

DEVELOPING VICTIM SUPPORT ACROSS EUROPE

Quality, Standards, Capacity Building
VSE Annual Conference & General Meeting
14-17 May 2014
Sheraton Hotel, Warsaw, Poland



MIASTO
STOLECZNE
WARSZAWA



Conference hosted by the Mayor of Warsaw



CO-FUNDED BY
THE CRIMINAL JUSTICE PROGRAMME
OF THE EUROPEAN UNION



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of the Wife of the President of Poland
Anna Komorowska

SUBVENIA
VICTIMA

Welcome

Dear Participants,

It is a great pleasure to welcome you to the Victim Support Europe Conference, for the first time hosted by Poland. The possibility of organising the Conference in Warsaw also allows us to present the Polish contribution to improving the situation of victims of crime.

The Conference is being held at a significant moment for victims of crime, which is the implementation of the *Directive of the European Parliament establishing minimum standards on the rights, support and protection of victims of crime*, prepared with the participation of Polish experts. The theme for this year's Conference, highlighting the importance of the moment, is *Developing Victim Support Across Europe - Quality, Standards, Capacity Building*.

The Conference Programme will cover a wide range of issues including Best Practices in the Implementation of the Directive, the Quality and Standards in Victim Support, Providing Services for Victims with Specific Needs, and Recruitment and Training of Volunteers.

We give our special thanks to the speakers, who agreed to share their invaluable knowledge and experience. We believe that thanks to the input of the speakers and all those involved in organisation, the Conference will be a fruitful event.

The intensive Conference days will be followed by evening events, which will provide an opportunity for networking and relaxation. On Thursday, a special Dinner hosted by the Minister of Justice of the Republic of Poland will take place within the Museum of History of Polish Jews – one of the most beautiful public buildings in Warsaw. On Friday, we are pleased to invite you to Conference Dinner, which will take place at the historic Bristol Hotel in the centre of the most exquisite part of Warsaw – Krakowskie Przedmieście.

We hope the Conference will live up to your expectations.

We look forward to meeting with you.



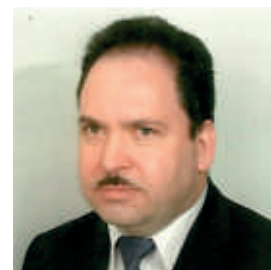
Marek Biernacki

Marek Biernacki
Minister of Justice



David McKenna

David McKenna
President of VSE



Tomasz Piechowiak

Tomasz Piechowiak
President of SV



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PROGRAMME & REGISTRATION

WEDNESDAY, 14 MAY	
14:00 - 16:00	Victim Support Site Visits <i>(Please see separate programme)</i>
19:00	Welcome Reception hosted by the Warsaw Municipal Council <i>(Location: Palace of Science and Culture)</i>
THURSDAY, 15 MAY	
08:00 - 09:00	Registration <i>(Sheraton Hotel, Foyer 1)</i>
09:00	Welcome and Opening Ceremony <i>(Sheraton Hotel, Grand Ballroom)</i> <i>Chair João Lázaro, President of APAV and Vice-President of VSE</i> <i>Marek Biernacki</i> Justice Minister of Poland <i>Tomasz Piechowiak</i> President of Subvenia Victima <i>Charalampos Athanasiou</i> Justice Minister of Greece <i>Olivier Tell</i> Head of Judicial Co-operation in Criminal Matters, DG Justice, European Commission <i>David McKenna</i> President of Victim Support Europe
10:30	Refreshments
11:00	European Perspective on Rights for Victims of Crime - Plenary Session <i>(Sheraton Hotel, Grand Ballroom)</i> <i>Chair Jo Keaney, Corporate Director Finance of Victim Support England & Wales and VSE Board Member</i> <i>Ioannis Androulakis, Law Professor at the University of Athens</i> Greek EU Presidency

	<p><i>Olimpia Monaco, Prosecutor</i> Italian EU Presidency (July-December 2014)</p> <p><i>Oldřich Martinů</i> Deputy Director of Europol</p> <p><i>Hans G. Nilsson</i> Head of Division of Fundamental Rights & Criminal Justice of the Council of the European Union</p>
12:00	Lunch
13:00	Workshop Session 1 – Quality and Standards in Victim Support <i>(Please see separate Workshop Programme)</i>
14:30	Refreshments
15:00	Workshop Session 2 – Best Practices in Implementation of EU Victims' Directive <i>(Please see separate Workshop Programme)</i>
16:30	<p>Children and Violence: Victims in the Media - Plenary Session <i>(Sheraton Hotel, Grand Ballroom)</i></p> <p><i>Chair Tiina Rantanen, Regional Director Victim Support Finland and VSE Board Member</i></p> <p><i>Gisela Mayer</i> Director of Foundation against Violence in Schools</p> <p><i>Maatu Arkio-Lampinen</i> Victim Support Finland, NUORIKU Project</p> <p><i>Joshua Rozenberg</i> Commentator in Legal Matters and Journalist</p>
17:15	Close of day one
19:00	Dinner hosted by the Minister of Justice, including tour of the Museum of the History of Polish Jews <i>(Location: Museum of the History of Polish Jews)</i>
FRIDAY, 16 MAY	
08:30 - 09:00	Registration <i>(Sheraton Hotel, Foyer 1)</i>
09:00	<p>The Rights of Victims: Legal and Political Perspectives - Plenary Session <i>(Sheraton Hotel, Grand Ballroom)</i></p> <p><i>Chair Victor Jammers, Policy Director of Slachtofferhulp and VSE Board Member</i></p> <p><i>Albin Dearing</i> Fundamental Rights Agency</p> <p><i>Jago Russell</i> Chief Executive of Fair Trials International</p> <p><i>Wojciech Węgrzyn</i> Undersecretary of State, Ministry of Justice, Poland</p>

10:00	Refreshments
10:30	Workshop Session 3 – Capacity Building: Developing Resources <i>(Please see separate Workshop Programme)</i>
12:00	Lunch
13:00	Workshop Session 4 – Capacity Building: Developing New Services <i>(Please see separate Workshop Programme)</i>
14:30	Refreshments
15:15	<p>Drawing Conclusions: The Future of Victim Support in Europe – Plenary Session <i>(Sheraton Hotel, Grand Ballroom)</i></p> <p><i>Chair Helgard Van Hüllen, Vice-President of Weisser Ring Germany and Vice-President of VSE</i></p> <p><i>Victor Jammers</i> Policy Director of Slachtofferhulp and VSE Board Member</p> <p><i>John Hayward-Cripps</i> Locality Director South, Victim Support England & Wales</p> <p><i>Leena-Kaisa Åberg</i> Executive Director of Victim Support Finland</p> <p><i>Bianca Biver (tbc)</i> Chief Executive Officer, Weisser Ring Germany</p>
16:15	<p>Closing Remarks</p> <p><i>David McKenna, President of Victim Support Europe</i></p>
	<p>Close of Conference</p> <p><i>Tomasz Piechowiak, President of Subvenia Victima</i></p>
19:00	Conference Dinner <i>(Location: Bristol Hotel)</i>
SATURDAY, 17 MAY	
09:30 - 11:00	Victim Support Europe General Meeting <i>(Sheraton Hotel, Amsterdam/Athens room)</i>
11:00	Refreshments



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WORKSHOP PROGRAMME

THURSDAY, 15 MAY - 13:00-14:30

Workshop Session 1 – Quality and Standards in Victim Support

A Accreditation & Minimum Standards - London room, first floor

	Development and implementation of sector-specific quality standards: An example from the sector of social services to vulnerable groups	<i>Marie Dubost, EQUASS, Belgium</i>
	Quality and standards in Victim Support England & Wales	<i>Jo Keaney, Victim Support England & Wales</i>
	Development and implementation of standards	<i>Bianca Biber, Weisser Ring Germany</i>

B Quality of Support and Evaluation Tools - Amsterdam/Athens room, ground floor

	Innovation in the non-profit sector: case management in Victim Support in Germany	<i>Andrea Popa, University of Kiel, Germany</i>
	National evaluation of automated victim information and notification (SAVIN) systems in the US	<i>Patrick Coleman, ICF International, US</i>
	Developing services for victims and witnesses of crime in Scotland	<i>Alan McCloskey & Sarah Crombie, Victim Support Scotland</i>

C Victims' Rights: Between Theory and Practice - Grand Ballroom, ground floor

	Victims' rights and the human rights of victims	<i>Anna Wergens, Crime Victim Compensation and Authority, Sweden</i>
	The role of the Federal Ombudsman for Victims of Crime in Canada	<i>Sue O'Sullivan, the Federal Ombudsman for Victims of Crime, Canada</i>

THURSDAY, 15 MAY - 15:00-16:30

Workshop Session 2 – Best Practices in the Implementation of Victims' Rights

D The Implementation of the EU Directive on Victims' Rights - Grand Ballroom, ground floor

	DG Justice Guidance Document related to the transposition and implementation of Directive 2012/29/EU	<i>Denisa Fikarová, European Commission</i>
	Implementation of the European Union criminal law instruments for protection of victims – the Polish perspective	<i>Rafał Kierzyńska, Ministry of Justice of Poland</i>

Cooperating to Bring the Directive to Reality - London room, first floor

	InfoVictims Project	<i>Frederico Marques, APAV, Portugal</i>
	Workshops on EU directive	<i>Barbara Wüsten, Weisser Ring Germany</i>
	How to inform child victims of their rights – the project "I want to know"	<i>Ulf Hjerpe, Crime Victim Compensation and Support Authority, Sweden</i>

