

## Chapter 1 Special Edition: Improving Crime Victim Support Corresponding to Individual victim’s circumstance

Our country has established many support systems for crime victims, helping them recover from damage and to mitigate their suffering. However, these systems may not have been fully recognized among bewildered and confused victims, their supporters and other people concerned; some systems not specialized exclusively for crime victims have also not been utilized enough to get the necessary support and advice, resulting in it being too late to aid their recovery and ease their suffering.

In the Basic Act on Crime Victims (Act No.161, 2004, hereinafter referred to the Basic Act), the

The following list summarizes major consulting organizations.

Section	Category	Contents of consultation Consulting organization
Guide to Problem-solving	General information services	Local government comprehensive response desk
		Prefectural police crime victim consultation <b>counter</b>
		<a href="#">Early support groups for crime victims</a>
		<a href="#">The Japan Legal Support Center district office (50 offices nation-wide); General Hotline (0570-078374); Victims of Crime Support Line (0570-079714)</a>
		Human Rights Hotline (0570-003-110); Human Rights Counseling Services on the Internet.
	Child victims	Children victims consultation
		Nation-wide Hotline (0570-064-000); Child Guidance Center
		Consultation for children who are victims of crime
		Prefectural police juvenile consultation window
		Consultation on children who suffered human rights infringement
		Exclusive “Children’s Rights Hotline” (0120-007-110); Human Rights Counseling Services on the Internet
		Consultation offered by school counselors
		School; Education Board; Child Guidance Center; Education Center
		Consultation on nursery school enrollment
		Municipality department in charge of nursery schools
		Consultation on sexual crime
		Prefectural police “Consultation hotline for victims of sexual crime”
		Consultation on stalker/spousal violence
		Local police; Prefectural police headquarters; Spousal Violence Consultation Center; Women’s Consultation Center; Welfare Office
		Consultation on women’s human rights
	Exclusive hotline “Women’s Rights Hotline” (0570-070-810); Human Rights Counseling Services on the Internet	
	Consultation service for women	
	Prefectural and municipality gender equality department	
	Elderly victims of abuse	Consultation on elderly abuse
		Municipality Elderly People Welfare Department; <a href="#">community general support center</a>
		Consultation on traffic accidents
	Traffic accident victims	Traffic Accident Consultation Center
		Legal consultation on traffic accident civil disputes
		<a href="#">The Japan Federation of Bar Association’s (Nichibenren) Traffic Accident Consultation Center</a>
		Consultation on disputes with insurance companies/the Mutual Benefit Association
		<a href="#">Foundation jibaiseki handling of disputes mechanism</a>
		Acceptance of Governmental Victim Compensation Program
		<a href="#">Consultation window in non-life insurance companies (associations) nation-wide branches</a>
		Consultation on medical facilities
		<a href="#">National Agency for Automotive Safety and Victim’s Aid (NASVA); Traffic Accident Victims Hotline (0570-000738)</a>
		Consultation on public traffic facility accidents
		Public traffic facility accident victim support office in the Ministry of Land, Infrastructure, Transport and Tourism

\*Blue text represents private organizations.

measures to lead Crime Victims to proper support is regarded itself as one of “measures for Crime Victims” (Article 11 of the Basic Act), which will include “such necessary measures as giving counsel to Crime Victims on every problem they confront, offering them necessary information and advice, and introducing a person specializing in support for Crime Victims so that Crime Victims may lead a smooth daily life or social life.” This special Edition introduces major organizations for Crime Victims to counsel and to more smoothly correspond to various problems.

Section	Category	Contents of consultation Consulting organization
Guide to Problem-solving	Damage from organized crime violence	Consultation service for organized crime victims Prefectural police consultation service; <a href="#">Prefectural Center for the elimination of Boryokudan and other organizations</a>
	Overseas crime victims	Consultation service for overseas crime victims Overseas diplomatic establishments; Consultation service in the nearest police station; Prefectural police
Anxiety about security	Prevention of recurring victimization	Consultation on patrol reinforcement
		Police station governing residential areas
		Information on inmate’s release
	Protection of criminal victims’ personal information	Public prosecutors in charge of the case
		Restriction of access to Basic Resident Register
		Municipality Basic Resident Register Department
		Consultation on response to media interviews
		Police in charge of the case; <a href="#">Japan Legal Support Center district office; Support Dial; Victims of Crime Support Line</a>
		Consultation on trial document/information protection
		Public prosecutors in charge of the case
Internet consultation on human rights violation		
Mental and physical problems	Information on hospitals/clinics	Human Rights Hotline; Human Rights Counseling Services on the Internet. Consultation on media’s human rights violations
		<a href="#">Broadcasting Ethics &amp; Program Improvement Organization (BPO); Japan Magazine Publishers Association [Magazine Human Rights Box]</a>
	Health services for the general public	Information on specialties and details of medical treatment
		Medical Information Network (the medical care information-offering system based on the Medical Care Act)
		Consultation on mental and physical disorders and anxiety
	Higher brain dysfunction	Health Care Center; municipality health center; local healthcare department; Women’s Health Support Center
		Consultation on higher brain dysfunction
	Mental care	<a href="#">Local base support organization for persons with higher brain dysfunction</a>
		Consultation on mental care
		Mental Health Welfare Center
Consultation on crime victim’s aftereffects counseling		
Lifestyle problems	Social welfare for the general public	Prefectural police consultation service for crime victims; police in charge of the case
		General consultation Welfare Office; municipality Social Welfare Department Consultation on social workers/children’s social workers
	Welfare for the disabled	Municipality social worker/children’s social worker department
		Consultation on welfare for the disabled Municipality department for welfare for the disabled
	Employment issues	Consultation on employment
		Public Employment Security Office Consultation on trouble in workplace Comprehensive labor consultation corner

