

# CHAT FOR VICTIMS

## CHANGING THE ACCESSIBILITY OF TOOLS FOR VICTIMS

Changing the Accessibility of Tools for Victims (CHAT for Victims) project is an European project that aims to improve the support system for victims of crime who are persons with disabilities by implementing a **live chat service** that is **accessible to persons with disabilities, with emphasis on persons with hearing, speech and sight impairments, as well as intellectual and psychosocial disabilities.**



The project is co-funded by the European Union.

The coordinator of the project is Victim and Witness support Service Croatia (VWSSC), and it is being carried out in six European countries by following partners:

Victim and Witness Support Service Croatia (VWSSC) - **Croatia**

Victim Support Europe - **Belgium**

Validity Foundation - **Hungary**

The Official College of Psychology of Madrid (COPM) - **Spain**

Centre for Legal resources (CLR) - **Romania**

Legal centre for the protection of human rights and environment (PIC)

- **Slovenia**

## WHY CHAT FOR VICTIMS?

**Access to information and effective communication** are **essential** for persons with disabilities (PWDs) who are victims of crime in order to participate effectively in criminal justice process. Unfortunately, **the existing means of support are usually hard to access or are completely inaccessible to PWDs.**

So the project "CHAT for Victims" is created to **facilitate accessing the information and support for victims of crime who are PWDs**, with a focus on people who are hard of hearing or deaf, as well as people with sight, speech and voice impairments and those with intellectual and psycho-social disabilities.



# WHAT ARE THE OBJECTIVES?

- to provide equal access to justice and information for all victims of crime by developing a chat-based online support tailored to the needs of PWDs
- to lay the foundation for providing comprehensive online support via live chat service by conducting research on how to make chat service more accessible

**OVERALL GOAL OF THE PROJECT IS TO ENSURE EQUALITY AND PROMOTING NON-DISCRIMINATION POLICIES WITH EMPHASIS ON PWDs WHO ARE VICTIMS OF CRIME.**

**How will the project be implemented?**



Extensive **international and national research** will be conducted, including reaching out to **experts** and **persons with disabilities** in order to gain a better insight and practical information on the subject. In the research phase methods like **focus groups** and **interviews** will be used.



Outcome of this research will be presented in the joint **international research report** and **recommendations**, as well as used in the **training module** and **handbook „Providing distant support - live chat services“**. The handbook will define **standards** on how to provide support to victims through live chat service with recommendations on how to adapt the service to PWDs.



**Knowledge gained throughout the project will result in implementing a live chat service in Croatia and Slovenia. The project would improve the problem of the lack of information PWDs have regarding their rights in the criminal procedures. Through chatting with educated support providers, PWDs would be provided with all relevant legal and practical information, emotional support and contacts of other organizations and institutions.**