



STRENGTHENING THE EFFICIENCY OF  
**VICTIM AND WITNESS SUPPORT SYSTEM**  
IN THE REPUBLIC OF CROATIA

A GUIDE  
**FOR VICTIMS AND  
WITNESSES**  
IN CRIMINAL  
AND  
MISDEMEANOUR  
PROCEEDINGS



This project is  
funded by the  
European Union



REPUBLIC OF CROATIA  
Ministry  
of Justice

## **THIS GUIDE IS FOR VICTIMS AND WITNESSES IN CRIMINAL AND MISDEMEANOUR PROCEEDINGS**

---

The purpose of the guide is to answer questions related to support to victims of or witnesses to criminal offences and misdemeanours, to notify and inform them about their rights and obligations and on the possibilities of obtaining support and assistance in the Victim and Witness Support Departments in county courts in the Republic of Croatia and at the Service for Victim and Witness Support in the Ministry of Justice of the Republic of Croatia (contact information can be found at the end of this guide).

## **CONTENTS**

---

I. CRIMINAL PROCEEDINGS	4
1. Who is who in criminal (and misdemeanour) proceedings	4
2. Rights of the victim of a criminal offence	6
3. The injured party	9
4. Witnesses in criminal and misdemeanour proceedings	9
5. The right to request financial compensation and file claim for indemnification	12
D1. The seating arrangements in a courtroom	13
D2. Diagram – The course of a criminal proceeding	14
D3. Contacts of the Victim and Witness Support Departments	16
6. European Protection Order	18
II. MISDEMEANOUR PROCEEDINGS	18
III. INSTRUCTIONS ON ARRIVING AND TIME SPENT IN COURT	22
IV. HOW CAN VICTIMS GET INFORMATION ABOUT THEIR RIGHTS?	23
V. CONTACTS – SERVICES AND ORGANIZATIONS THAT PROVIDE SUPPORT TO VICTIMS AND WITNESSES	24

# I. CRIMINAL PROCEEDINGS

## 1. WHO'S WHO IN A CRIMINAL (AND MISDEMEANOUR) PROCEEDING

---

- **Court**  
A body that conducts criminal or misdemeanour proceedings. Depending on the jurisdiction, the proceeding can be conducted in a misdemeanour, municipal, or county court, the High Misdemeanour Court of the Republic of Croatia, or the Supreme Court of the Republic of Croatia.
- **Professional judges**  
Judicial officials
- **Jurors**  
Citizens
- **Parties**  
Prosecutor and defendant
- **Prosecutor**  
The prosecutor in a criminal proceeding can be: a **state attorney**, a **private prosecutor** (a prosecutor who has filed a private complaint for prosecution of a criminal offence that is prosecuted as a private complaint), and the **injured party as prosecutor** (a prosecutor who has taken over the prosecution from a state attorney who has not initiated or has withdrawn from the prosecution of the criminal case). **Injured party as prosecutor in a misdemeanour proceeding** is a person whose property or personal rights have been violated or infringed and has then been authorized by a court to submit a bill of indictment for that offence.

- **Defendant**  
The person against whom the criminal proceeding is being carried out. The defendant can be either a natural person or a legal entity.
- **Defense attorney**  
An attorney who assists the defendant in the criminal proceeding by preparing and composing a defence. His task is to undertake actions to the benefit of the defendant and to protect his or her rights and interests.
- **Participants in the proceeding**  
The victim, the injured party, witnesses, etc.
- **Victim of a criminal offence**  
A natural person who has suffered physical and emotional consequences, property damage or a violation of basic rights and freedom that are a direct consequence of a criminal offence. A victim of a criminal act is considered to be a marital or extramarital partner or informal life partner and offspring, and if there are none, an ancestor, brother or sister of the person whose death was directly caused by the criminal offence or a person who on the basis of law they were responsible for supporting.
- **Injured party**  
A natural person or legal entity whose personal or property rights have been infringed on or endangered by a criminal offence. The injured party can also have a legal representative.
- **Witness**  
A person who can provide information about a criminal offence or misdemeanour and the defendant and about other important circumstances.
- **Child**  
Person who is less than 18 years old.
- **A legal representative for the victim/injured party**  
An attorney who assists the victim or injured party in protecting their rights in a criminal and misdemeanour proceeding.
- **Person of trust**  
A legal representative or another person with legal capacity whom the victim can select to be with her during the criminal proceeding. A person may not be a person of trust if he or she will be a witness in the criminal proceeding.

## 2. RIGHTS OF A VICTIM OF A CRIME

---

A victim has rights that are guaranteed under the Criminal Procedure Act, during and after such proceedings. Before undertaking the first activity in which the victim will participate, the court, the state attorney, and the police must inform the victim of her rights in a reasonable manner.

