is based on lessons from the accidents at Brétigny and Puisseguin. The establishment of a reserve of trained people will allow one to be assigned immediately on the decision by the Prime Minister to designate an operational co-ordinator.



Establish a system for holding information on victims. The project for the Information System on Victims of Attacks and Catastrophes (SIVAC) was launched at the beginning of 2017 as part of the work to interconnect SINUS and SIVIC. This tool facilitates sharing information between different providers of victim assistance, increasing the speed, accuracy and relevance of information shared, to give victims accelerated access to their rights, simplified procedures and better support.

Theme 3 *Harmonise compensation rules for all victims*



Consider the creation of a court specialising in the compensation of victims of acts of terrorism. Victims of terrorism and major incidents are very often faced with burdensome and complex procedures or with a multiplicity of expert assessments. To improve their route to compensation, the Ministry of Justice are appraising the possibility of establishing a court charged exclusively with examining victims' appeals against compensation decisions.

Theme 4 *Build a European and international policy on victim assistance*



Develop international co-operation on behalf of victims. In line with the work of the international conference of 9 January 2017 and of the "European network for victims' rights", the DIAV promotes co-operation and the co-ordination of mechanisms for the care of victims.



Organise a European conference for victim assistance associations. The care of victims in Europe very often sits with associations. The value of their projects and the quality of their staff will be affirmed at the European conference to be organised by the DIAV in Paris.