

Factsheet: Psychosocial Support for Syrians in the Netherlands

Finding PSS Services

Both governmental and non-governmental actors in the Netherlands provide PSS services to survivors of grave crimes. However, the bureaucracy of the public health system in the Netherlands is complicated and can be difficult to navigate. This is because many services require referrals from general practitioners. Although these services are covered by health insurance, individuals in the midst of an asylum process are typically uninsured and are therefore excluded from many services. Nevertheless, **specialized and culturally sensitive trauma care and psychological support is available** in the Netherlands. Due to high demand, there can be long waiting times for these services. For more information on PSS providers, see the chart below.

Psychosocial Support in Criminal Proceedings

The Dutch government provides a variety of programs and measures to inform and support survivors of crimes at [in-person information points](#). In addition, MyVictimCase is a **comprehensive online information portal** for survivors to help them keep track of proceedings in which they are involved. Persons in an asylum process are, however, excluded from this service as they cannot receive the required [online legitimization tool](#), which is only available to legal residents. Many courts across the Netherlands also provide specific [survivor-sensitive regulations](#) to help survivors feel more comfortable before and during their in-court testimony.

Practical Considerations

- Most authorities, including police, are not specifically trained on how to interact with survivors of atrocity crimes, so be aware that you might encounter authorities who lack awareness about the situation facing Syrian refugees or cultural sensitivity.
- When searching for a PSS provider online, you might see that providers use different categories to describe trauma (e.g., sexual violence, physical violence, and psychological violence). Even though these categories seem limited (or you might have experienced more than one category), try to select the one option that is most fitting to your situation.
- If you are a survivor of torture, tailor your online search to PSS providers with experience working with survivors of torture.
- Online databases can be translated into Arabic, but are usually advertised in English or Dutch, so try searching in English or Dutch.
- Free PSS services are easier to find in your nearest metropolitan city, so consider your commute when searching for a provider.

Overview of Available PSS Services in the Netherlands

Name	Languages	Short Description of Services	Location
Ministry of Justice's Leaflet on Victims Rights	Dutch, English, French, German	Information on victim support mechanisms and contact information	Online
Information on Victim Facilities at Local Courts	Dutch	Information on local facilities to support and protect victims during criminal proceedings	Online
Name	Languages	Short Description of Services	Location
GGZ Centraal	Multilingual	PSS for migrants	Place of residence
Victim Helpline Netherlands	Dutch	PSS for victims of violence	Online, phone
Break the Silence Helpline	Dutch	Helpline for victims of sexual violence	Phone
Licht in Zicht	Multilingual, including Arabic	Culturally sensitive PSS for migrants	Phone, offices in Breda, Eindhoven, Rotterdam
i-psy PG	Multilingual, including Arabic	Culturally sensitive PSS for migrants	Online, phone, 11 offices across the Netherlands
Expertise Centre for Transcultural Therapy	Multilingual	Culturally sensitive PSS	Offices in Amsterdam, Rotterdam, Utrecht
Name	Languages	Description of Services	Location
GZA Healthcare	Multilingual, including Arabic	Information on medical topics concerning asylum seekers, including mental health	Online

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