### **The victim has the following rights:**

1. the right to access victim support services
2. the right to effective psychological and other types of professional assistance and support from bodies, organizations or institutions that assist victims of a crime
3. the right to protection from intimidation and retaliation
4. the right to the protection of her dignity during witness testimony
5. the right to a hearing without unjustified delay after the filing of a criminal complaint and that further hearings are conducted only to the extent to which they are necessary for the criminal proceeding
6. the right to be accompanied by a person of trust during the proceedings in which she is participating
7. the right that medical examinations are kept to a minimum and are carried out only when strictly necessary for the criminal proceedings
8. the right to participate in the criminal proceeding as the injured party, the right to file a motion for prosecution and a private lawsuit in accordance with the provisions of the Criminal Code, the right to be informed of the dismissal of the criminal complaint and the withdrawal of the state attorney from the criminal prosecution, and the right to undertake that prosecution instead of the state attorney
9. the right to be informed, at her request and without undue delay, of the release of the defendant from custody or investigative imprisonment, the escape of the defendant, the release of the convicted person from prison, and measures that have been undertaken for her protection
10. the right to be informed, at her request, of every decision by which the criminal proceeding is legally terminated, and

11. other rights prescribed by law.

- The victim of a criminal offence for which the prescribed sentence is more than five years, who suffers serious consequences from that offence, has the right to professional assistance from a counsellor/advisor financed from the state budget with the submission of a claim for indemnification.
- The victim of the criminal offence of violence intentionally committed has the right to financial compensation from the state budget in accordance with a special law.

### **The victim of the criminal offence against sexual freedom and the criminal offence of human trafficking, in addition to the rights that all victims have, also has the following rights:**

1. to talk to a counsel/advisor (financed from the state budget), before the interrogation/hearing
2. to have a legal representative financed from the state budget
3. that she is interviewed by a person of the same sex by the police and in the state attorney's office, and that if there is another interview, it is conducted by that same person
4. to refuse to answer questions that have no connection to the criminal offence and that are related to the personal life of the victim
5. to demand to be interviewed with audio-visual equipment
6. to the confidentiality of personal data
7. to demand that the public be excluded from the hearing.

### **The child victim of a criminal offence, in addition to the rights that all victims have, also has the following rights:**

- to have a legal representative financed from the state budget
- the confidentiality of personal data
- the exclusion of the public.

The court, the state attorney, the investigator and the police are required to treat the child in an especially respectful manner, keeping in mind their age, personality and other characteristics in order to avoid adverse consequences in their upbringing and development. In dealing with child victims, the responsible organization must be guided by the best interests of the child.

A child can also be an injured party. In this case, some special measures should be applied. For example, if a child's interests conflict with the

interest of the parents, the organization that is conducting the proceeding should contact a centre for social welfare, so that a special guardian can be appointed for the child. A child who is the injured party and is older than 16 years can make statements and participate in the proceedings.

**In addition to the rights that pertain to all victims, some victims can receive special protective measures, which are based on an individual assessment.**

**A victim who has been granted special protective measures based on an individual assessment has the following rights:**

1. to speak to a counsellor/advisor before the interrogation/hearing, the cost of which is covered by the state budget
2. that she is interviewed by a person of the same sex in the police and the state attorney's office, and that if there is another interview, it is conducted by that same person
3. to refuse to answer questions that have no connection to the criminal offence and that are related to the personal life of the victim
4. to demand to be interviewed with audio-visual equipment
5. the confidentiality of personal data
6. to request that the public be excluded from the hearing.

**Precautionary measures that are set for the defendant with the goal of protecting the victim:**

- a prohibition on leaving the place of residence
- a prohibition on visiting certain places or areas
- an obligation to report routinely to a specified person or government agency
- a prohibition on approaching a specific person
- a prohibition on establishing or maintaining contact with certain people
- a prohibition on stalking or harassing the victim or other people
- removal from the home.

**A victim who so requests will be informed of the release of the defendant from investigative imprisonment (by the police) or from prison (by the**

**Service for Victim and Witness Support of the Ministry of Justice).**

**The victim must be informed of all of her rights by the police, the state attorney and the court.**

### 3. THE INJURED PARTY

---

**The injured party in the proceeding has the following rights:**

- to use their native language (if the person does not speak or understand Croatian; he or she has the right to use the sign language of deaf or deaf-blind people, and to the assistance of a translator or interpreter, or a translator of sign language in the case of a deaf or deaf-blind injured party)
- to file a motion to assert a claim for indemnification and temporary security measures
- having a legal representative (at their own cost)
- to call attention to the facts and to suggest evidence
- to attend the evidentiary hearing
- to attend the hearing and participate in the evidentiary proceeding and to make final remarks
- to conduct a review of the record of the case (after testifying)
- to request to be notified by the state attorney on actions taken regarding the injured party's report and to file a complaint with the senior state attorney
- to file an appeal in cases covered by the Criminal Procedure Act
- to request a return to the prior state of affairs
- to be informed of the course and outcome of the proceeding
- to submit a request for prosecution or bring a private action
- to take over criminal prosecution instead of the state attorney.

