



Network and Partnership Team

VSE Annual General Meeting 2025

Activity Report Jul 2025 – Dec 2025

Future look Jan – Jun 2026

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Capacity building:

- Working groups (WG) meetings:
 - Working group for full members
 - Working group on Artificial Intelligence
 - Centre of Excellence
 - Working group for helpline standards
 - Communication Network
 - Trainer's Network
- Finalisation on 116 006 Helpline Standards and promotional webinar
- Staff exchange
- Launch of the Youth Ambassador Network

Membership:

- Revision of VSE membership structure and membership policy
- Finalising the membership management system (MMS)
- Planning ahead for standards & accreditation process
- Members' survey
- New membership applications

Training for the Staff:

- Empathy and Effective Communication
- Cybersecurity and Awareness
- Victim Care and Communication with Victims
- Data Protection

Training for other purposes:

- EUCVT: hybrid and online training
- IAPHP: development of 3 training modules
- Training for Benevict
- Creation of a Pool of Trainers
- Training for the Maltese Police on Victims of Sexual Violence
- Professional video showcasing good interviewing practices in law enforcement

Training Academy:

- First phases of the design of the new Training Academy and Training Platform



How did members benefit from your current work?

- **Promoting High-Quality Services:** Organising working group meetings on various topics, including AI, helpline standards, communication, and training, to encourage knowledge exchange and sharing of experiences among members.
- **Youth Perspective:** Launching the Youth Ambassador Network to foster youth participation and involvement in victim support initiatives.
- **Standards and Accreditation:** Developing standards and accreditation mechanisms, including finalisation of the 116 006 Helpline Standards, and providing guidance through the Centre of Excellence for organisations running or planning 116 006 helplines. These initiatives recognise and reward the quality of services provided by VSE members.
- **Membership Development and Community Growth:** Revising membership structures and policies, finalising the Membership Management System, conducting members' surveys, and reviewing new applications to strengthen the VSE community and ensure members benefit fully from VSE activities.



How did members benefit from the current work on training?

- **Improved Overall Standards in the Victim-Support Field**

Training raise the overall quality of practices across the sector. This creates a more effective ecosystem in which VSE members operate, improving cooperation pathways and ultimately benefiting their work with victims.

- **Access to Better Tools, Knowledge, and Resources**

The development of training modules, online and hybrid learning formats, professional videos, and the future Training Academy provides a growing pool of resources that members can use, reference, or learn from—whether directly involved in the training or not.

- **Strengthened Cross-Border Consistency and Collaboration**

Activities supporting EU networks, law-enforcement training, and capacity building contribute to more aligned approaches across countries and institutions. Members benefit from smoother collaboration with partners who increasingly share similar standards, language, and victim-centred practices.



Future look on activities Jan - Jun 2026

Capacity building and Membership:

- Working Groups meetings
- Staff exchange
- Revision of VSE membership structure and Membership Policy
- Youth Ambassadors Platform meetings
- Implementing and further development of MMS, and conducting members' surveys to gather feedback and strengthen VSE community
- Development of Membership growth action plan
- Further development of Standard and accreditation process

Training:

- Launch of the Training Academy and Training Platform
- Training for the Staff on soft skills, finance policy, victim care, empathy, and effective communication, among others.
- Several Training under projects: Impact, Invictus, and 2Gether4Victims.





THANK YOU!

CAPACITY BUILDING TEAM

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