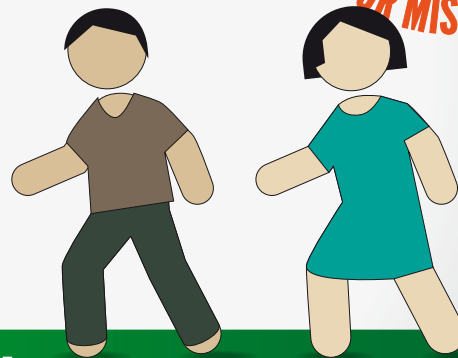


FOR ANYONE WHO IS A VICTIM
OF A CRIME OR MISDEMEANOUR
FREE PUBLIC SERVICE



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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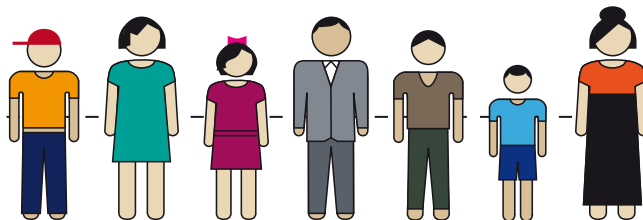
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What is SAVA?



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.