



#victimssupporteu

you won't believe it,
but  exists



With Financial support from
the Justice Programme
of the European Union

SUMMER NEWSLETTER 2021



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– 01.

FROM THE PRESIDENT

Dear VSE members, partners and friends,



2021 marks a new chapter for Victim Support Europe, which has gone through several structural and strategic changes since the publication of its last Newsletter. While guided by its newly elected executive board and pursuing new future strategies, VSE continues to advocate on behalf of all victims of crime, no matter what the crime, no matter who the victim.

Having said a heartfelt “Au revoir” to our honoured ex-President João Lázaro, we warmly welcome VSE’s new board members! I would like to thank all VSE members for their trust in me; I’m very excited to be starting this new journey with the other board members and our

Brussels-based staff. I truly hope my guidance can contribute to VSE’s objective of supporting all victims of all crimes!

VSE has determined its next five year plan and through our new strategy, we acknowledge the growing need to not only advocate for change, but to also support the implementation of that change through detailed research, policy development, and new legislation. Our most pressing priorities, as envisaged by the strategy, are the recognition of victims, their treatment by society and professionals, support for victims, safe justice, and effective compensation. VSE also continues to fight for the full implementation of the Victims’ Rights Directive across all Europe!

In May 2021, VSE successfully organised its Annual Conference online: a two-day event full of interesting plenaries, connective networking sessions, and inspiring side events, with many renowned speakers (victim support professionals, academics, media experts, lawyers, etc.) to strengthen our international network! I hope you enjoy reading all about this event alongside the other areas of development highlighted in this newsletter.

Geraldine Hanna, President, Victim Support Europe



– 02.

VSE LAST MINUTE NEWS

Congratulations to VSE's New Board

Victim Support Europe has concluded its 2021 elections and would like to thank all of our members for their participation.

Next to a new president Geraldine Hanna, VSE's Annual General Meeting, held on May 26, 2021, also included the elections for 6 other Board positions. We therefore extend warm congratulations to Petra Klein, Jérôme Moreau, Carmen Rasquete, Frida Wheldon, Rosa Jansen and Tobias Koertner.



Petra Klein
Vice President



Jérôme Moreau
Vice President



Carmen Rasquete
Treasurer



Frida Wheldon
Board Member



Rosa Jansen
Board Member



Tobias Koertner
Board Member

[→ READ MORE](#)

