

Our partners (a selection)

- | Saxon State Ministry of Social Affairs & Cohesion (SMS)
- | Saxon State Ministry of the Interior (SMI)
- | Saxon State Ministry of Justice and for Democracy, Europe and Equality (SMJusDEG)
- | Public Prosecution Office, Dresden
- | State Criminal Police Office and Police Commissioner for Victim Protection
- | Kommunaler Sozialverband Sachsen (KSV)
- | Municipal health authorities
- | Municipal fire and disaster-protection authorities
- | Unfallkasse Sachsen and Sächsische Unfallversicherung DGUV
- | Weisser Ring Landesverband Sachsen e. V.
- | Opferhilfe Sachsen e. V.
- | RAA Sachsen e. V.
- | DRK Landesverband e. V., Psychosocial crisis management
- | Landesverband für Psychosoziale Notfallversorgung Sachsen, Krisenintervention und Notfallseelsorge Dresden e. V.
- | Saxon Bar Association
- | Saxon State Medical Association
- | Ostdeutsche Psychotherapeutenkammer
- | Traumanetz Seelische Gesundheit Sachsen
- | Health funds
- | Krankenhausgesellschaft Sachsen e.V.
- | German Institute for Human Rights



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The Saxon State Government's Commissioner for Victims

A service for victims of and those
affected by major catastrophic events



Criminal acts of terrorism or extremism causing harm to a large number of people, individual cases of extreme criminality, and major traffic accidents call for rapid and ongoing support and assistance.

Emergency aid helps, but what comes after that?

After major catastrophic events, assisting victims, family members, survivors and other affected parties, and representing their interests as a direct point of contact, is designed to help them process what they have endured. The Saxon Commissioner for Victims acts as a 'guide', arranging suitable support services for those who need it.

Its aim is to ensure citizens are not left alone in these sudden, exceptional and difficult situations, and to support them with advice and action.

Tasks of the Saxon Commissioner for Victims

- To provide fast, effective and empathetic assistance in sudden and particularly lasting situations following a major catastrophic event or serious criminal act
- To develop the victim-protection service and assistance for affected parties within and outside of Saxony
- To assist and represent the interests of victims, family members, survivors and close contacts, witnesses, other affected parties and helpers as a direct point of contact
- To act as a 'guide', i.e. putting affected parties in contact with the relevant help services and governmental and non-governmental institutions, not leaving them alone, and assisting them with advice and action.
- To establish and maintain a well functioning network and effective co-operation with aid institutions and authorities, as well as with governmental prevention institutions and various organisations and associations operating in this field
- To draw on the federal government's and other states' experience for Saxony's benefit
- To network the structures of existing regional and national aid services

Your contact

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Office

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We inform and guide you in the following areas

- Counselling and assistance
- Psychological support and psychotraumatology
- Medical care
- Finding a hospital
- Looking for family members
- Legal aid
- Nursing
- Self-care
- Grief assistance
- Payment of damages under the Victim Compensation Act
- Hardship services

Emergency call for the German federal government's Commissioner for Victims in the case of terrorist attacks

 0800 0009 546

Terrorist attacks, shooting rampages, criminal acts of extremism or major accidents and other catastrophes usually occur suddenly.

What to do in an emergency?

Important contacts

Police	110
Fire/rescue service	112
Authorities' emergency call	115
Weisser Ring e.V. – Help for victims of crime	116 006
Emergency blocking service, e.g. for bank & credit cards	116 116
Medical emergency service	116 117
Patient transport	19 222
Telephone counselling	0800 1110 111, -222
After-hours pharmacy finder	0800 0022 833
Traffic accident reporting	0800 6683 663
from abroad	+49 40 300 330 300
Assistance for traffic-accident victims	0800 806 3338
Emergency legal service for criminal cases	0172 79 55559 (Dresden)
	0172 36 41041 (Leipzig)
	0172 79 23427 (Chemnitz)
	0174 78 19661 (East Saxony)
Helpline Dresden – emergency number for migrants	0351 850 75222
Opferhilfe Sachsen e. V.	0351 80101 339
Poisoning hotline	0361 730 730

Please tell us:

- Your name
- Your location
- Your telephone number, and email address if applicable
- What happened
- Your request

Wait for follow-up questions!