



Oifig Íospartaigh na Coireachta
Victims of Crime Office

VICTIMS CHARTER

and guide to the criminal justice system



AN ROINN DLÍ AGUS CIRT AGUS ATHCHÓIRITHE DLÍ
DEPARTMENT OF JUSTICE AND LAW REFORM

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2010

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FOREWORD BY MINISTER FOR JUSTICE AND LAW REFORM

This Charter is for you – who are unfortunately a victim of a crime. It sets out in clear language the service you can expect from all the main state agencies in the criminal justice area and from one of the voluntary organisations that has contact with victims. These agencies are committed at the highest level to their Charters in this document.



As Minister for Justice and Law Reform, I want the Charter to be more than just words – I want the words to be matched by real, measurable action on the ground. I want to see state and voluntary organisations provide competent, caring and efficient services for victims of crime. A competent service gives clear information, is confident to deliver support and knows when to refer a victim to another service. A caring service tries to see things from the victim's point of view, while remaining professional enough to be of help to the victim. An efficient service works together with other organisations when this serves the needs of the victim.

I am committed to improving the position of victims. I have set up a Victims of Crime Office to encourage state and voluntary organisations to provide better services to victims. I continue to provide funding to the Commission for the Support of Victims of Crime to help voluntary organisations supporting victims of crime. I very much support the work of the Victims of Crime Consultative Forum, set up by the Commission. This Forum provides a platform for victims' groups to have an input into the policy process and to work together through the sharing of good practice. I have also published the Criminal Procedure Bill, 2009, which will improve the legal situation for victims when it becomes law.

This edition of the Victims Charter and Guide to the Criminal Justice System is not the final word for victims of crime. It is a step in the right direction. I look forward to seeing updates of individual charters as organisations do their best to provide better and new services to victims, especially victims who are also witnesses in a case.

Dermot Ahern, TD

Minister for Justice and Law Reform

PREFACE BY CHAIR OF COMMISSION FOR THE SUPPORT OF VICTIMS OF CRIME

The Commission for the Support of Victims of Crime funds organisations that provide a number of services to victims of crime. These organisations support victims of domestic abuse, sexual violence, human trafficking, as well as tourist victims of crime, child victims, families of victims who are killed and victims of general crime.



The services of these organisations include:

- accompanying the victim to court;
- giving information;
- giving access to helplines; and
- offering emotional support and counselling.

As well as the dedicated help of voluntary organisations, victims of crime need a range of facilities and support from state agencies in the criminal justice area. Many of the actions these state agencies are taking are set out in this Charter. A big concern for victims is being kept informed about the progress of crime investigations, prosecution procedures, court processes, and decisions and issues about prison and probation.

The Commission has revised the Victims Charter at the request of the Minister for Justice, Equality and Law Reform. This revision is the start of a process to improve crime victims' satisfaction with the criminal justice system. The Commission hopes that this Charter will be of help to you, the victim of crime, and all those who come into contact with the criminal justice system.

Ray McAndrew

Chair of Commission for the Support of Victims of Crime

The background is a vibrant green gradient. In the upper left, there are several overlapping circles of varying sizes, some containing white starburst patterns. A jagged, sun-like pattern is visible on the right side. Two thin white curved lines sweep across the lower half of the image, with a trail of small white dots following the lower curve. A dark green rounded rectangle is positioned in the middle right, containing the word 'Introduction' in white.

Introduction

INTRODUCTION

This Charter describes the criminal justice system from a crime victim's point of view. It sets out your rights and entitlements to the services given by the various state agencies working with crime victims.

"A 'victim' means a natural person who has suffered harm, including physical or mental injury, emotional suffering or economic loss, directly caused by acts or omissions that are in violation of the criminal law of a Member State." – EU Framework Decision on the Standing of Victims in Criminal Proceedings (2001)

This Charter is divided into 11 sections, which include the individual charters of the:

- Crime Victims Helpline (voluntary organisation)
- Garda Síochána (the Gardaí)
- Courts Service
- Director of Public Prosecutions (DPP)
- Prison Service
- Probation Service
- Legal Aid Board
- Coroner Service
- Criminal Injuries Compensation Tribunal

Each section gives an overview of the following:

what you can expect from the service

what you can do if we do not meet your expectations

the role of the service

Section 10 also gives a summary of victims and the law, while the final section contains some useful contact details. Each section shows the date of the version. As different organisations change to improve services or deliver new services to victims of crime, they will draw up new versions of individual charters, showing the date of the latest version.

Please note that this Charter is only a guide. It is not a legal document and does not give you legal rights.



1

Victims Charter of the Crime Victims Helpline

1: VICTIMS CHARTER OF THE CRIME VICTIMS HELPLINE

WHAT YOU CAN EXPECT FROM THE HELPLINE

When you call the helpline:

- your call will be confidential;
- we will give you time and space to talk about your experience of the crime;
- we will listen with empathy and without judgement;
- we can tell you about support services in your local area for victims of crime;
- we can tell you about specialist services for victims of particular crimes – such as domestic violence, rape, sexual abuse and homicide (where the victim is killed through murder or manslaughter);
- we can answer your questions about the criminal justice system;
- we can help you make contact with the Gardaí and other agencies and services;
- we can give you information on how to look for compensation, if this applies to your case; and
- we will be here for you whenever you want to call again.

During your call, you can:

- tell us as much or as little as you like;
- give us your name, or not, whichever you want;
- ask any question about the justice system – if we do not know the answer, we will find out and let you know;
- ask for information on other services, both statutory and voluntary, that are there to support you;
- discuss issues that you have to deal with as a result of a family member, friend or colleague being a victim of crime;
- find out where to get advice about security;
- find out how to get legal advice; and
- find out if you might be entitled to any compensation due to injury as a result of a crime.

You do not need to have a particular reason to ring us, or a particular question you want to ask. If you just want to talk, we are here to listen.
You can contact the helpline at:

Callsave: 1850 211 407

Email: info@crimevictimshelpline.ie

Text: 085 1337711

Website: www.crimevictimshelpline.ie

IF WE DO NOT MEET YOUR EXPECTATIONS

If we do not meet your expectations, you are welcome to contact the:

Service Co-ordinator

National Crime Victims Helpline

3rd Floor, Block B

Harcourt Centre

Harcourt Street

Dublin 2.

Tel: (01) 408 6118

Fax: (01) 408 6125

Email: info@crimevictimshelpline.ie

Website: www.crimevictimshelpline.ie

ROLE OF CRIME VICTIMS HELPLINE

The Crime Victims Helpline is a confidential national helpline run by a team of trained volunteers. We are here to listen. We support everyone who is a victim of crime – regardless of when the crime took place, who committed the crime or whether or not you have reported it to the Gardai. We understand the issues and difficulties that victims of crime have to deal with and we will try to help you so that you do not feel alone at this time.