### 4. WITNESSES IN CRIMINAL AND MISDEMEANOUR PROCEEDINGS

---

Witnesses are persons who are able to provide information about a criminal offence or misdemeanour and the defendant and other important circumstances of the case. They may also be a victim or an injured party. Every

person who is called as a witness must reply to the summons and testify and speak the truth since making false statements is a criminal offence.

Witnesses/victims/injured parties can be questioned by the police, the state attorney and in court.

Witnesses do not have to answer individual questions if there is a probability that they would expose themselves or a close relative to criminal prosecution, serious embarrassment or significant material damage.

Some people cannot be questioned as witnesses or are exempt from the obligation of testifying and will be notified by the judicial body thereof.

Witnesses who are unable to testify for objective reasons at the time that they are summoned by the state attorney or the court, must justify their absence to the state attorney or the court that is conducting the proceeding. If they fail to do so, the judge can order the police to forcibly bring them to court, impose a fine or impose a jail sentence.

#### **Witnesses can:**

- use their native language and have an interpreter (if the witness is deaf or mute)
- have the right to physical security, privacy (testifying under a pseudonym, or via audio-visual equipment with an altered voice and appearance in cases that are prescribed by law)
- notify the court of their inability to come at the specified time
- receive compensation for costs arising from their appearance in court.

#### **How many times is a witness questioned?**

Witnesses are questioned at least once, but they may be questioned several times. Witnesses can be questioned:

1. by the police
2. during the investigation in the office of the state attorney, or more rarely, during an evidentiary hearing in court
3. during the hearing in court.

#### **The trial**

The hearing can be public or closed to the public (only in cases covered by the law). The judge conducts the hearing and maintains order in the

courtroom. When the hearing is public, representatives of the media can be present. No photos or filming of any kind may be made in the courtroom. As an exception, the president of a county court can permit the taking of photographs, and the president of the Supreme Court of the Republic of Croatia can permit television of other types of filming in individual hearings. The same rules also apply to an evidentiary hearing.

#### **The course of a trial**

After an indictment has been issued, the judge will schedule a hearing to which all parties will be summoned - the prosecutor and the defendant, and the victim, the injured party and witnesses.

The judge will establish the presence of these persons and their personal data. If some of the parties/participants do not appear at the hearing, it may be postponed.

After the indictment has been read, individual witnesses (victims and injured parties) are questioned.

Before making a statement, witnesses may not be in attendance when evidence is presented at the hearing.

A witness will be called to present everything that he knows about the case, and he can be asked questions for clarification and for additional information.

During the questioning of a witness, questions can be posed by the judge, the state attorney, the defendant and the defence attorney.

The judge can forbid the asking of individual questions.

The witness does not have to respond to provocative, insulting or disparaging questions.

After questioning, witnesses can seek compensation for travel costs to the court, after which they may leave the court upon the approval of the judge.

#### **Can a witness be questioned in the court without the presence of the defendant?**

The judge can decide to have the defendant temporarily removed from the courtroom if the witness refuses to testify in his or her presence or if

circumstances indicate that the witness will not speak truthfully in the defendant's presence.

After the return of the defendant to the courtroom, he or she will be read the testimony of the witness and he can then ask questions.

### **Questioning a witness in exceptional situations**

At all stages of the criminal proceeding (the police, the state attorney, and the court), a witness can be questioned at the place where he or she is currently located (apartment, hospital, old age home, etc.) if traveling is difficult because of age, health status, or disability.

### **The questioning of a child in criminal and misdemeanour proceedings**

A child will be questioned in court via audio-video equipment or with the assistance of an expert. The film and transcript of the questioning of a child will be used in the proceeding as evidence.

A child may be questioned only twice during a proceeding.

### **Sanctions for disrupting the work of the court**

A witness can be punished for disrupting the work of the court with a fine of up to 50,000 kuna.

### **To whom is a verdict delivered?**

The verdict is delivered to the defendant and his attorney, the authorized prosecutor, the victim as an injured party, and to the legal representative, with instructions on the right to an appeal.

The final verdict will be sent to the victim upon request.

