

FOR ANYONE WHO IS A VICTIM  
**FREE PUBLIC SERVICE**  
 OF A CRIME OR MISDEMEANOUR



**SAVA** ASSISTANCE SERVICE FOR VICTIMS IN ANDALUSIA

FREE PUBLIC ASSISTANCE FOR  
 ANYONE WHO IS A VICTIM

**SAVA**

OF A CRIME OR MISDEMEANOUR

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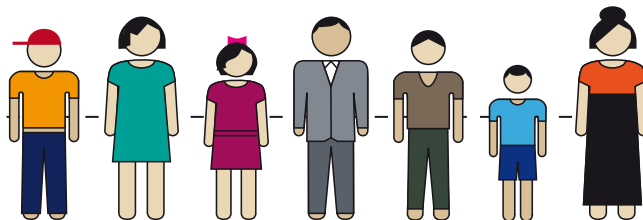
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# What is SAVA?



It is a  
**PUBLIC  
ANDALUSIAN  
UNIVERSAL**

service supervised and coordinated by the Andalusian Department of Justice and Interior; It counts 9 facilities situated in the provincial capitals and the Campo de Gibraltar and is Anyone who has been a victim of any crime or misdemeanour can use it, no matter what their personal or social condition, etc (including minors and foreigners). It is a service that costs its users absolutely nothing.

**FREE**

It is regulated by: "Decreto 375/2011, de 30 de diciembre, por el que se regula el Servicio de Asistencia a Víctimas de Andalucía".

## What does it offer?

**Information, advice, protection and support for anyone who has been a victim or suffered due to the commission of a crime or misdemeanour of any kind.**

Its aim is to provide comprehensive and coordinated assistance based on gender equality, attending to legal, psychological and social needs by means of professionals who specialise in those areas.

## What professionals are involved?

Team comprising **lawyers, psychologists** and **social workers** with training and experience in providing care and assistance for victims.

Each SAVA facility has a multidisciplinary

## What services does it provide?

### GENERAL services

- ▶ Detection and analysis of needs and problems of users at the beginning of a judicial proceeding and throughout the whole process;
- ▶ Accompaniment to file complaints and when presence before the police, court or health service, etc, is required;
- ▶ Dissemination of information and collaboration and coordinated work with other entities, institutions or agencies associated to the matter at hand;
- ▶ When necessary, routes users to other entities which also provide assistance for victims.

### LEGAL help

- ▶ Legal advice in criminal cases or any other related matter;
- ▶ Information and advice about the processing, management and preparation of complaints, reports and legal documents, etc;
- ▶ Information about rights in this area;
- ▶ Information and processing of applications for ex officio lawyers and free justice;
- ▶ Collaboration with courts, public prosecutors, lawyers and court representatives during the judicial proceeding;
- ▶ Advises and handles matters concerning the request for protection measures.

### PSYCHOLOGICAL ambit

- ▶ Provides psychological intervention in crisis situations, helps manage anxiety and offers psychological support throughout the judicial process (preparing appearances as witnesses, before check-ups, etc);
- ▶ Activates confrontation strategies and social, labour and family support;
- ▶ Anticipates and prepares for the effects of future experiences and reactions;
- ▶ Conducts follow-up interviews and keeps tabs on progress;
- ▶ Provides information about other psychological resources, routing victims to them if necessary.

### SOCIAL ASSISTANCE

- ▶ Conducts social evaluation interviews to identify requirements, discover needs and provide information and guidance about social benefits and resources within reach;
- ▶ Provides accompaniment to deal with paperwork at institutions and other entities;
- ▶ Offers guidance in the search for a job.