We are funded by the Commission for the Support of Victims of Crime, which was set up by the Minister for Justice, Equality and Law Reform. The Commission funds a wide range of organisations that support victims of crime. We can give you contact details for any of these organisations if you wish. You can also find a list of the organisations that support victims of crime on the Commission's website at www.csvc.ie (see section on 'Victim Services').

(Edition: June, 2010)



2

An Garda Síochána Victims Charter

2: An Garda Síochána Victims Charter

WHAT YOU CAN EXPECT FROM THE GARDA SÍOCHÁNA

If you are a victim of a crime or traumatic incident, we will:

- respond quickly to your call and investigate your complaint;
- give you the name, telephone number and station of the investigating Garda and the PULSE incident number - this is a number given to your incident so that we can quickly find the details of your case;
- explain what will happen and keep you informed of the criminal investigation - this includes writing to you when we charge/summon or caution a suspect in relation to your incident; and
- tell you in writing about the Crime Victims Helpline and the other services available for victims of crime or a traumatic incident. You can access a wide range of support services through this helpline. The helpline is run by volunteers and it is independent of the Garda Síochána
Crime Victims Helpline: 1850 211 407.

When a suspect is due to appear in court we will tell you:

- whether the suspect is being held in prison ('in custody') or on bail and any conditions of the bail, such as staying away from you or your house;
- the time, date and location of the court hearing;
- the prosecution process - if you are likely to be called as a witness, we will tell you about the support you can get from voluntary organisations which support victims of crime;
- about cases where the law allows you as a victim, to give evidence to the court about the crime's impact on you;
- about court expenses; and
- the final result of the criminal trial.

If you are a visitor to Ireland

If you are a visitor to Ireland and you are the victim of a crime or a traumatic incident we will also, with your consent, refer you to the services of the Irish Tourist Assistance Service

Irish Tourist Assistance Service telephone number: 1890 365 700.

We will show special sensitivity in relation to sexual offences

- we will provide a Garda of the same gender;
- we will provide a doctor of the same gender as far as possible when asked; and
- we will give you details about any local support organisations for victims of sexual offences.

Families of murder victims or victims of other unlawful killing

Your local Garda Superintendent will keep contact directly with you and any organisation supporting victims that you have asked to help you. We will keep up contact between you, the investigating Garda and any relevant support organisation through a named Garda Family Liaison Officer from the investigation team.

Victims of domestic violence

In cases of domestic violence we have a pro-arrest policy to protect spouses or partners and your family. We will also advise you about local support services.

Older people

If you are an older person who has been a victim of crime we will continue to take all reasonable steps to protect and reassure you. We will also offer you advice about home security and your safety in the community.

Special Needs

If you have any form of disability we will take your special needs or requirements into account.

If you are not fluent in English or Irish

We will provide a free translation service so that you will receive the same quality of service as far as possible as any victim of crime.

Gay, lesbian, bisexual and transgender communities

If you are a member of the gay, lesbian, bisexual or transgender community we will manage your case with sensitivity. Where appropriate we will also refer you to a Gay Liaison Officer within the Garda Síochána.

Racist incidents

If you are a victim of a racist incident we will:

- accurately record the incident;
- investigate your complaint; and
- put you in contact with the Garda Ethnic Liaison Officer in your area.

Crimes committed by young people

If you are the victim of a crime committed by a young person:

- we will inform you if the person who carried out the crime is a young person;
- we will take account of any views that you, as a victim, may wish to make when a young person is being considered for the Diversion Programme; however, the decision to admit a young person to the Programme remains a decision for the Director of the Programme;
- we may invite you to be present if we are cautioning the young person;
- we may invite you to a Garda Family Conference; and
- we will uphold your interests as a victim at a Garda Family Conference, whether you are present or not.

IF WE DO NOT MEET YOUR EXPECTATIONS

If you are not satisfied with our service - or if you have any questions, suggestions or feedback on any aspect of your treatment by members of the Garda Síochána please do not hesitate to contact:

Your local Garda Superintendent

Details are available at www.garda.ie or in the telephone directory (green pages) under An Garda Síochána
or

The Garda Victim Liaison Office,
An Garda Síochána,
Community Relations and Community Policing Section,
Harcourt Square,
Dublin 2

Tel: (01) 666 3880 or (01) 666 3822 or (01) 666 3882

Fax: (01) 666 3801

Email: crimevictims@garda.ie

(All are monitored during business hours)

We will respond to your query as fast as possible.

You may also refer a complaint to the:

Garda Síochána Ombudsman Commission
150 Abbey Street Upper, Dublin 1.

LoCall: 1890 600 800

Tel: (01) 871 6727

Fax: (01) 814 7023

Email: info@gsoc.ie

Website: www.gardaombudsman.ie

THE ROLE OF THE GARDA SÍOCHÁNA

We are very aware of the special place that victims have in the Garda service and within the criminal justice system. We are committed to establishing a helpful and supportive relationship with you. Looking after your dignity, concerns and needs is a high priority for us.

Professional values such as honesty, accountability, respect and professionalism and ethical standards guide us in the performance of our duties and the delivery of our public policing services.

The Garda Síochána are dedicated to:

- protecting life and property
- detecting and preventing crime
- preserving peace,
- maintaining public safety.

We aim to be courteous, helpful, respectful and professional. If you are upset about a crime or other traumatic incident, we will respond to your needs in a caring and sensitive manner.

When you report a crime we will investigate the matter and help to bring those responsible to justice. We do this by gathering all of the evidence surrounding the incident in a fair, honest and impartial manner. Then we will do one of the following:

- for less serious crimes bring the case before the District Court in the name of the Director of Public Prosecutions where there is sufficient evidence;
- if the offender is between 10 and 17 years of age decide whether that person is suitable for the Diversion Programme; or
- send a file on our investigation to the Director of Public Prosecutions (DPP) and ask for a direction on whether a criminal prosecution should take place.

All members of the Garda Síochána will treat victims with dignity and respect - whatever your gender, race, religious beliefs, ethnic origin, sexual orientation, age, nationality, disability, economic circumstances, marital or family status or if you are a member of the Traveller community.

The welfare and support of victims are central to our partnership with community groups, statutory agencies and voluntary organisations.