F	Best Practices on Implementation of Victims' Rights - Amsterdam/Athens room, ground floor	
	The implementation of EU directive in Hungary	<i>Gabor Veisz</i> , Victim Unit, Ministry of Justice of Hungary
	The implementation of the victims' rights directive into Irish domestic law: The need for collaboration and effective enforcement mechanisms	<i>Maria McDonald</i> , Victims' Rights Alliance, Ireland
	The right of protection of victims with specific needs in the course of criminal proceedings	<i>Andrzej Augustyniak</i> , Ministry of Justice of Poland

FRIDAY, 16 MAY - 10:30-12:00

Workshop Session 3 - Capacity Building – Developing Resources

G	Catering to Victims' Needs - Vienna room, first floor	
	The homicide service in England & Wales	<i>Carolyn Hodrien</i> , Victim Support England & Wales
	Providing the best services for victims of crime	<i>Kahtleen O'Hara</i> , Victim Services Specialist, USA
	The importance of supporting victims of home invasion and (violent) robbery in the Netherlands	<i>Rob Sadermann</i> , Slachtofferhulp Nederland

H	Recruitment & Training of Volunteers - London room, ground floor	
	Recruitment and training of new colleagues for Weisser Ring Germany	<i>Helgard Van Hüllen & Petra Klein</i> , Weisser Ring Germany
	Standardised distance training for victim service providers	<i>Patrick Coleman</i> , ICF International, US

I	Cooperation Between Stakeholders - Grand Ballroom, ground floor	
	The development of victim participation in the Dutch criminal procedure	<i>Alex Sas</i> , Slachtofferhulp Nederland
	A victim-oriented model of mediation in the criminal justice procedure	<i>Sonja Leferink</i> , Slachtofferhulp Nederland
	Cooperation of services for standardisation of victim support service in the West Pomeranian Province	<i>Krzysztof Faliński, Agata Rybacka-Stiller, Małgorzata Gruszecka</i> , West Pomeranian Province authorities, Poland

J	Partner Organisations and their Approach to Victims - Amsterdam/Athens room, ground floor	
	The European Victims Directive - a Challenge for Probation?	<i>Sue Hall</i> , Vice-President of the Confederation for European Probation – CEP
	Making the Dutch Custodial Institution Agency victim-oriented – more attention devoted to victims	<i>Jan Bouman</i> , European Organisation of Prison and Correctional Services – EuroPris
	Mediation as an institution for victims	<i>Arleta Suchorska</i> , University of Opole, Polish Mediation Association

FRIDAY, 16 MAY - 13:00-14:30

Workshop Session 4 - Capacity Building – Developing New Services

K	Supporting Victims of Cross-Border Cases - London room, first floor	
	Tourist victims and cross-border cases	<i>Lisa Kennedy</i> , ITAS, Ireland
	Victim Assistance for US Overseas Citizens	<i>Margery Gehan</i> , US Department of State, United States

	European Protection Order: challenge of public coordination The impact of cross-border crime	<i>Beatriz Belando,</i> University of Valencia, Spain <i>Maggie Hughes,</i> Victims' Advocate, UK
L	Supporting Victims with Specific Needs - Amsterdam/Athens room, ground floor	
	Survey of the Fundamental Rights Agency on violence against women So small but a VIP – development of a system of protection of small children from abuse and neglect The Crime Victim Support Network in Poland	<i>Albin Dearing,</i> Fundamental Rights Agency of the European Union <i>Stella Gołębiewska & Marzena Affeldt,</i> Poznan Municipal Council & Child in the Centre Foundation, Poland <i>Tomasz Piechowiak, Elżbieta Jacewicz,</i> <i>Jacek Blaszczyk, Elżbieta Zaniemojska-</i> <i>Krześniowska, Roman Wojnar,</i> <i>Grzegorz Tarnowski,</i> Subvenia Victima, Poland
M	Supporting Young Victims of Crime - Grand Ballroom, ground floor	
	Children as victims of crime in legal proceedings Implementation of directive to combat sexual abuse and sexual exploitation of children Enhancing children's knowledge on preventing sexual abuse to support children's rights	<i>Maria Keller-Hamela & Justyna Podlewska,</i> Nobody's Children Foundation, Poland <i>David Crispin,</i> Sustainable Criminal Justice Solutions, UK <i>Miriam K. Damrow,</i> University of Applied Sciences of Düsseldorf, Germany
N	Supporting Victims of Hate Crime - Vienna room, first floor	
	Special Support for Victims of Hate Crimes in Germany and Europe Overlapping hatreds, ongoing prejudices: impressions from one year of measuring anti-Muslim attacks Major deficiencies of the Polish victim support system for victims of hate crimes	<i>Robert Kusche,</i> Support for Victims of Hate Crimes, Germany <i>Fiyaz Mughal,</i> Faith Matters, UK <i>Joanna Smętek & Małgorzata Szuleka,</i> Helsinki Foundation for Human Rights, Poland

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BIOGRAPHIES OF SPEAKERS

ÅBERG, Leena-Kaisa

Leena-Kaisa is the Executive Director at Victim Support Finland. She started her role in February 2014.

AFFELDT, Marzena

Marzena Affeldt - pedagogue, president of board of Child at the Centre Foundation, with professional experience from working e.g. in Police Children's Department or as a social probation officer, experienced in lecturing and giving workshops on the subject of work with a child a for local/national/international

groups, having a longstanding experience in direct work with children harmed physically, mentally and sexually as well as with their families, experienced in cooperation with diverse institutions like social welfare, police, family court, medical care and non-governmental organizations.

ANDROULAKIS, Ioannis

Dr Ioannis N. Androulakis is a Lecturer in Criminal Law & Criminal Procedure at the University of Athens. He also works as an Advisor of the Greek Ministry of Justice, Transparency & Human Rights, and as a practicing attorney-at-law in Athens specialising in issues relating to criminal law and transnational criminal proceedings. He is Co-President of the DROIPEN group during the Greek EU Presidency, Head of delegation to the Implementation Review Group of the

UN Convention against Corruption, and member of numerous committees, expert groups and evaluation mechanisms, including the Council of Europe ad hoc Group on Transnational Organized Crime, the ARO Platform Subgroups, and the OECD Working Group on Bribery. He has taken an early interest in the protection of victims of crime and was involved in the transposition of Council Directive 2004/80/EC in Greek legislation.

ARKIO-LAMPINEN, Maatu

Maatu Arkio-Lampinen is Project Manager at Victim Support Finland. He works in a project which develops services for young victims of crime and educates adults who work with young people so that they can identify and support young victims. The project also develops the general services of Victim Support Finland for young people

and for their families. From 2005 to 2008 Maatu was a representative in one of Victim Support Finland's District Regional Groups and have since then been following the scene in Finland. Maatu holds a MA in Social Policy and he has worked in NGOs to improve services for young people.

AUGUSTYNIAK, Andrzej

Andrzej Augustyniak - Prosecutor at the District Prosecutor's Office in Łódź.

Since 2007 seconded to the Ministry of Justice, Prevention of Domestic Violence Team at the Department of International Cooperation and

Human Rights. Author of many articles on the issues of prevention of violence against children and the standards of interviewing of minors as witnesses.

BELANDO, Beatriz

Beatriz Belando is part of the Gender Violence Multidisciplinary Center Research the University of Valencia, with a long and huge tradition and activities (www.uv.es/genero). She has published several articles about gender violence, especially about the role of the Administrative authorities in the protection of the victims and in the prevention of gender violence. She has also been involved in activities that enhance the role of mass media in the prevention of this violence.

Beatriz Belando is the Secretary of the interdisciplinary Master on Law and Gender

Violence (www.uv.es/master-derecho-violencia-genero).

She has taken part in many national and international activities and Congress, as the XIX Italian/Spanish Congress of Researchers of Administrative Law (October 2012) where she made a presentation about the difficulties of women that suffer violence in a context of an economic crisis.

She was also a visiting researcher at The European Law Research Center, Harvard Law School, Cambridge (MA), USA (1999, 2000) and at Goldsmith, University of London (2013).

BIERNACKI, Marek

Minister of Justice

Marek Biernacki – graduate of the Faculty of Law and Administration of the University of Gdansk. Between 1989 and 1997 he was an academic at that faculty.

In the 1980s he was an underground activist of the Independent and Self-Governing Trade Union "Solidarność". From 1991 to 1996 he acted as a liquidator of Polish United Workers' Party assets in Gdansk.

Between 1997 and 2001 he was a Member of the Sejm of the 3rd term. He was a co-author of the law creating the Institute of National Remembrance.

Between 1999 and 2001 he was the Minister of

Internal Affairs and Administration. During his term he created the Central Investigation Agency, which contributed to the breakdown of organised crime in Poland.

He was Deputy Marshal of the Pomeranian Province (2002-2004).

Since 2005 he has been a Member of the Sejm of the 5th, 6th and 7th terms. He was the head of parliamentary commissions including the Special Security Service Commission and the Internal Affairs Commission.

BIWER, Bianca

Bianca Biwer is the Chief Executive Officer at Weisser Ring Germany.

BLASZCZYK, Jacek

Jacek Blaszczyk-lawyer, a graduate of the University of Gdansk. Lawyer in Elblag Mediation Center, and since 2008 lawyer in Center of Assistance for Crime Victims The

mediator and mediation trainer. Author of publications on the rights of victims and mediation.

COLEMAN, Patrick

Mr Coleman leads ICF International's work on training and technical assistance, needs assessment, and research and evaluation projects in victim services, disaster behavioral health, youth at risk, juvenile justice, and delinquency prevention. With 30 years of experience designing, implementing and evaluating programmes at the community-based non-profit, State government, US Federal government, and international level, Mr. Coleman offers a 360 degree perspective from the points of view of service providers, programme developers, evaluators and policy-makers. Among the programmes Mr. Coleman currently oversees are the Office for Victims of Crime (OVC): National Training and Technical Assistance Center (TTAC), and the International Terrorism Victim Expense

Reimbursement Program (ITVERP); the Substance Abuse and Mental Health Services Administration Disaster Behavioral Health Technical Assistance Center; the Office of Juvenile Justice and Delinquency Prevention National Training and Technical Assistance Center; and The Child Welfare Information Gateway – www.childwelfare.gov – one of the largest US Federal Clearinghouses serving the needs of children and families. Mr. Coleman also supports research and evaluation work such as the just completed national evaluation of State Automated Victim Information and Notification systems, the Study of the Experience of Victims of Wrongful Conviction and the national evaluation of Wrap-Around Legal Services for Victims of Crime.