Section	Category	Contents of consultation	
		Consulting organization	
Lifestyle problems	Problem with housing	Consultation on moving into public housing	
		Prefectural and municipality housing department	
		Consultation on temporary shelters immediately after suffering damage	
		Police in charge of the case	
	Economic problems	Consultation on legal fee	
		Japan Legal Support Center district office; Victims of Crime Support Line	
	Support for damages compensation claims against the offender	Consultation on procedures for utilizing the Damages Restitution Order / Settlement in criminal proceedings	
		Court in charge of the case; public prosecutors in charge of the case; The Public Prosecutors Office Victim Support Hotline	
		Legal consultation on damages compensation claim	
		Legal consultation service for crime victims by prefectural bar association	
	Benefit and loan systems for crime victims	Consultation on Benefit System for Crime Victims	
		Prefectural police consultation service for crime victims; the nearest police station	
		Consultation on consolation money/loans for crime victims	
		Local government comprehensive response desk	
		Consultation on the living expenses financing system	
		Municipality social welfare council	
		Consultation on child-rearing allowance/fatherless family and widow welfare funds	
		Municipality children and child-rearing support department	
		Consultation on scholarship	
		The Crime Damage Relief Fund; Japan Foundation	
	Medical expenses burden reduction	Consultation on medical care covered by National Health Insurance	
		Regional Bureau of Health and Welfare	
		Consultation on high-cost medical care	
		Municipality National Health Insurance Department; Children & child-rearing support department; Corporate health insurance society; Japan Health Insurance Association branch office	
		Consultation on emergency contraception and medical certificate costs	
Police in charge of the case; Japan Coast Guard in charge of the case			
Consultation on medical deduction and widow (widower) deduction			
Competent Taxation Office			
Consultation on insurance claim payment			
FSA's Counseling Office for Financial Services Users			
Offender punishment	Participation in criminal procedures	General consultation	
	Explanation about systems and procedures	Prefectural police consultation desk for crime victims; police station in charge of the case; public prosecutors in charge of the case; the nearest Public Prosecutors Office Victim Support Hotline ; Japan Legal Support Center district office; Victims of Crime Support Line; the nearest Probation Office (exclusive hotline for victims); Court in charge of the case	

Section	Category	Contents of consultation	
		Consulting organization	
Offender punishment	Notification of damage and complaints	Consultation on damage and complaint notification	
		Police station; the nearest Japan Coast Guard; the nearest Public Prosecutors Office Victim Support Hotline	
	Information on offender investigation and trial status	Consultation on investigation situation	
		Prefectural police investigators in charge of the case; Japan Coast Guard investigators in charge of the case	
		Consultation on trial situation	
	Inspect to and copy of trial record	Public prosecutors in charge of the case; the nearest Public Prosecutors Office Victim Support Hotline	
		Request for inspection to and copy of trial record	
	Disclosure of non-prosecuted records	Court in charge of the case; public prosecutors in charge of similar uncharged offense investigation	
		Consultation on disclosure of non-prosecuted record	
	Participation in criminal procedures	Public prosecutors in charge of record retention; public prosecutors in charge of the case	
		Consultation on the victim participation system	
	Victim consideration system on juvenile hearings	Public prosecutors in charge of the case	
		Guidance on the victim consideration system on a juvenile hearings	
	Information on offender after his/her finalized probation	Family court in charge of the case or the nearest family court	
		Consultation on treatment of offender/young offender	
	Information on treatment of young offender who was sentenced as guilty or put on probation	Public prosecutors in charge of the case; Juvenile classification home; Probation Office	
Visiting inmates and sending or receiving letters to and from inmates	Consultation on visiting the inmate		
	Prison for the inmate; juvenile prison for the sentenced person; Public prosecutors in charge of the case; the nearest Public Prosecutors Office Victim Support Hotline		
Communication system of victims' sentiments to probationers	Consultation on the communication system of victims' sentiments to probationers		
	Prefectural Probation Office		
Opinion hearings system in parole examination	Consultation on the opinion hearings system in parole examination		
	Regional Parole Boards which judge conditional release; Prefectural Probation Office		
Reduction of economic burdens associated with criminal procedures	Consultation on the travel expenses refund system for victim participation		
	Public prosecutors in charge of the case; The Japan Legal Support Center district office; Victims of Crime Support Line; Court in charge of the case		
	Consultation on selection of court-appointed attorneys		
		The Japan Legal Support Center district office; Victims of Crime Support Line	

## 1 Guide to Problem-Solving

There are many systems and various procedures available for crime victims. They can inquire at local agencies and organizations about such systems and procedures (stated later in Sections 2 and 5). Crime victims who suddenly encounter accidents, however, may often be bewildered and confused and may not know the existence of such local consultation bodies or how to seek out consultation.