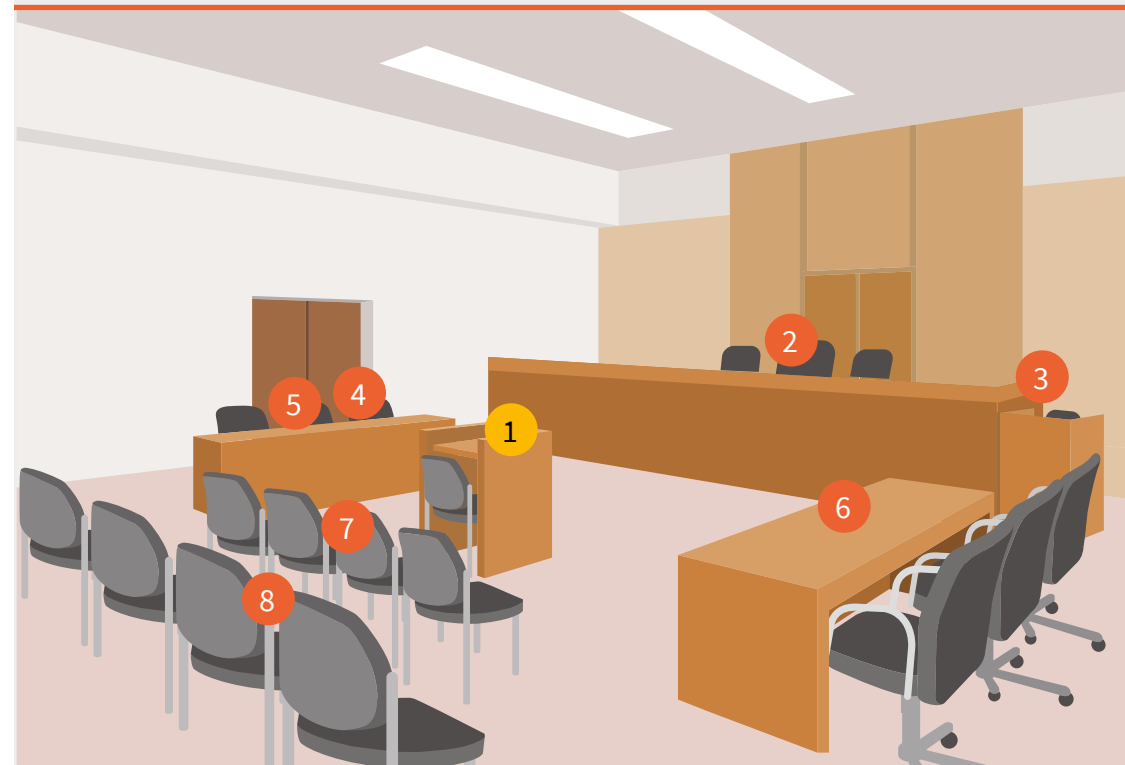
## **5. THE RIGHT TO FINANCIAL COMPENSATION AND TO FILE A CLAIM FOR INDEMNIFICATION**

### **The right to financial compensation from the Republic of Croatia**

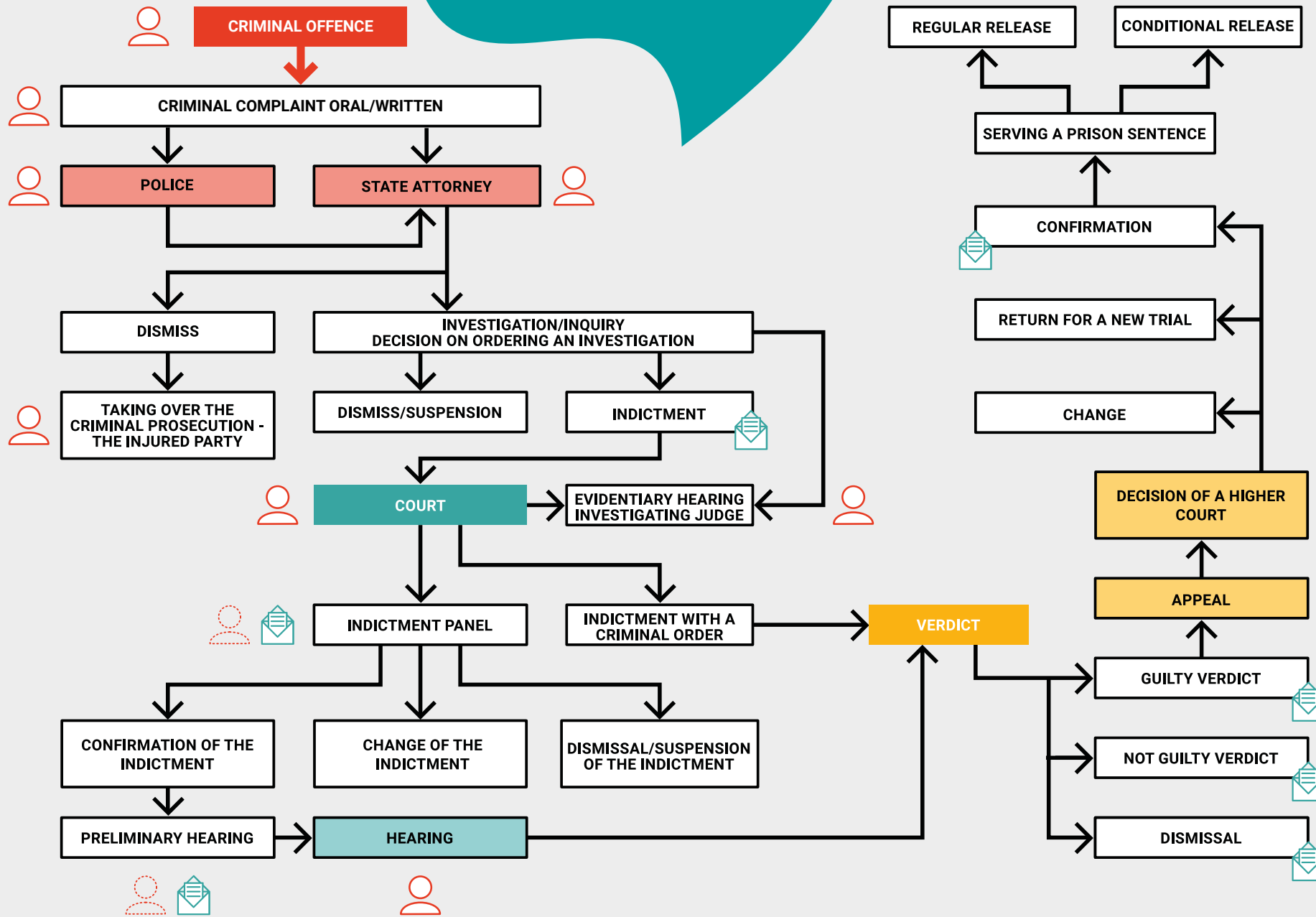
In accordance with the Crime Victims Compensation Act, the victim of the criminal offence of violence committed with intent has the right to financial compensation from the national budget.

