

Help After a Terrorist Attack

Informational leaflet

www.hilfe-info.de

Help for those affected by terrorist attacks and their relatives

Nobody expects to have to experience a terrorist attack.

Terrorism is not solely directed at individuals – it targets our society as a whole. This means that the state has a special responsibility, and offers practical, psychosocial and financial support as quickly as possible.

This information booklet provides an overview of the existing support options, as well as information on the various contact points you can turn to immediately after a terrorist attack or at a later date, regardless of whether you are the victim of or witness to an attack, or whether you are the relative of a victim.

1. CONTACT POINTS

You are not alone in this difficult situation. Various advice centres and contact points are available to assist you – e.g. if you have financial problems or other issues as a result of a terrorist attack. If necessary, we can also help you find psychosocial or therapeutic help from a professional (see also no. 2: psychosocial help).

The Federation and many of the federal states have set up various contact points to support you after a terrorist attack.

Throughout Germany:

Beauftragter der Bundesregierung für die Anliegen von Opfern
und Hinterbliebenen von terroristischen Straftaten im Inland
(Federal Government Commissioner for the Victims and Bereaved of Terrorist Offences
Committed on National Territory)

Prof. Dr. Edgar Franke

Federal Ministry of Justice and Consumer Protection

Mohrenstraße 37 · 10117 Berlin

E-mail: opferbeauftragter@bmjv.bund.de

Tel.: 0800 000 9536 (free of charge within Germany)

When calling from abroad: +49 30 18 580 8050

→www.bmjv.de/DE/Themen/OpferschutzUndGewaltpraevention/Opferbeauftragter/Opferbeauftragter.html

Baden-Württemberg

Opferbeauftragter der Landesregierung (Victims' Commissioner for the State Government)

Dr. Uwe Schlosser

Ministerium der Justiz und für Europa Baden-Württemberg

Schillerplatz 4 · 70173 Stuttgart

E-Mail: Opferbeauftragter@jum.bwl.de

Tel.: +49 (711) 279 - 2093

Telefax: +49 (711) 279 - 2264

→<https://www.justiz-bw.de/,Lde/Startseite/Ministerium/Opferschutzbeauftragter>

Bavaria

Zentraler Ansprechpartner für den Opferschutz des Freistaats Bayern
(Central contact person for victim protection of the Free State of Bavaria)

Mr. Erwin Manger

Kreuz 25 · 95445 Bayreuth

E-Mail: Ansprechpartner.Opferschutz@zbfbs.bayern.de

Tel.: +49 9 21 6 05 40 00

Fax: +49 9 21 6 05 580 22 44

→<https://www.zbfbs.bayern.de/opferentschaedigung/ansprechpartner-opferschutz/index.php>

Berlin

Zentrale Anlaufstelle für Betroffene von Terroranschlägen und
Großschadensereignissen und deren Angehörige
(Central contact point for victims of terrorist attacks and major emergencies and their
relatives)

Salzburger Straße 21-25 · 10825 Berlin

E-Mail: zentrale.anlaufstelle@senjustva.berlin.de

Tel.: +49 (30) 9013 - 3150

→<https://www.berlin.de/zentrale-anlaufstelle/zentrale-anlaufstelle/>

Opferbeauftragter des Landes Berlin

(Berlin State Commissioner for Victims)

Mr. Roland Weber

Salzburger Straße 21 – 25 · 10825 Berlin

E-mail: info@opferbeauftragter.berlin.de

Tel.: +49 (30) 9013 - 3454

→<https://www.berlin.de/sen/justva/ueber-uns/beauftragte/opferbeauftragter/>

Bremen

Landesopferschutzbeauftragter bei der Senatorin für Justiz und Verfassung
(State Victim Protection Commissioner in the Office of the Senator for Justice and the
Constitution)

Mr. Uwe Hellpap

Richtweg 16 – 22 · 28195 Bremen

E-Mail: Opferschutz@justiz.bremen.de

Tel.: +49 (421) 361 - 2995

→<https://www.justiz.bremen.de/service/opferschutz-17099>

Hamburg

Hamburgischer Opferbeauftragter für Terror- und Großschadensereignisse und deren
Angehörige
(Hamburg Commissioner for Victims of Terrorist Attacks and Major Emergencies and their
Relatives)

Mr. Thorsten Kruse

Adolph-Schönfelder-Straße 5 · 22083 Hamburg

E-Mail: Opferbeauftragter@soziales.hamburg.de

→<https://www.hamburg.de/opferbeauftragter/>

Hesse

Beauftragter der Hessischen Landesregierung für Opfer von schweren Gewalttaten und Terroranschlägen
(Commissioner of the Hesse State Government for Victims of Violent Crime and Terrorist Attacks)

