

# ***WHERE TO GET HELP IF BECOMING VICTIM OF A TERROR ATTACK IN GERMANY?***

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## 1 THE STRUCTURE OF THE FEDERAL REPUBLIC OF GERMANY

Germany is a federal state therefore general victim support is coordinated and provided by the 16 states individually. No federal ministry has an overall coordinating role in victim support provision. In several states, special regional foundations and victim support offices have been set up to care for and provide financial assistance to the victims of crime.

## 2 FEDERAL FOREIGN OFFICE

The consulate will assume the function of a coordination unit and ensures assistance in administrative and legal issues for directly affected and their relatives, e.g. filing a complaint, death certificate, etc.

On the homepage of the Foreign Ministry you will receive an overview of all foreign countries and their consulate represented in Germany:

[http://www.auswaertiges-amt.de/DE/Laenderinformationen/VertretungenFremderStaatenA-Z-Laenderauswahlseite\\_node.html](http://www.auswaertiges-amt.de/DE/Laenderinformationen/VertretungenFremderStaatenA-Z-Laenderauswahlseite_node.html)

## 3 MEDICAL-PSYCHOSOCIAL SUPPORT

Since Germany is a federal state, medical-psychosocial support is provided independently by the German federal states. In general, the on-site initial medical treatment is guaranteed by police, rescue workers and firefighters. If in an attack emergency workers have not yet arrived, dial the national **emergency number 112**.

## 4 COMPENSATION PAYMENTS BY SERVICE PROVIDERS

### 4.1 Victims Compensation Act (OEG)

The Victim's Compensation Act (Opferentschädigungsgesetz) is the main act regarding compensation and regulates reparation payments for medical treatment, pensions for next of kin or rehabilitation measures. It does not cover material damages and compensation for personal damages. EU law ensures that each Member State has a national scheme in place which guarantees fair and appropriate compensation to victims of crime, and that compensation is easily accessible regardless of where in the EU a person becomes victim of a crime. The request for compensation for victims of crime can be placed directly in the State in which the offense occurred or in their home country. If applying for compensation for victims of violent crimes in Germany you may address your application to the German assisting authority – the Federal Ministry of Labour and Social Affairs:

Federal Ministry of Labour and Social Affairs

Division SER 2

Rochusstraße 1

D-53123 Bonn

Tel.: +49 228 99527 - 0

Fax: +49 228 99527 - 4134

Email: [DUB@bmas.bund.de](mailto:DUB@bmas.bund.de)

Each member state shall establish a supporting authority. Therefore if applying compensation for victims of violent crimes in the home country, the assisting and deciding authorities as well as the relevant application forms for each EU Member State can be found in the European Atlas in Civil Matters:

[http://ec.europa.eu/justice\\_home/judicialatlascivil/html/cv\\_informatio\\_n\\_de.htm](http://ec.europa.eu/justice_home/judicialatlascivil/html/cv_informatio_n_de.htm)

The staff of WEISSER RING GERMANY offers support during the application process.

## 4.2 Hardship payments to victims of extremist and terrorist offenses

The German Parliament provides funds for the compensation of victims of extremist or terrorist attacks. *This voluntary payment, to which there is no legal entitlement, is to be understood as an act of solidarity of the state and its citizens with the victims. [Federal Office of Justice: Information sheet for the compensation of victims of extremist attacks].* Benefits, in the form of one-off capital payments, are provided for personal injury and for violations of general personal rights as in massive insults or defamation. The subject matter of the payments can also include maintenance payment damages or disadvantages in professional advancement. Damages to property can not be replaced. Even the bereaved of victims may submit applications. This also applies to so-called helpers in need who suffered health damage in the defense of an extremist or terrorist assault (Nothelfer). The decision in the individual case is made on the basis of humanitarian reasons as a voluntary emergency aid of the state.

The application for granting compensation is to be addressed to the Federal Office of Justice. The staff of WEISSER RING GERMANY offers support during the application process.

The application is made with an official form. Application forms and information leaflets are available at:

[https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Opferhilfe/Opferhilfe\\_node.html](https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Opferhilfe/Opferhilfe_node.html)

Bundesamt für Justiz  
Referat III 2 – Opferhilfe –  
53094 Bonn  
  
Tel.: +49 228 99 410-5288  
Fax.: +49 228 99 410-5591

## 5 WEISSER RING GERMANY

In Germany, you can receive a range of support services through victim support organisations. In particular: WEISSER RING Germany. Those interested in the organisation may request information by telephone about the support services of WEISSER RING. The calls will be received by trained staff and will be immediately routed on so that contact can be established within a short time with specialized counseling centers or the nearest local branch office of WEISSER RING.

**Victim Support Helpline:**

116 006 toll free within Germany

(from abroad: +49 116 006, charges may apply).

**WEISSER RING e. V.**

Weberstraße 16

55130 Mainz

Telefon 06131 83 03-0

Fax 06131 83 03-45

E-Mail [info@weisser-ring.de](mailto:info@weisser-ring.de)