

Deseta godišnja konferencija
Viktimološkog društva Srbije



Tenth Annual Conference of the
Victimology Society of Serbia



ANNIVERSARY CONFERENCE OF THE VICTIMOLOGY SOCIETY OF SERBIA

VICTIMIZATION AND DIVERSITY: TOWARDS HOLISTIC APPROACH TO VICTIMOLOGY AND VICTIMS' RIGHTS

Book of abstracts

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Belgrade, 28th and 29th November 2019

Tenth Annual Conference of the Victimology Society of Serbia



***Victimization and diversity: Towards
holistic approach to victimology and
victims' rights***

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X Annual Conference of the Victimology Society of Serbia
Victimization and diversity: Towards holistic approach to victimology and
victims' rights
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PROGRAM

I day (28/11/2019)

09.00 – 09.30 **Participants' registration**

09.30 – 10.00 **Opening of the Conference and Victimology Society of Serbia Awards**

- Prof. dr Slobodan Savić, President of the Victimology Society of Serbia
- Zvezdan Radojković, Ministry of Internal Affairs of the Republic of Serbia, General Police Directorate, Assistant Police Director
- Prof. dr Oliver Bačanović, Faculty of Security-Skopje, University “Sv. Kliment Ohridski” Bitola, Republic of North Macedonia
- Prof. dr Vesna Nikolić-Ristanović, Director of the Victimology Society of Serbia

10.00 – 12.00 **Plenary session 1: *Victims and victimization: A paradigm shift***
Moderator: dr Sanja Čopić

- Prof. dr Ivo Aertsen, Professor Emeritus, Institute of Criminology, Catholic University Leuven, Belgium: *Along with rights come responsibilities. Victims of crime as citizens*
- Dr Albin Dearing, European Union Agency for Fundamental Rights (FRA), Austria: *Shifting the paradigm: From the state's entitlement to the punishment of offenders to the right of victims of violent crime to criminal proceedings and to participation as parties to the proceedings*
- Prof. dr Vesna Nikolić-Ristanović, Faculty of Special Education and Rehabilitation, University of Belgrade and Victimology Society of Serbia, Serbia: *Development of victimology theory, practice and activism: So far challenges and possible directions for the future*

12.00 – 12.30 **Coffee break**

12.30 – 14.00 **Plenary session 2: *Victimization and diversity***
Moderator: prof. dr Vesna Nikolić-Ristanović

- Dr Gema Maria Varona, Basque Institute of Criminology, University of the Basque Country, Spain: *'Victimmigration' and the role of bystanders: Mirrors to imagine the other*

- Prof. dr Irma Kovčo Vukadin, Faculty of Education and Rehabilitation Sciences, University of Zagreb, Croatia: *LGBT victims in the criminal justice system: A review of policies and practices*
- Prof. dr Mally Shechory Bitton, Department of Criminology, Ariel University, Israel, Dr Liza Zvi, Department of Criminology, Ariel University, Israel: *Perceptions of Victim and Offender Culpability in Revenge Pornography*
- Dr Zorica Mršević, Institute of Social Sciences, Serbia: *Challenges and perspectives of rainbow families in Serbia*

14.00 – 15.00 **Lunch break**

15.00 – 16.30 **Thematic sessions**

Thematic session 1: *Victim-offender overlapping*

Working language: Serbian

Moderator: dr Filip Mirić

- Prof. dr Oliver Bačanović, Faculty of Security-Skopje, University “Sv. Kliment Ohridski” Bitola, Republic of North Macedonia, doc. dr Nataša Peovska, Faculty of Security-Skopje, University “Sv. Kliment Ohridski” Bitola, Republic of North Macedonia: *The relationship between institutional factors and marginalization and deviant behaviour among young people in correctional facilities and prisons for children (juvenile prisons)*
- Prof. dr Slađana Đurić, Faculty of Security Studies, University of Belgrade, Serbia, Ana Paraušić, Institute of Criminological and Sociological Research, Serbia: *Prison population volume and rate trends in the Western Balkans*
- Dr Filip Mirić, Faculty of Law, University of Niš, Serbia: *"Patients' gratitude" or legalization of corruption?*

Thematic session 2: *Various forms of victimization*

Working language: Serbian

Moderator: dr Mirjana Dokmanović

- Dr Mirjana Dokmanović, Institute of Social Sciences, Serbia: *"Intelligent" Video Surveillance and Protection of Privacy and Personal Data*
- Prof. dr Hatidža Beriša, School of National Defence, University of Defence, Serbia, Željko Gajić, Anti Human Trafficking Bureau, Serbia, Srđan Nikolić, The Military Intelligence Agency, Serbia: *The role of media through the prism of terrorism*

- Sonja Šćekić, Safe House for Women and Children Victims of Domestic Violence–Niš, Serbia, Maja Todorović, Safe House for Women and Children Victims of Domestic Violence–Niš, Serbia: *Attitudes of Citizens of Niš towards Violence against the Elderly*
- Mr Slobodan Stojanović, OBZIR, Serbia: *Elements of economic victimization and possible protection of victims*

16.30 – 16.45 **Break**

16.45 – 18.15 **Thematic session**

Thematic session 3: Women's networks and victim support services: Experiences from Serbia and the region

Working language: Serbian

Moderator: Jasmina Nikolić

- Anamaria Drožđan-Kranjčec, Women's Room–Center for Sexual Rights, Croatia, dr Maja Mamula, Women's Room–Center for Sexual Rights, Croatia: *Improving the system of assistance and support for victims and witnesses of crime: The role of civil society organizations*
- Vedrana Lacmanović, Autonomous Women's Center, Serbia: *The Women against Violence Network from foundation to decentralization*
- Jasmina Nikolić, Victimology Society of Serbia, Serbia, Biljana Stepanov, Kikinda Women's Support Center, Serbia: *Experiences and challenges in decentralizing the Women Against Violence Network*
- Bejan Šaćiri, Victimology Society of Serbia, Serbia, Maja Štahan, Victim and Witness Support Service Croatia, Croatia: *Comparative analysis of functioning of victim support services in the selected European countries*

II day (29/11/2019)

10.00 – 11.30 **Plenary session 3: Towards holistic approach to victimology and victims' rights**

Moderator: Jasmina Nikolić

- Dr Albin Dearing, European Union Agency for Fundamental Rights (FRA), Austria: *Taking seriously the rights of women as victims of partner violence to protection and to justice*
- Jelena Watkins, Manchester Attack Support Group Programme, Great Britain: *Post-terrorism peer support groups: Lessons learnt from the Manchester Attack Support Group Programme*
- Ilse Vande Walle, social worker and trainer, Belgium: *Growth Mindset: A new approach in our daily work with victims?*

11.30– 12.00 **Coffee break**

12.00– 13.30 **Plenary session 4: *Victimization, diversity and social reaction***