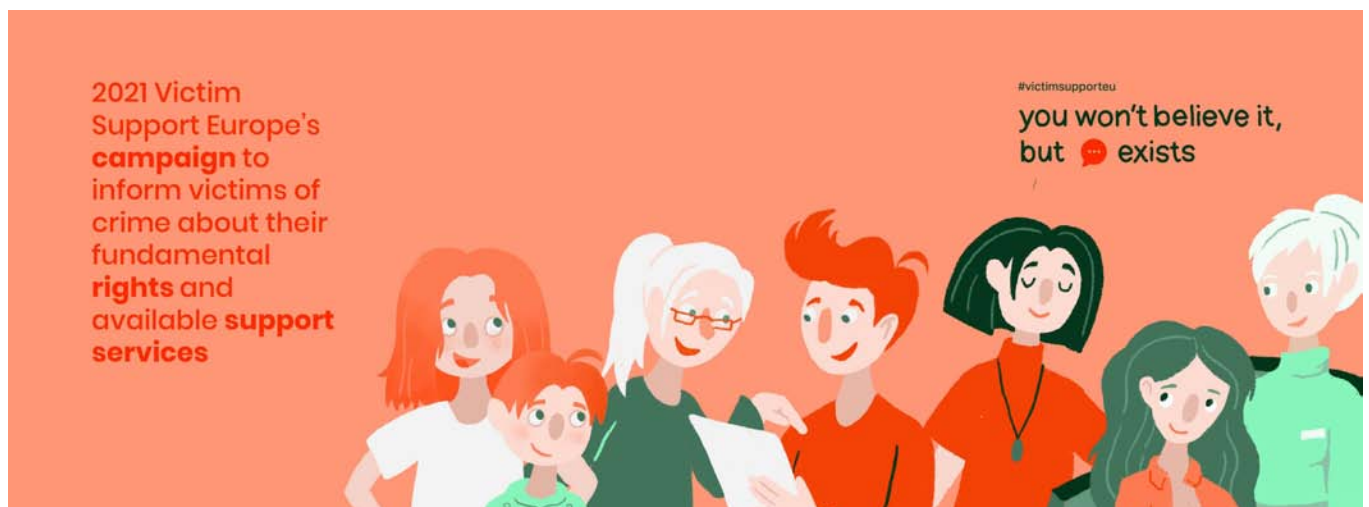
Relive VSE's Annual Conference 2021

This year, VSE's annual conference took place on May 19th and 20th in a new format: spread over two days, with interactive networking sessions built into plenary sessions on both days, and with six simultaneous side events on the second day of the conference. At VSE, we are very happy with the results of this year's edition due to the interesting themes and speakers, fruitful discussions throughout the networking sessions and the surprisingly engaging side events that were realised.

You can now relive our conference at any time, as the recordings of both the plenary sessions and the side events are uploaded on [VSE's YouTube channel](#).

[→ READ OUR CONFERENCE EVALUATION REPORT](#)

Victim Support Europe and its members continue their information campaign "You won't believe it, but it exists" to inform victims about available support services



With 14 partners across 13 countries, the campaign intends to provide the public with information on victim support services and to encourage victims to reach out these services.

Animation films and information visuals are rolled out in social media from 22 of February till the end of 2021 under the hashtag #itexistis.

In these films – one produced for each partner country, in the national language, victims invite the public on a powerful and emotional journey through their stories. The characters share what happened to them, their doubts and fears, how they discovered that support existed, when and how they had the courage to seek for help and

how they were assisted.

Check out the animation films to inspire your own efforts.

['Aleksander's Story'](#) shares the gruelling reality many victims of terrorism face in the aftermath of a terrorist attack, the effects of crime on the victims and where they find support.

Petra was victim of an attempted murder from a member of her family in Croatia. While she tried to look for safety to the police, fearing for her life, all her complaints where ignored. This is [Petra's Story](#) of how she survived and recovered from the crime.

Ilenia was lost, feeling unsafe and isolating herself after she became a victim of defamation. As she couldn't find help with her family or close friends, she turned to the support organisations who helped her cope with the crime. Check out [Ilenia's Story](#).

[→ LEARN MORE](#)

French Government renounced to limit engagement time on the 116 006 helpline for victims



#116006

vous avez écouté votre temps d'écoute
... merci, AU REVOIR clic

MAIS MAIS? Quoi?

NON À LA LIMITATION DE TEMPS D'ÉCOUTE DES VICTIMES

VICTIM-SUPPORT.EU

French Government renounced to limit engagement time on the 116...

Being a victim of crime can be scary and seriously affect someone's life. It is a traumatic experience that may produce...

The 116006 helplines are essential to victims as a first contact point with a trained professional who will listen to them, advise them, provide an initial level of support and refer them to the services they need.

It is a true demonstration of solidarity: all 116 006 operators as well as other helpline services came together to support the calls for a change. Victim Support Europe coordinated the action seeking out relevant data from its Centre of Excellence members and preparing a joint letter to President Macron to show our solidarity for France Victimes's position and to express our concerns over the restrictions.

[→ READ MORE](#)

Victim Support Europe is hiring: EXECUTIVE ASSISTANT

WE ARE HIRING

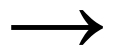
**EXECUTIVE
ASSISTANT**

APPLY NOW



VSE is currently looking for a full time Executive Assistant. The position will start ideally mid-September 2021. This is a dynamic position which provides good variety, working with the Executive Director (ED) and Deputy Director (DD) to manage diary and email commitments, supporting the Financial Officer (FO) with financial administrative tasks, supporting the communications officer in the maintenance of VSE's online platforms and carrying out general administrative duties.

