



**THE BRIDGE OVER TROUBLED WATER
CELEBRATING & STRENGTHENING VICTIM SUPPORT**

Annual Conference 2024

ZAGREB 22 - 23 MAY

HOSTED BY:



Co-funded by
the European Union



Udruga za podršku
žrtvama i svjedocima



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W E L C O M E

Victim Support Europe and **Victim and Witness Support Service Croatia** are delighted to welcome you to the Victim Support Europe 2024 Annual Conference – ‘The Bridge Over Troubled Water: Celebrating and Strengthening Victim Support’.

VSE Annual Conference 2024 takes place in Zagreb on 22 and 23 May 2024. It is a hybrid conference, and we hope to welcome the victim support community and affiliated professionals from around the world both on-site, at the Hotel Antunović Zagreb, and digitally.

The 2024 edition, aptly titled “The Bridge Over Troubled Water”, builds upon the foundation laid by its predecessors, aspiring to create a collaborative space where stakeholders from diverse sectors converge to celebrate achievements, address challenges, and forge pathways for a more resilient and victim-centred future.

By aligning with the National Framework for Comprehensive Victim Support, the conference aims to contribute significantly to the enhancement of victim support services, recognizing their profound impact on both individuals and society as a whole.



**NATIONAL FRAMEWORK FOR
COMPREHENSIVE VICTIM SUPPORT**

**WANT TO LEARN MORE?
WATCH OUR ANIMATION!**



A photograph of several call center agents wearing headsets, working in a professional office environment. The image is partially obscured by a dark purple banner at the bottom.

SIMULTANEOUS INTERPRETATION

Simultaneous interpretation to English and Croatian is offered to all participants attending the conference via an online platform accessible through a computer, tablet or smartphone.



You can access the platform by scanning the QR codes.

If you need interpretation, we kindly ask you to bring your own device, headset and charger, as these will not be provided by the conference organisers. We will ensure that there are enough charging points so you can enjoy the simultaneous interpretation throughout the entire day.

DAY 1



DAY 2



PROGRAMME

DAY 1: Understanding the Landscape of Victim Support & Recognising Excellence

08:20 – 09:00 **Welcome Coffee & Registration**

09:00 – 10:00 **Welcome and Opening Speeches**

- **Welcoming Remarks**
Rosa Jansen,
President, Victim Support Europe
- **Live Testimony - A Conversation on Conflict-related Sexual Violence**
Semka Agić, Survivor of Conflict-Related Sexual Violence
Aleksandra Ivankovic, Deputy Director, Victim Support Europe
- **Opening Speech**
Katarzyna Janicka-Pawlowska,
Coordinator for Victims' Rights, European Commission
- **Opening Speech**
Ivan Malenica, Minister of Justice and Public Administration, Croatia

10:00 – 10:10 **Icebreaker Session**

10:10 – 11:40 **Navigating Unity: A Journey to Coordinated Victim Support**

Panel discussion | Moderator: Rosa Jansen - President, Victim Support Europe

- **Accomplishments in Establishing Generic Support and Collaboration with Specialist Services**
Miren Špek,
Executive Director, Victim and Witness Support Service Croatia
- **Comprehensive Victim-Centred Approach in French Healthcare**
Jérôme Moreau,
President, "Association Nivernaise d'Aide aux Victimes d'Infractions" & Vice-President, France Victimes and Victim Support Europe
- **Empowering Victim Support Through Innovation: A Case Study of Issured's Impact**
Jed Stone,
Chief Revenue Officer, Issured
- **Victim-Centred Policing: Lessons Learned from Operation Kenova**
Iain Thomas Livingstone,
Former Chief Constable of Police Scotland
- **Evolving Crime and Victim Response from Perspective of Law Enforcement and Private Sector**
Terri Nicholson,
Senior Vice President International Security, Paramount Safety Management Services

11:40 – 13:10 Networking Lunch

13:10 – 14:30 Recognising Excellence: A Decade of Outstanding Achievements in Victim Support

Panel discussion | Moderator: Frida Wheldon - Development Director Legal Affairs, Victim Support Sweden