BOUMAN, Jan

Jan Bouman is Project Manager for various projects under the Competence Centre of DJI. He is currently working on the implementation of the Victims' Directive in the Netherlands. Jan

Bouman studied Clinical Psychology at the University of Utrecht and holds a Master in Marketing Sciences (MMS), from the University of Groningen.

CRISPIN, David

David is an experienced Project Manager who has spent the majority of his career working within the criminal justice sector. Over the past five years he has successfully delivered a variety of EU wide projects that have focused on improving the availability and integrity of information exchanged between EU Member States, which has contributed towards

improving victims' rights.

David is now managing a transnational criminal justice project concerning fingerprint exchange in partnership with the UK Home Office, Northumbria University, the Bulgarian Institute of Forensic Science and Criminology, the General Inspectorate of Romanian Police, Europol and the UK National Crime Agency.

CROMBIE, Sarah

Sarah is responsible for delivery of all operational activity in the Grampian and Tayside region of Scotland. Her area covers over 16,000 square kilometres and includes 9 courts, 6 community services and 76 volunteers. Sarah has, for the past 18 months, been leading an innovative pilot in the Tayside region of Scotland in partnership with the Crown Office Prosecution Service, Police Scotland and Scottish Courts Service. The

initiative provides individuals with a single point of contact to access case specific information and support. Sarah also participates in the organisation's Victims' Journey forum looking at the broad service and quality standards we set for ourselves and how we need to position ourselves in the future to meet victims and witnesses needs.

DAMROW, Miriam K.

Lecturer at the University of Applied Sciences Düsseldorf since 2013, Research Assistant at the University of Halle in 2012, Assistant Professor at the University of Applied Sciences Jena in 2011, Assistant Professor at the

University of Applied Sciences Neubrandenburg in 2010. Miriam K. Damrow has presented her work at international conferences in Geneva, Birmingham, Porto, Oxford and Tallinn.

DEARING, Albin

Albin Dearing is Programme Manager Research on Criminal Law and Criminal Justice in the Freedoms and Justice Department of the European Union Agency for Fundamental Rights (FRA). Albin Dearing's areas of expertise include criminal law and criminal justice, policing and human rights. He has worked at universities in Austria and Germany as well as

for the federal chancellery and the ministries of interior and of justice in Vienna, where he for many years presided over the Austrian Crime Prevention Council. Before joining the FRA in 2011 he conducted Twinning projects for the EU Commission and worked as a legal assistant at the EU Court of Justice in Luxembourg.

DUBOST, Marie

Marie Dubost is responsible for the implementation of EQUASS (European Quality in Social Services), an integrated quality management and capacity building certification system developed specifically for social services providers, and certifies an average of three hundred organisations per year, mainly in the field of disability services. With a diverse background in international trade, project writing, contract management and event organisation to the European Institutions, Marie also managed the expert

contributions to a EuropeAid technical assistance contract to build capacity for the witness protection programme in Turkey. Since 2011, Marie operates as the link between the technical quality management expertise, including a pool of a hundred EQUASS auditors and consultants, and the strategic management of the system. She is in charge of ensuring the growth and operational sustainability of the system, as well as the monitoring system changes and adaptations.

FALIŃSKI, Krzysztof

Krzysztof Faliński - Manager of the Department for Social Cooperation at the Provincial Marshal Office for the

Zachodniopomorskie province, Provincial Expert for Drug and Drug Abuse Information, Coordinator of the Provincial Interdisciplinary

Unit for Counteraction against Domestic Violence. In the Marshal Office, he is responsible for the creation and implementation of the provincial programs against addictions and violence. Addiction therapy specialist. Graduated, among others,

from the Pomeranian Medical University, Department for Counteraction against Domestic Violence (1st and 2nd degree studies), Department for Intervention and Psychological Aid and Therapy Focused on Solution (1st and 2nd degree), as well as NLP.

FIKAROVÁ, Denisa

Denisa is a Seconded National Expert in the European Commission (DG Justice, B- Criminal justice, B 1 - Procedural Criminal Law) – seconded by the Ministry of Justice of the Czech Republic since July 2012. Main tasks: to contribute to the co-ordination, definition and implementation of EU policies in the area of judicial cooperation, with particular reference to victims' rights, which in particular implies the implementation of the Budapest Roadmap on victims.

She was a Justice and Home Affairs Counsellor from 2008 to 2012 (judicial cooperation in criminal matters, substantive criminal law, criminal procedural law, Czech Presidency of the EU 2009), Ministry of Foreign Affairs of the Czech Republic/ Permanent Representation of the Czech Republic to the European Union. Denisa holds a Magister legum, LL.M., from the University Passau, Germany (European Union Law, German Law).

GEHAN, Margery

Margery Gehan joined the U.S. Department of State in May 2001. She began working as a Victim Assistance Specialist in August 2011, where she is responsible for coordinating and conducting multiple victim assistance trainings throughout the year, both domestically and overseas. Ms Gehan's portfolio includes providing victim assistance case consultation and support to country officers and consular staff within Mexico and Africa, when U.S. citizens are victims of crime abroad. Prior to working in crime victim assistance, Margery worked in the Department's Office of Children's Issues beginning in November 2008, where the focus

of her work was preparing Congressional reports on international parental child abduction cases, conducting outreach with stakeholders, and coordinating with law enforcement on the prevention of abduction cases. From May 2001 to November 2008, Ms. Gehan worked in the Department's Bureau of Diplomatic Security in a variety of positions, including Adjudicator, Special Investigator, and Special Assistant to the Director.

Ms Gehan is a graduate of the University of Houston and obtained her Master of Social Work degree from Catholic University (Washington, D.C.), specialising in children and adolescents.

GOŁĘBIEWSKA, Stella

Stella Gołębiewska – sociologist specialising in: local self-government sociology; involved professionally in developing and implementing social programmes; coordinator for national and international projects concerning the protection of children

from abuse and neglect, experienced in lecturing during local/national conferences, public speaking during local and international meetings, coordinator of Poznan Agreement for Protecting Young Children, „So Small but V.I.P.". Chief specialist in Poznan City Hall.

GRUSZECKA, Małgorzata

Prosecutor of Regional Prosecutor's Office in Goleniów, graduate of Law and Administration Faculty at Szczecin University. Member of Communal Interdisciplinary Team for Domestic Violence Prevention in Goleniów since 2009. Since 2010 - Member of Expert Group for Domestic Violence Prevention at West Pomerania Provincial Governor's Office and member of Expert Interdisciplinary Operational Group at Appellate Public Prosecutor's Office in Szczecin. She holds a certificate of participation in a training course on the methodology of work with victims of crime within the Ministry of Justice project "Crime Victim Support Network". She completed an educational series within the Regional Social Policy Centre project co-financed by the European Social Fund in the

area of Establishment and Functioning of Interdisciplinary Teams. In her career, she conducts and supervises preliminary proceedings within the scope of crimes against family and care, sexual liberty and decency. She also conducts cases concerning sexual abuse of children. She participated actively in an educational campaign against domestic and school violence organised by the Appellate Prosecutor's Office in Szczecin. She was a speaker at numerous training courses concerning problematic aspects of domestic violence, abused children and their participation in criminal procedures. The training courses were addressed to police officers, probation officers, social workers and education staff.

HALL, Sue

Sue Hall is Chair of the Probation Chiefs Association in England and Chief Executive of the West Yorkshire Probation Trust. Sue has been working in probation for 33 years. She started her professional life as a probation officer with Humberside Probation Service. Sue moved to West Yorkshire as deputy Chief

Officer in 2000, spent a year as Chief Officer in South Wales, then returned to West Yorkshire as Chief Officer (now Chief Executive) in 2006. Sue Hall is also Vice-President of CEP (Confederation of European Probation).

HAYWARD-CRIPPS, John

John began work in 1990 with young offenders as an Outward Bound instructor and in 1992 joined East Sussex County Council as a member of the Youth Support/Youth Offending Team. He trained and qualified as a Social Worker and worked as a Child Protection Social Worker in Sussex for five years until 2002, specialising in working with Young People

who had committed sexual offences, and young victims. In 2007 John joined Victim Support England & Wales as Chief Executive of VS Sussex, later becoming South East Regional Manager, acting Operations Director until September 2011 and then Locality Director for the South of England.

HJERPPE, Ulf

Mr Ulf Hjerppe is information manager at the Swedish Crime Victim Compensation and Support Authority. He has worked in the court system but is since ten years working with crime victim issues at the Crime Victim Authority. His activities have included being project leader for the Court Introduction, arranging seminars and conferences, leading

national and international projects on behalf of the Crime Victim Authority, being a spokesman for the authority and expert on the Swedish system for state compensation. Ulf is an experienced and appreciated lecturer who gives seminars on different crime victim issues such as the right to information, compensation to crime victims and victimology. He has

lectured at the Police Academy, training courses for prosecutors, police as well as at different courses at university level. He has also

given seminars on an international level at conferences, mainly in Europe.

HODRIEN, Carolyn

Carolyn joined Victim Support in 2006 as the Training Officer for North Wales. Carolyn has worked in various roles across the organisation and most recently has taken on the role of Locality Director for Central and Wales. Carolyn is responsible for ensuring support services are available for victims and witnesses.

Carolyn is part of the corporate management team, and works with the team to plan Victim Support's future and ensure support services are available for victims and witnesses across her locality. Carolyn is the organisational lead on domestic violence and sexual violence support.