(Edition: June, 2010)



3

Courts Service Victims Charter

3: Courts Service Victims Charter

WHAT YOU CAN EXPECT FROM THE COURTS SERVICE

The Courts Service aims to look after the needs of crime victims by providing the following facilities and services:

- victim waiting rooms are available in almost all refurbished courthouses and also in a number of other courthouses;
- a dedicated victim suite of four rooms and reception area is available within the Criminal Courts of Justice in Dublin;
- where possible, rooms will be specially set aside for victims in all future refurbishment projects;
- video link facilities are available in a number of courtrooms – subject to order of the Court, these may be used by vulnerable witnesses when they are giving evidence. If these facilities are not available in the courtroom you are attending, the Court may order the hearing to be moved to a courtroom where such facilities are available, so that you can give evidence by video link;
- reserved seating is available for the family of the deceased in murder and manslaughter cases at Central and Circuit Criminal Court hearings, by prior arrangement;
- victims can visit the courthouse before the trial, by prior arrangement and if needed;
- customer liaison officers within each of our offices – these officers are the first point of contact for inquiries by victims. Customer liaison officers can arrange access to victim rooms, where available, reserve family seating in murder and manslaughter cases, and organise advance visits to courthouses. They can also give you contact details of voluntary organisations that offer support to crime victims; and
- separate family law sittings take place at all major court venues – urgent cases, such as an application for a protection order, can still be heard at other times as well.

Other services

We also give support and information through the following services:

- our website www.courts.ie, will give you a wide range of information on going to court – the website is available in English and Irish, with some publications also available in French and Spanish. The website includes a section for people who are going to court for the first time, including as a victim or a witness;
- a publication entitled Going to Court – this is available as a booklet, on DVD or on our website. It gives a range of information on how the court process works, including what happens in court, who's who in court and what happens after a trial;
- an interpretation service in the court room – this is available, by order of the court, to witnesses who do not speak English so that they can give their evidence, or to make a victim impact statement where the law or the court permits a statement to be made.

We aim to provide a courteous, fair and sensitive service to victims of crime. We will continue to talk to special user groups representing victims, at both regional and national levels.

WHAT YOU CAN DO IF WE DO NOT MEET YOUR EXPECTATIONS

We want to give you a fast and effective service that meets your needs. If you are unhappy with any part of our service, you can contact a Customer Service Officer, who deals with complaints.

You may contact any of the following:

Head of Customer Services

Courts Service

Phoenix House

15–24 Phoenix Street North

Smithfield

Dublin 7.

Tel: (01) 888 6000

Fax: (01) 888 6090

Website: www.courts.ie

- Local District Court Clerk; or
- Local County Registrar.

You can find contact details for the last two on www.courts.ie, or in the green pages of the telephone directory under the 'Courts Service' section.

ROLE OF THE COURTS SERVICE

The Courts Service was set up in November 1999 to manage the courts. We must, by law, take account of the needs of court users, including witnesses and victims of crime. Our mandate is set out in the Courts Service Act, 1998.

The Courts Service:

- is responsible for the management and administration of the courts;
- provides facilities for court users;
- manages and maintains court buildings;
- gives information on the courts system; and
- takes into account the needs of court users, including crime victims, when developing policies and strategies to apply our mandate.

Please note that we cannot comment on or intervene in any way in sentencing matters and the giving of evidence by victims. These are matters for the judge, who is independent in carrying out his or her functions. You can only address a judge's decision through the courts – for example, through an appeal.

YOUR GUIDE TO THE CRIMINAL COURTS

Court	Criminal cases heard	Heard by	Location
District Court	Minor offences	One judge, no jury	130 courthouses
Circuit Court	More serious offences, except offences such as murder, rape, serious sexual assault Also deals with appeals from the District Court	One judge with jury	8 circuits with at least one Circuit Court sitting in each county
High Court	Known as the Central Criminal Court when trying criminal cases outside the jurisdiction of the Circuit Court – for example, murder, rape and serious sexual assault cases	One judge with jury	Criminal Courts of Justice in Dublin and locations outside Dublin from time to time
Special Criminal Court (set up in 1972)	Specified offences mainly related to terrorism and serious ‘organised’ crime	Three judges, no jury	Criminal Courts of Justice in Dublin
Court of Criminal Appeal	Appeals from the Circuit, Central and Special Criminal Courts Decisions are final, unless they involve a point of law of exceptional public interest	One Supreme Court judge and two High Court judges	Criminal Courts of Justice in Dublin

Court	Criminal cases heard	Heard by	Location
Supreme Court	<p>Appeals from the Court of Criminal Appeal on a point of law of exceptional public interest</p> <p>Appeals against High Court Orders in Judicial Review applications</p> <p>Cases stated from the Circuit Court (a case stated is a written statement setting out the facts of the case)</p>	Three or, in some cases, five Supreme Court judges	Four Courts in Dublin

(Edition: June, 2010)



4

Office of the Director of Public Prosecutions (DPP) Victims Charter

4: Office of the Director of Public Prosecutions (DPP) Victims Charter

WHAT YOU CAN EXPECT FROM THE DPP

If you are a victim you can ask us to:

- take your views into account when we are deciding whether to prosecute;
- look again at a decision we have made with which you do not agree.

If a member of your family or household is the victim in a fatal case, you can ask us and we will:

- tell you the reason, whenever possible, if we decide not to prosecute. We will do this in cases where the death took place on or after 22 October 2008.

If you are a witness, we will:

- treat you with respect and take account of your personal situation, rights and dignity;
- work with the Gardaí to make sure that you are kept up to date on your case, especially if it is about a violent or sexual offence; and
- arrange for you to talk to the prosecution solicitor and barrister before the court case begins, if you wish. They will explain what will happen in court, but they cannot talk to you about the evidence you will give.

If the accused has been sentenced, we can:

- ask the Court of Criminal Appeal to review the sentence if we think it is unduly lenient – in other words, so light that it is wrong in law. We can ask for a review of sentences from the Central Criminal Court, Circuit Criminal Court and Special Criminal Court. We cannot appeal a sentence from the District Court.

WHAT YOU CAN DO IF WE DO NOT MEET YOUR EXPECTATIONS

If you have questions or complaints about our service, you may contact the:

Director of Public Prosecutions

14 - 16 Merrion Street

Dublin 2.

Tel: (01) 678 9222

Fax: (01) 661 0915

Website: www.dppireland.ie

You can also visit our website and find our:

- information booklet on The Role of the DPP;
- information booklet on Going to Court as a Witness;
- Brief Guide to the Criminal Justice System; and
- Victims and Witnesses Section.

ROLE OF THE OFFICE OF THE DPP

When you report a serious crime, the Gardaí will investigate it and send a file to the Office of the DPP. We will then read this file to see whether there is enough evidence to prosecute someone for the crime and what the charge should be.

Deciding whether to prosecute

The decision to prosecute is a serious one – it can have a lasting effect on both the victim of the crime and the accused person. Only the DPP or one of our lawyers may decide whether to prosecute in serious cases – for example, murder, sexual offences or fatal road accidents.

The Gardaí may decide to prosecute in less serious crimes. However, the prosecution is still taken in the name of the DPP and the DPP has the right to tell the Gardaí how to deal with the case.

