



Contact cards

Author: Rondpunt
2018

VICTIMS OF ROAD TRAFFIC OFFENCES



This project is funded by
the Justice Programme
of the European Union



moderator
forum voor herstelrecht en bemiddeling

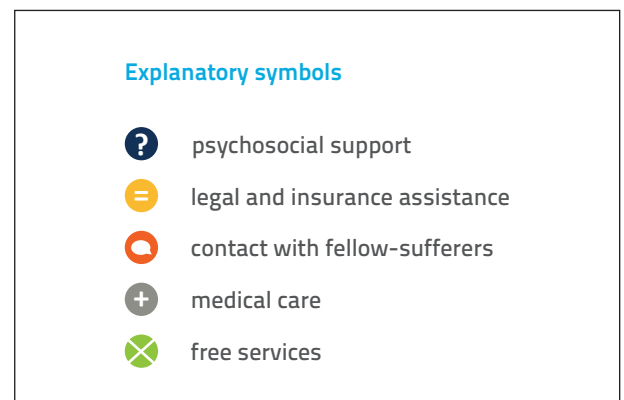
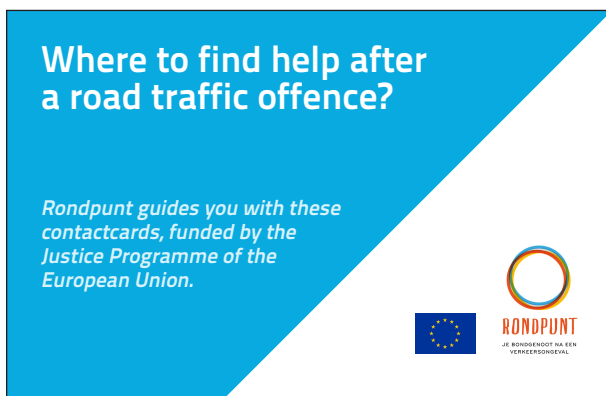


RONDPOINT
JE BONDGENOOT NA EEN
VERKEERSONGEVAL

Table of contents

1. Local police
2. Victim Support Service
3. Victim Support Europe
4. Judicial assistance
5. Insurance
6. Guarantee Fund
7. Council of Bureaux
8. Insurance Europe
9. Family doctor
10. Hospital Social Service
11. Rehabilitation Centre
12. Medical Health Service
13. Psychologist
14. Restorative Justice Service
15. European Forum for Restorative Justice
16. European Federation of Road Traffic Victims
17. Peer Support Group

Legend contact cards



Local police



Offers first assistance after the crash by:

- Drawing up the statement and report
- Offering basic information on further steps or support

Local or national police force

Victim Support Service



Information, advice and support in relation to:

- Coping process
- Judicial and insurance questions
- Referral

Victim Support Europe



European umbrella organisation working on:

- Strengthening victims' rights and victim support services
- Advocating and promoting development of victim rights and services

Visit their website for info on victim support in your country:

www.victimsupport.eu

Judicial assistance



Offers:

- Judicial advice
- Defence counsel during judicial and court proceedings

***Do you have a legal assistance insurance?**
Contact your insurance.
How to find a lawyer? Visit website below.*

<http://e-justice.europa.eu>

Insurance

- Third Party Liability insurance in case of motor vehicles
- Other insurance for vulnerable road users



Assistance with:

- Communication with the insurance of the other party involved
- Establishing liability and compensation
- Handling a claim settlement

Tip: Always fill in the European Accident Statement!

Guarantee Fund



Provides information and compensation for road traffic victims when the crash is caused by:

- An unidentified vehicle
- An uninsured vehicle

For contact info of the Guarantee Fund in your country:

www.cobx.org

Council of Bureaux*

** When you are a victim of a road traffic crash caused by a foreign vehicle or in another country than your own.*



Organisation which can assist:

- To find the representative of the other party's insurance company in your country
- With information when the crash is caused by an unidentified or uninsured vehicle,...

www.cobx.org

Insurance Europe

European insurance and reinsurance federation



Provides information on:

- Pursuing a damage claim
- National contact points
- Frequently asked questions from cross-border road traffic victims on insurance

www.insuranceurope.eu/cross-border-road-traffic-accidents

Family doctor



Offers:

- Medical advice and support
- Referral to local (aid) services (e.g. psychologist, health services,...)

Hospital Social Service



In case of hospitalisation, they offer:

- Psychosocial support
- Discharge care
- Referral to other social services

Ask your medical practitioner for a referral or visit the website of the hospital

Rehabilitation Centre



Ambulant rehabilitation

- ...

Residential rehabilitation:

- Rehabilitation Centre
- Rehabilitation Hospital

Contact health services or social service hospital

Medical Health Service



Offers:

- Financial and social benefits (e.g. regarding medical costs, resources,...)
- Referral to other social services

Psychologist



Emotional support and assistance with:

- Talking about what happened
- The coping process

You can choose an independent psychologist or a group practice.

Restorative Justice Service



Offers support which:

- Is oriented towards repairing, as far as possible, the harm caused by the road traffic crash
- Expects active participation by the victim, the offender and possible other parties

European Forum for Restorative Justice



European organisation which:

- Focuses on the application of restorative justice to criminal matters
- Works on development and establishment of victim-offender mediation and other restorative justice practices

www.euforumrj.org

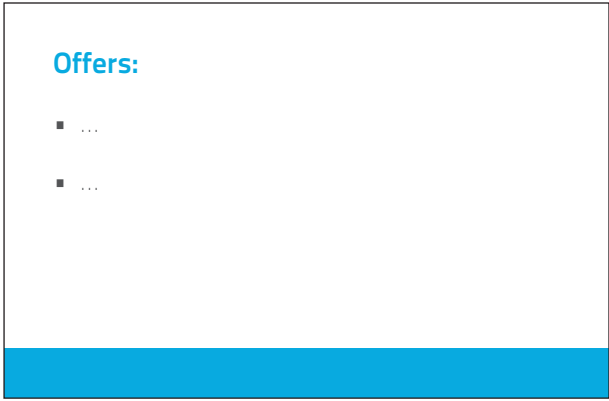
European Federation of Road Traffic Victims



Federation that consists of different road victim associations from different countries, which:

- Protects the interests of road traffic victims (e.g. advocating)
- Aims to reduce road danger
- Strengthens contacts between road victim associations

www.fevr.org | info@fevr.org



This report is one of the outcomes of the project 'Victims of Road Traffic Offences', funded by the Justice Programme of the European Union (JUST/2015/JACC/AG/VICT/9276).

Project partners

**Moderator vzw, Forum for restorative justice and mediation
Leuven Institute of Criminology, Catholic University of Leuven
Rondpunt vzw, Centre of expertise and ally after a road traffic crash**

Associate partners

**Victim Support Europe
European Federation of Road Traffic Victims
European Forum for Restorative Justice**

Information on the project: www.rondpunt.be

This publication has been produced with the financial support of the Justice Programme of the European Union. The contents of this publication are the sole responsibility of the author and can in no way be taken to reflect the views of the European Commission.

