



# VICTIMS IN FOCUS

Home "Duga-Zagreb" - levels of support to victims of domestic violence

## SHELTER

- Social welfare institution
- Founder - the City of Zagreb
- 2007 - until today
  - › **to 1340 victim's** crisis accommodation provided
- Capacity: **25 places**
- Psychosocial services are provided by social workers, a psychologist and a lawyer
- Physical - technical protection 24/7
- Technical team
- Project department



## PSYCHOSOCIAL TREATMENT DEPARTMENT

- 2009 - until today
  - › **1711 users referred to court-ordered treatment**

## COUNSELING OFFICE

- 2005 - until today
  - › **11000 people who asked for support**
- Legal, social and psychological counseling
- Consulting services are **free of charge**
- In person, telephone consultation and consultation via e-mail
- **Two locations, every day**



- **Separate location**
- A psychosocial approach to changing patterns of violent behavior
- The treatment is carried out by two psychologists and a social worker
- **Security conditions** (panic button; video surveillance)



## ORGANIZED HOUSING

- New service (from 2023/2024)
- A form of deinstitutionalized support
  - › after leaving the shelter
- Social mentoring
- Support and help towards independence