Prof. Dr. Helmut Fünfsinn

Geschäftsstelle des Beauftragten der Hessischen Landesregierung für Opfer von schweren Gewalttaten und Terroranschlägen

Bleichstraße 6 · 60313 Frankfurt am Main

E-Mail: Opferbeauftragter@hmdj.hessen.de

Tel.: +49 611 32 14 2835

→<https://www.justizministerium.hessen.de/ueber-uns/beauftragter-fuer-opfer-von-schweren-gewalttaten-und-terroranschlaegen>

Mecklenburg-Western Pomerania

Beauftragter der Justiz für die Opferhilfe in Mecklenburg-Vorpommern
(Justice Commissioner for Victim Support in Mecklenburg-Western Pomerania)

Ms. Ulrike Kollwitz

Haus der Justiz

August-Bebel-Straße 15 · 18055 Rostock

E-mail: opferhilfe@mv-justiz.de

Tel.: +49 (381) 241 - 2000

→ www.mv-justiz.de/opferhilfe

Lower Saxony

Landesbeauftragter für Opferschutz in Niedersachsen
(State Commissioner for Victim Protection in Lower Saxony)

Mr. Thomas Pfeleiderer

Geschäftsstelle des Landesopferbeauftragten für Opferschutz in Niedersachsen

Am Waterlooplplatz 1 · 30169 Hannover

E-Mail: Opferschutzbeauftragter@mj.niedersachsen.de

Tel.: +49 (511) 120 - 8751

→https://www.mj.niedersachsen.de/startseite/ministerium/niedersachsischer_landesbeauftragter_fur_opferschutz/niedersachsischer-landesbeauftragter-fur-opferschutz-183861.html

Stiftung Opferhilfe Niedersachsen (Lower Saxony Victim Support Foundation)

The Lower Saxony Victim Support Foundation has 11 victim support offices throughout Lower Saxony.

The contact details for your nearest victim support office can be found at

→www.opferhilfe.niedersachsen.de → Die Stiftung → Opferhilfebüros.

E-Mail: Opferhilfe@justiz.niedersachsen.de

Tel.: +49 (441) 220 - 1111

North Rhine-Westphalia

Die Beauftragte für den Opferschutz des Landes Nordrhein-Westfalen
(North Rhine-Westphalia State Commissioner for Victim Protection)

Ms. Elisabeth Auchter-Mainz

Reichensperger Platz 1 · 50670 Köln

E-mail: poststelle@opferschutzbeauftragte.nrw.de

Tel.: +49 (221) 399099 - 64

→<https://www.justiz.nrw.de/BS/opferschutz/opferschutzbeauftragte/index.php>

Rhineland-Palatinate

Opferbeauftragter der Landesregierung Rheinland-Pfalz
(Victim Commissioner for the State Government of Rhineland-Palatinate)

Mr. Detlef Placzek

Rheinallee 97-101 · 55118 Mainz E-Mail: Opferbeauftragter@lsjv.rlp.de

Tel.: +49 (6131) 967 - 100

→<https://www.rlp.de/de/landesregierung/staatskanzlei/beauftragte-der-landesregierung/opferbeauftragter-der-landesregierung-rheinland-pfalz/>

Saxony

Opferbeauftragte der Sächsischen Staatsregierung
(Commissioner for Victim Protection and Support of the State Government of Saxony)

Ms. Iris Kloppich

Sächsisches Staatsministerium für Soziales und Verbraucherschutz

Geschäftsstelle der Opferbeauftragten

Albertstraße 10 · 01097 Dresden

E-Mail: Opferbeauftragte@sms.sachsen.de

Tel.: +49 (351) 564 - 55099

→<https://www.sms.sachsen.de/opferbeauftragte.html>

Saxony-Anhalt

Landesopferbeauftragte Sachsen-Anhalt
(State Victim Commissioner of Saxony-Anhalt)

Ms. Dr. Gabriele Theren

Zentrale Anlaufstelle Opferberatung

Ministerium für Justiz und Gleichstellung des Landes Sachsen-Anhalt

Postal address: Domplatz 2-4 · 39104 Magdeburg

Seat: Halberstädter Straße 8 (Eingang Nordost) · 39112 Magdeburg

E-Mail: ZALOB@mj.sachsen-anhalt.de

Tel.: +49 391 567 6136

Fax: +49 (391) 567 - 6180

→<https://opferhilfe.sachsen-anhalt.de/landesopferbeauftragte/>

Schleswig-Holstein

Opferschutzbeauftragte des Landes Schleswig-Holstein
(Victim Protection Commission of the State of Schleswig-Holstein)