This section introduces major consultation windows that respond to individual consultations, clarify problems, and extend a helping hand to them.

### (1) General consultation service

#### ○ Local government

Local governments respond to inquiries from crime victims about support systems at the relevant departments, help them with applying for crime victim benefits, and provide information to bridge their requests to related organizations and entities.

- Local government comprehensive response desk

<http://www8.cao.go.jp/hanzai/local/madoguchi/madoguchi.html>

<http://www8.cao.go.jp/hanzai/local/bukyoku/bukyoku.html>

Column  
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## ▶ On-Site Report #1 (Example of Crime Victim Support Efforts made by Local Government Staff in fiscal year 2013)

The city of A supports bereaved families, crime victims of murder cases.

In one case, a husband killed his wife and their child was put into the Child Guidance Center. Thereafter the child was supposed to be left in the care of his grandmother living in another city. The grandmother came to the comprehensive response desk to ask about moving her grandchild into her city.

The response desk staff sent the information to the Crime Victim Support Center, and also had a meeting to share information with the related departments governing the residence certificate, National Health Insurance, and child benefits.

The staff helped the grandmother by joining her to perform several procedures for the child, such as applying for change-of-residence registration, National Health Insurance, child benefits, and medical expenses subsidy, as well as giving information on support provided by related organizations.

## ○ Prefectural Police

The prefectural police respond not only to various consultations from crime victims, their family and friends, but also introduce them to specialized institutions when problems are beyond the abilities of the police. Also, based on Crime Victims request, the police introduce to Crime Victims self-help groups at the opportunity such as counsel or support, or via private entities in crime victim support.

- Prefectural police crime victim consultation desk

(<http://www.npa.go.jp/higaisya/shien/prf/index.htm>)

## ○ Early support groups for crime victims

Early support groups for crime victims help victims by responding to consultations, escorting them to the Public Prosecutors Office, courthouse or municipality office, lending and supplying goods and articles, and helping with applying for crime victim benefits.

- Early support groups for crime victims

(<http://www.nnvs.org/list/index.html>)

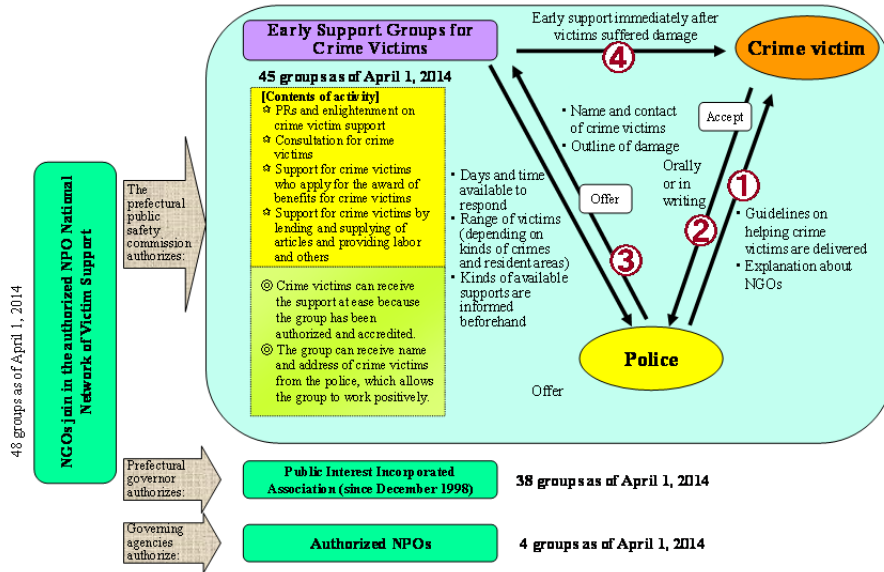
## Crime Victim Hotline (Metropolitan Police Department)



Source: National Police Agency

## System of Early Support Groups for Crime Victims

Based on Article 23 of the Act on Crime Victim Support by Supplying Benefits, the prefectural public safety commission authorizes non-profit organizations, in response to their request, which can help crime victims properly and positively to mitigate their sufferings early on and to ensure their recovery of quiet lives.

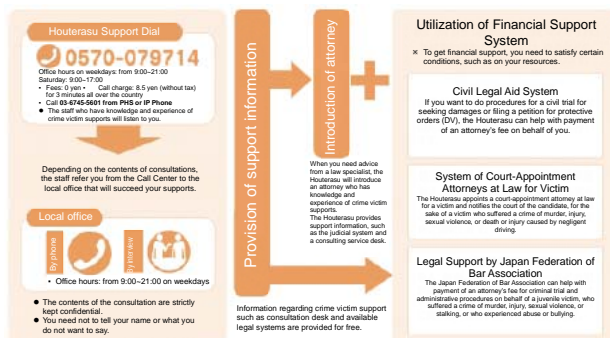


Source: National Police Agency

### ○ Japan Legal Support Center (“Houterasu”)

The Japan Legal Support Center provides information on the judicial system in order for crime victims to recover damages and mitigate suffering, introduces them to crime victim support groups/organizations and attorneys with experience and knowledge, and engages in tasks regarding court-appointed attorneys at law for victim participants.