## **D1. THE SEATING ARRANGEMENTS IN A COURTROOM**

- 1 witness/victim
- 2 judge/judges
- 3 court reporter
- 4 state attorney
- 5 legal representative for the victim/injured party
- 6 defense attorney
- 7 defendant
- 8 public



## D2. THE COURSE OF A CRIMINAL PROCEEDING



### LEGEND



presence of the victim is mandatory



written report on the course/outcome of the proceeding



written report/summons but presence of the victim is not mandatory



informing the victim by telephone

**A guide through a criminal proceeding (Diagram)**



### D3. VICTIM AND WITNESS SUPPORT DEPARTMENTS

#### OSIJEK

County Court in Osijek  
Europska avenija 7  
podrska-svjedocima@zsos.pravosudje.hr

031 228 500

#### RIJEKA

County Court in Rijeka  
Žrtava fašizma 7  
podrska-svjedocima-ri@pravosudje.hr

051 355 645

#### SISAK

County Court in Sisak  
Trg Ljudevita Posavskog 5  
podrska-svjedocima-sk@zssk.pravosudje.hr

044 524 419

#### SPLIT

County Court in Split  
Gundulićeva 29a  
podrska-svjedocima-st@pravosudje.hr

021 387 543

#### VUKOVAR

County Court in Vukovar  
Županijska 33  
podrska-svjedocima-vu@pravosudje.hr

032 452 529

#### ZADAR

County Court in Zadar  
Borelli 9  
podrska-svjedocima@pravosudje.hr

023 203 640

#### ZAGREB

County Court in Zagreb  
Trg Nikole Šubića Zrinskog 5  
Municipal Criminal Court in Zagreb  
Ilica 207, Zagreb  
podrska-svjedocima-zg@pravosudje.hr

01 4801 062

01 3477 333

The victim can exercise the right to compensation for:

- the costs of medical treatment
- lost earnings up to an amount of 35,000 kuna
- a close blood relative of a deceased victim has the right to compensation because of the loss of legal maintenance of up to 70,000 kuna and funeral costs of up to 5,000 kuna.

The police, the state attorney and the court are obligated to inform the victim about the right to compensation and to provide the forms required to submit the request. If requested by the victim, they must also provide instructions and information about how to fill out the forms and about what additional documentation is required.

At the request of victim, the police will also issue a confirmation of the filing of a criminal complaint.

The request for financial compensation is submitted to the Ministry of Justice within a period of six months from the commission of the criminal offence, and in exceptional and justified circumstances, within a period of three years.

The Committee on Compensation to Crime Victims will make the decision regarding the request.

#### The right to compensatory damages from the defendant

- **Claim for indemnification in a criminal proceeding**

The victim of a criminal offence, who has committed to participating in the proceeding as an injured party, has the right to submit a claim for indemnification during the criminal proceeding, at the latest by the completion of the evidentiary proceeding (hearing).

In this claim the injured party can seek compensatory damages from the defendant, the return of items, or the annulment of a particular legal transaction.

If the victim files the request during the criminal proceeding, the prerequisite for its acceptance is that the court finds the defendant guilty.

- **Compensatory damages in a civil proceeding**

If the victim DOES NOT obtain compensatory damages from the defendant in the criminal proceeding, the court will instruct her to seek compensatory damages in a civil proceeding by filing a lawsuit.

- **The right to free legal assistance**

If the defendant in a criminal proceeding is convicted of the crime of domestic violence, the victim, regardless of her property situation, can submit a request for free legal assistance in a civil proceeding for compensatory damages from the defendant. The request should be submitted to the Office of Government Administration closest to her place of residence.