We act independently when deciding whether to prosecute. This means that no other person, not even the Government, can tell us whether or not to prosecute a case.

No prosecution

If we decide not to prosecute, we will give reasons only to the Gardaí who investigated the case. However, whenever possible, we will give reasons in fatal cases to a member of the victim's family or household if they ask us. We will do this in cases where the death took place on or after 22 October 2008.

Prosecuting offences in court

The Gardaí will tell you whether we have decided to prosecute and, if so, when and where the court case will take place.

The most serious cases are heard in the:

- Central Criminal Court,
- Circuit Criminal Court; or
- Special Criminal Court.

In these cases, a lawyer acting for the DPP will prosecute the case in court.

Less serious cases are heard in the District Court. In these cases either the Gardaí or a lawyer acting for the DPP will prosecute the case in court.

(Edition: June, 2010)



5

Probation Service Victims Charter

5: Probation Service Victims Charter

WHAT YOU CAN EXPECT FROM THE PROBATION SERVICE

If you are a victim:

- we will prepare a victim impact report with you, when requested by the courts;
- we may invite you to take part in a family conference for a young offender and support you in this process; and
- we will explain the meaning of the different orders that we operate for the court, if you ask us to do so. We will do this by phone, in writing or face-to-face, depending on the circumstances.

The orders include the following:

- probation – in this case, the court places an offender under the supervision of a probation officer for up to three years. The probation order may contain conditions to prevent the person from repeating the same offence or committing other offences. These conditions may include attending a particular centre for addiction treatment, or taking part in an educational or vocational training course. An offender may have to return to court if they fail to keep to the conditions, and a new sentence may be given for the original offence;
- community service – in this instance, a court may order a person over 16 years of age to do unpaid work for between 40 and 240 hours. The work must be of benefit to the community and the person must complete it within one year. The Probation Service arranges and manages community service placements. If the person fails to complete the community service, we will arrange for the person to return to court;
- supervision during deferment of penalty – a court may decide to defer (that is, to put off until a later date) sentencing for a period of time of usually not more than one year, to allow the offender to look at issues related to the crime. During this time, the offender may have to stay under the supervision of the Probation Service;

- part suspended sentence supervision – where the court suspends the final part of a prison sentence, the court may place the person under the supervision of the Probation Service with a view to reducing reoffending. The person may also have to take part in a course of treatment or programme approved by the court. The court may set conditions to support the supervision;
- post-release supervision – the court may include in the sentence of a sex offender a period of post-release supervision by the Probation Service. Once again, the court may set out conditions to support the supervision; and
- community sanctions for young offenders – there are nine community sanctions which involve the Young Persons' Probation section of the Probation Service. These include special types of probation orders, as well as community service, day centre and mentoring orders.

In our work with offenders, we will:

- strongly encourage offenders to take responsibility for the hurt, damage and suffering they may have caused you;
- make sure that offenders continue to address any lifestyle issue or attitude that has played a part in their offences against you;
- refer to the likely impact on victims when we prepare reports on offenders for the courts; and
- make sure that any community-based programmes are sensitive to your concerns and aim to prevent re-offending.

WHAT YOU CAN DO IF WE DO NOT MEET YOUR EXPECTATIONS

The Probation Service has in place a Victim Service Coordinator. If you have any queries, concerns or complaints in relation to victims, contact:

Ursula Fernee
Assistant Principal Probation Officer
Victim Service Coordinator
The Probation Service
Haymarket, Smithfield
Dublin 7.

Tel: (01) 817 3631
Fax: (01) 817 3644
E-mail: ugfernee@probation.ie
Website: www.probation.ie

ROLE OF THE PROBATION SERVICE

The Probation Service is an Agency within the Department of Justice and Law Reform. Our probation officers work with offenders across the country, as well as in prisons and detention centres, to make communities safer. We do this by helping offenders to lead better lives, free from crime and the harm it does.

Our role is to:

- provide a service to courts, including supervising offenders in the community;
- prepare reports on individual offenders, which include the impact of the offence on the victims(s)
- organise a family conference for a young offender, if the court orders us to do so; and
- put into practice programmes that aim to address offending behaviour and reduce victimisation.

We take into account the victim's feelings and trauma when we are carrying out our work.

(Edition: June, 2010)



6

Prison Service Victims Charter

6: Prison Service Victims Charter

WHAT YOU CAN EXPECT FROM THE PRISON SERVICE

We will:

- try to rehabilitate all offenders sentenced to prison, so that other people will not become victims of their crimes;
- make sure that in all cases of temporary release, we will take into account any possible risk to the victim;
- make every effort to prevent an offender in prison from causing further upset to victims;
- tell the Garda Síochána about the release of all sex offenders;
- tell you when the offender is to be released from prison – either on temporary release or at the end of their sentence – if you or a member of your family ask for this. In cases where the release is ordered by the Court, we will usually tell you after the event; and
- tell you about other relevant developments regarding the prisoner's sentence if you ask us – such as transfers between prisons or parole board hearings (for prisoners sentenced to eight years or more).

If you want us to tell you about the release or any other important developments, please send your request to the Prisons Victim Liaison Officer at the address below.

IF WE DO NOT MEET YOUR EXPECTATIONS

If you have any questions or complaints about the Irish Prison Service, you can contact the:

Victim Liaison Officer
Irish Prison Service Headquarters
IDA Business Park
Ballinalee Road
Co. Longford.

Tel: (043) 333 5100
Fax: (043) 333 5101
Email: vlo@irishprisons.ie
Website: www.irishprisons.ie

ROLE OF THE PRISON SERVICE

The Prison Service manages prisons in Ireland.

Our role covers the following areas:

- **prisons** – we provide safe, secure custody for people sent to prison by the courts. Prisons range from high security institutions to ‘open’ arrangements with lower levels of security. Each prisoner is placed in a prison, consistent with their offence, length of sentence and degree of risk. You can get more information about prisons and places of detention in Ireland in the next section;
- **rehabilitation** – in order to prevent prisoners from re-offending when they get out of prison, we aim to rehabilitate all offenders. Rehabilitation services treat and address issues such as offending behaviour, drug and alcohol addiction, lack of education and training, anger management and self-management. This encourages the personal development of prisoners and prepares them for their release when they will have to resettle into the community;
- **sentence remission** – the law allows for prisoners to have their sentences reduced by one quarter for good behaviour. This is taken into account by judges when passing sentence. Prisoners serving life sentences have no release date and are only freed with the approval of the Minister for Justice and Law Reform, following a recommendation by the Parole Board;
- **release from prison** – offenders are usually released from prison when they complete their sentence or when they are approved for early or temporary release. A life sentence prisoner released from prison will have to follow certain conditions for life – including supervision by the Probation Service and other conditions designed to protect the public. If they break these conditions, the prisoner may have to return to prison. Prisoners may be released as a result of an appeal or some other legal process. In certain cases, a prisoner who has not been convicted may be released on bail, after an application to the courts;

- **sex offenders** – all sex offenders released from prison after 27 September 2001 are subject to certain restrictions. They must notify the Garda Síochána of their current address and of any future change;
- **temporary release** – this allows us to re-integrate an offender into the community in a planned way. Temporary release arrangements include:
 - release under the direct supervision of the Probation Service;
 - release to employment or training programmes;
 - compassionate release because of ill-health or family circumstances; or
 - release to help the offender reintegrate when they are nearing the end of their sentence.