#### Crime Victim Support Activity



Source: Ministry of Justice

- Houterasu Support Dial (Call Center)**  
General hotline (0570-078374)  
Victims of Crime Support Line (0570-079714)
- District Office (50 offices in the prefectures)**  
(<http://www.houterasu.or.jp/chihoujimusho/>)

### ○ Legal Affairs Bureau/District Legal Affairs Bureau

The Human Rights Organs of the Ministry of Justice respond to consultations on human rights problems, including consultations from crime victims, at the Legal Affairs Bureau, the District Legal Affairs Bureau, its branches, and specially prepared Human Rights Counseling Offices. Telephone consultation is available through the nation-wide common human rights consultation hotline “Human Rights Hotline,” which connects to the nearest Legal Affairs Bureau or District Legal Affairs Bureau. Internet consultation is also available through the “Human Rights Counseling Service on the Internet.” If a suspected case of human rights infringements is found through notification made by a victim, his/her legal representative, or spouse, the case is investigated and appropriate measures are taken according to the case.

- Human rights hotline (0570-003-110)**  
(<http://www.moj.go.jp/JINKEN/jinken20.html>)
- (reception 24 hours/a day) Counseling Service on the Internet**  
(<http://www.moj.go.jp/JINKEN/jinken113.html>)

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Lecture on Crime Victims at the 2013 Meeting of the Crime Victim Policy Division of Prefectures and Ordinance-Designated Cities (Extract)

Michiko Waki, Director of the Tochigi Prefecture Crime Victim Support Center

I am a member of bereaved family. My darling daughter was killed in a traffic accident 13 years ago by a 10-ton truck driver who was asleep and drunk at the wheel. Today I will talk about my experience and the crime victim support activities I have been engaged in since then, including details about the activities and the importance of cooperation with related organizations.

My daughter, who was full of dreams for the future in the prime of her youth, was suddenly deprived of her life, dreams, and hopes on July 31st, 2000, when she was 19 years and 8 months old.

At the time, I was not only shocked at her sudden death but also felt that Japan can be cold to crime victims and realized how hard a country it is to live in for crime victims. Because there was no consultation service or support desk in Tochigi Prefecture, I panicked, not knowing what to do at all.

First I had trouble with money. A great amount was needed for disposing of the body, the vigil, funeral services, etc. I had a traffic accident insurance policy called the "Tochigi Prefecture Mutual Aid," so I visited the city office to claim the payment, but I was too confused to explain, and ended up being sent around from one desk to another.

Fortunately I have an acquaintance who was deputy mayor, whom I asked to call the city office to explain the situation. Thanks to him, various procedures were completed, which was very helpful. There are many victims of various crimes, and the systems vary according to each individual case. From my experience you may understand how difficult it is to consult the city office.

At that time, there was no crime victim support center in Tochigi Prefecture, so without any advice or information I was at my wit's end as to figuring out which service to rely on.

Next, I will introduce a "single -paper" system (see next page). Crime victim support has been enhanced recently, and various organizations have prepared pamphlets and leaflets to deliver to crime victims, but unfortunately such materials are too complicated for confused victims to be able to find the necessary services that apply to them. Here, we have prepared a single paper to simplify the contents.

Indeed, the police tell us that there are benefit systems for crime victims, public funds for payment of medical certificates, and measures against media response. Tax officers tell us that there are systems for tax deductions and medical credit. The victim support center indicates that we can receive direct support, free lawyer consultation, and free counseling. I will show you the crime victim support systems in Utsunomiya City.



Although there are many systems, they are not apparent to victims and neither we nor victims can make sense of them. It is a large burden for crime victims to look into such systems and most victims will give up asking for support, not using such systems.

Crime victims cannot know which desk they have to visit, ending up being sent around from one desk to another, like I was. Therefore, it will be helpful to lessen their burden if the staff escorted them to the appropriate desks and spoke for victims with painful experiences.

After we at the victim support center began delivering the single paper to people, one victim called us immediately saying that he would like to visit Utsunomiya City Hall for consultation. On his behalf we called the Community Safety Department to inform of his visit and asked the staff to help him. As a result the staff responded well and helped him politely. He was very pleased and appreciated our help. I expect that such support will gradually increase, though it will not be realized overnight. Crime victims, too, must continue living in the community, so I would be grateful for your continued cooperation.