Ms. Ulrike Stahlmann-Liebelt

Zentrale Anlaufstelle für Opfer von Straftaten und deren Angehörige

Ministerium für Justiz, Europa und Verbraucherschutz

Lorentzendam 35 · 24103 Kiel

E-Mail: zentreanlaufstelle@jumi.landsh.de

Tel.: +49 (431) 988 - 3763

→ <https://www.schleswig-holstein.de/opferschutz>

Thuringia

Kontaktstelle für Betroffene und deren Angehörige von Terroranschlägen und Amoktaten
(Contact point for those affected by terrorist attacks and rampages)

Thüringer Staatskanzlei

Regierungsstraße 73 · 99084 Erfurt

E-Mail: buergeranliegen@tsk.thueringen.de

Telefon: +49 361 57 - 3211150

Fax: +49 361 57 - 1211015

→ www.thueringen.de

If there is no contact point listed for the federal state in which you live or where you experienced a terrorist attack, this means that the contact point is still under development. In such cases, you can contact the Federal Government Victims' Commissioner.

Additional Services

In addition, there are several non-governmental victim support organisations in each federal state. These are aimed at specific target groups and can also be contacted for assistance.

You can find victim assistance organisations near you in the online Database for Victims of Crime --> www.odabs.org.

Experienced counsellors and a wide range of psychosocial support services – also specifically aimed at victims of terrorist attacks – can be found at the victim support organisation WEISSE RING e.V. → [www.weisser-ring](http://www.weisser-ring.de).

You can find extensive information of assistance and support services as well as on legal issues at www.hilfe-info.de.

2. PSYCHOSOCIAL SUPPORT

If you have been injured yourself, are close to a person who died or was injured in an attack, have witnessed an attack or were on the scene as a first responder, this may initially provoke strong [feelings and reactions](#).

People's reactions to such extraordinary events vary greatly and can also change over time. This can include strong feelings of fear, sadness and helplessness. Some people may have trouble relaxing or getting to sleep, and are tormented by unwanted memories of the event. [Such reactions are normal in the days and weeks following the event](#).

Support and understanding from family, friends and colleagues can be particularly helpful in coping with a highly stressful event. In particular, the feeling of not being alone, as well as practical help with everyday tasks, can often be extremely valuable for individuals in an extreme mental state. A person's familiar surroundings and their social environment can provide feelings of stability and security during this difficult time.

However, the after-effects of the incident may prove severe, last for longer than around one month, or be perceived as highly distressing. It can be advisable to seek professional help in such cases. There are a number of organisations all over Germany that can offer you support in this situation.

[Readily available support services](#)

Immediately after a terrorist attack and in the days that follow, your first points of contact will be crisis intervention teams, which are often put together by support organisations, and pastoral carers at the location where the attack took place. In most cases, it is also possible to contact them via the headquarters of the fire brigade and rescue services (by phoning 112) or the police (110).

Outpatient trauma centres provide urgent psychological support to those affected by violent crime and their relatives or bereaved persons of victims, and have typical waiting periods of just a few days. If necessary, psychotherapeutic treatment can be arranged or provided. As outpatient trauma centres are typically connected to psychiatric clinics or hospitals, urgent medical/psychiatric care can also often be ensured. The legal basis for treatment in an outpatient trauma centre is generally the Victims Compensation Act. Costs are covered by the responsible pension office. An overview of the outpatient trauma centres in the respective federal states can be found at → www.hilfe-info.de (Hilfe und Beratung ->Psychologische Unterstützung).

Additional information on the Victims Compensation Act can be found under no. 3 ("financial assistance") and on the website of the Federal Ministry of Labour and Social Affairs → www.bmas.de (Our Topics → Social Security → Compensation and assistance for victims of violent crime).

Perhaps you have been so severely distressed by your experience, injury or loss of a relative that you are unable to assure your own safety and seek out support services on your own. If this applies to you, you or people close to you can contact the emergency

services of your local hospital's psychiatric ward. There you will find round-the-clock help. In particularly serious emergencies, you can request help by calling the control centre of the fire brigade and rescue service (112).

Longer-term support

Municipalities, cities, and church-based initiatives such as Caritas or Diakonie have crisis services and counselling centres which provide a wide range of psychosocial counselling services. You can find out which crisis services and counselling centres are available in your area by searching online or enquiring in your municipality or town. The contact points referred to under no. 1 can also help you in your search. You can also find specific counselling services on the Internet in the online Database for Victims of Crime: www.hilfe-info.de

Bereavement support

When a person loses someone close to them, they usually experience a profound sense of grief. Grief is a natural step in processing a loss and can often persist for a long time. Bereavement groups, self-help groups or individual grief counsellors can provide you with support and assistance during this time. You can find information on the various services that can support you during the grieving process at the association *Bundesverband Trauerbegleitung* e. V. → www.bv-trauerbegleitung.de
E-Mail: info@bv-trauerbegleitung.de.