- **Receiving Support From Multi-Crime and Specialised Victim Support Services**
Nina Fuchs,
Victims' Advocate & Chairwoman, Kein Opfer e.V.
- **Victim Support Organisation's Path to National and International Recognition**
Leena-Kaisa Åberg,
Executive Director, Victim Support Finland
- **APAV's Role in National Strategy: Achievements, Challenges, and Future Directions**
Frederico Moyano Marques,
Chief Operations Officer and Senior Advisor, Portuguese Association for Victim Support (APAV)
- **Victim Support Scotland's Transformational Journey: Navigating Legislative, Financial, and Collaborative Landscapes**
Kate Wallace,
Chief Executive Officer, Victim Support Scotland

14:30 – 15:30 Coffee Speed Talks

15:30 – 17:30 Side Event Session – Innovations in Victim Support Through Inter-Sectoral Collaborations

20:00 – 00:00 Gala Event

DAY 2: Achieving Victim Support - Practical Steps and Solutions

08:30 – 09:30 Welcome Coffee & Registration

09:30 – 09:45 Icebreaker Session

09:45 – 11:00 Building Blocks for a Strong National Support System: Foundations and Frameworks

Panel discussion | Moderator: Levent Altan - Executive Director, Victim Support Europe

- **Sustainable National Strategy for Victim's Rights in Croatia**
Nikica Hamer Vidmar,
Head of Department on Victim and Witness Support Service, Croatian Ministry of Justice and Public Administration
- **EU's Role in Establishing a National Framework for Victim Support**
Katarzyna Janicka-Pawlowska,
Coordinator for Victims' Rights, European Commission

- **Exploring Referral Mechanisms for Victims of Crime Through Community Needs Assessment**
Antonio De Martin,
Senior Project Manager, Victim Support Europe
- **Leveraging National Funding to Ensure the Efficacy of Victim Support Services**
Janice Bunting,
Chief Executive Officer, Victim Support Northern Ireland

11:00 – 11:30 Coffee Break

11:30 – 12:45 Enhancing Accessibility in Victim Support: Ground-Level Solutions and Key Insights

Panel discussion | Moderator: Adrijana Hanušić Bećirović - Senior Legal Advisor, Trial International

- **Empowering Youth: Insights on Targeted Support for Young Victims of Crime**
Marcel Wientjen,
Program Manager, Slachtofferhulp Nederland
- **IRVA's Perspective on Enhancing Support for Road Victims**
Donna Price,
Founder and Chairwoman, Irish Road Victims' Association (IRVA)
- **Perspectives on Enhancing Support for Male Victims of Violence**
Bart Claes,
Director, Victim Support Flanders & Brussels (CAW) & Professor Restorative Justice, Avans University of Applied Sciences
- **Domestic Violence Among Elderly Victims: Insights from Shelter and Counselling Centre Experiences**
Željka Barić,
Director, Dom Duga Zagreb

12:45 – 14:00 Networking Lunch

14:00 – 16:00 Side Event Session – Adherence of National Victim Support Services to Established Frameworks

16:00 – 16:40 Looking Ahead: Future Directions in Victim Support

Levent Altan Executive Director, Victim Support Europe

Miren Špek Executive Director, Victim and Witness Support Service Croatia

16:40 – 17:00 Farewell Drink

Zagreb Two-Hour Guided Walking Tour

21 May (10:00 – 12:00)

24 May (10:00 – 12:00)

Meeting Point: Trg bana Josipa Jelačića 11, 10 000 Zagreb ([Maps Link](#))

Explore Zagreb's historic landmarks and hidden gems on a private two-hour guided walking tour led by an expert local guide.



Gala Dinner at Restoran Maksimir

Dress Code: Cocktail (Semi-formal)

22 May (20:00 – 00:00)

Restaurant Maksimir, located in the heart of the Croatian metropolis at the very main entrance to Zagreb's green oasis Park Maksimir, is the right destination for lovers of traditional old Zagreb cuisine.