[→ LEARN MORE](#)



- 03.

VSE PROJECT NEWS

AREV Project offers new perspective for Estonian victim support



"The question here is how to make the person understand what he or she is worth as a human being and what the state can actually offer a support. There is a need to explain to the victim what the long-term effects of suppressing his or her own needs might be, which he or she does not want for his or her loved ones. It is also important to explain why it makes sense to accept the help offered at the first opportunity"

Brit Tammiste, Ministry of Justice, Estonia

In Estonia there are many people who have become victims and whose rights are not protected. This situation is re-enforced by officials and medical professionals who often do not know how to recognise and support victims and their needs. Over the next two years, Estonia expects to take a better approach as a large-scale victim of crime protection project, AREV, has just started in the regions of Lääne-Virumaa and Ida-Virumaa. The project has been set up in cooperation between the Ministry of Justice, Victim Support Europe (VSE), and the European Union and aims to implement appropriate methodology in all Estonian districts and to serve as example for other European countries.

[→ READ MORE](#)

VSE projects communications and visibility

Over the past few years, the number of VSE projects has creased from 5 in average to 12. Having the right project visibility is a critical factor for project success. That's why we have developed a project communications strategy to share the most current state of affairs that will help our partners stay engaged.

FYDO Facility Dogs Europe



BRIO

LOVE

OPHELIA

ORPHEE



FYDO (Facility Dogs in Europe) is the first European project to train and deploy at least 5 dogs in Belgium, Italy and France to support vulnerable victims during criminal proceedings.

Every Friday our social media channels will operate under the slogan #FYDOFRIDAY, featuring fun facts, happy dog pictures and much more! [Follow our Facebook Page.](#)

For more information about the project visit our [website.](#)

i infovictims III

APAV
Associazione Nazionale Apolitea
Apoio à Vítima

This project is co-funded by the European Union's Justice Programme (2014-2020)

RIGHTS OF VICTIMS OF CRIME

IF YOU WERE VICTIM OF A CRIME, YOU HAVE THE RIGHT:

- To be recognized and respected as a respected, sensitive, valued, vulnerable and non-disciplinary member.
- To be accompanied by a person of your choice at any assistance to be undertaken or to be undertaken in respect.
- To receive information about your rights, including information about your case, your role in the criminal justice system, the progress of the case, the rights of the victim and the rights of the offender.
- To be heard during court proceedings and to be heard during court proceedings and to be heard during court proceedings.
- To be accompanied by a person of your choice at any assistance to be undertaken or to be undertaken in respect.
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IF YOU WERE VICTIM OF A CRIME IN A MEMBER STATE OF THE EU OTHER THAN THAT WHERE YOU LIVE...

You have the right to have your statement taken immediately after the completion of the investigation in the Member State where the crime was committed, you can make it in the competent authorities of the Member State where you are and they will be passed to the competent authority of the Member State where the crime was committed.

Members of the Member State where the crime was committed shall use, if possible, video conferencing and telephone conferencing calls for the purpose of victims who are resident abroad.

infovictims

KNOW YOUR RIGHTS AS A CRIME VICTIM

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APAV
Apoio à Vítima

FREE CALL 116 006
VICTIM SUPPORT HELPLINE

Monday will be our #INFO4VICTIMS day! We want to start our weeks with providing a key learning or best practise regarding the provision of information to victims of crimes, based on the Infovictims projects. We do this to put a spotlight on the currently ongoing Infovictims III project and to highlight the great outcomes of the previous two Infovictims projects!

Visit www.infovictims.com for more information and follow our social media channels on Mondays to learn more about the developments of Infovictims III project!

CREST Project website is currently updated



CREST's overall objective is to improve the effectiveness and efficiency of LEAs intelligence, operation, and investigation capabilities, through the automated detection, identification, assessment, fusion, and correlation of evidence acquired from heterogeneous multimodal data streams. Such data streams include (but are not limited to) Surface/Deep/Dark Web and social media sources and interactions, IoT-enabled devices (including wearable sensors), surveillance cameras (static, wearable, or mounted on UxVs), and seized devices and hard disks. Visit the [website](#) of the project to learn more.