More information

Specific information and behavioural recommendations for adults, children and young people on how to cope with distressing* events can be found in multilingual leaflets available on the website → www.bbk.bund.de/psnv-flyer. There you will also find an emergency information sheet containing advice for parents on how to talk about terrorist acts with their children.

3. FINANCIAL SUPPORT

Various types of financial support are available for those affected by terrorist attacks. The following section provides an overview of the possible benefits you may be able to claim. Help in choosing the right support schemes and in submitting applications can be obtained from the persons and contact points referred to at the beginning of this information leaflet (under no.1: “Contact points”).

a) Hardship compensation

If you have been physically or mentally injured by a terrorist act, or if you have lost a close relative, you may be entitled to financial assistance created specifically for victims of terrorist violence, known as hardship compensation.

In order to receive this assistance, you must submit an application.

Contact points, application forms and further information can be found on the Federal Office of Justice’s website at www.bundesjustizamt.de (→ Bürgerdienste → Härteleistungen).

Bundesamt für Justiz (Federal Office of Justice)

Hardship benefits

53094 Bonn

Tel.: +49 228 99 410 5288

Fax: +49 228 99 410 5050

E-Mail: opferhilfe@bfj.bund.de

b) Social benefits under the Victims Compensation Act

The Victims Compensation Act grants victims of violent crime – and thus also victims of terrorism – a wide range of social benefits, such as:

- provision of medical treatment and health care
- pensions
 - survivor’s benefits for widows and widowers, registered same-sex partners, orphans and – in exceptional cases – parents of the victim
- funeral allowance and bereavement payments

Claims submitted under the Victims Compensation Act are reviewed by the respective pension offices of the federal states. Service are provided upon application. There is no time limit for submitting an application, but services do not begin until the month after the application has been filed. If the application is submitted within one year after the injury, services will be provided retroactively if needed. An overview of the pension offices in the federal states is available on the website of the Federal Ministry of Labour and Social Affairs →: www.bmas.de (Our Topics → Social Security → Compensation and assistance for victims of violent crime → *Landesversorgungsbehörden*).

If you have been the victim of a terrorist attack in Germany but live abroad, you may be entitled to social compensation under the Victims Compensation Act (*Opferentschädigungsgesetz*) in Germany. To find out more, please contact the specially created Central Contact Point below at the Federal Ministry of Labour and Social Affairs:

[Bundesministerium für Arbeit und Soziales \(Federal Ministry of Labour and Social Affairs\)](#)

Division Va6

Rochusstr. 1 1, 53123 Bonn

E-mail: dub@bmas.bund.de

Tel.: +49 228 99 527 0

→ www.bmas.de/opferentschaedigung

c) Benefits under the statutory accident insurance scheme (Accident insurance funds (*Unfallkassen*) and employers' liability insurance associations (*Berufsgenossenschaften*))

If you were carrying out your professional activity, travelling with a school class or university seminar group, or trying to help others after a terrorist attack and were injured in the process, you may be entitled to benefits under the statutory accident insurance scheme. This could include coverage of treatment costs and costs of medical rehabilitation, as well as payment of a pension.

People who provide help (first aiders and emergency helpers) are insured by the accident insurance fund which is responsible for the area where the attack took place.

Public sector employees and certain volunteer workers are insured by the accident insurance funds responsible for their organisation (i.e. those of the municipalities, federal states, or the Federation). If kindergarten children, school pupils or students have become victims of a terrorist attack while participating in an educational activity, this responsibility lies with the accident insurance fund of the region where the school or higher education institute is situated. People who were working at the site of the attack or were on their way to work should contact their respective employers' liability insurance association (except employees of the public service).

An overview of the accident insurance funds and employers' liability insurance associations can be found on the website of the association Deutsche Gesetzliche Unfallversicherung (DGUV) at → Organisation and structure → Tasks).

To find out more about possible benefits and your respective accident insurance agency, you can call the DGUV's helpline free of charge using the following number: 0800 60 50 404

d) Additional financial support

If a terrorist attack was carried out using a motor vehicle, you may be eligible for compensation under the Compulsory Insurance Act (*Pflichtversicherungsgesetz*). In such cases, you can file your claims with *Verkehrsoferhilfe e. V.* (VOH):

[Verkehrsoferhilfe e. V.](#)

Wilhelmstraße 43/43 G · 10117 Berlin
E-mail: voh@verkehrsofferhilfe.de
Tel.: +49 (30) 2020 - 5858
Fax: +49 (30) 2020 - 5722

Depending on the incident, additional financial support may be available. Information on this case-dependent* assistance can be found on the website of the Federal Government's Victims Commissioner.

This information booklet is updated regularly. The latest digital version is available at:
→ www.bmjv.de/opferbeauftragter
→ www.hilfe-info.de/Publikationen

IMPRESSUM

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