Moderator: dr Sanja Čopić

- Prof. dr Christina Zarafonitou, Panteion University of Social and Political Sciences and EPANODOS, Greece, dr Fotini Milioni, EPANODOS, Greece, dr Kostantinos Panagos, National and Kapodistrian University of Athens, Greece, Martha Lempesi, National and Kapodistrian University of Athens, Greece: *Victimization, offending, social reintegration in a cyclical relationship*
- Dr Laura Stănila, Faculty of Law, West University of Timișoara, Romania, prof. dr Zoran Pavlović, Faculty of Law for Commerce and Judiciary, University Business Academy, Serbia: *Minors Without Penal Capacity: Aggressors or Victims? Romanian View*
- Dr Konstantinos Panagos, National and Kapodistrian University of Athens, Greece: *The application of restorative practices in the Greek juvenile justice system: Victim's interests and the role of probation officers in victim-offender mediation process*

13.30 – 14.30 **Lunch break**

14.30 – 16.00 **Thematic session**

Thematic session 4: *Victimization and discrimination*

Working language: Serbian

Moderator: Bejan Šaćiri

- Dr Sanja Čopić, Institute of Criminological and Sociological Research and Victimology Society of Serbia, Serbia, Bejan Šaćiri, Victimology Society of Serbia, Serbia: *Attitudes of professionals in Serbia on gender equality and gender based violence*
- Alma Taso Deljković, Court of Bosnia and Herzegovina, Witness Support Office Sarajevo, Bosnia and Herzegovina: *Witness/Victim support offices in the judicial institutions in the region: From the office to the mechanism (perspectives for a future development)*
- Prof. dr Danica Vasiljević-Prodanović, Faculty of Special Education and Rehabilitation, University of Belgrade, Serbia: *Factors associated with teacher victimization by students*
- Mr Ljiljana Stevković, Faculty of Special Education and Rehabilitation, University of Belgrade and Victimology Society of Serbia, Serbia: *Victim or abuser: Victimization as a predictor of juvenile domestic violence*

16.00-16.30 **Closing of the conference**

Program Advisory Committee of the X Annual Conference of the Victimology Society of Serbia

- Prof. dr Robert Peacock, President of the World Society of Victimology, professor and head of the Department of Criminology, University of the Free State, Bloemfontein (South Africa)
- Prof. dr Natti Ronel, Professor at the Department of Criminology, Bar-Ilan University, Israel
- Prof. dr Nina Peršak, Institute for Criminal-Law Ethics and Criminology, Slovenia
- Dr Chadley James, Assistant Professor at the Department of Criminology, California State University, USA; member of the Executive Board of the World Society of Victimology, co-director of the Postgraduate Course in Victimology, Victim Assistance and Criminal Justice, Inter-University Center in Dubrovnik, Croatia
- Prof. dr Oliver Bačanović, Full Professor at the Faculty of Security - Skoplje, University "St. Kliment Ohridski"-Bitola, Republic of Macedonia
- Dr Sanja Milivojević, Senior Lecturer at the La Trobe University, College of Arts, Social Sciences and Commerce, Humanities and Social Sciences, Department of Social Inquiry, Australia
- Prof. dr Vesna Nikolić-Ristanović, Full Professor at the Faculty for Special Education and Rehabilitation, University of Belgrade, Director of the Victimology Society of Serbia, member of the European Academy of Sciences and Arts, Honorary Member of the World Society of Victimology and Former President of the European Society of Criminology
- Prof. dr Slobodanka Konstantinović-Vilić, Retired Full Professor of the Faculty of Law, University of Niš, Serbia
- Prof. dr Slađana Jovanović, Full Professor at the Faculty of Law, University Union in Belgrade and Vice-Chancellor at the University Union in Belgrade, Serbia
- Dr Mirjana Dokmanović, Research Associate at the Institute of Social Sciences, Serbia
- Dr Sanja Čopić, Senior Research Associate at the Institute of Criminological and Sociological Research in Belgrade and president of the Executive Board of the Victimology Society of Serbia, Serbia

Organizing Committee of the X Annual Conference of the Victimology Society of Serbia

- Prof. dr Vesna Nikolić-Ristanović, Full Professor at the Faculty for Special Education and Rehabilitation, University of Belgrade, Director of the Victimology Society of Serbia, member of the European Academy of

Sciences and Arts, Honorary Member of the World Society of Victimology and Former President of the European Society of Criminology

- Dr Sanja Čopić, Senior Research Associate at the Institute of Criminological and Sociological Research in Belgrade and president of the Executive Board of the Victimology Society of Serbia, Serbia
- Jasmina Nikolić, Manager of the victim support service *VDS info and victim support* in the Victimology Society of Serbia, Serbia
- Bejan Šaćiri, Researcher in the Victimology Society of Serbia, Serbia

PLENARY SESSIONS

Plenary session 1: Victims and victimization: A paradigm shift

Along with rights come responsibilities. Victims of crime as citizens

Prof. dr Ivo Aertsen

Professor Emeritus, Institute of Criminology, KU Leuven, Belgium

Reflecting on the role of victims of crime, the debate has largely focused on how strong or weak the position of the victim is in criminal justice proceedings and which factors do influence this position in one or another direction. Less attention has gone to the type of victim that appears in such endeavours and how certain victim images direct our societal and legal responses to victimisation. The stronger emphasis on victims' rights and on victims' needs of support and protection has given prominence to the image of the vulnerable victim, confirming and strengthening vulnerability as an essential common feature of us all. Attempts to develop – also in practice - an image of the empowering victim remain less influential. Against this background of a generalised identification with vulnerable victims and a continuous enlargement of victims' rights, the question arises whether victims of crime also have duties and responsibilities. Does the status of victim of crime also automatically imply duties? Which are the responsibilities for victims of crime at the personal and interpersonal level, in a social way, and with respect to their position in the criminal justice system? Do victims have responsibilities on how to look at, to think about or to behave towards the offender? Do victims have moral responsibilities on how to deal with their emotions? Should we expect from victims that they are willing and capable to talk to the offender, to show empathy? What are the implications for restorative justice? These questions will be discussed on the basis of the literature and observations from practice.

Shifting the paradigm: From the state's entitlement to the punishment of offenders to the right of victims of violent crime to criminal proceedings and to participation as parties to the proceedings

Dr Albin Dearing

European Union Agency for Fundamental Rights (FRA), Austria

Under Article 47 of the EU Fundamental Rights Charter all victims of crimes against the person are entitled to a thorough investigation, to resolute criminal proceedings and to participation as a party to the investigation and the proceedings. However, according to the research conducted by the Fundamental Rights Agency (FRA) in seven EU Member States, criminal justice systems do not deliver on that right. This is not surprising in countries where procedural

codes officially do not recognise the victim as a party to the proceedings. However, it calls for an explanation in those countries where victims of violent crime have rights to act as parties to the proceedings. This paper aims to demonstrate that the obstacle to victims' recognition cannot be overcome by procedural law reforms. The problem is more profound. It concerns the ultimate rationale of criminal justice. Participation rights of victims will only come to life when criminal justice systems undergo a shift of paradigm: from criminal justice enforcing the right of the state to the punishment of the offender to criminal justice enforcing the rights of individuals. Until then, victims' participation rights create tensions, complexities and frustration on the side of victims. When it comes to defining the victim's position, criminal justice systems in Europe take different approaches: 1) The strictly accusatorial/adversarial procedure that does not allow victims a role other than that of a witness; 2) The harmed and vulnerable victim in need and deserving of support and protection against secondary victimisation (e.g. UK and the Netherlands); 3) The French civil party system allowing victims to pursue their civil law claims for damages within the framework of criminal justice; and 4) The victim acting as a specific type of prosecutor next to the public prosecutor (e.g. Spain, Germany, Poland). While these differences are often highlighted, this presentation stresses a profound commonality of all criminal justice systems existing in the EU today. All models constitute variants of a traditional, (nation-)state-centred paradigm that conceives of criminal justice as a matter between the state and the offender, where the state enforces the right of the collective polity to the punishment of the offender. The victim is not a part of this basic setting. Whatever the additional national ingredients, within the traditional paradigm the primary role of the victim is necessarily defined as a function of the core task of criminal proceedings to enforce the state's entitlement to the punishment of the perpetrator. Therefore, in the end the victim remains essentially a witness. Because in the EU all criminal justice systems are caught up in this logic, they fail to effectively recognise the victim as the person whose rights are violated by the offender and who therefore is entitled to a criminal justice response. Evidence to support this claim is drawn from fieldwork research conducted by FRA into the reality of the rights of adult victims of violent crime in seven EU Member States.