HUGHES, Maggie

Maggie Hughes is an active victims' rights campaigner in the UK and Europe.

JACEWICZ, Elżbieta

President of AZYL Association for Supporting Women and Children Victims of Crime in Toruń since 2002. The association has a certified Child Friendly Interview Room. Since 2003 she has been in charge of a Shelter for Victims of Crime which offers a comprehensive therapeutic programme. Coordinator of Crime Victim Support Centre and a branch of Crime Victim Support Network in the Kujawy-Pomerania province since 2009. As a therapist specialising in prevention of violence and addictions, she provides group therapy for trauma victims of crime. Author of preventive, educational and therapeutic programmes; consultant on domestic violence. She holds

certificates of completion of numerous training courses, including "Methodology of Work with Victims of Crime" as part of the Ministry of Justice project "Crime Victim Support Network". Organizer and co-author of an educational series within the Regional Social Policy Centre project co-financed by the European Social Fund in the area of Domestic Violence, Assistance to Abused Children, and Establishment and Functioning of Interdisciplinary Teams.

She received the Optimus Hominum award from the Polish Committee for Social Aid for humanitarian activities.

JAMMERS, Victor

Victor Jammers is currently Policy Director of Victim Support the Netherlands (Slachtofferhulp Nederland). Before this, he was deputy director at the Dutch Department of Justice, responsible for victim support and crime prevention policy. He has a master's degree in physical geography and public administration. In 2010-2012 he chaired the

Organising Committee of the 14th Symposium of the World Society of Victimology, which took place in May 2012 in The Hague. In June 2012 he chaired the debate between politicians and scientists during the Opening Ceremony of the Stockholm Criminology Symposium.

KEANEY, Jo

Jo Keaney is Corporate Director of Finance at Victim Support England and Wales. She is responsible for Finance, Facilities and Estates, Compliance and Risk at Victim Support. Jo comes from a commercial background where she has operated at finance director level for

over 13 years. Her last 11 years of experience has been providing financial advice to organisations at board and executive levels, where she has gained a wealth of experience working with organisations in the charity and education sectors.

KELLER-HAMELA, Maria

Maria Keller-Hamela, clinical psychologist, she works for Nobody's Children Foundation since 1996, currently serves as director of International Cooperation and board member. She coordinates the project Childhood without abuse – towards a better Child protection in Eastern Europe implemented in 6 countries. She has trained a lot of professionals . She is co-editor of the quaterly journal for professionals Child Abused – Theory, Research, Practice published by Nobody's Children

Foundation. She is the lecturer at postgraduate program of Forensic Psychology at Warsaw University and of Psychology for Justice System at Warsaw School of Social Sciences and Humanities. She was president of IX Ispcan European Conference on Child Abuse and Neglect and presenter of many conferences e.g. CoE, APSAC, WHO. She is coorganizer of the annual national conference Helping children victims of crime.

KENNEDY, Lisa

Lisa Kennedy is the Chief Executive Officer of the Irish Tourist Assistance Service (ITAS) and has managed the Service for the past 14 years. Previously she worked in the tourism and hospitality industry and she has also worked in the Victim Compensation Tribunal in Sydney, Australia. ITAS celebrates 20 years of service provision to tourist victims of crime in 2014

and in that time has assisted over 12,000 tourists from 50 different countries. As the only dedicated service offering specialist assistance to tourist victims of crime in Europe, ITAS has been the subject of many international research projects in the area of cross border victimisation.

KIERZYNKA, Rafał

Rafał Kierzyńka - a Doctor of Law, Judge at District Court in Gorzów Wielkopolski, Chief Specialist in the European Criminal Law Unit at the Ministry of Justice. Polish representative in working groups of the European Union and the Council of Europe concerned with the

issues of criminal law. Chairman of the Polish delegation at the European Committee on Crime Problems (CDPC) and the Council of Europe's Group of States against Corruption (GRECO). Author of many publications and commentaries on criminal and European law.

KLEIN, Petra

Petra Klein is a member of the board of Weisser Ring Germany. She is also the leader of the branch office of Weisser Ring in Oldenburg, Lower Saxony. She worked previously as a

detective chief superintendent before retiring in 2008 for reasons of health due to an accident while on duty.

KUSCHE, Robert

Robert Kusche is currently managing a counselling organisation which supports victims of hate crimes (www.raa-Sachsen.de). He studied political science and east European studies in Dresden, Berlin, Birmingham and Moscow. Robert was responsible for a research project about hate crimes in Russia in cooperation with the German Foundation Remembrance, Responsibility and Future (results are available Online: [\[evz.de/fileadmin/user_upload/EVZ_Uploads/Publikationen/Englisch/russia_full_german.pdf\]\(http://evz.de/fileadmin/user_upload/EVZ_Uploads/Publikationen/Englisch/russia_full_german.pdf\)\).](http://www.stiftung-</p></div><div data-bbox=)

Robert presented the results of the study in different events in Germany and Russia. He recently spoke about the subject of hate crimes and right-wing violence on different events (for example at the Technical University of Dresden and the Media Conference - LIMA in Berlin).

LEFERINK, Sonja

Sonja Leferink (PhD), journalist and cultural anthropologist by education, has been working for Victim Support Netherlands for 7 years as a researcher and senior policy advisor. Before that she has worked as researcher and policy advisor in different organisations in the public sector and as a journalist/editor. Her areas of interest and expertise are victims of sexual violence & abuse, child & adolescent

victims, victims rights in the criminal procedure, restorative & parallel justice, models of peer support, quality development of victim support services, E-Support and cross-border victims & victim assistance.

She has published books and articles on victims' rights, victims in the media, the victim impact statement and victims of sexual violence and abuse.

MARQUES, Frederico

Frederico is a lawyer, mediator in criminal matters, technical advisor to the Board of Victim Support Portugal (APAV), working

mainly in the fields of Restorative Justice, Child Protection and victim support best practices.

MARTINŮ, Oldřich

Oldřich Martinů is Deputy Director at Europol with specific responsibility for Governance matters since November 2011.

He joined the Police of the Czech Republic in 1986. Over the next ten years he reached the rank of Counsellor of the Deputy Police President's Office, Directorate of Criminal Police, Police Presidium of the Czech Republic. Between 1997 and 1999, Mr Martinů was the Director of the Czech National Central Bureau of Interpol at the Police Presidium. Between 1999 and 2002, he served as the Director of the Police Administration of Central Bohemia. He

thereafter served as the Deputy Police President at the Police Presidium of the Czech Republic. He was appointed Police President of the Czech Republic in 2007, a post directly subordinate to the Minister of Interior and responsible for the full scope of activities of the Police of the Czech Republic in the field of national security and public order. From 2011 onwards, Mr Martinů was Counsellor at the International Relations Division, Police Presidium of the Czech Republic, where his activities were mainly focussing on EU matters.

MAYER, Gisela

Gisela Mayer is President and one of the founders of Schools Against Violence (Stiftung gegen Gewalt an Schulen). The organisation was founded in November 2009 under the

name Aktionsbündnis Amoklauf Winnenden by the relatives of the victims of the school mass shooting that killed 15 people in Germany in March 2009.

MCCLOSKEY, Alan

Alan has strategic oversight and management of all Victim Support's operational services in Scotland. Alan is responsible for the development and effective management of over 100 front line staff and over 800 volunteers within the court based Witness Service and the community based Victim Service across Scotland. He helps ensure that VSS is at the forefront of criminal justice system and that the needs of victims and witnesses are fully understood at Government and at local level while delivering real benefits and

measurable outcomes for victims and witnesses of crime in Scotland. He has extensive relevant professional experience and detailed knowledge and understanding of the criminal justice sector, coupled with a sound knowledge of current legislation and other CJS and social policy reforms. He led the Victim Support Scotland campaign that successfully helped secure delivery of the EU Directive on Victims' Rights through the Victims and Witnesses Bill in Scotland.

MCDONALD, Maria

Maria McDonald BL is an Irish Barrister called in 2007 with an extensive general practice and a particular interest in human rights and criminal law. In her capacity as a human rights lawyer Maria has acted as a consultant on issues relating to female genital mutilation, gender based violence, legal aid, international criminal law and victims' rights. Her work has been referenced in the Irish Seanad and used for the filing of an amicus curiae brief before the International Criminal Court. Since 2008, Maria has lectured part time in Dublin City University in subjects such as international

human rights law, international trade law and public international law. She has been working on victims' rights with Advocates for Victims of Homicide, the Dublin Rape Crisis Centre and Support after Homicide since August 2010. She is a founding member of the Victims' Rights Alliance, a group of NGO's in Ireland who are working together to ensure that the Victims' Rights Directive is implemented effectively within the timeframe. She is the author of the JUSTICIA Know your Rights Guide on the Victims' Rights Directive.

MCKENNA, David

David McKenna is the Chief Executive of Victim Support Scotland and President of Victim Support Europe. He has been the Secretary of Victim Support Europe for four years and has been associated with European victim issues since 1994. David is a member of the World

Society for Victimology and has worked in the victims' arena for nearly 25 years. He is committed to the availability of consistent, quality services to people affected by crime throughout Europe.

MONACO, Olimpia

Olimpia Monaco is a Judge of the Directorate General for Criminal Justice of the Italian Ministry of Justice. She participates in Brussels at the working groups in criminal matters (DROIPEN) negotiating the proposals of directives in this field. She also participates, on behalf of the Ministry of Justice, in international meetings in the field of criminal law. Previously she worked as a Public Prosecutor in an area (south Lazio) with strong

infiltration of "Camorra", dealing with crimes against the public administration, crimes against property and money-laundering, environmental offenses, corruption, but also with common crimes as extortions, bribes, murders, sexual assaults. Working in a medium-sized city for many years has given the opportunity to gain an in-depth experience in many areas of crime.