Zagreb Retro Tram Ride

22 May (19:00 – 19:45)

Meeting Point: at the entrance of the Hotel Antunović at 18:35

Enjoy Zagreb from a different point of view, by riding the old ZET city tram. Designed and manufactured to detail by ZET engineers, the TM 24 tram made its first round back in 1940.





Rosa Jansen

Rosa Jansen is the current President of Victim Support Europe. Since 2017, she is on special leave as judge and is appointed as President of the Board of Directors of Victim Support Netherlands and the Foundation Restorative Justice. She is also member of the Board of Directors of the Dutch Council for Personal. Rosa Jansen also operated internationally. She was between 2012 -2017 president of the Steering Committee of the European Judicial Training Network (EJTN) in Brussels. She was involved in the development of the rule of law in several European countries, including Indonesia, Mongolia and Morocco. Since 2021 she is member of the Board of Victim Support Europe in Brussels.



Levent Altan

Levent Altan has been Executive Director of Victim Support Europe since November 2014. Before joining Victim Support Europe, he worked as Principal Legal Advisor at Milieu Ltd, a multi-disciplinary consultancy, where he led a team running various multi-country projects on justice and home affairs. He worked twice for the European Commission (DG Justice) as a national expert. During that time he was responsible for drafting and negotiating the EU Directive establishing minimum standards on the rights, support and protection of victims of crime. Prior to this, Levent had been working for around 10 years as a UK civil servant in the Ministry of Justice, the Home Office and the Cabinet Office.

SPEAKERS



Learn more about Semka's story

Semka Agić

Semka Agić lives in Gračanica. On May 8, 1992, she went to Bosanski Šamac to look for her son. She found a deserted town, from which the whole of Bosniak and Croatian population had been expelled. Her nineteen-year old son had spent two months in the forced labor camp, and was then killed. When she buried him, on the way home, Semka was captured and raped. Her agony in captivity in the Zasavica camp near Bos. Šamac lasted 13 months. Today, she runs her own small farm and is one of ten women who started their business as part of the project of economic empowerment of women who survived wartime torture, realized by the Tuzla association Vive Women, in cooperation with UN Women BiH and with financial support of European Union.



Katarzyna Janicka-Pawlowska

Katarzyna Janicka-Pawlowska is the European Commission's Coordinator for Victims' Rights. In this position, she heads the Victims' Rights team in DG Justice and leads on Victims' Rights policy, including the enforcement of EU rules, policy development, and mainstreaming Victims' Rights policy. Katarzyna has extensive expertise in EU decision-making and in the enforcement of EU law.



Ivan Malenica

Dr. Ivan Malenica, PhD, is a prominent figure in Croatian politics and academia, currently serving as Minister of Justice and Public Administration. He earned his PhD in Public Law and Public Administration from the Faculty of Law, Zagreb, in 2020, with a dissertation focused on the execution of administrative court decisions. Prior to this, he graduated with a law degree from the University of Split in 2008.



Miren Špek

Miren Špek has a legal background and is currently the Executive Director of the organisation Victim and Witness Support Service Croatia, with offices in Croatian cities of Vukovar, Osijek, Varaždin and Zagreb. His main area of professional interest is the rights of victims and witnesses of criminal acts, the position of victims in criminal proceedings, individual needs assessment of victims and monitoring of national and international regulations related to that area. Miren organises and conducts education for various target groups and has published a number of publications and works on the topic of victims of criminal acts.



Jérôme Moreau

Jérôme Moreau is currently Vice President of Victim Support Europe. After obtaining a Master's degree in Public Law in 1998, he became a law teacher at the University of Burgundy. He has worked for fifteen years, between 2002 and 2017, as a Parliamentary collaborator to a Member of Parliament for the First district of Nièvre (France). Jérôme has been the Vice-Président and Spokesperson of Federation France Victimes since 2021. Being the President of the victim support association « Association Nivernaise d'Aide aux Victimes d'Infractions » since 2003, he has been part of France Victimes' Board and a delegate to France Victimes' President regarding ministerial and institutional public relations since 2016.