Crime Victim Support Organizations		[Utsunomiya City] (A juvenile victim in a serious injury case)
Organization	Descriptions	Responsible office & Contact information
Police	<ul style="list-style-type: none"> <li>○ Crime victim benefit system</li> <li>○ Public funds for medical certificates</li> <li>○ Response to media</li> </ul>	<ul style="list-style-type: none"> <li>○ Response office for crime victims</li> <li>Director:</li> <li>Section chief:</li> <li>621-0110</li> <li>(Extension number ×××)</li> <li>○ Utsunomiya Police Station</li> <li>Department Chief:</li> <li>Section Chief:</li> <li>623-××××</li> <li>(Extension number ×××)</li> </ul>
Tochigi Pref.	<ul style="list-style-type: none"> <li>1 Consultation desk for mental problems</li> <li>○ Tochigi Pref. Mental Welfare Center (p148)</li> <li>○ Tochigi Pref. Health and Welfare Center (p150)</li> </ul>	<ul style="list-style-type: none"> <li>○ Secure Life Division</li> <li>Section chief:</li> <li>623-××××</li> </ul>
Utsunomiya City	<ul style="list-style-type: none"> <li>⊗ Issue of physical disability certificate</li> <li>⊗ Welfare benefit for mental and physically disabled persons</li> <li>⊗ Welfare benefit for disabled children</li> <li>⊗ Special child-rearing allowance</li> <li>● Mentality and physically disabled person ailment mutual aid system</li> <li>○ Independence supports for persons with disabilities (rehabilitative treatment)</li> <li>○ City's original system for rehabilitative treatment</li> <li>○ Monthly upper limit amount for the disabled persons welfare service and community support projects, and the daycare projects</li> <li>○ Service for disabled children's facilities</li> <li>○ Supply and repair of adaptive equipment</li> <li>○ Supply and lending of daily living devices that help seriously disabled children</li> <li>○ Subsidy for seriously disabled children's taxi fare</li> <li>● Tax credit and reduction</li> <li>○ Train and bus fare discount system</li> <li>○ Airfare discount system</li> <li>○ Toll road charge discount</li> <li>○ Taxi fare discount system</li> <li>○ NHK broadcasting charge reduction system</li> <li>○ City facility usage charge reduction</li> <li>○ Free use of prefectural facilities</li> </ul>	<ul style="list-style-type: none"> <li>○ City Life Division</li> <li>Safe and Secure Life Division</li> <li>Chief Examiner:</li> <li>623-××××</li> </ul>
Utsunomiya Tax Office	<ul style="list-style-type: none"> <li>○ Final tax return</li> <li>○ Medical expenses deduction</li> </ul>	<ul style="list-style-type: none"> <li>○ Utsunomiya Tax Office</li> <li>General Affairs Section Chief:</li> <li>621-××××</li> </ul>
Crime Victim Support Center, Tochigi	<ul style="list-style-type: none"> <li>○ Direct support (attending support etc. at request)</li> <li>○ Free legal advice (reservation required)</li> <li>○ Free counseling (reservation required)</li> </ul>	<ul style="list-style-type: none"> <li>○ Crime Victim Support Center, Tochigi</li> <li>Exclusive consultation telephone</li> <li>623-××××</li> </ul>
Utsunomiya Education Board		<ul style="list-style-type: none"> <li>○ Utsunomiya Education Board</li> <li>Office of School Education</li> <li>632-××××</li> </ul>
Tochigi Pref. Central Child Consultation Center	<ul style="list-style-type: none"> <li>○ Various consultations</li> <li>○ Issue of nursing certificates</li> </ul>	<ul style="list-style-type: none"> <li>○ Tochigi Pref. Central Child Consultation Center</li> <li>665-××××</li> </ul>

⊗ Especially important items  
 ○ Support is provided at request  
 ● Please apply as early as possible because it takes time after application

## (2) Damage of Children

### ○ Consultation on children's topics

The Child Guidance Center responds around the clock to consultations from children who have suffered damage from crime and require mental care.

The Center temporarily protects abandoned, lost, or runaway children who require urgent protection, as well as children who are separated from their parents due to abuse or neglect.

- Nation-wide hotline (0570-064-000)  
(Automatically connects to the Competent Child Guidance Center)
- List of Child Guidance Centers  
([http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kodomo/kodomo\\_kosodate/dv-jinshin/index.html#hid0\\_mid2](http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kodomo/kodomo_kosodate/dv-jinshin/index.html#hid0_mid2))

### ○ Consultation for child crime victims

The prefectural police respond to consultations.

Prefectural police around the country have a telephone consultation desk called “Young Telephone Corner” to respond to consultations from juveniles around the clock through toll-free numbers or E-mail. The Child Support Centers and juvenile officers in the police also respond to consultations, giving advice and guidance.

- Prefectural Police Juvenile Consultation desk  
(<http://www.npa.go.jp/higaisya/shien/torikumi/madoguchi.htm>)

### ○ School counselor consultation

Schools, Education Boards, Education Consultation Office, and Education Centers respond to consultations.

The school counseling system provides school counselors, student counseling cooperators, and counseling teachers who advise juvenile victims of crime.

To respond to problems such as child abuse, educational institutions appoint school social

workers who have knowledge of education problems and social welfare, and adequate skills.

- School
- Education Board
- Education Consultation Office
- Education Center

Column  
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### ▶ Minutes of the 2013 Crime Victims' Week Main Event (Extract)

Yoshiko Watanabe, a supporter of the Fukushima Crime Victim Support Center and a member of the Juvenile Crime Victim Self-Help Group

My eldest daughter Akiko was murdered on August 27, 1996 by a 16 year-old second-grade high school boy whom she was dating. At that time, my 2 younger daughters were students in the 3rd and 1st years in junior high school.

Victims of juvenile crime are often in the same generation as the offender. My underage daughters were greatly shocked by their elder sister's death. I think such minors with terrible experiences should be given sufficient consideration. At the time, I did not know of any specialist who could provide them with mental care for trauma.