MUGHAL, Fiyaz

Fiyaz Mughal is the Director of the inter-faith and conflict resolution organisation Faith Matters, which is also the founding organisation of the Tell MAMA (Measuring Anti-Muslim Attacks) Project.

Fiyaz's working history includes over 15 years' experience in the community and voluntary sector in positions that have included social policy lobbying, project and general management, conflict resolution work and leading organizations as the Chief Operating Officer.

Fiyaz was previously a Councillor in Haringey (2006-2010) and a Councillor in Oxford (2002-2004). A previous Deputy President of a mainstream political party in the UK, he has

also campaigned heavily on Black and Minority Ethnic (group) inclusion within political parties and discourses. Fiyaz was also previously appointed by the Secretary of State for the Department for Communities and Local Government (the Rt Hon Hazel Blears MP) to be a member of the Local Delivery Advisory Group on Preventing Violent Extremism. He was also appointed as the Advisor to the Leader of the Liberal Democrats, Nick Clegg MP, on interfaith and preventing radicalisation and extremism between 2009 - 2010. Fiyaz was honoured in June 2009 by Her Majesty the Queen and was bestowed with the Honour of the Order of the British Empire.

NILSSON, Hans G.

Mr Nilsson was appointed to his current position as Head of the Division of Fundamental Rights and Criminal Justice at the Council of the European Union in Brussels in 1996. He is responsible for the implementation of the programme of measures on mutual recognition and in all EU negotiations on legislative acts in the field of criminal law. In 2009, he joined the Swedish Permanent Representation as Minister and Head of the JHA Counsellors to head a team of Counsellors dealing with the Swedish

Presidency until 31 December 2009 before returning to his Council post. He was also responsible at the Permanent Representation for the negotiations in Brussels for the Stockholm Programme on behalf of the Presidency and aspects of the implementation of the Lisbon Treaty. Mr Nilsson is a visiting Professor of the College of Europe since 1997, a member of the Advisory Board of the International Criminal Law Network and an author of more than 70 articles on International law, criminal law and EU law.

O'HARA, Kathleen

Kathleen O'Hara, MA LPC develops innovative training programmes for victim service providers and is a consultant for the US Federal Office for Victims of Crime TTAC. She is a

psychotherapist, working with victims of crime for the past 13 years. She is the author of "A Grief Like No Other" a handbook written for victims and victim service providers.

O'SULLIVAN, Sue

Sue O'Sullivan is the Federal Ombudsman for Victims of Crime in Canada. She is a 30-year law-enforcement veteran and former Deputy Chief of Police for the Ottawa Police Service.

Sue began her term as Canada's Federal Ombudsman for Victims of Crime August 16, 2010.

PIECHOWIAK, Tomasz

Tomasz Piechowiak - psychologist, economist, family systems therapist, crisis intervention specialist, personal adviser and trainer. Founder and President of "SOS for the Family" Association; since 2009 Coordinator of the Crime Victim Support Centre in the West Pomerania Province established within the Crime Victim Support Network; Director of "SOS" Social Integration Centre; since 2013 President of Polish Victim Support Association "Subvenia Victima". Member of Expert Interdisciplinary Operational Team at

Appellate Prosecutor's Office in Szczecin, Provincial Interdisciplinary Team for Domestic Violence Prevention established by Provincial Marshal, Provincial Expert Team for Domestic Violence Prevention at Provincial Governor's Office and Team for Development, Promotion and Promulgation of Social Economy in the region. He has a long-standing experience in conducting workshops and support groups as well as training seminars. Speaker at numerous conferences.

PODLEWSKA, Justyna

Justyna Podlewska, lawyer, graduate of the Faculty of Law and Administration and the Faculty of Journalism and Political Science of the University of Warsaw. Member of the Monitoring Group for Preventing Violence in the Family at the Ministry of Labour and Social Policy. She holds the Professional Certificate in Helping Victims of Family Violence, granted by the Health Psychology Institute. Member of the Interdisciplinary Team for Warszawa Targówek. She has provided legal support for clients of the Nobody's Children Foundation for the last 13 years. She provides legal advice at the Information and Consulting Point for Mokotów (one of Warsaw's districts). She specializes in protecting child victims,

counteracting violence, family law, and personal data protection. She coordinates the Nobody's Children Foundation's legal programme and the Child Victim Advocate programme. She is the author of articles and other publications on the legal protection of abused children, as well as intervention and prevention of violence, e.g., a brochure "Uwaga dziecko! Realizacja procedury <Niebieskie Karty> w sytuacji przemocy w rodzinie wobec dziecka" (Attention! A child! Implementing the Blue Card procedure in cases of violence against children in the family"). She conducts training on abused children, as well as intervention and prevention of violence.

POPA, Andrea

Andrea Popa majored in economics at the Christian-Albrechts-University at Kiel. During her studies, Andrea worked as a student assistant at both the Kiel Institute for the World Economy, as well as the Department of Innovation, New Media and Marketing at the Christian-Albrechts-University at Kiel. After finishing her degree, Andrea worked as Manager of Business Development for a start-up in Hamburg. In August 2012, Andrea joined the Chair of Technology Management as a research assistant. Her research focuses on

managing dispersed knowledge and teams, and on public and non-profit innovations within a project sponsored by the German Federal Ministry of Labour and Social Affairs. She has held various workshops and presentations at the German Federal Ministry of Labour and Social Affairs, the Landschaftsverband Rheinland, the Christian-Albrechts-University at Kiel, and various victims' service organizations.

ROZENBERG, Joshua

Joshua Rozenberg is Britain's best-known commentator on the law. In 2012 he was included by The Times in its independently-judged list of the UK's 100 most influential lawyers, the only journalist to feature in the Times Law 100. Joshua is known for his independence, his authority and his ability to explain complicated legal issues with simplicity, clarity and wit. Because he trained as a lawyer before becoming a legal journalist,

he is often the first port of call for broadcasters faced with a breaking legal story. Joshua was the BBC's legal correspondent for 15 years before moving in 2000 to The Daily Telegraph, where he edited the paper's legal coverage until the end of 2008. In May 2010, he started writing a weekly commentary for the Guardian's online law page. He also writes a column twice a month for the Law Society Gazette.

RUSSELL, Jago

Jago has been the Chief Executive of Fair Trials International since September 2008. Before joining Fair Trials, he worked as a policy specialist at the human rights charity (Liberty) and worked as a Legal Specialist in the UK

Parliament, assisting the Human Rights, Home Affairs and Constitutional Affairs Select Committees. Jago is a qualified solicitor and has published and lectured widely on a range of criminal justice and human rights issues.

RYBARSKA-STILLER, Agata

Graduate of the faculty of pedagogy, Ms Rybacka-Stiller joined the Police Prevention Department in Szczecin in 2001. In 2003 she went on to work for the Investigation Team to Combat Crime against Life and Health of the Criminal Section of Szczecin Centre Police Station, where she conducted investigations including those concerning family abuse, alimony evasion and unlawful menace. Since 2005 she has been involved in investigations

concerning minors. In 2008 she began to coordinate the implementation of the "Blue Cards" procedure on domestic violence by community police officers of Szczecin Centre Police Station. Since February 2013, she has served as the Provincial Coordinator of the implementation of the "Blue Cards" procedure on domestic violence in the West Pomerania garrison.

SARDEMANN, Rob

Rob Sardemann is a policy officer at Victim Support Netherlands. He has extensive

experience with public presentations on crisis management.

SAS, Alex

Alex Sas is policy officer at Victim Support NL since 2006. Before that he was a lawyer at the Dutch Immigration and Naturalization Service and barrister practicing immigration law and criminal law. He now monitors developments in Dutch and European legislation concerning victim rights and criminal law in general. He publishes on victims' rights and takes part in

discussions on victims' rights. He teaches legal staff of Victim Support: supporting and representing victims in court. Recently he gave workshops to judges on respectful and professional treatment of victims and workshops on victims' rights to student at Utrecht University.

SMĘTEK, Joanna

Holds a Master's degree in Law from Warsaw University where she also studied English Philology. Since 2012, she has been a lawyer at the Helsinki Foundation for Human Rights (HFHR). First engaged in human rights monitoring and advocacy activities within HFHR's Europe of Human Rights programme. Currently works on research HFHR conducts on behalf of the European Union Agency for Fundamental Rights (e.g. in the area of victims' rights and victim support systems). In 2013, she spoke at the Warsaw East European

Conference on the international reaction to Azerbaijani human rights violations. In 2013 she participated in a workshop on children's rights organised by ERA Academy of European Law and a workshop on victim support organised by the JUSTICIA European Rights Network. Her professional interests include children's rights, victims' rights and victim support systems, in particular for victims belonging to vulnerable groups, and the rights of persons with disabilities.

SUCHORSKA, Arleta

Ms Arleta Suchorska is a Court's Mediator included in the List of Mediators recommended by the District Court in Opole. She is a member of Stanisław Batawia Polish Society of Criminology and a member of the Association of Polish Mediators. She cooperates on a permanent basis with the

judiciary of Opole district, Ministry of Justice, Municipal Retraining Centre in Opole and Provincial Headquarters of Voluntary Labour Corps in Opole. She has been a speaker at numerous conferences and seminars concerning theoretical and practical aspects of mediation.

SZULEKA, Małgorzata

Holds a Master's degree in Law from Warsaw University where she also studied Journalism. Since December 2009, she has been working at the Helsinki Foundation for Human Rights (HFHR) where she is the PR officer and the coordinator of research HFHR conducts on behalf of the European Union Agency for Fundamental Rights (e.g. in the area of victims' rights and victim support systems). In 2013, she participated in a workshop on children's rights organised by ERA Academy of European

Law and she delivered a presentation on child participation in criminal and civil proceeding at the Conference of the National Bar Association. Her academic interests include such issues as victims' rights and victim support systems, and hate crimes. With Adam Bodnar, Ph.D., she has co-authored a chapter in a book entitled *Mowa nienawiści a wolność słowa. Aspekty prawne i społeczne* (Hate speech versus free expression. Legal and social aspects).

