

CONTACT

ReachOut Online-Beratung

ReachOut online advisory services

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Twitter: www.twitter.com/berlin_out

Facebook: www.facebook.com/reachoutberlin

Instagram: [reachoutberlin](https://www.instagram.com/reachoutberlin)

ReachOut is supported as part of the "Berliner Landesprogramm gegen Rechtsextremismus, Rassismus und Antisemitismus".



Our counselling services – online!



**Counselling
and Education
Centre against
Right-Wing Extremism,
Racism and
Antisemitism**

OUR ONLINE COUNSELLING

Have you been attacked or threatened and believe that the attack or threat happened due to racist, right-wing or antisemitic reasons? Or have you been a victim of Racial Profiling or racist police brutality in Berlin?

Our counsellors are here for you! We advise and support victims and family members and friends of those affected as well as witnesses to such attacks.

Our online counselling enables you to contact our counsellors easily and securely via email or chat. Your questions will be answered within two working days.

OUR COUNSELLING IS:

- ◆ Free of charge
- ◆ Encrypted
- ◆ Confidential
- ◆ Anonymous, if preferred
- ◆ Multilingual
- ◆ Tailored to your questions and needs

THIS IS HOW EASY OUR ONLINE COUNSELLING WORKS:

Firstly, click on "use our online counselling" on our website www.reachoutberlin.de. There, you can create a user account.

You will need a username that you have chosen yourself, as well as a password that only you know.

Communication with our counsellors will then take place via this account. There you can ask your questions, tell us what kind of support you would like to receive from us, and view our responses to your messages. The account will automatically be encrypted and therefore secure.

Switching to our telephone services or to advisory sessions in our office or a location in your more immediate environment is always possible.

We can currently provide online counselling in English, Turkish and German. If needed, we can consult language mediators.

OUR SERVICES

...in our online counselling sessions, via video or in person:

- ◆ Counselling and support after an attack,
- ◆ Decision-making support concerning further steps to take/advice concerning how to proceed,
- ◆ Information concerning the possible (psychological) impact of an attack,
- ◆ Clarification concerning your questions on possibilities to take legal action and investigative procedures,
- ◆ Support in the search for a lawyer,
- ◆ Accompanying you to the police station and further authorities, court hearings, doctors, etc.,
- ◆ Preparation of and follow-up to legal proceedings,
- ◆ Information on financial support (legal aid, compensation payments, victim support funds, etc.),
- ◆ Psychosocial counselling,
- ◆ Referral to psychological counselling organisations and therapeutic services
- ◆ Information on further counselling services, e.g. concerning questions on immigration status
- ◆ Support with public outreach
- ◆ Documentation of right-wing, racist and antisemitic attacks and threats

Nothing happens without your consent!