- 04.

NEWS FROM VSE MEMBERS

CROATIA: During the months of May and June 2021, White Circle Croatia recorded 90 users, of which 58 users requested psychosocial support, and 32 free legal counseling services.

[→ READ MORE](#)

CROATIA: The National Call Centre for Victims of Crime helpline continues being free of charge and anonymous. Callers from anywhere in Croatia can get support 7 days a week, including weekends and public holidays, 0-24h in Croatian and English. At the same time, the NPC line has become a national helpline for victims of gender-based violence.

[→ READ MORE](#)

FINLAND: Victim Support Finland opens a helpline service for seasonal workers.

[→ READ MORE](#)

NETHERLANDS: In 2015 Victim Support Netherlands started a new cycle of innovation. The first program started to develop an online set of services for victims, including a new client registration program, a contact center with web care and also abilities of chat, a new online platform with several help tools.

[→ READ MORE](#)

PORTUGAL: Summer 2021 update from [APAV](#)-Portuguese Association for Victim Support: ProVictims Report; the ROAR project (protect, empower and care for victims of electronic crime); Project Counter@act outputs (preventing and fighting online radicalisation).

[→ READ MORE](#)

EU: Thirty years with FEVR – European Federation of Road Traffic Victims.

[→ READ MORE](#)



- 05.

PARTNER NEWS

INVICTM: It is our privilege to present the report of the INVICTM 2019 International Symposium which was held on June 11th, in Strasbourg, France.



[→ ACCESS THE REPORT](#)

THE CENTRE FOR CRIME PREVENTION IN LITHUANIA: The Center for Crime Prevention in Lithuania organise Festival of Criminology - DEMISTIFY! The event will combine many forms of education and art, festivities and lessons, action and serenity, joy and sadness.



[→ LEARN MORE](#)



- 06.

VSE NEW MEMBERS

We are thrilled to welcome a new member from Albania to our victim support family – [The Children's Human Rights Centre of Albania – CRCA.](#)



The Children's Human Rights Centre of Albania – CRCA works to promote the respect of children and youth rights, to protect them from violence, abuse and exploitation, to develop children and youth rights in Albania and to increase child and youth participation at national and local level, through lobby and advocacy, policy and legislation improvement; capacity building, information and research, and establishment of good models of services of child care and protection. CRCA promotes the implementation of the UN Convention on the Rights of the Child and all other national and international human rights standards.

Children's Human Rights Centre of Albania – CRCA is a non-governmental, non-political, non-religious and non-profit organisation. During its operation, CRCA promotes especially the respect of children's rights, youth, human rights, women and minorities rights.

During its activity, CRCA promotes the fact that the child is born as a bearer of rights, and these rights need to be respected from everybody. One of the primary goals of CRCA's is child participation in all decision-making process.

During its work, CRCA is forbidden to promote intolerance or discrimination against religion, ethnic origin, disability, race, colour, religion, age, gender and gender identity, sexual orientation, disability, social status or political beliefs.

CRCA's activities and decision-making are independent of the government, governmental institutions, organisations, parties or political parties, religion, business etc. CRCA can be part of networks, alliances or organisations inside and outside the country, who promote the respect for children's rights, youth, human rights, women, minorities etc.

We look forward to working together with you, as we continue to expand our global reach to strengthen the rights and services for all victims of crime in Europe and beyond.

-
- **Editor:** Marina Kazakova

About Victim Support Europe

Victim Support Europe is the leading European umbrella organisation advocating on behalf of all victims of crime, no matter what the crime, no matter who the victim is. VSE represents 61 national member organisations, providing support and information services to more than 2 million people affected by crime every year in 31 countries.

- **Contact Victim Support Europe:**

+32 23460455 | info@victimssupporteurope.eu <https://victim-support.eu/>



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