TELL, Olivier

Olivier Tell is head of the unit Procedural Criminal Law of the Directorate-General

Justice of the European Commission.

VAN HÜLLEN, Helgard

Dr Helgard van Hüllen began working as a volunteer with Weisser Ring in 1993. In 1998 she became a member of the board of Weisser Ring, and in 2006 of the managing board. She

is now Vice-President of Weisser Ring Germany. She joined the executive board of Victim Support Europe in 2006 and in 2013 she was elected Vice-President of VSE.

VEISZ, Gabor

Dr Gábor Veisz has a BA in European Business Law from Scotland and an MA in law and political sciences from Hungary. He has been working with and for crime victims for five years. He used to work in a local victim support

office, currently he is head of the Victim Support Unit within the Office of Public Administration and Justice, thus responsible for policy making and supervision of the whole Hungarian victim support system.

WĘGRZYN, Wojciech

Undersecretary of State

Wojciech Węgrzyn nominated to the post of the Deputy Minister of Justice responsible for international cooperation and human rights issues on 2 April 2012. Until 1 April 2012 president of the District Court in Krosno and judge of the I Civil Division (since 1991).

Graduated in Law from Jagiellonian University in Cracow. He also completed postgraduate studies "Civil Law" at that University. Between 2003 and 2009 he was the chief of the Commercial Law Division of the District Court in Krosno.

WERGENS, Anna

Anna Wergens works at the Crime Victim Compensation and Support Authority in Sweden. She is currently finishing her PhD

dissertation on victims and human rights at INTERVICT at the Tilburg University, in the Netherlands.

WOJNAR, Roman

Roman Wojnar is a medical doctor, internist, psychiatrist, certified addiction psychotherapy specialist and a lecturer in Polsko-Niemiecki Instytut Terapii Uzależnień. He worked at Centrum Diakonijne in Serrahn and in Szpital Diakonijny in Elbingerode (Germany) as a physician therapist, where he was dealing with the rehabilitation of addicts (both centers cooperate with the German Association "Blue Cross"). Currently he is the Director of the Silesian Foundation Blue Cross, which is the founding body of Centre for Addiction

Treatment „OLU – Podbeskidzie”. Since 2009 he is working in and supervising the work of the Crime Victim Support Centre (Ośrodek Pomocy dla Osób Pokrzywdzonych Przemocą) . In June 2013 he graduated from a four-year training in psychodynamic therapy and psychodrama in the Silesian School of Psychotherapy. From 2012 he is a member of the Central Council of Social Re-adaptation and Aid to Prisoners at the Ministry of Justice.

WÜSTEN, Barbara

Barbara Wüsten works for Weisser Ring Germany since 1987. She heads the department 'Questions of Principle and

International Issues'. She is a lawyer and a master of mediation. Her main topics are victims' rights, especially compensation.

ZANIEMOJSKA-KRZEŚNIEWSKA, Elżbieta

Barrister (since 1983), member of District Bar Council in Szczecin. Between 2006 and 2013 she was the director of training for trainee barristers at Szczecin Bar Association. Since 2010 she has provided legal assistance at the Crime Victim Support Centre in Szczecin, where she initiated free-of-charge legal counselling provided by trainee barristers. She actively participates in the annual Victims of

Crime Week. Ms Zaniemojska-Krześniowska conducts seminars and lectures, including those for persons involved in victim support. She is a member of Expert Interdisciplinary Operation Team at the Appellate Prosecutor's Office in Szczecin. She has been granted "The Merited for the Judiciary Award" and "The Bar's Award for the Merited".

DEVELOPING VICTIM SUPPORT ACROSS EUROPE

Quality, Standards, Capacity Building

VSE Annual Conference & General Meeting
14-17 May 2014
Sheraton Hotel, Warsaw, Poland

ABSTRACTS

THURSDAY, 15 MAY - 13:00-14:30

Workshop Session 1 – Quality and Standards in Victim Support

A. Accreditation & Minimum Standards - London room, first floor

Development and implementation of sector-specific quality standards: An example from the sector of social services to vulnerable groups (Marie Dubost, EQUASS, Belgium)

The development of a sector-specific quality standard is a long-term, continuous improvement process that can serve the interests of a sector or industry, by focusing on what makes that sector unique and valuable to society.

The example of the European Platform for Rehabilitation's quality standard EQUASS, European Quality in Social Services, as an illustration of the various development steps of a sector-specific quality standard.

Ten years of exploitation and update of the EQUASS quality standard are being used to draw inspiration and lessons for other sectors, seeking to develop a capacity building assessment tool that responds to their own priorities and policies, while addressing the challenge of diverging quality requirements across different European countries.

After briefly presenting the origins of EQUASS and its system development over the years, the workshop will present the following components:

- Current quality assessment tools in the provision of services to vulnerable groups, and specifically people with disabilities
- Drafting a quality mark, from a set of ideas and principles, to an industry standard
- Steps and essential choices to be made in the establishment and dissemination of a quality standard
- Various exploitation models for the quality standard as an assessment tool to drive capacity building and continuous improvement in a sector
- Building a multi-tiered quality assessment system, and use quality levels and building blocks to bring together service providers with a great divergence in quality practices
- Training a pool of assessors and expert consultants to support the community
- Fostering an exchange of best practices through benchmarking, benchlearning and outcome measurement

The workshop sets out to shed a new light on sector-specific quality standards, by showing how a different yet somewhat connected sector has developed its own, and is exploiting it as an instrument to raise the quality level of service delivery to vulnerable populations across Europe. The workshop also intends to inspire Victim Support practitioners and policy makers, and give them a glimpse of the many purposes and configurations that their own sector-specific quality standard could have.

Quality and standards in Victim Support England & Wales (Jo Keaney, Victim Support England & Wales)

Our charity is built on our volunteers. Without them we couldn't continue to do all the positive work for victims and witnesses of crime in England and Wales. Volunteers do much of our direct support of victims and witnesses, as well as helping us in so many other ways such as raising money, and promoting our work. Supporting victims and witnesses is important and sensitive work. That's why we think it's essential for our volunteers to be trained to a high level.

As part of our core training for volunteers we cover:

- The different types of crimes and ways that people are often affected. How to assess what kinds of help and support people need.
- Improving your communication skills.
- Equal opportunities, diversity and confidentiality.
- The special impact of crime on children.

There are also more specialist training opportunities for volunteers who want to focus on supporting victims of sexual and domestic abuse, hate crime, restorative justice and for work with families of homicide victims or vulnerable and intimidated witnesses.

Development and implementation of standards (Bianca Biber, Weisser Ring Germany)

B. Quality of Support and Evaluation Tools - Amsterdam/Athens room, ground floor

Innovation in the non-profit sector: case management in Victim Support in Germany (Andrea Popa, University of Kiel, Germany)

The Project KOPS: "Koordination von Opferbetreuung und psychologischer Soforthilfe (Coordination of Victim Assistance and Immediate Psychological Care)" was granted to the Department for Technology Management at the Christian-Albrechts-University at Kiel by the German Ministry of Labour and Social Affairs with two main goals: 1) to determine what coordination problems exist among Germany Victim Assistance Service Providers, and how these affect service quality and efficiency; 2) to conceptualize, develop, and then test a software-based case management to improve the organization and implementation of a holistic approach to victim assistance. We analyzed the status quo of the Victim Sector, focusing on the northern state of Schleswig-Holstein (Germany), conducting research and interviewing various actors in the sector. Furthermore, workshops and conferences were attended to gain more insight into the subject matter. The qualitative analysis of this information served as the basis for generating 5 hypotheses regarding the current state of victim services in Schleswig-Holstein: The existence of issues regarding 1) the information flow between organizations, 2) coordination among organizations and groups of organizations, 3) self-empowerment approaches for victims, 4) organizational culture issues limiting cooperation among organizations, and 5) the sustainability of organizations, especially of financial nature. Using the results of our qualitative analysis, we then developed a survey to test these hypotheses quantitatively. The survey also collected information on network structures, allowing us to analyze their role in the development and diffusion of process and technological innovations, as well as the management and coordination of information and services within the sector. The survey was sent to victim service organizations in Schleswig-Holstein; we intend to send the survey to the organizations in a second state later this year. In addition to analyzing the victim service sector, we have developed the case management software in collaboration with the Women's Counseling Center (Frauennotruf) Kiel; pilot testing will begin in February 2014.

We wish to present two main issues at the Victim Support Europe Conference: First, current results from our qualitative and quantitative analyses regarding structures and barriers existing in the victim services sector today, as well as the potentials and opportunities that exist in victim services organizations. Furthermore, we would like to provide a short introduction to the case management

software that has been designed to improve service quality and alleviate the bureaucratic burden placed on victim service organizations.

National evaluation of automated victim information and notification (SAVIN) systems in the US (Patrick Coleman, ICF International, US)

How well do US State-based automated victim notification systems work at keeping victims apprised of their offender's criminal justice status? Mr. Coleman will discuss findings of ICF evaluators of the Statewide Automated Victim Information and Notification (SAVIN) systems. Learn about the nationwide evaluation of SAVIN — the operation and characteristics of automated victim notification programs, attitudes of service providers and victims, and lessons-learned, including regarding costs and sustainability issues.

Developing services for victims and witnesses of crime in Scotland (Alan McCloskey & Sarah Crombie, Victim Support Scotland)

The Victim and Witnesses Bill (Scotland) Bill establishing legal recognition for the rights of victims and witnesses for the first time in Scotland passed its final hurdle in the Scottish Parliament and will now come into force on 1 April 2014. .