We take many factors into account when considering prisoners for temporary release, including any possible danger to the public and to their victim. When we let an offender out on temporary release, we try to make sure that they do not come into contact with the victim of their crime; and

- **Parole Board** – the Board advises the Minister for Justice and Law Reform about long-term prison sentences. As with temporary and early releases, the Board takes a wide range of factors into account when it makes a recommendation. A victim, or the family of a victim who has died as a result of the crime, may make a submission to the Parole Board. The Minister may fully or partly accept the recommendations of the Parole Board, or reject them completely.

YOUR GUIDE TO PRISONS AND PLACES OF DETENTION

We do our best to place prisoners in an institution as near as possible to their homes, so that relatives and friends can visit. This is not always possible – for example, in the case of prisoners who may be a threat to the public and must be kept in a high security prison.

A ‘committal prison’ is a prison to which a court can send a person directly. The Prison Service can move prisoners from a committal prison to other prisons or institutions.

Prison	Type of prison	Location and telephone
Mountjoy Prison	A closed committal prison for males aged 18 years and over who are sentenced in the Dublin area	North Circular Road Dublin 7 (01) 806 2800
Dóchas Centre	A closed committal prison for females aged 18 years and over – opened in January 2000, it is the committal prison for females on remand (that is, prisoners who have not yet been convicted) or sentenced from all courts outside the Munster area	North Circular Road Dublin 7 (01) 885 8987
The Training Unit	A semi-open institution, with lower levels of security, for male prisoners aged 18 years and over – it operates a drug-free environment, with a strong emphasis on work and training	Glengarriff Parade North Circular Road Dublin 7 (01) 806 2890
Wheatfield Prison	A closed committal prison for male prisoners aged 18 years and over, who are sentenced in the North Leinster area	Cloverhill Road Clondalkin Dublin 22 (01) 626 0011
Limerick Prison	A closed committal prison for male and female prisoners aged 18 years and over	Mulgrave Street Limerick (061) 204 700

Prison	Type of prison	Location and telephone
Portlaoise Prison	A high security closed prison for male prisoners aged 18 years and over – it is the committal prison for the Special Criminal Court	Dublin Road Portlaoise Co. Laois (057) 862 1318
Midlands Prison	A closed prison for male prisoners aged 18 years and over – opened in November 2000, it was recently chosen as the committal prison for males sentenced in the South Leinster area	Dublin Road Portlaoise Co. Laois (057) 867 2110 or (057) 867 2100
St. Patrick's Institution	A closed institution for young males aged 16 to 21 years	North Circular Road Dublin 7 (01) 806 2896
Shelton Abbey	An open centre for male prisoners aged 19 years and over – it holds prisoners who require lower levels of security and who are serving short sentences or nearing the end of long sentences	Arklow Co. Wicklow (0402) 423 00
Cork Prison	A closed prison for male prisoners aged 18 years and over	Rathmore Road Cork City (021) 451 8800
Loughan House	An open centre for male prisoners aged 18 years and over – it holds prisoners who require lower levels of security and who are serving either short sentences or nearing the end of long sentences	Open Centre Blacklion Co. Cavan (071) 985 3020

Prison	Type of prison	Location and telephone
Castlerea Prison	A closed prison for male prisoners aged 18 years and over – it is the committal prison for remand and sentenced prisoners in the Ulster and Connaught regions	Harristown Castlerea Co. Roscommon (094) 962 5213
Cloverhill Prison	A closed prison for male prisoners aged 18 years and over – opened in October 1999, it mainly caters for remand prisoners and is the committal prison for those sent to custody on remand in the Leinster area	Cloverhill Road Clondalkin Dublin 22 (01) 630 4530
Arbour Hill Prison	A closed prison for male prisoners aged 18 years and over – most of the prisoners are on long-term sentences or sex offenders	Arbour Hill Dublin 7 (01) 671 9333

(Edition: June, 2010)



7

Legal Aid Board Victims Charter

7: Legal Aid Board Victims Charter

WHAT YOU CAN EXPECT FROM THE LEGAL AID BOARD

If you qualify for our services, we will:

- give you timely and quality legal advice and represent you in court, where applicable;
- give you advice in confidence; and
- treat you politely at all times in line with our Customer Charter.

WHAT YOU CAN DO IF WE DO NOT MEET YOUR EXPECTATIONS

If you want to make a complaint about any aspect of our service, you can contact our:

Customer Liaison Officer

Legal Aid Board

47 Upper Mount Street

Dublin 2.

Tel: (01) 644 1900

Lo-call: 1890 615 200

Fax: (01) 662 3661

Website: www.legalaidboard.ie

ROLE OF THE LEGAL AID BOARD

The Legal Aid Board gives legal aid and advice in civil cases to persons who cannot afford to pay. Most of our work is in the area of family law and domestic violence. There are special arrangements for rape and other serious sexual assaults, as well as trafficking cases.

We deliver our services through a network of full-time and part-time law centres throughout the country. These centres are staffed by our solicitors. We also contract private solicitors to provide services for us.

We have an advice service for victims of rape and other serious sexual assault cases. In addition, if during a rape or other serious sexual assault case, the accused applies to the court to raise issues about your prior sexual experience, we will represent you to defend that application. These services are not means tested, and are free of charge to you.

We have a series of information leaflets about our services and the areas of law where we work. You can get these leaflets, as well as a list of law centres, from our website or by contacting the:

Legal Aid Board
Head Office
Quay Street
Cahirciveen
Co. Kerry.
Tel: (066) 947 1000
Website: www.legalaidboard.ie

(Edition: June, 2010)



8

Coroner Service Victims Charter

8: Coroner Service Victims Charter

WHAT YOU CAN EXPECT FROM THE CORONER SERVICE

A coroner is someone who investigates the cause of a sudden, unexplained or violent death. If you are a family member or friend of someone who has died as a result of a crime, the following overview explains what you can expect from the Coroner Service.