## 6. EUROPEAN PROTECTION ORDER

When protective measures or special commitments are specified with the goal of protecting the victim and the victim has left or is living outside of the territory of the Republic of Croatia, the investigating judge of the county court at the request of the victim (the guardian or representative) will issue a European Protection Order.

The request can also be submitted in person to the appropriate body of the EU member state in which the protected person is residing or staying.

In this way, the measures that are specified for the defendant with the goal of protecting the victim can also be valid in another EU member country in which the victim is residing, regardless of where the defendant/person against whom the measures have been implemented is located.

The European Protection Order is not valid in countries that are not members of the European Union.

## II. MISDEMEANOUR PROCEEDING

A misdemeanour is illegal behaviour that is not a criminal offence (for example, disturbing the peace, discrimination, domestic violence that is not a statutory criminal offence, etc.).

*Comment: Only the articles of the Act on Protection against Domestic Violence have especially defined victims for whom the provisions of the Criminal Procedure Act apply. Provisions of the Criminal Procedure Act can also be applied to other laws in which there might be a victim.*

### How and to whom to report a misdemeanour?

Each offence, humiliation, attack (physical, verbal or psychological) in a public place or within a family can be reported to:

1. the police
2. the state attorney.

If knowledge of domestic violence is reported to a centre for social welfare or educational/healthcare facilities, they are obligated to inform the police or the state attorney's office.

The appropriate body (the police or the state attorney's office) will make a decision on the report.

The police will investigate whether a misdemeanour has been committed by gathering the necessary reports and evidence. If a misdemeanour has been committed, the police will issue a proposed indictment to the appropriate court and can issue an order for protective measures within a period of eight days, and the said protective measures (or an addition to them) can be extended by a court.

### Some of the protective measures are:

- a prohibition on leaving the place or residence without the court's permission
- a prohibition on visiting certain places or areas
- a prohibition on approaching certain people and a prohibition on establishing or maintaining contact with certain people
- temporary confiscation of travel and other documents for crossing international borders.

If the police determine that there are no elements of a misdemeanour, they will inform the victim orally and in writing. If the victim thinks that such elements do exist, she can turn directly to the misdemeanour court with a written description of the events.

### **Expedited proceeding**

If the police arrest the suspect, the proceeding is expedited and the court must question him within 24 hours of the arrest.

In cases where the defendant admits guilt, the victims and witnesses are not questioned and the court reaches a verdict.

If the defendant does not admit guilt, victims and witnesses are questioned.

### **Routine proceeding**

When the police submit an indictment to the appropriate court, the court will schedule a main hearing to which it will call: the defendant and the authorized prosecutor (the police or a state attorney). The court can also call for questioning the victim, the injured party and witnesses.

### **After questioning, in both an expedited and a routine proceeding, the court reaches the following decisions:**

- it can hold the defendant in custody for 15 days until it reaches a final verdict
- it can extend the protective measures imposed by the police or reach a decision on protective measures in its official capacity or at the proposal of the victim, the centre for social welfare, or the authorized prosecutor
- it can reach a verdict (dismissal, release or conviction).

A conviction can be: a fine, a jail sentence of 30 to 90 days, the issuing of protective measures, conditional sentencing, and conditional sentencing with special obligations.

In the case of domestic violence, the court is obligated to deliver the final verdict to the victim. In other cases, the injured party can obtain the verdict by request.

### **Some of the prescribed protective measures based on the Misdemeanour Act that are applied to the defendant and which the court can impose are:**

- mandatory treatment for drug or alcohol dependence
- a prohibition on operating a motor vehicle
- a prohibition on visiting specific places or areas.

### **In addition to these measures, in the case of domestic violence, the following protective measures can be imposed on the defendant, either alone or in addition punishment:**

- mandatory psychosocial treatment
- prohibition on approaching, harassing or stalking the victim of domestic violence
- removal from the joint household.

The court can confiscate items and resources that can be used for committing a misdemeanour. In the case of domestic violence and of disturbing the public order and peace, the police will confiscate weapons (including those for which there is a permit).

### **The specific aspects of misdemeanour proceedings are:**

- precautionary measures that the police can undertake that can last up to eight days
- precautionary measures determined by a decision of the court that can last until the final decision on a verdict by the court
- the court examines the need to extend precautionary measures every two months. The victim can inform the police of any violation of the precautionary measures and they then inform the court. The police will also draft a security plan for the victim and will also inform the victim of the precautionary measures.
- if the perpetrator violates the precautionary measures, the victim must inform the police
- if a victim violates the precautionary measure against the perpetrator, she can be punished (for example if the victim contacts the defendant who is forbidden to have contact with her)
- at the suggestion of the prosecutor or the victim, the court can cancel or replace the imposed precautionary measures before their deadline, after reassessment of the justification for further measures
- if the person accused of domestic violence violates the protective measures, the police will arrest him and bring him before the court for questioning.

### **Rights of the injured party**

- conduct a review of the records of the case

- request compensation for travel costs and lost wages
- specify a legal representative at her own expense.