Development of victimology theory, practice and activism: So far challenges and possible directions for the future

Prof. dr Vesna Nikolić-Ristanović

*Faculty of Special Education and Rehabilitation, University of Belgrade and
Victimology Society of Serbia, Serbia*

For less than one century of its existence, victimology has been developed and consolidated as an academic discipline which managed to join together theory, practice and activism. In Serbia as well, although development of victimology started several decades later than in developed countries, theoretical-empirical and activist basis that have been developed as well as significant developments in practice put it among countries with consolidated and developed victimology. The importance of victimology for “rediscovery” of a victim and its recognition as a social actor, as well as for putting victims’ needs and rights on the agenda of nation states and international bodies, is without any doubt. However, its development was neither linear nor easy. It happened that it is quite difficult to define basic concepts, particularly the notion of victim, to determine the scope of its subject, the needs of a victim, social responses to victimisation, etc. Dealing with victim within victimology goes from dealing with her-him as completely innocent, through focusing on victim’s contribution to his-her own victimisation, to recognition of interlacing of roles of a victim and a perpetrator. It goes between dealing with all victims and dealing primarily with certain groups of victims. Victim is positioned in different ways, from passive recipient of assistance to resilient and self-aware citizen, capable to face uncertainty that is normal part of everyday life. Although the part of problems that victimology is faced with lies in different theoretical and political departures, it is obvious that the fact that victimology tends to deal with so large, complex and changeable subject as are victims and victimisation, contributed as well. It is not surprising, thus, that so far development and current status of victimology theory, practice and activism are faced with many gaps, unfulfilled promises and contradictions dealing with which is the main aim of this paper. Special attention is paid to challenges related to general/specific relationship in dealing with different categories of victims, macro and micro approach, as well as the gap between expectations of victims and limited options that are available to them. The paper is based on many years of continuing research in the field by the author of the paper, and includes the meta analyses of wide range of studies from the world and Serbia. In the conclusion the author argues for a holistic and interdisciplinary approach, and for looking at victims as a heterogeneous population linked with the same basic needs but with many specific needs as well. In sum, the author argues for dealing with victimology issues bearing in mind their full complexity as well as that victimology needs to make its full potential (theoretical, practical and activist) socially recognized, accepted and used as a tool for coming to substantial change of the social status of victimised persons.

Plenary session 2: Victimization and diversity

‘Victimmigration’ and the role of bystanders: Mirrors to imagine the other

Dr Gema Maria Varona

Basque Institute of Criminology, University of the Basque Country, Spain

With a strong connection with the classical work of Howard Becker (1963) *Outsiders*, crimmigration studies (Stumpf, 2006) invite us to explore the link between immigration and criminal policies and law. In this contribution we aim at tracing a different map to rethink the merging of victim, criminal and migration policies. The point of departure will be a critical standpoint on the notion of victim and victimhood. From this perspective, quantitative and qualitative global and specific data will be examined in relation to different forms of victimisation of migrants and refugees, including abuse of power by border police and personnel in detention centres, selective law enforcement and human trafficking. The trend towards a criminalisation of solidarity will be analysed as part of the victimological theory on the role of bystanders. Taking the definition of Caritas Europa (2019), in a recent position paper within the current European crisis in the last years, this trend ‘has emerged to pose obstacle, demonise, stigmatise, and criminalise humanitarian assistance to migrants throughout Europe’. Moreover, ‘the fight against human smuggling and trafficking is used as a migration management tool for stricter migration regimes, the protection of the victims often being only a secondary concern’. Volunteers and NGOs providing emergency help and access to basic rights and services, not delivered by the state, are increasingly the target for unjust criminalisation and, thus, victimisation. In an atmosphere of irresponsible political and media practices of public alarm creating the fiction of a permanent ‘invasion’, two case studies will be provided: the case of the Spanish activist Helena Maleno in Morocco and the case of the German captain Carola Rackete in Italy. Finally, some elements for a further and coherent development of a framework of victimmigration studies will be presented within the tenets of critical victimology and human rights, in a climate of polarisation and appeals to exclusionary identities.

LGBT victims in the criminal justice system: A review of policies and practices

Prof. dr Irma Kovčo Vukadin

Faculty of Education and Rehabilitation Sciences, University of Zagreb, Croatia

Questions related to LGBT persons in criminal justice system are dominantly discussed within context of hate crime as a grave violation of a basic human rights. It is believed that, regardless to existing policies and legal framework, vast majority of hate crimes within EU remains not reported and not prosecuted,

which makes victims of those crimes non visible and leaves them without adequate help and support. Also, LGBT persons can be victims of many crimes that are not hate-motivated and which LGBT persons also reluctantly report from the same reasons that they not report hate crimes. The first aim of this paper is to provide a review of European policies regarding position of LGBT victims in criminal justice system within the context of hate crimes, but also within context of not hate motivated victimization. The second aim of this paper is a review of current knowledge and practices regarding victimization of LGBT persons defined in this way.

Perceptions of Victim and Offender Culpability in Revenge Pornography

Prof. dr Mally Shechory Bitton

Department of Criminology, Ariel University, Israel,

Dr Liza Zvi

Department of Criminology, Ariel University, Israel

The Internet is an increasingly essential component of modern life, although it comes with a dark side, too. Revenge pornography is one such insidious domain, defined as the practice of disclosing nude or sexually explicit images and videos, often along with identifying personal information, of former romantic partners without their consent. Recent years have seen a significant increase in the incidence of these cases. Growing public attention has focused on revenge pornography and its significant impact on victims, with many countries instituting laws against it. Still, revenge pornography laws are restricted in scope and in some cases offer only limited redress. The literature on revenge pornography deals mainly with issues relating to legislation combating it, with very little research on perceptions of revenge pornography situations. The purpose of the present study was to expand the limited empirical literature related to perceptions of revenge pornography, by examining whether the source of the distributed images affects judgments and blame attributions of both victims and offenders. We, therefore, devised a scenario with male offenders and female victims while manipulating the way in which the misappropriated intimate images were taken (self-taken by the victim vs. stealth-taken). The study conducted during the years 2018-2019 on a sample comprised of 250 Israeli students from a university in Israel. The participants, 116 males (46.44%) and 134 females (53.6%), were assigned to the two research conditions. In both conditions and irrespective of the victim's blame, the offender perceived as highly blameworthy and deserving to be tried and severely punished. Although the participants perceived revenge pornography as highly criminal and punishable, victim blaming was evident toward a victim whose photos were self-taken. In this respect, the findings support the notion

that revenge pornography is no different than other forms of sexual abuse, where victim blaming is an established fact.