The coroner's work involves:

- identification – identifying the body of the deceased person is upsetting for family members or friends. In certain cases, arrangements can be made for someone else to do this for you, if you find it too upsetting to do it yourself;
- post-mortems – the coroner may need to do a post-mortem examination. This is a special medical examination of the body. Coroners are aware of the concerns you may have about this and they can tell you where to get information that will help you to understand what is happening. Coroners will give you the findings of this examination, if you ask for it, for a set fee;
- release for burial – coroners will do their best to release the body of the deceased for burial without any unnecessary delay. They will tell you the likely date and time of the release of the body;
- inquests – coroners will hold an inquest as soon as possible after the death. An inquest is an enquiry into the cause of a sudden, unexplained or violent death. The Garda Síochána will usually tell you as soon as possible of the date, time and place of the inquest. At the inquest, coroners can explain to you what is involved. Coroners will try to be as sensitive as possible. For example, you may choose to leave the courtroom when the pathologist (a special doctor who reports on the examination of the body at the post-mortem) gives evidence;
- documents – following the inquest, you can ask for copies of documents, such as post-mortem reports, from the coroner's office for a set fee.

With some deaths, such as those of young people and children, coroners may let you know of local support groups and networks that you can contact. These include social workers at various hospitals and bereavement counsellors. This is not a direct function of the coroner.

IF WE DO NOT MEET YOUR EXPECTATIONS

If you want general information about our services, you can contact the relevant coroner's office. You can get the names, addresses and telephone numbers of coroners from your local authority or from our website www.coroners.ie.

You can also get further information by contacting the following:

Coroner Service Implementation Team

Athlumney House

IDA Business Park

Johnstown

Navan

Co Meath.

Tel: 046 909 1323

Fax: 046 905 0560

Email: csitmail@justice.ie

ROLE OF THE CORONER

Coroners inquire into the cause of sudden, unexplained, violent or unnatural deaths so that a death certificate can be issued. They may need to hold a post-mortem, sometimes followed by an inquest. This is an important public service, particularly for the family and friends of the person who has died.

An inquest is an inquiry held in public by a coroner, sometimes with a jury. The aim of the inquest is to:

- find out the facts about the death;
- place those facts on the public record; and
- make findings on the:
 - identification of the deceased;
 - date and place of death; and
 - cause of death.

While the coroner or jury may make a general recommendation aiming to prevent similar deaths, **it is not their job to decide whose fault it was or whether there was a criminal offence.**

The coroner is independent in carrying out his or her duties. A review of the coroner's decisions can only be made under the law. For example, a person can appeal to the High Court through a Judicial Review application.

Coroners understand that while their inquiry is necessary, it can often cause upset and trauma for the family of the victim. Coroners will carry out their work as sensitively as possible and with respect for the deceased person, grieving families and other people affected by the death.

(Edition: June, 2010)

The background is a vibrant green with various abstract elements. In the upper left, there are several overlapping circles of different shades of green, some containing small white stars and dots. A jagged, leaf-like pattern in a lighter green shade is visible on the right side. Two thin, white, curved lines sweep across the lower half of the page. Near the bottom, there is a cluster of small white dots.

9

Criminal Injuries Compensation Tribunal Victims Charter

9: Criminal Injuries Compensation Tribunal Victims Charter

WHAT YOU CAN EXPECT FROM THE TRIBUNAL

If you are applying for compensation related to a crime, we will deal directly with you. Or, if you wish, we will work with a victim support organisation that is acting for you.

We will:

- give you information to help you complete the application form for compensation;
- deal with you in a polite and professional way;
- send you a written decision on your case;
- pay any compensation due to you as quickly as possible; and
- tell you of your right to appeal a decision of the Tribunal.

You may also be looking for compensation from another member state within the European Union (EU) for an injury that you suffered as a result of a violent crime in that country.

If this is the case, we will:

- advise you about making a claim or you can apply directly through the European Commission's website <http://ec.europa.eu/> (see section on 'Compensation to crime victims');
- get an application form for you;
- translate the application form and your answers if the member state does not accept applications in English; and
- receive correspondence on your claim from the other member state, if you wish, and pass it on to you.

IF WE DO NOT MEET YOUR EXPECTATIONS

You can appeal a first decision of the Tribunal.

If we do not meet your expectations in our services, you can write to:

The Chairman

Criminal Injuries Compensation Tribunal

13 Lower Hatch Street

Dublin 2.

Tel: (01) 661 0604

Fax: (01) 661 0598

Email: criminalinjuries@justice.ie

Website: www.justice.ie (see the 'other regulatory functions' section, which contains the application form and scheme details)

ROLE OF THE CRIMINAL INJURIES COMPENSATION TRIBUNAL

The Criminal Injuries Compensation Tribunal runs the compensation scheme for personal injuries that you may have suffered due to a crime. It also runs a separate compensation scheme for prison officers who suffer personal injuries due to a crime. The Minister for Justice and Law Reform appoints the members of the Tribunal.

The compensation scheme for personal injuries that you may have suffered due to a crime allows you to seek payment for expenses and losses that you may suffer as a direct result of a violent crime, or in trying to prevent a crime or in saving someone's life. The scheme also allows for the family of a victim who has died due to a violent crime to receive a payment.

How it works:

- one member of the Tribunal normally decides on each compensation case;
- if you are unhappy with their decision, you can appeal it to three members of the Tribunal, who will not include the member who made the original decision;
- we will hold the appeal hearing in private and in an informal manner – you will not need legal representation;
- the Tribunal will not pay any legal costs you may have due to the Tribunal hearing; and
- we will pay the compensation in a lump sum, although in some cases we will allow for an interim payment.

The EU Directive on Compensation to Crime Victims sets up cooperation between EU member states so that victims can get compensation for crimes committed in another member state. We process claims from other member states. We also help people living in Ireland to send claims to other member states.

Court orders

A court may order an offender to pay compensation to a victim as part of a criminal case.

A victim may take a civil case for compensation against an offender. It is up to the victim and their legal team to take this case. When making an award, the Tribunal has to deduct any money paid to the victim by the offender.

(Edition: June, 2010)



10

Victims and the law

10: Victims and the law

This section gives a summary of the law in relation to victims of crime.

Introduction

The court may call a victim as a witness in a criminal case. However, the victim is not a party to the criminal case and is not usually legally represented. It is the State that takes the case.

Nevertheless, some parts of the law apply directly to victims. We outline the relevant parts of the law in the sections below. The outline follows the course of a case, that is:

- the investigation stage;
- a possible charge;
- the court hearing; and
- the conviction.

After this, we give a brief account of the law on sexual and domestic violence. The section ends with an explanation of some criminal offences.