Their junior high school had no school counsellor, and the school, police and family court did not tell me about a counsellor, nor did they send any such counselor to us. No one extended a helping hand to my daughters. I wish that such an expert would have helped them.

We were victims, not offenders. Nevertheless we were really scared of attention from others. My daughters were not only grieving over Akiko's death, but also distressed by the harsh reality and the media's thoughtless news reports. We spent more than 10 rough years fighting sorrow. If there had been some public support or school counseling system, we could have been helped earlier.

I am glad to hear that now there are school counseling systems to send warm-hearted staff to victims. I think such systems should not vary according to schools or prefectures and the quality and experience of counsellors should be at the same level so that victims do not suffer any secondary damage. To that end, school counsellors should be accredited, and the importance of their task should be recognized.

Our case is considered a juvenile crime, so the criminal will be given an opportunity for rehabilitation to start his life all over, despite the fact that the bereaved family members tend to be forgotten. I would like everyone to understand that our case happened many years ago, but my daughters will not fully recover from their sorrow and still encounter difficult situations.



### (3) Women's Damage from Sexual Crime

#### ○ Consultation on damage from sexual crime

The prefectural police have the exclusive sexual crime consultation dial to respond to consultations on damage from sexual crime.

For victims who do not want the affair to be treated as a criminal case, the police explain the support offered by private entities in crime victim support and that the affair is treated as confidential, and then convey the victim's contact information and the details of the consultation to the early support organization for crime victims upon obtaining the victim's consent. Victims are able to receive support without hesitation.

- Sexual crime victim consultation hotline  
(<http://www.npa.go.jp/consultation/sousa1/index.htm>)

#### ○ Consultation on stalkers and spousal violence

Consultations on stalker and spousal violence are responded by the prefectural police, the spousal violence consultation center, the women's consultation office, and the welfare office.

While prioritizing the safety of victims of violence attributed to trouble with love affairs, the prefectural police arrest offenders, protect victims, and perform administrative procedures based on Anti-Stalking Act, the Act on the Prevention of Spousal Violence and the Protection of Victims, and other regulations.

In the Spousal Violence Counseling and Support Centers, staff respond to consultations, provide counseling, protect victims and their families temporarily, and provide other

information. When you do not know the contact address, you can call the DV Consultation NAVI to reach the nearest consultation window.

The Women's Consultation Office responds to consultations from victims of spousal violence, providing medical and mental guidance for recovery from physical and mental disorders, temporary protection of victims and their families, assistance to regain self-reliance, help with the use of the protection order system, and temporary accommodation in the women's protection facilities or private shelters.

The Welfare Office accepts applications for the use of Maternal and Child Living Support Facilities (a facility intended for admitting and protecting females without a spouse or females in equivalent circumstances and the children whose must be in the custody of those females and providing support to encourage self-reliance).

- The nearest police station and the prefectural police headquarters
- Facilities functioning as Spousal Violence Counseling and Support Centers  
(<http://www.gender.go.jp/e-vaw/soudankikan/pdf/center.pdf>)
- Nation-wide hotline "DV Consultation NAVI"  
(0570-0-55210)
- Women's Consultation Office  
(<http://www.gender.go.jp/e-vaw/advice/advice03list.html>)
- Welfare Office  
(<http://www.mhlw.go.jp/bunya/seikatsuhogo/fukusijimusyo-ichiran.html>)



Column  
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## On-Site Report #2 (Example of Crime Victim Support Efforts made by Local Government Staff in fiscal year 2013)

The city of B supported a wife who had suffered violence at the hands of her spouse and his friend. The wife consulted the comprehensive response desk on physical violence from her husband, who was manipulated by his friend.

While the staff were considering the case together with the related divisions and organizations, she rushed into the police around 2 a.m. on the next day, when the staff helped her evacuate to a hotel with which the staff had a contract to shelter victims of DV.

She wanted to take shelter at her acquaintance's home in another prefecture. As she was a public assistance recipient, the staff helped her continue receiving aid by arranging it at the other prefecture's offices, and supplied transportation fees from government welfare to aid her evacuation.

## (4) Abuse of the Elderly

## ○ Consultation on abuse of the elderly

The municipality's Elderly People Welfare Division and community general support center respond to consultations.

Besides municipalities, community general support center responds to and supports the elderly who suffer abuse, and promotes the use of the adult guardianship system in cooperation with administrative agencies, public health centers, and medical institutions.

- Municipality Elderly People Welfare Division or community general support center

## (5) Traffic Accident Victims

## ○ Traffic accident consultation

Prefectures and ordinance-designated cities have traffic accident consultation offices to respond to traffic accident victims.

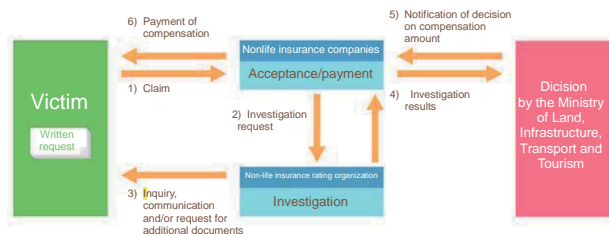
These organizations support victims who have problems with damages compensation, living and welfare, or personal trouble attributed to a traffic accident.