Challenges and perspectives of rainbow families in Serbia

Dr Zorica Mršević

Institute of Social Sciences, Serbia

The subject of the paper is the specific challenges and perspectives of the so-called “rainbow families” whose social situation is most often characterized by victimization through violence, discrimination, rejection, stigmatization, marginalization, etc. The term “rainbow families ” has been used recently in Serbia to refer to an LGBTI activist target group that looks at situations and the need for empowerment and (self) protection strategies for families whose at least one member, most often a child, belongs to the LGBTI population. “Rainbow families” also include same-sex partners as parents of common children, or their own children from previous relationships, but also families in which there are other relatives of the LGBTI affiliation, e.g. aunts, uncles, grandparents. The aim of the paper is to show how homophobic ambient affects not only an LGBTI person individually, but is a source of a range of challenges for their families. Thus, the rainbow families primarily need to cope with their own internalized homophobia and then face an increased risk of violence, discrimination, rejection and isolation. The paper also focuses on the perspectives of creating and maintaining intra-family solidarity, support and self-help as a strategy to respond to the challenges of a discriminatory social environment. Thematically, this paper comprises the analysis of three main problems that have characterized the position of the LGBTI population in Serbia, and therefore affect the rainbow families: the threat to personal safety due to the occurrence of not-sanctioned phobic violence, tolerated phobic hate speech in public discourse, and the lack of the possibility of establishing a legal partnership and family relationships. There is also a thematic overview of typical strategies for possible action by rainbow families within a community, especially in the areas of 1) advocacy for LGBTI rights, 2) continuing education and self-education on the rights of LGBTI persons, and 3) empowering parents of LGBTI people to accept their LGBTI children and relatives. The topic of the paper are also positive changes and their impact on the rainbow families: promotion of the position of the LGBTI community as a human rights issue, two-year, unobstructed holding the office of Prime Minister of the Republic of Serbia by an openly same-sex orientated person with the recent announcement of her parenting, an activist campaign under the slogan “I (dis)own my child”. All these changes have contributed to the improvement of the position of the rainbow families, whose diversity is increasingly acceptable as normal,

although minority. The paper is methodologically based on academic sources, reports of independent institutions, non-governmental organizations dealing with human rights issues of the LGBTI population and media reports on LGBTI topics issued during the last two years, as well as relevant recent judgements of the European Court of Human Rights in Strasbourg.

Plenary session 3: Towards holistic approach to victimology and victims' rights

Taking seriously the rights of women as victims of partner violence to protection and to justice

Dr Albin Dearing

European Union Agency for Fundamental Rights (FRA), Austria

Women as victims of partner violence have two fundamental rights: a right to protection against (repeat) victimisation and a right to criminal justice. Fieldwork research conducted by the Fundamental Rights Agency shows that neither right is effective in practice. The paper will present and discuss the necessary improvements relating to the following issues: Deconstruction of myths that distort perceptions of partner violence and serve to 'justify' the inaction of state authorities; A revised understanding and revised criminal law definitions of partner violence that focus on the entirety of a coercive and controlling relationship instead of single violent incidents assessed in isolation; The urgent necessity to establish, fund and officially recognise specialised support services that intervene proactively and assist the victim throughout criminal and civil proceedings, free of charge; The requirement of legislation enabling and obliging the police to issue emergency barring orders and, under specific conditions, to also arrest the offender; Court orders that are practically effective; Close cooperation between support organisations, the police, prosecutors, criminal and civil courts spelled out precisely and reflected in legislation; and More thorough training of police, prosecutors and judges allowing them to understand the situation and behaviour of women as victims of partner violence.

Post-terrorism peer support groups: Lessons learnt from the Manchester Attack Support Group Programme

Jelena Watkins

Manchester Attack Support Group Programme, Great Britain

On 22nd May 2017, a suicide bomber entered the foyer of the Manchester Arena, where nearly 15,000 people were attending an Ariana Grande concert. As the show finished and people exited the concert hall entering the foyer, the bomber detonated an improvised bomb, killing twenty-two individuals, mainly children and their parents, and himself. A further three hundred people were physically injured and very many more psychologically injured. The impact of this horrific attack targeting children and young people was enormous and far reaching and the response continues to require significant resources and expertise. As the concert goers travelled from a wide area of the north of the UK to see the hugely popular American pop-star, those affected by the attack were widely dispersed geographically. In terms of mental health response to the attack an enhanced National Health Service programme was set up specifically to help people across the UK who have been affected by the Manchester Arena attack. To complement this service, which was primarily focused on delivering individual trauma psychotherapy, the two year Manchester Attack Support Group Programme was also established to coordinate and deliver a peer support group programme for bereaved and survivors across the UK. The programme builds on evidence-based good practice principles for intervention following collective trauma events and the Management Team's previous experiences of delivering post-disaster peer support programmes. The programme's aims include the promotion of safety, calm, connectedness, efficacy and hope, through mutual support in a calm and safe environment facilitated by specially trained professionals. The aim of the paper is to share the preliminary programme learning for the benefit of professionals who may be responsible for psychosocial responses to future terror attacks and other disasters. The author will draw on her experiences as the programme's co-developer and Clinical Lead. Key themes include the rationale for the creation of support groups, their format, structure and development and facilitators' stance.

Growth Mindset: A new approach in our daily work with victims?

Ilse Vande Walle

Social worker and trainer, Belgium

Our Mindset influences the way we think, feel and behave. After 30 years of research Stanford Professor Carol Dweck found out there are two mindsets: a Fixed and a Growth Mindset. People with a Fixed Mindset believe their talents, skills and abilities can't change, you are born with it and have to live with it. People with a Growth Mindset think differently about this. They believe talents, skills and abilities can change, grow and develop as a result of hard work, good strategies, and input from others. In recent years the Growth Mindset theory has become very famous in education systems and businesses. Pupils and

employees with a Growth Mindset are more motivated, not afraid of challenges, more committed to learning, and perform better. But there is more. Recent research has shown that a Growth Mindset not only has a positive influence on performance but also mental resilience. Research has shown the link between the mindset of someone and the risk on severe depression, and on coping with depression, anxiety, victimization and aggression. A Growth Mindset is explained in the paper. It will be pointed out if it is possible to change the mindset of someone, and how this powerful theory can influence our daily work with Victims.