Investigation

Video evidence by children

A Garda or another trained person may make a video recording of their interview with a child under 14 years of age in investigations into whether the child has been the victim of a violent or sexual offence, or of trafficking. This recording, or parts of it, can normally be used as evidence in court. This means that the child does not have to give evidence in the courtroom. However, the child may be questioned in court about the evidence they gave in the recorded interview. This questioning can be done through a live television link, so that the child does not have to be in the courtroom.

Intimidation

It is a crime to harm or threaten someone who is helping the Garda Síochána with an investigation, or a witness, juror, or any family member of the victim. You should tell the Garda Síochána if this is happening to you.

Possible charge

Bail

A person who is charged with an offence may apply to the court for bail. Getting bail means that a person who is charged and is waiting for the trial to take place is not held in prison. A person who is charged with an offence (also known as 'the accused') is innocent until proven guilty. Therefore, the accused person can get bail, except in certain cases, for example:

- where there is a risk that the accused person will interfere with witnesses, including the victim;
- where there is a risk that the accused person will not turn up for trial; or
- where the person is accused of a serious offence and where there is a risk that the person will commit another serious offence if given bail – a serious offence is one for which the person could be sent to prison for five years or more if convicted.

If the person fails to get bail, they are sent to prison. This person can reapply for bail if their trial does not begin within four months of the first refusal of bail.

If the person gets bail, they must reappear in court at the end of the bail period and not commit any offences while on bail. The court may add other conditions to the bail – for example, the accused person may not be allowed to go to certain places or to have contact with certain people.

A Garda can apply to the court for a warrant to arrest someone on bail, if they believe that the person is about to break a condition of the bail. If given, the Garda can arrest the person and bring them to court. The court may send the person to prison.

If a person does not appear in court at the end of the bail period or breaks any other conditions of the bail, they may be arrested and brought to court, if the court orders it. The court may then send the person to prison until the trial.

Court hearing

Live television link evidence

A young person under 18 years of age may give evidence through a live television link to the court in cases involving a violent or sexual offence, or human trafficking – unless the court has a good reason not to allow television link evidence. If the court allows it, any other person may give evidence through a live television link in cases involving violent, sexual or human trafficking offences. The court may also allow television link evidence from another country. The judge and lawyers in the court do not wear a wig or a gown when television link evidence is being given in the cases mentioned above.

Where a young person under 18 years of age gives evidence by live television link in the District Court in cases involving violent, sexual or human trafficking offences, the court may allow a video recording of that evidence to be used in later court hearings.

The court may allow a person who is in fear, or who is likely to be intimidated, to give evidence through a live television link.

Legal aid in rape and sexual assault cases

The Legal Aid Board can give advice to victims of rape and other serious sexual assaults. In addition, if during a rape or other serious sexual assault case, the accused applies to the court to raise issues about your prior sexual experience, the Legal Aid Board will represent you to defend that application. These services are not means tested, and are free of charge to you (see Legal Aid Board Victims Charter, section 7).

Conviction

Victim impact report and statements

A court must take into account any impact that the crime has on the victim when deciding the sentence for violent or sexual offences. The court may get this evidence through a report. The court can ask a professional person – such as a probation officer or a member of a rape crisis centre – to prepare a written report on the crime's impact on the victim. This 'victim impact report' can deal with the physical, emotional, mental, economic or sexual harm which the victim has suffered as a result of the crime. This is different to a 'victim impact statement'.

Where the victim applies to tell the court about the effect of a sexual or violent crime on them, the court must hear that evidence. This is known as a 'victim impact statement'. The statement can be made in person or through a legal representative.

In cases where the victim has died as a result of the crime, the court does not have to hear a statement from the family of the victim, although some judges do allow a statement at present. However, the law is being changed. It is planned that the court must hear evidence, commonly called a victim impact statement, from the family of a dead victim, or the family of a victim who cannot speak for themselves, if the family wishes to do so.

Sexual violence

In a rape or sexual assault case, the name of the victim is not made public. Only those with a direct interest in the case, and the media, can be present in court in a rape or serious sexual assault case. A parent, relation or friend can accompany the victim in the court.

Domestic violence

Many of the violent acts that take place in family homes are criminal offences. However, they are usually dealt with in the civil courts, where court orders can be given to protect the injured party. Court cases where these orders are looked for are heard in a court where only those with a direct interest in the case are present. A parent, relation or friend can accompany the victim in the court, if the judge allows it.

Court orders

The courts can grant a wide range of orders in cases involving domestic violence. These include the following types of orders:

- **a safety order** – this orders a named person not to use or threaten violence, molest or make fearful the person who has applied for the order or any other dependants, including children. It can also order the named person, if they live somewhere else, not to watch the home of the person who has applied for the order; and
- **a barring order** – this orders a named person to leave the place where the person who has applied for the order lives, and not to enter that place unless the court allows them to do so.

A safety order or a barring order can take a number of weeks to process. In urgent cases, a person can ask for the following orders:

- **an interim barring order** – this is the like a barring order, except that it takes effect immediately and lasts until the court can consider a full barring order. It is granted if there is immediate risk of major harm to the person applying for the order or to dependants, including children. The order can be granted without the person named in the order being present in the court (referred to as 'ex parte') or without notice being given to that person; and
- **a protection order** – this is like a safety order, except that it takes effect immediately and lasts until the court can consider a full safety order or barring order.

In certain cases, the Health Services Executive (HSE) can look for orders on behalf of a person.

Domestic violence offences

If a court gives a safety order, a barring order, an interim barring order or a protection order against a person – and that person does not obey the order – they have committed a criminal offence.

If a court gives a barring order or an interim barring order about a particular place – and the person named in the order does not let the person who got the order, or

any dependant child, into the place or tries to prevent them from getting in – they have committed a criminal offence.

Any person who commits one of these offences can be prosecuted in court. If they are found guilty, they can be fined or sent to prison. The court may also punish the person for being ‘in contempt of court’.

Other criminal offences

The criminal law includes many different offences. This section briefly explains some of the main offences.

Theft

A theft is where a person dishonestly takes property without the permission of its owner and with the intention of never returning it.

Robbery

A robbery is where a person uses or threatens to use force while carrying out a theft.

Burglary

A burglary is where a person enters a building without permission in order to steal or do damage. Serious or ‘aggravated’ burglary is where the burglar has a weapon or explosive.

Assault

An assault is where a person uses force on another person, or threatens to use force, without the agreement of the other person.

Assault causing harm or causing serious harm are more serious offences.

Dangerous driving

Dangerous driving is driving that is dangerous to the public. Such cases take into account the condition of the vehicle, the place, the amount of actual traffic and the level of traffic that might be expected.

Dangerous driving causing death or causing serious bodily harm are two more serious dangerous driving offences.

Sexual offences

Sexual assault occurs when a man or a woman is indecently assaulted.