### What is specific to misdemeanour domestic violence?

In a misdemeanour proceeding for domestic violence, the injured party, the injured party as prosecutor, the victim, or an authorized prosecutor has the right to submit to the misdemeanour court a proposal for the imposition of protective measures, a prohibition to approaching, harassing or stalking the victim of domestic violence, or removal from the joint household before the start of the misdemeanour proceedings, if there is an immediate danger to the safety of the victim, members of her family, or members of the joint household.

The court must, without delay and within a period of 24 hours of the submission of the proposal at the latest, and after questioning the victim and the person against whom the imposition of protective measures is being sought, reach a decision, which cannot be postponed by an appeal. It is the obligation of the entity submitting the proposal for the imposition of protective measures that the misdemeanour proceeding starts within a period of eight days from the day of submission.

## III. INSTRUCTIONS ON ARRIVING AT AND TIME SPENT IN COURT

All people appearing in court should arrive **at least 15 minutes earlier** than the time cited in the summons.

**Appropriate attire** is required (avoid wearing shorts and sleeveless shirts in court).

An appearance in court can be short, but sometimes it can last several hours. As a rule, it finishes at the end of the court's working hours. If victims/witnesses have health problems, they should take the prescribed medication or bring it with them. They should also bring a refreshment.

All persons appearing in court will be examined by security personnel of the court. Weapons, sharp objects, alcohol and drugs are forbidden in the court.

A victim who is testifying can be accompanied by another person who can be

present during the testimony, but only on the condition that that person will not also be a witness in the proceedings.

Upon arrival in court, victims and witnesses will be contacted by officials from the Victim and Witness Support Department, who provide support and information.

## IV. HOW CAN VICTIMS AND WITNESSES BE INFORMED ABOUT THEIR RIGHTS?

Authorities for criminal and misdemeanour proceedings (the police, the public prosecutor, the court), are required to notify a victim of their rights and to refer them to the service for support.

### Services and organizations that support victims and witnesses:

- **The Service for Victim and Witness Support of the Ministry of Justice** provides information on the release of perpetrators from prison, information on testifying in international cases and information on financial compensation to victims of a crime.
- **Victim and Witness Support Departments** operate in seven county courts in the Republic of Croatia. Victims and witnesses can turn to them regardless of the status of the proceedings for detailed information on their rights, emotional support, information on criminal and misdemeanour proceedings, and other practical information. Victims and witnesses can contact these offices by telephone, e-mail, or in person with prior notification.
- **The National Call Centre for Victims of Crime** provides information to victims and witnesses on their rights and directs them to other facilities and organizations that provide expert assistance. The toll-free number is 116-006 (working days from 8:00 a.m. to 8:00 p.m.).
- **Civil society organizations that are included in the program, The Network of Support and Cooperation for Victims of and Witnesses to a Crime**, financed by the Ministry of Justice, provide information on the rights of and emotional support and psychosocial counselling for victims, and they provide escorts to courts and other relevant institutions that do not have victim and witness support facilities.

- In addition to information that the police will offer on **specialized institutions and organizations** with information about the rights of a victim, a list of contact details of services and organizations that provide specialized types of assistance is also available on the web page of the Ministry of Justice: [pravosudje.gov.hr/podrska-zrtvama-i-svjedocima/6156](http://pravosudje.gov.hr/podrska-zrtvama-i-svjedocima/6156)

## V. CONTACTS – SERVICES AND ORGANIZATIONS THAT PROVIDE SUPPORT TO VICTIMS AND WITNESSES

### 1. MINISTRY OF JUSTICE

---

#### Service for Victim and Witness Support

Ulica grada Vukovara 49, Zagreb

Telephone: 01/3714-724

E-mail: [zrtve.i.svjedoci@pravosudje.hr](mailto:zrtve.i.svjedoci@pravosudje.hr)

Web: [pravosudje.gov.hr/podrska-zrtvama-i-svjedocima/6156](http://pravosudje.gov.hr/podrska-zrtvama-i-svjedocima/6156)

### 2. VICTIM AND WITNESS SUPPORT DEPARTMENTS

---

#### County Court in Osijek

Europska avenija 7, Osijek

Telephone: 031/228-500

E-mail: [podrska-svjedocima@zsos.pravosudje.hr](mailto:podrska-svjedocima@zsos.pravosudje.hr)

#### County Court in Rijeka

Žrtava fašizma 7, Rijeka

Telephone: 051/355-645

E-mail: [podrska-svjedocima-ri@pravosudje.hr](mailto:podrska-svjedocima-ri@pravosudje.hr)

#### County Court in Sisak

Trg Ljudevita Posavskog 5, Sisak

Telephone: 044/524-419

E-mail: [podrska-svjedocima-sk@zssk.pravosudje.hr](mailto:podrska-svjedocima-sk@zssk.pravosudje.hr)

#### County Court in Split

Gundulićeva 29a, Split

Telephone: 021/387-543

E-mail: [podrska-svjedocima-st@pravosudje.hr](mailto:podrska-svjedocima-st@pravosudje.hr)