Plenary session 4: Victimization, diversity and social reaction

Victimization, offending, social reintegration in a cyclical relationship

Prof. dr Christina Zarafonitou

Panteion University of Social and Political Sciences and EPANODOS, Greece

Dr Fotini Milioni

EPANODOS, Greece

Dr Kostantinos Panagos

National and Kapodistrian University of Athens, Greece

Martha Lempesi

National and Kapodistrian University of Athens, Greece

The presentation will focus on the interaction between victimization and criminality and their impact on the social reintegration procedure. In particular, victimization in young age could render a person vulnerable to involvement in delinquent behaviour or criminal career (e.g. domestic violence). In this framework, the prevention of victimization could be a protective factor for avoiding criminal implication. Furthermore, by recognizing the parallels at the onset of criminality and victimization, researchers and policy makers could address more focused and preventive approaches. The aforementioned will be discussed on the basis of the data of empirical studies carried out by the research team of EPANODOS. The first study, entitled *The phenomenon of the recidivism of former prisoners in Greece: Empirical data and guidelines for the crime policy and social reintegration*, examined the lived experience, the perceptions, the expectations and proposals of those who have experienced incarceration, in the perspective of preventing their recidivism. The qualitative study involved 40 ex-prisoners – beneficiaries of EPANODOS; the life story interviews were chosen as the most appropriate research tool. The second research project, entitled *Interventions to promote gender equality and psychosocial, family and occupational reintegration and adaptation of women prisoners and ex-prisoners*, examined the profile of 135 incarcerated women

and 40 female ex-prisoners as well as their attitudes and views on reintegration. The chosen research tool was a biographical approach carried out by personal interviews. According to the findings of the above researches, offenders who have experienced victimisation in their early life are more likely to be involved in criminality, too, and have lower chances of social reintegration.

Minors Without Penal Capacity: Aggressors or Victims? Romanian View

Dr Laura Stănila

Faculty of Law, West University of Timișoara, Romania

Prof. dr Zoran Pavlović

Faculty of Law for Commerce and Judiciary, University Business Academy, Serbia

Committing certain acts provided by the Criminal Code or special criminal laws by the minors without criminal capacity generates an organized reaction, which is necessary in order to correct their future conduct, to help them become responsible adults and good members of the community. In the case of minors without criminal capacity, the Romanian legislation provides the possibility of applying administrative measures that are not punitive and which are meant to eliminate the causes and incentives that led to the adoption of antisocial behaviour by the minor. In Romania, Law no. 272/2004 sets the legal framework for the implementation and enforcement of such protection measures. However, although the legal provisions are extremely bidding regarding the protection of children in need of special educational treatment, from the practical point of view, the authorities empowered to apply the administrative protection measures are outdated. Some mismatches of the texts of the law in question are likely to hinder the activity of the authorities involved in investigating such cases. In the present study we try to demonstrate that the measures taken in concrete cases are not capable of producing the expected effect and do not always take into account the particularities of the minors, the factors and conditions that generated their behavioural deviations. In this regard, minors who have committed criminal acts but who are not criminally responsible are over-victimized: they are already victims of the social environment and, at the same time, they become victims of the system. In order to achieve the goal, the authors cooperated with the Romanian Child Protection and Social Assistance Directorate, which has provided relevant statistical data at national level regarding children in the special protection system and analyzed the data from the geographic, social and legal perspective. The paper is structured into three parts. The first part presents the Romanian legal framework regarding the organized social reaction to the penal deeds committed by minors without legal penal capacity and the inconsistencies of those legal provisions.

The second part presents the statistical data and the conclusions of the analysis of those data. In the third part the authors try to connect the gaps between legal inconsistencies and reality of the deviance phenomenon in case of minors who cannot be held criminally liable.

The application of restorative practices in the Greek juvenile justice system: Victim's interests and the role of probation officers in victim-offender mediation process

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The Greek penal law has mainly adopted non-custodial measures for juvenile offenders. Juvenile offenders' cases are tried by special courts. Furthermore, probation officers have the mission to prepare a social inquiry report in relation to offenders' moral and mental situation, and the environment they live in. In the following, they submit official proposals to the Court in relation to the most suitable penal treatment of each specific offender, and they finally supervise the implementation of the measures imposed. Victim-offender mediation has been introduced in the Greek Penal Law (based on the Law 3189 of 2003), and belongs to educative/reformative measures imposed to juvenile offenders by courts or public prosecutors. Probation officers (juveniles' supervisors) play the role of mediator in the process. Therefore, a 'restorative' dimension has been given to the official social control of juvenile delinquency. The present paper examines the Greek legal framework and its application in relation to court-based victim-juvenile offender mediation in light of the restorative justice theory, as well as the Directive 2012/29/EU and European soft-law. The main emphasis will be put on the role of probation officers in the process and the main challenges for the protection of victims' interests in a child-centered criminal justice system. The legal provisions and the available empirical studies suggest that the measure of victim-offender mediation was not sufficiently applied until today. The probation officers did not receive any special training on the principles and methodology of mediation until recently. Furthermore, the Greek State has not provided any official guidelines on the procedure of mediation (such as the role, the obligations and the rights of each participant). From a victimological perspective, it is also notable that the general nature of probation officers' work is 'offender-focused'. However, according to the Directive 29/2012/EU, restorative justice includes processes through which the victim and the offender can participate actively in resolving the problems that occur from the offence with the help of an *impartial* third party. All these issues raise concerns regarding the so-called – in socio-legal and criminological studies – 'legitimation' of the mediation process.

THEMATIC SESSIONS

Thematic session 1: Victim-offender overlapping

The relationship between institutional factors and marginalization and deviant behaviour among young people in correctional facilities and prisons for children (juvenile prisons)

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The results of numerous foreign studies indicate that within the correctional facilities and prisons for children, i.e. juveniles, marginalization and deviant behaviour of young people is often present, which is often explained in criminological literature through two models: importation model and deprivation. The subject of this paper is the relationship between institutional factors and marginalization and deviance in the correctional facilities and children's prisons, which is explored through a qualitative analysis of the content of the statements obtained from the interviews conducted with juvenile offenders in the Correctional facility and Prison for children in the republic of North Macedonia (both located in Ohrid). Interviews were conducted within the research *Marginalization and deviant behaviour of young people in conflict with the law in the correctional and penal institutions*, which was conducted in 2018 by the research team of the Faculty of Security-Skopje. The sample encompassed almost the entire population in the above mentioned institutions: in the period of conducting interviews there were 19 persons in the Correctional facility and an interview was conducted with 17 of them, while in the Prison for children interviews were conducted with 6 out of 9 convicted persons accommodated in the facility at the moment of the research. Main research questions were: whether the emphasis was on security rather than on rehabilitation; whether the model applied is more rehabilitative or is punitive and based on intimidation; whether the use of force and sanctions to enhance obedience is practiced; whether the violence is tolerated and how the role of staff is perceived and understood (as a control, authoritarian, coercive or pro-social, permissive, authoritative). This is followed by the questions: in which way the order and discipline is implemented in the institution; are treatment activities carried out and how do they impact reduction of deprivations. We may argue that the concept of marginalization is broader than the concept of victimization and that it includes victimization as well. We refer to the contemporary and increasingly accepted notion of victim and the subject of victimology. In this context, and in

the context of the subject of the paper, the youth in the Correctional Facility and the Prison for Children are marginalized in relation to their elementary rights, such as: inappropriate conditions in institutions that are not in line with international standards and domestic legislation; failure to provide education; failure to provide appropriate treatment; lack of training for professional occupations; inability to see the closest relatives due to the lack of material resources; the fact that a part of them are “forgotten” by their parents and beloved ones (they do not visit them, correspond, or otherwise make contacts with them). The research results also suggested the following: the regime in the institutions is generally strict and repressive in nature, with emphasis on control of security rather on rehabilitation; there is use of force and generally sanctions for maintaining order and discipline, with poor treatment activities, poor spatial and hygienic conditions, a small number of sporting and entertaining activities and a questionable relationship with staff that depends on the attitude of the young people towards them. Generally, based on the statements of the interviewed young persons a correlation between the above-mentioned institutional factors with marginalization and the deviant behaviour of young people in these types of institutions can be noticed.