The new Act will be a very important step forward towards improving the position of victims and witnesses in Scotland aiming to put victims and witnesses at the heart of the criminal justice system, to ensure better support for them; to establish and maintain proper standards of service for them; and to make offenders pay towards their support.

This creates an opportunity to develop services for victims and witnesses of crime in Scotland establishing minimum service standard for all plus creating a seamless single point of contact and a person centered approach to help guide victims through the criminal justice system.

With Police Scotland having restructured to one unified force in April 2013 the opportunity exists to develop an automatic referral process linking in with the prosecution and court service systems to ensure early intervention is made with all victims of crime alongside continued support and case progress information throughout the victims journey.

With a single point of contact and case manager at early intervention being able to help support victims and witnesses, service provision will be enhanced by eliminating potential confusion and duplication of information and communications to victims; plus ensuring that their immediate and longer term needs are being met with continual appropriate engagement.

Staying close to our local communities and being aware of the needs of the people who live in them is paramount to supporting individuals and communities, helping to rebuild lives and keeping people affected by crime at the heart of justice in Scotland.

case management and recording requires to be robust and fit for purpose with a person centered approach and whilst we must not be consumed by systems and procedures it is crucial to be able to efficiently record victim information plus report on outcomes as to how we have helped in their recovery.

Hand in hand with developing our services is providing our volunteers with quality training alongside recognising and developing additional opportunities linked to their particular skills and experiences. Whilst service delivery will always remain our core volunteer opportunity there is a vast untouched wealth of experience to be utilised which can enhance our organisation.

C. Victims' Rights: Between Theory and Practice - Grand Ballroom, ground floor

Victims' rights and the human rights of victims (Anna Wergens, Crime Victim Compensation and Authority, Sweden)

The theme of the presentation is victims and human rights, a notion that in recent years has generated

a discourse which has infused international as well as national policies. This discourse raises a number of questions, in particular about whether the human rights have the faculty to bolster the protection of victims and whether they can impact on how victims are treated by the criminal justice system and by victim support workers.

The presentation is devoted to the possible repercussions of the tendency to discuss victims in terms of human rights. With respect to some victims, notably those subjected to abuse of power, the connection with human rights is obvious but it is more uncertain how and in which way victims of non-state crime may benefit from the human rights. The presentation proceeds from the assumption that time has come to depart from the rhetoric which is symptomatic of human rights language and to clarify the possible benefits of human rights.

The discussion takes off from the presumption about victims' rights and the human rights as two separate areas. This starting-point brings about a two-fold approach to protection of crime victims but a major thesis in the presentation is that the two fields are increasingly integrated.

It is argued that human rights can strengthen the protection of victims and that there is a potential that its impact will increase in the future. These positive effects of the human rights are based on the construction of the rights-concept, the dynamic nature of human rights law and the growing interaction between victimology and different areas of international law.

The general obligations which states have in accordance with human rights law to respect, protect and fulfil the human rights offers a basis to reinforce the support of victims. Major focus will be placed on the positive duties which states have to investigate, prosecute but also to provide support to victims and which generates a holistic view of victim protection. In this vein, it is held that the future development of victim support across Europe is decisive of and should be facilitated by means of a rights-based approach.

The role of the Federal Ombudsman for Victims of Crime in Canada (Sue O'Sullivan, the Federal Ombudsman for Victims of Crime, Canada)

THURSDAY, 15 MAY - 15:00-16:30

Workshop Session 2 – Best Practices in the Implementation of Victims' Rights

D. The Implementation of the EU Directive on Victims' Rights - Grand Ballroom, ground floor

DG Justice Guidance Document related to the transposition and implementation of Directive 2012/29/EU (Denisa Fikarová, European Commission)

Implementation of the European Union criminal law instruments for protection of victims – the Polish perspective (Rafał Kierzyńska, Ministry of Justice of Poland)

The presentation concentrates on implementation into the Polish law of the Directive 2012/29/EU of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime (...) (OJ 2012 L 315 of 2012, p. 57) and the Directive of 13 December 2011 on European protection order (OJ 2011 L 338 of 2011, p. 2). The relevant legislation is currently being prepared.

A distinctive feature of Directive 2012/29/EU is the fact that it establishes minimum standards in both subjective and objective meaning. On this account Member States may extend both the set of persons to whom the standards of the Directive apply and the array of rights provided for them. This assumption was also adopted by drafters of the Polish implementation act. The fundamental assumption of the Directive 2011/99/EU is a more effective application of measures which already

exist in legal systems of Member States, rather than introduction of new solutions. The exceptional nature of the Directive results from orienting the institution of mutual recognition of judgements in criminal matters depending on the whereabouts of the victim, instead of the offender. This is a unique feature, leading to a large number of significant legal and actual ramifications."

E. Cooperating to Bring the Directive to Reality - London room, first floor

InfoVictims Project (Frederico Marques, APAV, Portugal)

One of the most demanding challenges posed by the EU Directive on establishing minimum standards on the rights, support and protection of victims of crime is information. Playing a crucial role both as a prevention strategy and as a dimension of support, information is not being equally delivered in the European Union. Recognizing the complexity of this task in terms of who shall do it and when and how it shall be done, cooperation between multiple stakeholders brings an added value as it allows reaching different target groups in different contexts and using different languages and communication methodologies.

APAV (Victim Support Portugal) has recently been involved in the creation and development of informative tools devoted to promote the knowledge of victims of crime and of the society in general on how crime may affect its victims, how can they cope with that impact, which rights are available and how the criminal justice system works. This work was done in close partnership with judges, prosecutors, lawyers, researchers, teachers, health professionals and also victims. In this workshop, some of these tools will be briefly presented and the role of these partners will be highlighted.

Workshops on EU directive (Barbara Wüsten, Weisser Ring Germany)

In 2013 three seminars on the implementation of the EU directive for minimum standards for the rights, support and protection of victims were carried out by WEISSER RING.

The aim of the seminars was to present the current state of victims' rights to all professional groups related to criminal proceedings and victim support and to discuss eventual needs for legal changes and additions.

Victims' needs should be the guideline for all rights. Therefore the different needs of victims at each stage of and after criminal proceedings were outlined in another lecture.

At the end of the seminar best practices and necessary improvements were discussed in three parallel workshops. In every workshop all professional groups were represented. Thus it was ensured that all aspects of support of and interaction with victims could be discussed across vocational sectors.

The results of the discussions of the three seminars will be presented in this workshop.

How to inform child victims of their rights – the project "I want to know" (Ulf Hjerppe, Crime Victim Compensation and Support Authority, Sweden)

Providing information to crime victims is a core work to enhance the situation for victims. Most information is directed at informing native speaking adults and, for the most part, child friendly information is missing. As children are in a particularly vulnerable position, often dependent of an adult to provide information, and sometimes lack the capacity to search and understand the information, the need for tailored information is comprehensive.

Being subject of a crime, directly or indirectly, can be a frightening and bewildering experience for children. Oftentimes children are unable to grasp the meaning and consequences of the judicial procedures. They do not know what is expected of them and how to prepare.

For these reasons the Swedish Government has commissioned The Crime Victim Compensation and Support Authority to provide child friendly information to children concerning victims' rights.

The target group has been divided into three age groups, 4-7 years old, 8-12 years old and 13-17 years old. For the youngest age group a children's book will be developed. The middle group will receive

information both through written materials as well as through the website “jagvillveta.se” (I want to know). For the oldest age group the focus is on the website. The project is carried out in close cooperation with the Swedish Ombudsman for Children.

The information will be presented in different ways and is designed in order to be attractive for children and adolescents and tailored to every victim.

The objective of the information project is to present the Swedish system for crime victims in a clear and helpful way and to promote confidence among you crime victims. Well informed children are more confident and with accurate information the chance for them to act in order to protect their rights increases. In this way the project will help to promote safety and legal security.

The website includes the use of modern media to enhance the learning experience. It contains images, photographs, shorter films, animations and texts. The product will to some extent be translated to the most spoken foreign languages in Sweden.

F. Best Practices on Implementation of Victims' Rights - Amsterdam/Athens room, ground floor

The implementation of EU directive in Hungary (Gabor Veisz, Victim Unit, Ministry of Justice of Hungary)

Victim Support Hungary (VSH) was launched in 2006, founded by the Victim Support and Compensation Act 2005 as a government organization. VSH is currently functioning within a two-level institutional framework. On the basic level, there are 20 local (county) offices, whereas the Victim Support Unit of the Office of Public Administration and Justice (Közigazgatási és Igazságügyi Hivatal in Hungarian, abbreviation is KIH) is the central office with nationwide competence, seated in Budapest. KIH is responsible for the methodological and professional supervision of the local justice services. Local victim support services are integrated into the County Government Offices (CGO). Various specialized agencies are functioning within CGOs, one of them being the Justice Service. Each Justice Service consists of a Probation Unit, a Legal Aid Unit and a Victim Support Unit. They are organisationally independent from KIH, but their professional performance is monitored by the central office.

The legal framework for victim support in Hungary is based on the Victim Support and Compensation Act 2005 that covers not only victim support services but also the topic of state compensation. Services include financial and non-financial assistance, the latter covering legal assistance as well. Since over 50 % of the crimes committed in Hungary are against property, the instant monetary aid VSH is able to give to victims is one of the most popular services. A great deficiency of the act is that it says nothing about psychological assistance; it puts more emphasis on administrative and financial assistance. Although VSH staff is trained to deal with all kind of victims, the lack of psychological support became an issue after a few years. When it happened, VSH started a project to employ psychologists and to find a way to make emotional support an integrated part of its services. By now, almost all local victim support offices have at least one psychologist and more employ social workers as well.

We have also realized soon that working for victims is much more effective in networks, therefore our latest projects aim not only to improve our own services but also to form living networks with other actors also contacting victims of crime on their own fields.