Serious or 'aggravated' sexual assault occurs when, in a sexual assault, the victim experiences serious violence, the threat of serious violence, serious injury or humiliation.

'Rape under section 4' occurs where, in a sexual assault, a penis even slightly enters the mouth or the back passage, or where an object held by another person even slightly enters the vagina.

Rape occurs where a man has unlawful sexual intercourse with a woman who at the time of the intercourse does not agree to it – in such cases, the man knows that the woman does not agree to it or does not care whether or not she agrees to it at the time of intercourse.

Murder and manslaughter

Murder occurs when a person plans to kill or cause serious injury to some person and kills the person.

Manslaughter occurs when a person kills someone but did not intend to do so. Manslaughter can also occur if the person plans to kill or cause serious injury, but is out of control because they have been provoked or mistakenly thinks that it is necessary for self-defence.

Human trafficking

Human trafficking is where a person recruits, moves, accommodates, employs or takes charge of another adult or child, to exploit them:

- for work;
- sexually; or
- to remove their organs.

If an Irish person commits one of these trafficking offences in another country, they can be brought to court in Ireland and may be convicted. If any person commits one of these offences against an Irish citizen in another country, they can be brought to court in Ireland and may be convicted.

(Edition: June, 2010)

11: Useful contact details

Organisation	Contact Details
Crime Victims Helpline	<p>Service Coordinator National Crime Victims Helpline 3rd Floor, Block B Harcourt Centre Harcourt Street Dublin 2</p> <p>Tel: (01) 408 6118 Fax: (01) 479 3296 Email: info@crimevictimshelpline.ie Website: www.crimevictimshelpline.ie</p>
An Garda Síochána	<p>Garda Victim Liaison Office An Garda Síochána Community Relations and Community Policing Section Harcourt Square Dublin 2</p> <p>Tel: (01) 666 3880 Email: crimprev@iol.ie or crimeprevention@garda.ie</p>
Courts Service	<p>Head of Customer Services Courts Service Phoenix House 15–24 Phoenix Street North Smithfield Dublin 7</p> <p>Tel: (01) 888 6000 Fax: (01) 888 6090 Website: www.courts.ie</p>

Organisation	Contact Details
Office of the Director of Public Prosecutions (DPP)	<p>Director of Public Prosecutions 14–16 Merrion Street Dublin 2</p> <p>Tel: (01) 678 9222 Fax: (01) 661 0915 Website: www.dppireland.ie</p>
Probation Service	<p>Ursula Fernee Assistant Principal Probation Officer Victim Service Coordinator The Probation Service Haymarket Smithfield Dublin 7</p> <p>Tel: (01) 817 3631 Fax: (01) 817 3644 Email: ugfernee@probation.ie Website: www.probation.ie</p>
Prison Service	<p>Victim Liaison Officer Irish Prison Service Headquarters IDA Business Park Ballinalee Road Longford</p> <p>Tel: (043) 333 5100 Fax: (043) 333 5101 Email: vlo@irishprisons.ie Website: www.irishprisons.ie</p> <p>(See page 41 for a list of prisons.)</p>

Organisation	Contact Details
Legal Aid Board	<p>Customer Liaison Officer Legal Aid Board 47 Upper Mount Street Dublin 2</p> <p>Tel: (01) 644 1900 Lo-call: 1890 615 200 Fax: (01) 662 3661 Website: www.legalaidboard.ie</p>
Free Legal Advice Centres (FLAC)	<p>Free Legal Advice Centres 13 Lower Dorset Street Dublin 1</p> <p>Information and referral line: 1890 350 250 Tel: (01) 874 5690 Fax: (01) 874 5320 Website: www.flac.ie</p>
Ballymun Community Law Centre	<p>Ballymun Community Law Centre 34 Shangan Road Ballymun Dublin 9</p> <p>Tel: (01) 862 5805 Fax: (01) 862 5800 Website: www.bclc.ie</p>
Citizens Information	<p>Nationwide Lo-call: 1890 777 121 Website: www.citizensinformation.ie</p> <p>For local offices, look under 'Citizens Information' in the business section of your local phone book.</p>

Organisation	Contact Details
Coroner Service	<p>Coroner Service Implementation Team Athlumney House IDA Business Park Johnstown Navan Co. Meath</p> <p>Tel: (046) 909 1323 Fax: (046) 905 0560 Email: csitmail@justice.ie Website: www.coroners.ie</p>
Criminal Injuries Compensation Tribunal	<p>Chairman Criminal Injuries Compensation Tribunal 13 Lower Hatch Street Dublin 2</p> <p>Tel: (01) 661 0604 Fax: (01) 661 0598 Email: criminalinjuries@justice.ie Website: www.justice.ie (see 'other regulatory functions' section)</p>

Organisation	Contact Details
Central Authority for Child Abduction	<p>Gives assistance if your child has been abducted, in breach of your custody rights, from Ireland to a country covered by the Hague Convention, the Luxembourg Convention or the Brussels II regulation – or to Ireland from a Convention country</p> <p>Department of Justice and Law Reform Bishop's Square Redmond's Hill Dublin 2</p> <p>Tel: (01) 479 0200 Fax: (01) 479 0201 Email: child_abduct_inbox@justice.ie Website: www.justice.ie (under 'Youth Justice, Children and Family' section, click on link for 'International Child Abduction')</p>
Commission for the Support of Victims of Crime	<p>Voluntary organisations supporting victims of crime are listed on the website of the Commission for the Support of Victims of Crime at: www.csvc.ie</p>
Rape Crisis Network Ireland	<p>National network of rape crisis centres – its website includes details of rape crisis centres around the country</p> <p>Tel: (091) 563 676 Dublin Rape Crisis Helpline: 1800 778 888 Website: www.rcni.ie</p>
Women's Aid	<p>Gives confidential support and information to women and children living with domestic violence who need emergency or ongoing support</p> <p>Helpline: 1800 341 900 Website: www.womensaid.ie</p>

Organisation	Contact Details
Amen	<p>Provides a confidential helpline, support services and information for men experiencing domestic violence</p> <p>Tel: (046) 902 3718; after hours (086) 194 7270</p> <p>Website: www.amen.ie</p>
National Office for the Prevention of Domestic, Sexual and Gender-based Violence (Cosc)	<p>Cosc</p> <p>Department of Justice and Law Reform</p> <p>2nd Floor, Montague Court</p> <p>Montague Street</p> <p>Dublin 2</p> <p>Tel: (01) 476 8680</p> <p>Fax: (01) 476 8619</p> <p>Email: cosc@justice.ie</p> <p>Website: www.cosc.ie</p>

(Edition: June, 2010)



VICTIMS OF CRIME OFFICE

51 St. Stephen's Green, Dublin 2

Tel: (01) 602 8661 • Fax: (01) 602 8634