- Traffic Accident Consultation Office (<http://www8.cao.go.jp/koutu/juten/sodan.html>)

## ○ Acceptance of Governmental Victim Compensation Program

The Governmental Victim Compensation Program can be applied for through nation-wide branches of nonlife insurance companies (associations) (excluding insurance companies'/associations' agents).

## Flow of claim to payment of compensation



Source: Ministry of Land, Infrastructure, Transport and Tourism

- Nation-wide branches of nonlife insurance companies (associations) (<http://www.mlit.go.jp/jidosha/anzen/04relief/accident/nopolicyholder.html>)

## (6) Damage from Organized Crime Groups (Boryokudan)

## ○ Consultation on damage from organized crime groups (Boryokudan)

The prefectural police and the National Center for the Elimination of organized crime groups (Boryokudan) respond to consultations.

The prefectural police provide assistance based on notification from victims, such as counseling on the recovery of damages or offering a negotiation place for victims who suffered from organized crime violence or extortion.

The prefectural centers offer support, such as advising on related damages or providing interest-free loans for the cost of a civil suit.

- Prefectural police crime victim consultation desk (<http://www.npa.go.jp/higaisya/shien/prf/index.htm>)
- Prefectural Center for the Elimination of Boryokudan (<http://www1a.biglobe.ne.jp/boutsui/category/center/index.html#itiran>)

## (7) Overseas Crime Damages

### ○ Consultation on overseas crime damages

Overseas diplomatic and consular missions respond to consultations from overseas crime victims. In response to consultations, they give the victim advice on how to report the damage to the local police in his/her residential area, a list of lawyers and interpreters, and information on medical institutions. If the victim cannot contact his/her family, they will make contact on behalf of the victim, advise the family on urgent transfer of the victim, or identify the victim if deceased.

After a crime victim has returned to Japan, the nearest police or prefectural police respond to the consultation. The police are making efforts to collect information on Japanese victims

abroad in cooperation with the Ministry of Foreign Affairs. When the victims or the bereaved in Japan arrive at the airport, in cooperation with related organizations and entities, the police deliver various support information, and support them at the airport etc.

- Overseas diplomatic and consular missions  
([http://www.mofa.go.jp/about/emb\\_cons/over/index.html](http://www.mofa.go.jp/about/emb_cons/over/index.html))
- The nearest police station
- Prefectural police crime victim consultation desk  
(<http://www.npa.go.jp/higaisya/shien/prf/index.htm>)

## 2 Anxiety about Security

This section introduces major organizations that crime victims can consult when they feel anxiety about security, such as re-victimization.

### (1) Prevention of Re-Victimization

#### ○ Consultation on patrol reinforcement

The local police governing the residential areas respond to consultations.

They take various measures to solve victims' anxiety and forestall victimization, including giving advice on security, providing personal protection at homes or workplaces, as needed, reinforcing patrol, and lending emergency call units.

- Police governing the residential areas

### (2) Protection of Crime Victim's Personal Information

#### ○ Restriction of Access to Basic Resident Register

Crime victims of spousal violence, stalking, child abuse, and similar acts can request the municipality Basic Resident Register Department to restrict the offender's access to viewing or receiving copies of their Basic Resident Register. Upon receiving such a request, the municipality Basic Resident

Register Department will take action by referring to the police, the spousal violence consultation center, and the Child Guidance Center.

- Municipality Basic Resident Register Department

#### ○ Consultation on Response to Media Interviews

The police station in charge of the case and The Japan Legal Support Center respond to consultations on response to media interviews.

Crime victims can request that police or lawyers restrict media interviews during the time of the vigil or funeral service.

- Police station in charge of the case
- The Japan Legal Support Center district office (50 offices nation-wide)  
(<http://www.houterasu.or.jp/chihoujimusho/>)
- The Japan Legal Support Center Support Dial (0570-078374 )
- The Japan Legal Support Center Victims of Crime Support Line (0570-079714 )

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### On-Site report #3 (Example of Crime Victim Support Efforts made by Local Government Staff in fiscal year 2013)

The city of C supported the bereaved who had been involved in a case of abandonment of dead body. The police requested the comprehensive response desk to restrict media interviews with the bereaved at the funeral hall, as the bereaved had consulted the police stating they did not want to perform media interviews to on the day of the cremation. As a result, the comprehensive response department sent the staff at the funeral hall and the parking lot to erect signboards indicating the restriction of interviews. The bereaved were able to hold the funeral ceremony with no media interviews.

## 3 Physical and Mental Problems

Crime victims often suffer not only physical and mental disorders directly from the crime, but also emotional distress as a secondary victimization of thoughtless words and actions from those around them if they do not receive proper care.

This section introduces major organizations that help victims recover from physical and mental problems.

### (1) Information on Hospitals/Clinics

#### ○ Information on medical specialties and details of medical treatment

A website, the Prefectural Medical Information Net ("the medical care information-offering system based on Medical Care Act"), provides information on hospitals/clinics, their specialties, the number of doctors and nurses, details of medical treatment offered, medical cooperation and medical safety.