Prison population volume and rate trends in the Western Balkans

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In the last three decades, there have been significant changes in the response to crime, characterized by, inter alia, more severe penal policy, as evidenced by the intense increase in the prison population. There is a total of 11 million people in prisons around the world, and there is a growing trend in the number of female inmates, up to 50% more than in 2000. In the paper, some patterns in the size and rates of the prison population, as well as the share of female prisoners for the period 2000 to 2018 in the Western Balkan countries will be presented. The analysed data are derived from the database World Prison Brief for the prison systems in Albania, Bosnia and Herzegovina, Croatia, Montenegro, Northern Macedonia, and Serbia. In general, it can be concluded that the prison population, that is, the number of convicted and detained persons, in most of the observed cases increased steadily up to 2013, after which there was a certain decrease in most countries. When it comes to prison population rates, the situation is similar, and a steady increase in rates can be observed until 2012, followed by a decline, a trend consistent with the situation in Europe and in the world. The Western Balkan region, compared with the

European and world average, is characterized by relatively low rates of female prisoners, ranging in all cases between 2 and 4 percent. Data comparison on the individual prison systems in the Western Balkan indicates that trends in prison population, prison population rates, and the number of detainees are very imbalanced. In two cases (Montenegro, Serbia), the number of prisoners first increased, then decreased, and increased again; in three cases (Albania, Croatia, Northern Macedonia) the prison population increased then decreased; and in one case (Bosnia and Herzegovina) very unstable fluctuations in the total number of convicted and detained persons are recorded. Taking into account the prison population rates, it is evident that one group of countries (Albania, Montenegro, Northern Macedonia, Serbia) has extremely high rates and the other group (Bosnia and Herzegovina, Croatia) has extremely low prison population rates. In addition, the number of pre-trial detainees varies considerably and is a very unsteady trend. Bearing this in mind, certain differences in terms of penal policies and practices in the Western Balkan are evident, which requires further in-depth research of individual prison systems. For the victimological theory and practice, prison population research is of great importance. On the one hand, victims' recovery, as well as secondary victimization are significantly shaped by the justice system's response to crime and the treatment of offenders. Prisoners themselves, on the other hand, can often be victims of the unjust criminal judgment, or violence and abuse in prisons. Although the findings provide insights into national and global trends, they can serve as a basis for assessing the need to change and create new penal policies and measures to reduce the prison population.

"Patients' gratitude" or legalization of corruption?

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All forms of corruption are harmful for the society. Nevertheless, corruption in healthcare is a particular legal and social problem, given the importance of each individual's health for the quality of life. The subject of this paper is a critical analysis of the provision of Article 234 of the Law on Health Care (RS Official Gazette, No. 25/2019). According to this provision, a health worker and a health associate who performs a healthcare activity in a public healthcare institution, a member of professional and other bodies of a public healthcare institution, as well as members of their immediate families, may not seek nor receive any money, gift, service or any other benefit for themselves, their immediate family members or natural and legal persons who may reasonably be considered as interest-related and which may affect the impartiality or professional performance of their duties, that is, which may be considered a reward in

connection with the performance of duties and the exercise of healthcare. Exceptionally, in accordance to the Health Care Act, gratitude in the form of gifts, advertising materials or samples, of lesser value, that is not expressed in money, and which individual value does not exceed 5%, and the total value does not exceed the amount of an average monthly salary without taxes and contributions in the Republic of Serbia should not be considered as corruption, conflict of interest or private interest. This poses a question whether such provision legalizes corruption in the healthcare system? As far as the Health Care Act was adopted in 2019 and it is not possible to analyze its practical application, in our opinion it is quite justified to point out the social danger of such legal solution and its incompatibility with the provisions of the criminal legislation, which is the aim of this paper. Namely, corruption in healthcare leads to very harmful and dangerous consequences for the victim. The victim of this unlawful behaviour is a patient, who is often dependent on the help of a corrupt doctor, and the question arises of the possibility of exercising the patient's right to adequate healthcare. Therefore, the analysis of the issue of implementation of a given legal provision is of extreme victimological importance. The paper will therefore highlight the possible implications of applying Article 234 of the Health Care Act to patients' rights to equal access to healthcare. In this way, a solid basis can be created for future victimological research in this area.

Thematic session 2: Various forms of victimization

“Intelligent” Video Surveillance and Protection of Privacy and Personal Data

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In recent years, more and more cameras have been placed in public space for monitoring traffic, security, post-incident analyses and other purposes. Video cameras consistently record movement of people on the streets, shops, banks, workplaces and public spaces. The risks of abuse of this practice grow by using so-called “intelligent” video surveillance by combining biometric technology that uses the software for face and iris recognition, object tracking, pedestrian detection, crowd counting, etc. “Intelligent” video surveillance is defined as “any video surveillance solution that utilizes technology to automatically, without human intervention, process, manipulate and/or perform actions to or because of either the live or stored video images” (Elliott, 2010). Due to its specificities, this practice is a specific risk for the rights and freedoms of citizens, particularly if they are not regulated by law, as it is the case in Serbia.

According to the Law on Police (“Official Gazette of the RS”, No. 6/2016, 24/2018 and 87/2018), the Ministry of Internal Affairs is responsible for using and securing of video surveillance systems and video acoustic recording in public places. The new Law on Personal Data Protection (“Official Gazette of the RS”, No. 87/2018) failed to define the purpose of the use of video surveillance, the way of processing and the measures of protection of personal data collected in this manner. The subject of this paper is the legal aspects of protecting the right to privacy and personal data arising from using of “intelligent” video surveillance in the public spaces. The following topics will be analysed: definition and specificity of “intelligent” video surveillance; international and domestic legal framework for protection of the right to privacy and personal data; the comparative legal practice and the EU regulation in this field; specific rights of the data subject, such as the right to access data, the right to be “erased” and the right to object; draft Guidelines 3/2019 of the European Committee for Data Protection on processing personal data through video devices, and the possible legal regulation of this area in Serbia. Despite the evident necessity for the legal regulation of this field, the conclusion stresses that this is a very sensitive and complex issue that is difficult to control solely by legislation. The aim of the paper is to draw attention to the risks of using the system of “intelligent” video surveillance on freedoms and rights of citizens without taking into consideration the necessity to implement a comprehensive approach to this issue. This approach should include various areas, from ethics, security and safety, to deliberation of the current trends of the technological development and the manner of using its benefits.