Jed Stone

With over 20 years' experience of working in UK policing, Jed Stone has performed roles as the Head of ICT and CIO within mainstream policing and managed the delivery programme for the design and development of the UK Counter Terrorism (CT) intelligence system used prior to, and throughout, the 2012 Olympics. Jed has led the delivery of national CT intelligence development standards; national intelligence indexing standards; and national CT data review, retention, and disposal standards. He was also instrumental in the design and working methods used within a multi-agency intelligence Siege/Hostage and CBRN intelligence cell. Since leaving the Police and as a director of Issured, Jed has managed the UK's National Police Chief's Council's Digital Intelligence and Investigation (DII) programme and now capitalises on Issured's collective experience in security and defence to develop innovative new products and services to support Law Enforcement and Victim Support Services.

Iain Thomas Livingstone



Sir Iain Livingstone QPM is Senior Police Leader and Lawyer with a life-long commitment to public service and justice. Sir Iain was Chief Constable of Police Scotland from August 2018 until August 2023, having served as Interim Chief since September 2017. Under his leadership, Police Scotland, the UK's second largest police service, was transformed, setting internationally recognised standards for tackling crime and serving communities. He enhanced the global reputation of policing in Scotland through the establishment of an international academy.



Terri Nicholson

Former Assistant Chief Constable Terri Nicholson QPM retired from Law Enforcement in June 2018, having served as a detective at every rank from Constable to Assistant Chief in 30 years with the Police, National Crime Squad, SOCA and National Counter Terrorism Network. Terri supported victims of many crime types for decades and her interest in care of victims and the wider criminal justice process prompted her to study for a MSc Masters degree in Criminology. Terri has a natural tendency towards diplomacy and building relationships; this, coupled with vast experience of operating internationally, resulted in the formation of many sustainable partnerships with agencies private and third sector organisations. She has received high level commendations for her work from UK Police leaders, SOCA, MI5 and International partners including the FBI and AFP.



Nina Fuchs

Nina Fuchs is a key figure in addressing sexual violence and the dangers of date rape drugs in Germany. As the Founder and Chairwoman of the German NGO Kein Opfer e.V. (German for “Not a Victim”), her work focuses on supporting victims, raising awareness and promoting advocacy work, prevention and education around these issues. Driven to activism by her own experience with sexual violence and rape drugs in 2013, she founded the non-profit organisation to help others and advocate for safer communities. Besides leading Kein Opfer e.V., Nina Fuchs furthers her goal of a violence-free society through her roles as a trainer, author, and feminist activist. Her efforts aim to foster a culture of consent and respect, addressing the issue of sexual violence from various angles. By engaging in public speaking and educational initiatives, she emphasises the importance of community engagement and awareness in preventing such crimes.



Leena-Kaisa Åberg

Leena-Kaisa Åberg has been the Executive Director of Victim Support Finland since March 2014. During her leadership, VS Finland’s staff has tripled and the number of clients over six times bigger. She has served two full terms in the VSE Executive Board. Leena-Kaisa has a Master’s Degree in Political Science from Helsinki University and has concluded a specialisation course in Forensic Psychology.



Frederico Moyano Marques

Frederico Moyano Marques is a Lawyer and a Senior Adviser and Chief Operations Officer at the Portuguese Association for Victim Support – APAV. Among other tasks, Frederico was the Technical Manager of European projects in different areas related to the rights of victims of crime, namely project Infovictims, focused on the right to information, project Protasis, on online identity theft, project Victims and Mediation, on the victims’ participation in Restorative Justice Mechanisms and Project WithYou, on the accompaniment of victims in court proceedings. He represented APAV in the working group presided by the Portuguese Ministry of Justice that drafted the National Strategy for the Rights of Victims of Crime.



Kate Wallace

In 2017, Kate Wallace assumed the role of Chief Executive Officer at Victim Support Scotland (VSS). With thirteen years of extensive leadership experience in executive and non-executive positions within the public and voluntary sectors, Kate previously led Visualise Scotland, a service delivery charity supporting individuals with disabilities and complex needs across Scotland. Before her tenure at VSS, she served as the UK Programme Director for Barnardo's.