- Medical Information Net  
([http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou\\_iryuu/iryuu/teikyouseido/index.html](http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/iryuu/teikyouseido/index.html))

### (2) General Health Service

#### ○ Consultation on anxiety and disorders about physical and mental health

Crime victims can get information on medical institutions by asking the public health center (established in prefectures, ordinance-designated cities, core cities, and special wards, based on the Community Health Act), or the municipal health center (voluntarily established by municipalities based on Community Health Act).

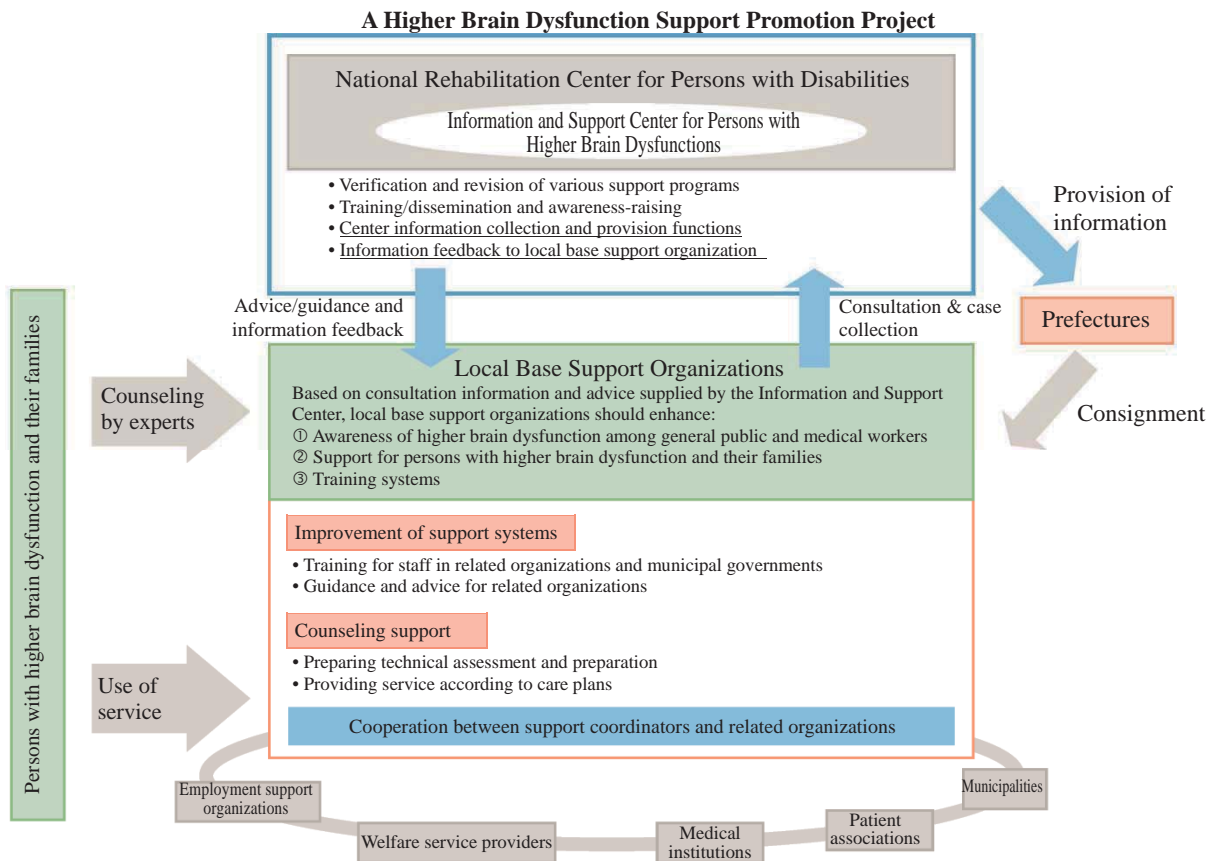
- Public Health Center  
([http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou\\_iryuu/kenkou/hokenjo/](http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/kenkou/hokenjo/))
- Municipal Health Center or Regional Health Division of Municipality

### (3) Higher Brain Dysfunction

#### ○ Consultation on higher brain dysfunction

Local Base Support Organization for Persons with Higher Brain Dysfunction in each prefecture responds to consultations, providing specialized support through support coordinators.

- Local Base Support Organization for Persons with Higher Brain Dysfunction  
([http://www.rehab.go.jp/brain\\_fukyu/soudan/](http://www.rehab.go.jp/brain_fukyu/soudan/))



#### (4) Mental Care

##### ○ Mental care consultation

The Mental Health and Welfare Center responds by telephone (“Kokoro no Denwa”) or interview to consultations from persons with mental damage, and gives advice or introduces to medical institutions, and as needed, gets them examined by a psychiatrist.

- Mental Health and Welfare Center  
(<http://www.mhlw.go.jp/kokoro/support/mhcenter.html>)

##### ○ Consultation from victims seeking counsel after suffering damage

The prefectural police and the police station in charge of the case respond to consultations. The police have staff with special knowledge and counseling skills and a counseling system linked with psychiatrists and private counselors to alleviate victims’ mental damage.

- Prefectural police crime victim consultation desk (<http://www.npa.go.jp/higaisya/shien/prf/index.htm>)
- Police station in charge of the case