#### County Court in Vukovar

Županijska 33, Vukovar

Telephone: 032/452-529

E-mail: [podrska-svjedocima-vu@pravosudje.hr](mailto:podrska-svjedocima-vu@pravosudje.hr)

#### County Court in Zadar

Borelli 9, Zadar

Telephone: 023/203-640

E-mail: [podrska-svjedocima@pravosudje.hr](mailto:podrska-svjedocima@pravosudje.hr)

#### County Court in Zagreb

Trg N. Šubića Zrinskog 5, Zagreb

Telephone: 01/4801-062

Municipal Criminal Court in Zagreb

Ilica 207, Zagreb

Telephone: 01/3477-333

E-mail: [podrska-svjedocima-zg@pravosudje.hr](mailto:podrska-svjedocima-zg@pravosudje.hr)

### 3. CIVIL SOCIETY ORGANIZATIONS INCLUDED IN THE PROGRAM: THE NETWORK OF SUPPORT AND COOPERATION FOR VICTIMS OF AND WITNESSES TO CRIMES AND MISDEMEANOURS, FINANCED BY THE MINISTRY OF JUSTICE

---

#### Brod-Posavina County

Legal Information Centre

Ante Starčevića 63, Slavonski Brod

Telephone: 035/448-533

E-mail: [info@ipc.com.hr](mailto:info@ipc.com.hr)

### **Dubrovnik-Neretva County**

DEŠA - Dubrovnik  
Frana Supila 8, Dubrovnik  
Telephone: 020/420-145, 020/311-625  
E-mail: desa@du.t-com.hr

### **Istria County**

Center for Civil Initiatives Poreč  
Partizanska 2d, Poreč  
Telephone: 095/3500-733, 052/452-746  
E-mail: cgiporec@cgiporec.hr

### **Krapina-Zagorje County**

CESI, SOS Telephone and Counselling  
Nova cesta 4, Zagreb  
Telephone: 049/639-281  
E-mail: zrtveisyjedoci@cesi.hr

### **Međimurje-Varaždin County**

Victim and Witness Support Service  
Graberje 33, Varaždin  
Telephone: 095/116-0066, 01/3714-007  
E-mail: varazdin@pzs.hr

### **Požega-Slavonia and Bjelovar-Bilogora Counties**

Center for Support and the Development of a Civil Society "DOLPHIN"  
Braće Radića 13, Pakrac  
Telephone: 034/411-780  
E-mail: delfin.zamir@gmail.com

### **Karlovac and Lika-Senj County**

Women's Group Karlovac "Step"  
Vladka Mačeka 6, Karlovac  
Telephone: 047/600-392  
E-mail: zeka@ka.t-com.hr

### **Koprivnica-Križevci and Bjelovar-Bilogora Counties**

"HERA" Association of Križevac for the Protection and Promotion of Human Rights  
I. Z. Dijankovečkog 5, Križevci  
Telephone: 048/271-335  
E-mail: info@udruga-hera.info

### **Šibenik-Knin County**

Zvonimir Association  
Domagojeva 12, Knin  
Telephone: 022/662-554  
E-mail: zvonimir@zvonimir.hr

### **Virovitica-Podravina County**

S.O.S. Virovitica – Counselling, Empowerment, Cooperation  
Fra Bonifacija Gerbera Square (no number)  
Telephone: 033/721-500  
E-mail: telefon@sosvt.hr

### **Program Coordinator:**

The Women's Room - Center for Sexual Rights  
Maksimirska 51a, Zagreb  
Telephone: 01/6119-174  
E-mail: zenska.soba@zenskasoba.hr  
Web: www.zenskasoba.hr

## **4. NATIONAL CALL CENTER FOR VICTIMS OF CRIME**

Toll-free Telephone: 116-006

116 006

## **5. OTHER CONTACTS**

A list of contacts of other institutions and organizations that provide specialized assistance is available on the web site of the Ministry of Justice at the following link:

**pravosudje.gov.hr/podrska-zrtvama-i-svjedocima/6156**



## THE EUROPEAN UNION IS FINANCING THE PROJECT IN THE FRAMEWORK OF THE TRANSITION FACILITY

---



The Transition Facility is a temporary instrument intended for new EU countries in the first years of their membership as assistance in financing measures for the development and strengthening of national administrative and judicial capabilities for the implementation and application of EU legislation.

The Transition Facility is aimed at continuing support to the Republic of Croatia in its efforts for the further development and strengthening of national administrative and judicial capacities for the implementation and application of the laws of the European Union, as well as promoting the exchange of best practices through activities that cannot be financed from European structural and investment funds.

In addition, a goal of the program is to continue providing assistance in the development of the judiciary, basic rights and internal affairs, and the reform of public administration.

---

The content of this brochure is the exclusive responsibility of the Ministry of Justice and Mapa Znanja Ltd. and may not in any way be considered to reflect the views of the European Union.