Nikica Hamer Vidmar

Nikica Hamer Vidmar heads the Victim and Witness Support Service at the Ministry of Justice and Public Administration in Croatia, overseeing the coordination and development of victim and witness support systems. With over 30 years of experience, she began her career in victim support in 1993 as a counsellor on women's crisis and sexual abuse hotlines. Since 2006, she has led the establishment of victim support systems within the Ministry of Justice. Throughout her career, Nikica has been actively involved in various professional societies and bodies, including the Commission for Victims of Sexual Violence (in the Homeland War) and the National Committee for the Prevention of Domestic Violence. She also contributes to international networks like VSE, ENVR, and EUCVT.



Antonio De Martin

As Senior Project Manager at VSE, Antonio De Martin oversees the delivery of the organisation's projects and manages the development of new proposals. He also coordinates VSE's work on funding, helping identifying opportunities for the organisation and its members across Europe. Prior to joining VSE in February 2020, Antonio served as project manager in different EU and non-EU institutions, centres of research, NGOs and think tanks where he directed initiatives on the social, political and environmental fields.



Janice Bunting

Janice took on the role of CEO of Victim Support NI on 1st September 2022, prior to that she was the organisation's Deputy Chief Executive. Janice has 30 years' experience of working in the private, public and voluntary and community sectors of which just under 20 years are in senior management roles. Since joining Victim Support NI, Janice has been instrumental in expanding dedicated services to children and young people within Victim Support NI including the groundbreaking Child Independent Sexual Violence or CHISVA service. A passionate advocate about the rights of victims and witnesses within the criminal justice system, Janice has experience in lobbying government having been involved in key systemic reviews including the Gillen Review into the law and procedures in serious sexual offences and the Marrinan Review into hate crime legislation in Northern Ireland.



Marcel Wientjen

Marcel works since 2022 for Slachtofferhulp Nederland. He is responsible for Slachtofferhulp Nederland Youth Program with as main objective to reach and help more young people. Before this role, Marcel worked for different international start-up companies.



Donna Price

Donna Price is a dedicated advocate for victims of road crashes, driven by personal tragedy. In 2006, her life was forever altered when her 18-year-old son Darren tragically lost his life in a road accident. Faced with the absence of support and resources for bereaved families in Ireland, Donna took action. In 2012, after a prolonged investigation and inquest, she founded the Irish Road Victims Association (IRVA), filling a critical gap in support services for those impacted by road tragedies. Serving as the national charity for road crash victims in Ireland, IRVA provides essential free information, support, and bereavement counselling to families nationwide. Donna is unwavering in her commitment to preventing further loss, collaborating tirelessly with stakeholders worldwide to advocate for safer roads. In 2017, she founded the International Road Victims Partnership, comprising 160 NGOs globally and holding UN special consultative status. Donna's dedication and leadership led to her appointment to the board of the Road Safety Authority in 2018, a historic first for a victim advocate.



Bart Claes

Dr. Bart Claes is General Director of CAW that provides victim support in Flanders and Brussels. He is also professor Restorative Justice in the Center of Expertise on Security and Resilience at Avans University of Applied Studies.