The role of media through the prism of terrorism

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Terrorism works to attract the media that can visually and emotionally raise the viewership and awareness about the acts of terrorism, while voluntary self-control and self-regulation in the media are the best policy options for a democratic society in relation to their response to terrorism. The media coverage of terrorism will be considered in the context of media spectacle and misuse of presentation, through the engagement of phenomena in the form of their choice, with the aim of spreading fear, panic and providing publicity to terrorists and terrorist organizations. Also, attempts are made to explain their

interdependence through the clarification of both phenomena, which is undoubtedly present. The subject of the paper is to look at the roles of the media bilaterally, on the one hand to educate users and reduce the spread of panic and fear, and on the other hand to give a realistic picture of the possible consequences of terrorist activity. The paper is mainly based on existing research literature on the international, global and pervasive terrorism, the use of the media for terrorist purposes, and analysis of existing data and organizations dealing with these issues, and as such represents the theoretical framework for further research.

Attitudes of Citizens of Niš towards Violence against the Elderly

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Safe House for Women and Children Victims of Domestic Violence–Niš, Serbia

Although statistics show that out of the total number of domestic violence reports, 12% are reports of violence against the elderly, this problem is rarely discussed. Justification for dealing with this issue is also found in the fact that out of the total number of women who have stayed in the Safe House in Niš since its establishment, 10% of them were women over 60. In order to highlight this issue, the authors conducted a study aimed at examining the attitudes and opinions of citizens of Niš towards violence against the elderly. The study was conducted on a sample of 200 respondents from the territory of the City of Niš, who were selected by the random sample method. For the purposes of this research, which was carried out during August and September 2016, a questionnaire was created that contained 30 questions. The research has an action character – it also included informing the public about the gravity of the problems the elderly are exposed to, especially the problem of violence against them. The paper will present the research results, as well as the conclusions and recommendations developed on the basis of the research results.

Elements of economic victimization and possible protection of victims

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The purpose of this paper is to highlight the current elements of economic victimization, in particular in Serbia, and the possibilities of protecting victims in relation to them. Generally speaking, economic victimization is reflected, among other things, in mass poverty in greater or lesser proportion among

different social classes. Empirical evidence shows that due to the lack of economic resources for bare existence, economic victimization has tragic consequences. Patterns related to victims can be drawn from various forms of economic manipulation, abuse, blackmail, conditioning, coercion, etc. However, it is very difficult to establish the legal framework or offer adequate protection and preventive measures. The paper consists of two basic parts to cover five (out of several possible) elements of economic victimization. The first element consists in value creation and resource redistribution, which results in less rich and increasing poor populations. In this respect, there are controversies not only of a political and ideological nature. Entire countries are victims of economic power relations and redistribution in the world trade and unequal trade exchange. Some mass protests show that even in the most developed countries, the number of vulnerable people on the brink of poverty is increasing. The second element focuses on the current and development economic policies that are not followed by social policies, resulting in inadequate labour and social legislation. The third outlined element is partly addressed, as a specific form of economic victimization in the form of the change of ownership of the respective property, i.e. privatization of state-public and self-governing property. The victims of this privatization, especially in the countries that were transitioning from socialist to capitalist economy, that is, from state-owned and self-governing economy to integral market economy, were numerous. As such, they deserve special attention, given the dramatic protests in the form of self-harm and suicide. The fourth element of economic victimization relates to employment and is manifested in the form of work related abuse. The fifth element of victimization can be considered an unethical and legally unacceptable code of conduct. The most frequent are fraud and other misleading actions when more citizens are put in a critical economic situation (foreign currency savers, loans in Swiss francs, etc.). In the second part some possible preventive and reparative measures of protection of victims are emphasized.

**Thematic session 3: Women's networks and victim support services:
Experiences from Serbia and the region**

**Improving the system of assistance and support for victims and witnesses
of crime: The role of civil society organizations**

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Dr Maja Mamula

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The subject of this paper is a review of policies, strategies and practices related to providing assistance and support to victims and witnesses of criminal offences and misdemeanours in cases of domestic violence in the Republic of Croatia. Furthermore, the paper aims to emphasize a new model of assistance and support, as well as the role and importance of civil society organizations (CSO) that, through their long-term practice, as well as through systematic networking, ensure the realization of the rights of victims and witnesses. The main topics of this paper cover the role and importance of the Directive 2012/29/EU of the European Parliament and of the Council (2012) on establishing minimum standards on the rights, support and protection of victims of crime and its implementation in the legislation and public policies of the Republic of Croatia. In addition, the paper presents the institutional framework of the support system in the Republic of Croatia, as well as the role and importance of the systematic work of CSOs. A new model for the provision of services to victims and witnesses of crimes in Croatia began with the establishment of the “Support and Cooperation Network for Victims and Witnesses of Crime” (Network), comprised of 11 CSOs that provide services in 13 counties in Croatia. The primary objective of the Network is to provide comprehensive, territorially accessible and standardized assistance and support to victims and witnesses, regardless of the type of crime and the sex of the victim. Through the work of the Network, various forms of psychosocial support are provided and assistance is delivered to victims of criminal offenses who have not reported the crime or misdemeanour, as well as support for a certain period of time after the end of court proceedings. In addition to the above services, one of the most useful services is the escort for victims in the role of a trusted person to the police, the State Attorney’s Office, social welfare centers, health institutions and the court. Finally, this paper will present the results of 18 months of Network’s activities, with an emphasis on the types of criminal offenses for which the assistance and support are most commonly sought, the sex structure of beneficiaries and territorial accessibility, which were collected from member organizations of the Network.

The Women against Violence Network from foundation to decentralization

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The Women against Violence Network is a coalition of specialized women’s non-governmental organizations which provide individual support to women and work on changing the social context with the goal to decrease violence

against women in Serbia. In its activities, as well as because of them, the Network had faced various issues and challenges. The aim of this paper is to present the development and functioning of the Network since its foundation. The first part of the paper will outline what preceded the founding of the Network and how the social context and political “climate” influenced it. The second part focuses on the specificities of the Network, which is primarily reflected in specialized support services created with having in mind the needs of women survivors of violence. Accordingly, services are provided exclusively by women for women, in Serbian, Roma and other minority languages, in English if a woman is a foreigner or through applications that enable communication with visually impaired or hearing impaired women. Services in WAV Network member organizations are provided by members of national minorities, Roma women, women with disabilities and lesbians, so women who contact us have the opportunity to receive support from women who have similar existence and have a deep understanding of what they are experiencing on the way out of violence. The third part of the paper is devoted to the principles of the Network and the activities implemented. The fourth part will include an overview of how the decentralization process has evolved from the former network structure, which included one coordination organization, to the current structure, which includes five regional coordination organizations. In conclusion, we will look at the current socio-political context, primarily regarding the strengthening of right-wing power and policies, their influence and the challenges posed to the women’s movement in Serbia.

Experiences and challenges in decentralizing the Women Against Violence Network

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The Women Against Violence Network is a coalition of specialist women's NGOs that provide individual support to women victims of violence in Serbia. The aim of this paper is to present the experiences and challenges of the Network since its decentralization. The first part of the paper will highlight the functioning of the Network in a new structural framework. Particular attention will be paid to the specificities of each region and the challenges that each region faces. The second part of the paper will be devoted to the process of creating and functioning of new bodies of the Network. The third part of the presentation will describe personal perceptions of the Coordinators of the regions related to the decentralization of the Network, their role and the

challenges they face. This part is based on the analysis data collected through the interviews with the coordinators of the regions. In conclusion, we will look at the current socio-political context and plans for further development of the Network.