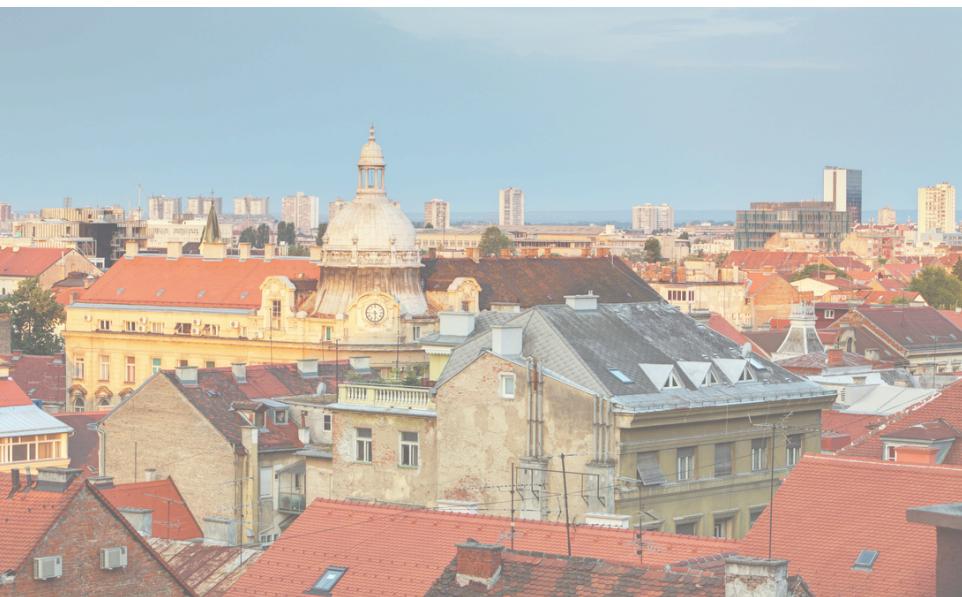


Željka Barić

With 33 years of experience in the field of social work and care, Željka Barić is a dedicated professional with a profound commitment to aiding individuals in need. Her academic background includes a master's degree in "social psychiatry and psychopathology" and a doctorate earned at the Faculty of Law - Study Centre for Social Work.

Since 2007, she is the Director of a social welfare institution specialising in supporting victims of domestic violence: "Dom Duga Zagreb". Her responsibilities encompass overseeing a shelter for victims, engaging with convicted perpetrators, offering guidance to citizens experiencing domestic violence, and ensuring ongoing support for victims post-shelter.

SPEAKERS





MODERATORS

Rosa Jansen

President, Victim Support Europe



Frida Wheldon

Development Director Legal Affairs,
Victim Support Sweden



Levent Altan

Executive Director, Victim Support Europe



Adrijana Hanušić Bećirović

Senior Legal Advisor, Trial International



Maja Štahan

Coordinator, National Call Centre for Victims of Crime,
Victim and Witness Support Service Croatia





Coffee Speed Talks

Join us for an exciting session of Coffee Speed Talks on the first conference day from 14:30 – 15:30 in the coffee break hall. The Coffee Speed Talk session offers a unique opportunity for concise and engaging presentations in a more informal setting. This platform allows presenters to share their insights, research, or projects in a brief yet impactful manner, fostering meaningful discussions among attendees.

The first 20 minutes are dedicated to enjoying a cup of coffee, and then the stage is set for a series of insightful speed talks. Conference attendees can choose to relax at the bar tables with their coffee or engage in quick-fire knowledge sessions at the special speed talk stands.

Session Overview:

Date: Wednesday, 22 May 2024

Time: 14:30 – 15:30 CEST

Location: Coffee Hall, Hotel Antunović Zagreb

The following organisations will present themselves and an inspiring part of their work:

APAV's New Case Management System - The Cornerstone of Delivering Victim Support Services

by APAV - Portuguese Association for Victim Support

Conductor: João Lázaro

The Unwatchable: From Medusa's Look to the Victim's Look

by Rete Dafne Italy & Associazione Libra

Conductors: Laura Montanari & Federica Mozzorecchia

"Like Cotton For The Soul" – VS Sweden's Victim Feedback and Quality Control Programme

by Victim Support Sweden

Conductor: Sofia Barlind

Child-Friendly Pretrial Preparations: Games, Delivery Models and Custom Training

by University of Nicosia

Conductor: Alexia Zalaf

There is Power in Teamwork - A Victim-Centred Approach and Work with Perpetrators

by Estonian Social Insurance Board

Conductors: Lenne Indov & Kati Arumäe

Deconstructing the Cultural Roots of Gender-Based Violence with the Cohen Emerique Methodology

by CESIE

Conductor: Georgia Chondrou

Empowerment in Unity: An Inter-Sectorial Approach to Supporting Women Survivors of Domestic Violence in the Workplace

by Rinova.es

Conductor: Gigi Guizzo

Prevention Against Sexual and Domestic Violence Starts in the Kindergarten – ReSi+

by German Foundation for Crime Prevention (DFK) & Technical University Nuremberg Georg Simon Ohm (TH Nuremberg)

Conductors: Renate Schwarz-Saage & Christina Storck

Sexual Violence Prevention Programmes: SVEP & SVEP 2 - Junior

by Ženska Soba

Conductor: Kristina Mihaljević

OSCAR: A Tool to Identify the Needs of Victims

by Victim Support Flanders

Conductors: Mieke Van Durme

Introducing 2Gether4Victims Project – Coordinating and Harmonising Generic/All Crime and Specialist Support services for Victims of Gender-Based Violence

by Project 2Gether4Victims

Conductors: Ramunė Jakštienė, Maria Nassar, Aleksandra Ivankovic, Annelies Blondé



SIDE EVENTS



The workshops will showcase **innovative approaches**, **best practices**, and **success stories** in victim support that highlight collaborations between different sectors. The sessions will emphasize practical solutions, covering key topics such as organizational structure, staffing strategies, court-based support and helpline operations, building individual and structural resilience, and strategies for a holistic and comprehensive response to large scale crises. Workshops by:

- Slachtofferhulp Nederland
- Federal Public Service Public Health
- Project BeneVict
- Victim Support England & Wales
- Validity Foundation & European Sex Workers Rights Alliance
- Victim Support Denmark
- Opferhilfe Berlin e.V.
- Project CHAT for Victims
- NATAL (ISRAEL)
- WEISSER RING (GERMANY)
- Victim Support Sweden
- EMDR Europe
- Victim and Witness Support Department, Zadar County Court
- APAV

SIDE EVENTS

Day 1: Innovations in Victim Support Through Inter-Sectoral Collaborations

Synergies Between Generic and Specialist Support Services

by Slachtofferhulp Nederland

Innovations in Inter-Sectoral Partnerships: Enhancing Crisis Response and Victim Support

by Belgian Federal Public Service Public Health

Understanding the Advocacy Environment Related to Victims' Rights

by BeneVict Project Consortium

Collaborative Approaches to Amplifying Voices of Hate Crime Victims

by Victim Support England & Wales

Connected: Coordinating Support Services for Women with Disabilities / Empowering Justice: Insights from Participatory Research on Access to Justice for Sex Worker Victims of Crime

by Validity Foundation & European Sex Workers' Rights Alliance

Understanding the Victim: The Moral Dimension

by Victim Support Denmark

Proactive Victim Support as a Network Task

by Opferhilfe Berlin e.V.

SIDE EVENTS

Day 2: How to Guarantee Adherence of National Victim Support Services to the Established Framework

CHAT for Victims - Providing Online Support to Victims of Crime

by Chat4Victims Project Consortium

Developing an Inter-Sectoral Partnership to Benefit Victims of a Mass Casualty Event

by NATAL

Elevating Victim Support: A Comprehensive Training Approach for Quality Assurance

by Weisser Ring Germany

Preventing Secondary Victimization in Connection with Criminal Hearings

by Victim Support Sweden

Towards Resilience

by EMDR Europe

Documentary: 'The Bridge of Possibilities in Zadar County' - for Victims of Domestic Violence

by Victim and Witness Support Department, Zadar County Court

The Victim Support Helpline - 116 006

by Portuguese Association for Victim Support (APAV)



OUR SPONSORS



Issured is a UK based digital transformation company specialising in the design, development and delivery of business change; data exploitation solutions; cyber security services and innovative software products.

Originating from a background in defence and security, Issured has delivered a number of major national policing programmes and services within the UK focusing on Counter Terrorism, Digital Investigation and Digital Public Contact. These have included the extremely successful “Street Safe” web portal where members of the public can report unsafe areas within their neighbourhoods enabling the police and councils to combat crime and anti-social behaviour.



Victim Support Asia is a network of victim support organisation that promote the development of effective services for victims of crime throughout Asia.