Comparative analysis of functioning of victim support services in the selected European countries

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Based on the European Commission decision (2007/116/EC) on reserving the national numbering range beginning with „116“ for harmonised numbers for harmonised services of social value and the European Commission decision (2009/884/EZ) on amending Decision (2007/116/EC) regarding the introduction of additional reserved numbers beginning with „116“, standardized 116 006 helpline was opened in several European countries. The intent was to establish free standardized SOS helplines with a unique number in all European countries where victims and witnesses could receive the necessary emotional and legal support and other necessary information. This would ensure that all citizens of the European countries have equal access to information and justice, regardless of the development of victim and witness support systems. The subject of this paper is a comparative analysis of the functioning of victim support services operating in Europe gathered within Victim Support Europe-VSE. The aim of the paper is to analyze the functioning of victim and witness support services that provide telephone support (helpline) to victims and witnesses of all crimes from 12 European countries (Finland, Estonia, Germany, Croatia, Serbia, Czech Republic, Portugal, Sweden, Ireland, France and the Netherlands) that are part of the Centre of Excellence team formed within the Victim Support Europe. Information and relevant data on functioning of victim and witness support services in the selected countries was collected through a questionnaire, which was used to examine the capacities and activities of the Centre of Excellence team members. The conclusions of the analysis served as a basis for developing recommendations for other European countries, which plan to establish SOS helpline to support victims of all crimes.

Thematic session 4: Victimization and discrimination

Attitudes of professionals in Serbia on gender equality and gender based violence

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Various forms of gender-based violence, especially violence against women, are deeply rooted in gender inequality and related social norms that perpetuate unequal power relations between men and women in the society. In order to change gender policies and ensure respect for gender equality, it is necessary to eliminate negative gender stereotypes and discriminatory practices against women in general, and women from marginalized groups in particular. In doing so, it is important to first identify gender stereotypes that are present in those who come into contact with women victims of gender-based discrimination and violence, which can negatively affect their relationship towards women and disable prompt and adequate response and effective protection of women. Taking that as a starting point, the Victimology Society of Serbia conducted a survey aimed at assessing attitudes of professionals who work in state institutions, independent institutions and civil society organizations in Serbia about gender equality and gender-based violence, and collecting data on their experiences and challenges in dealing with gender-based violence victims, especially Roma women and women in rural areas. The survey is a part of the broader project aimed to contribute to policy and practice changes to ensure the recognition of harmful gender stereotypes and gender discrimination and to ensure the suppression and timely response in cases of gender-based violence, especially against marginalized groups of women. It is a part of the program “Ending Violence against Women in the Western Balkan countries and Turkey: Implementing Norms, Changing Minds”, implemented by the UN Women and funded by the European Commission. The survey was conducted in February and March 2019 on a sample of 199 respondents (from the police, courts, prosecutors’ offices, social welfare centers, independent institutions and civil society organizations) from 21 local communities in four regions in Serbia (Belgrade, Vojvodina, Eastern and Southern Serbia, and Central and Western Serbia). The aim of the paper is to present the survey results. The paper starts with a brief overview of the survey methodology; it proceeds with presenting and discussing key findings on professionals’ attitudes on gender equality and gender-based violence and their experiences and challenges in working with victims of gender-based violence. In the final part we give some conclusions and recommendations for further work on recognizing and suppressing harmful gender stereotypes among professionals working with women victims of gender-based discrimination and violence.

**Witness/Victim support offices in the judicial institutions in the region:
From the office to the mechanism (perspectives for a future development)**

Alma Taso Deljković

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There are several common questions usually posted regarding witness support offices in the judicial institutions: how witnesses/victims can use services of witness support offices, what kind of support is available for them, and, maybe the most significant one, which categories of victims/witnesses can approach these offices for support. Having that in mind, it is relevant to explain the role and the mission of witness support offices that exist in the courts and prosecutors' offices, as well as their relevance for both witnesses/victims and the judiciary. This paper provides an overview of all existing services in witness support field in the judiciary institutions in the Balkan region, and their specificities in providing support to witnesses/victims in their institutions. The overview of the existing services is given against the *Directive 2012/29/EU establishing minimum standards on the rights, support and protection of victims of crime* from October 2012. Additionally, paper gives an overview of development from the early start until today of the witness/victim support mechanism in the judicial institutions in the Balkan region, precisely describing development of witness support mechanism in Bosnia and Herzegovina. It is very interesting to stress commonalities between witness services in the judicial institutions in the region, comparing them with the same services in the International Courts such as the ICTY and the International Criminal Court. The aim of this analysis is to explain benefits and the role of witness support services not only in the judicial system, but also in regularly informing witnesses/victims about their rights and obligations during the entire criminal proceedings. Timely information have a great impact not only on reducing the anxiety caused by testifying process, but also other possible difficulties caused by repeating the traumatic experiences. Professional support which is provided by the witness support services is considered by witnesses/victims as an important and useful. Finally, the analysis provides several recommendations in this field, as well as possible future developments in accordance to the EU standards.

Factors associated with teacher victimization by students

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Violence against teachers by students is a problem in schools worldwide. Although the phenomenon is not new, the interest of researchers in this topic has increased over the past ten years. Research findings show that 49% to 80% of teachers in primary and secondary schools worldwide have suffered some form of student violence. This paper presents a review of the literature on teacher victimization by students in school environment. Different authors have found numerous factors associated with teacher victimization. There are individual factors (characteristics of teachers and students), contextual characteristics (school level, location, climate) and relational factors. However, the findings of various studies are often inconsistent. For example, when it comes to gender risk, some authors report that female teachers are more susceptible to victimization than male teachers, while other findings show the opposite. The differences in findings may be due to methodological limitations and differences in research designs. Therefore, some authors emphasize the need for more rigorous and comprehensive investigations of risk and protective factors for teacher victimization. The knowledge of these factors can contribute to a better understanding of the phenomenon and the implementation of measures to prevent teacher victimization. The aim of this paper is to point out the importance of further research in the field and identification of factors associated with teacher victimization by students.

Victim or abuser: Victimization as a predictor of juvenile domestic violence

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Domestic violence has different manifestations, given the specific dynamics of the relationship between the perpetrator and the victim. In addition to partner violence and violence against children and the elderly, in recent years, the violent behaviour of minor family members towards other family members attracted the attention of scientists. The results of research into this form of domestic violence clearly identify victimization of juvenile as a risk factor for their violent behaviour towards parents, siblings, and grandparents. This paper aims to present part of the results of the study of domestic violence committed by juveniles in Serbia, with a focus on the relationship between victimization and juvenile violent behaviour. The survey of juvenile domestic violence in Serbia was conducted using quantitative and qualitative methodology. Quantitative research, the results of which will be presented, was carried out on a sample of 1336 primary and secondary school students in Belgrade and Novi Sad. At the beginning, basic characteristics of the research methodology will be

outlined. This will be followed with presenting findings on the prevalence of juvenile domestic violence and the prevalence of their victimization, and afterwards the results related to their association and victimization as a risk factor contributing to juvenile violence towards parents, siblings and grandparents. In the final part, the main conclusions will be pointed out, with a focus on the similarities and differences with the results of available research, as well as recommendations based on the obtained results.

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