[Learn more!](#)



Zagreb Tourist Board & Convention Bureau is focused on promotion of Zagreb as an accessible European destination ideal for meetings, incentives, business and corporate events. They offer assistance and support to meeting and events planners in all aspects of their effort to bring visitors to Zagreb. Their services are free and they include: venue suggestions, assistance with bid documents, hosting fam trips and site inspections, local DMC and PCO suggestions and much more.

ABOUT VSE

Victim Support Europe (VSE) was founded in 1990. For the past 34 years it has been working towards a Europe, a world, where victims are entitled to access their legal rights and to receive support, whether they report a crime or not. **VSE is the leading European umbrella organisation advocating on behalf of all victims of crime, no matter what the crime, no matter who the victim.** VSE represents 78 national member organisations, which offer support and information services annually to more than 3 million people affected by crime in 36 countries.

VSE regularly works with European and International Institutions to influence EU and international laws and policies on victims' rights. They have a formal consultative status with the UN's ECOSOC Committee and the Council of Europe, and work closely with the European Commission, the European Parliament and various EU Agencies, such as the EU's Fundamental Rights Agency.



+30

YEARS OF WORKING
FOR VICTIMS OF CRIME



78

MEMBERS



36

COUNTRIES



+3 million

VICTIMS SUPPORTED
EACH YEAR



+50

EVENTS EACH YEAR



+7

INTERNATIONAL
PROJECTS EACH YEAR



+200

INTERNATIONAL
PARTNERSHIPS



+1500

INDIVIDUAL
PARTNERSHIPS

Have you downloaded our latest policy papers?
THEY'RE ONLY A COUPLE OF CLICKS AWAY!



Victims of Crime Model Provisions Paper

Since the EU Victims' Directive came into force, 750 million victims have been unable to fully access their European rights. We cannot afford to wait another ten years for improvements to be implemented and leave another 750 million victims without support, protection, and justice. VSE has long advocated for a revision of the VRD that establishes a strong foundation for the rights of all victims of crime, without exception. The Victims of Crime Model Provisions Paper presents VSE's vision for a revised Victims' Rights Directive.



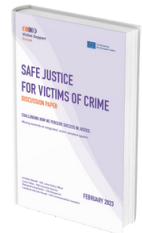
Transforming How We Communicate With Victims

Victims of crime are often left feeling stressed or traumatised. However, while still suffering from the emotional, psychological, physical, and social consequences of a crime, victims are required to undertake many tasks, which range from filing a complaint to navigating complex criminal proceedings. In this context, the appropriate provision of relevant information may enable their access to justice and support, help prevent secondary victimisation, and empower their participation in proceedings.



Safe Justice for Victims of Crime

After forty years of the same statements, of rights that are not implemented, of rights that cannot be exercised, of victims being marginalised, a change in approach is required. The commitments made by governments and international organisations must become a reality for victims.



National Framework for Comprehensive Victim Support

Every year, an estimated 75 million people in the European Union, 15% of the population, fall victim to serious crimes. A national system for victim support is necessary to ensure a stable, comprehensive solution that progressively addresses the multiple needs of diverse victim populations. To that end, Victim Support Europe has developed the National Framework for Comprehensive Victim Support to help States better implement victims' rights.



CONTACTS

For inquiries about events and general communications, please contact:

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Lieselotte Van Den Heuvel

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l.vandenheuvel@victimsupporteurope.eu



For inquiries about multimedia production, including interviews, please contact:

Ruben Dos Santos

Digital & Multimedia Communications Assistant
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Dylan Power

Communications Assistant (Intern)
comms-intern@victimsupporteurope.eu



For information about psychosocial support during the conference, please contact:

Ivana Prović

Psychologist and Counselor in the National Call Center for Victims of Crime



SAVE THE DATE!

VSE Annual Conference 2025
29 - 30 May - Lisbon, Portugal



Victim Support
Europe



THE BRIDGE OVER TROUBLED WATER
CELEBRATING & STRENGTHENING VICTIM SUPPORT

Annual Conference 2024

ZAGREB 22 - 23 MAY

 **Victim Support Europe**

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