The presentation will give a short overview of the legal and institutional framework of VSH, it will present the available services and how these correlate with the Victims' Rights Directive.

The implementation of the victims' rights directive into Irish domestic law: The need for collaboration and effective enforcement mechanisms (Maria McDonald, Victims' Rights Alliance, Ireland)

The Victims' Rights Alliance is an Alliance of victims support and human rights organisations in Ireland namely, Advocates for Victims of Homicide [AdvIC], the Dublin Rape Crisis Centre [DRCC], the Irish

Council for Civil Liberties [ICCL], the Irish Road Victims' Association [IRVA], the Irish Tourist Assistance Service [ITAS], One in Four, PARC Road Safety Group, the Rape Crisis Network Ireland, Safe Ireland and Support after Homicide [SAH]. The Alliance has been formed with one key goal: to ensure the Victims' Rights Directive is implemented in Ireland within the proposed time frame with all victims of crime in mind.

In order to achieve this goal the Alliance is completing legal submissions which will be presented to Government. These submissions will focus on the provision of information, support and protection to all victims of crime. The different remits of the Victims' Rights Alliance members enable the group to complete broad multifaceted submissions, having regard to different victim's interests both at home and abroad. The contents of these submissions will be presented as part of the workshop with a view to having a discussion on developing best practices and quality services in the provision of information, victim support and protection across Europe. There will also be a discussion on the need for enforcement mechanisms at a domestic level, such as a Victims of Crime Ombudsman, which would arguably ensure that the Directive is implemented effectively within individual member states.

The right of protection of victims with specific needs in the course of criminal proceedings (Andrzej Augustyniak, Ministry of Justice of Poland)

Protection of victims and witnesses in the course of criminal proceedings under the Directive of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime, the Bill on protection of victims and witnesses, the proposal for a regulation of the Minister of Justice on preparation of questioning conducted in the mode provided for in Article 185a-185c of the Code of Criminal Procedure and rules developed by the Coalition for Friendly Questioning of Children.

The legal articles and practice of their application to a larger extent protect victims and witnesses not only under 15 years of age but also minors under 18 years of age and adult victims of sexual crimes by means of one-time interview in friendly conditions. By 27 January 2015 Poland is to introduce a system of friendly interview rooms correlated with the jurisdiction of 383 criminal courts (327 regional courts, 45 district courts and 11 appellate courts) in our country.

FRIDAY, 16 MAY - 10:30-12:00

Workshop Session 3 - Capacity Building – Developing Resources

G. Catering to Victims' Needs - Vienna room, first floor

The homicide service in England & Wales (Carolyn Hodrien, Victim Support England & Wales)

We provide a dedicated homicide service throughout England and Wales. Although independent of the police, we work closely with them to ensure that anyone bereaved by homicide is offered a trained caseworker who can co-ordinate support for them. Victim Support homicide caseworkers will contact anyone who requests their help and can tailor support to meet specific needs. This can include support from specially trained homicide volunteers. Our staff and volunteers can visit you at home or somewhere else where you feel comfortable and if needed, they can see you regularly over a period of time.

Providing the best services to victims of crime (Kahtleen O'Hara, Victim Services Specialist, US)

This workshop focuses on the training needs of victim service providers outlined in the directive.

Topics include developing assessment tools, conducting interviews, communication skills, setting up specialist support and how to avoid compassion fatigue among staff and volunteers.

The importance of supporting victims of home invasion and (violent) robbery in the Netherlands
(Rob Sadermann, Slachtofferhulp Nederland)

One of the more frightening and potentially dangerous crimes that can occur to victims is home invasion and (violent) robbery. Home invasion and robbery violates the place that we feel safe: our homes and work environment. Home invasion and robbery can have a significant impact on victims and lead to through physical and psychological injury. On small businesses robbery can have a devastating impact on business continuity. The financial cost can be substantial due to being closed for the investigation of the offence or requirement of temporary staff.

A few years ago both robbery of businesses and home invasion were on the rise in the Netherlands. A national taskforce was set up to confront this problem. The police stepped up its search-tactics and set up local high impact crime teams. Business invested in robbery prevention and awareness training for their employees. Public-private cooperation schemes were implemented, such as the use of CCTV in industrial and shopping areas. Municipalities organized information sessions on safe living and intrusion prevention. Victim Support was considered an integral part of the approach of the taskforce. All measures taken should be victim-oriented. All parties involved agreed that all robbery victims should be contacted and if the person so wishes, visited by victim support Netherlands.

Victim support Netherlands has experimented with specialized support for victims of home invasion and robbery. In order to prevent repeat victimization and reinstate feelings of security, all victims are offered to take preventive measures, and costs up to one thousand euros are reimbursed through a governmental subsidy scheme. Victim support Netherlands has also come to an agreement with retail trade associations to support small businesses that have been robbed.

In this workshop the above developments will be discussed. The following issues will be addressed:

- Should support to victims always be pull-driven and not push-driven (ie strictly based on victim needs?)
- Is prevention just as important as psychosocial and legal support?
- Should victim support agencies concern themselves with businesses?

H. Recruitment & Training of Volunteers - London room, ground floor

Recruitment and training of new colleagues for Weisser Ring Germany (Helgard Van Hüllen & Petra Klein, Weisser Ring Germany)

Weisser Ring Germany has 420 branches all over Germany with 3600 volunteers. The responsible work needs a special and profound training. An overview will be given on the sophisticated seminar system and how new volunteers are found and recruited.

Standardised distance training for victim service providers (Patrick Coleman, ICF International, US)

This session will present a demonstration of current use of advanced technology to provide standardized Web-based training for victim service professionals at the basic, or foundational, and advanced levels.

Through our Office for Victims of Crime (OVC) Training and Technical Assistance Center (TTAC) contract with OVC at the US Department of Justice (DOJ), ICF International provides training and technical assistance (TTA) to the victim services field across the United States. In April of this year, we launched our second version of Web-based, standardized foundational training for victim service providers called Victim Assistance Training Online (VAT Online). Our training is informed by experts from across the US. The improvements in the new version include: greater integration of instructional scientific design (ISD) principals, and adult learning theory; a new learning management system

(LMS) configured to support ease of use by learners; and updated/relevant content including emerging areas of victim services. The redesigned VAT Online includes 19 topical modules that use engaging online interactions to help reinforce learning of training content, including real-life scenarios, videos, and more...and it has a fresh new look. We have transitioned foundational training from traditional, face-to-face training to online training are several and they include: Standardization – all learners strive to achieve the same set of learning objectives; Access – VAT Online is accessible 24 hours a day, 7 days a week for busy professionals and volunteers. Learners may start and stop as they need to and start again exactly where they left off when they return; Measureable learning – We have included a variety of learning measurement exercises throughout the training so learners can measure their progress against the stated learning objectives.

Now, in addition to foundational training online, we have transitioned our National Victim Assistance Academy from face-to-face to online and blended learning deliver. The mission of the National Victim Assistance Academy (NVAA) has always been to provide an intensive, interactive learning experience to develop and promote professional skills and knowledge for victim service providers. While the mission remains unchanged, the method of delivery has been redesigned to provide more comprehensive content for a wider audience. NVAA's blended learning approach includes a combination of self-paced online training and Web-based facilitated training. As a result of this shift, the Academy becomes accessible to all victim service providers with Internet access. NVAA's Leadership Institute was the first track launched in April 2014. This training provides skills and knowledge for new and seasoned victim services leaders to build capacity within victim service organizations. The Leadership Institute will be conducted by two US nationally recognized experts in the victim services field. Sessions begin on Thursday, April 24, 2014 and run for 10 consecutive weeks. Each session lasts 1.5 hours and participants will have approximately 1.5 hours of assignments to complete between each session. Trainees who complete all components of this training receive a Certificate of Completion.

I. Cooperation Between Stakeholders - Grand Ballroom, ground floor

The development of victim participation in the Dutch criminal procedure (Alex Sas, Slachtofferhulp Nederland)

The State Secretary of Security and Justice Mr Teeven have made victim policy central to his position. This has resulted in several initiatives for policy and legislation. Interesting and important is the development of the participation of the victim in the Dutch criminal procedure.

The participation of victims in Dutch criminal procedure is limited. The victim has the right to present a claim for compensation and the right to speak during trial (impact statement). The law that introduced the right to speak for victims and surviving relatives in 2005 allowed only the victim or one surviving relative to speak at the hearing. This has changed. In a law, that came into force on 1 September 2012 the circle of speakers is extended. For instance, if the victim is killed, more surviving relatives will have the right to speak at the hearing. Victims or surviving relatives who do not want to make use of their right to speak themselves, can have their legal counsel or an employee of Victims Support The Netherlands speak on their behalf. But this was only the beginning.

In October 2012 State Secretary Teeven sent a bill to various authorities and organizations for advice. This bill states that the right of victims of crimes to speak will be supplemented with an advisory right. Victims will also be able to express their opinion at the hearing on (for example) the suspect's guilt, the evidence secured during the criminal case and the sentence to be imposed on the suspect. The existing right to speak offers victims the possibility to give their account of the consequences of the crime for them personally, without being interrupted and without being questioned. This will be different in the proposed expansion: if a victim for instance makes a statement at a hearing which incriminates the suspect, the suspect must be given the opportunity to contest this statement and to ask the victim questions about this. Victims will then be sworn in as a witness.

In this workshop this development will be discussed. Questions that can be addressed:

- Is the advisory right an improvement?
- Or is it still not enough and should the Dutch legislator give the victim the right to be an auxiliary prosecutor (in Germany: Nebenklage)?
- What are the risks for victims?
- Can secondary victimisation be prevented?
- Is this the road to empowerment?
- Can a victim really participate when he needs legal representation?

A victim-oriented model of mediation in the criminal justice procedure (Sonja Leferink, Slachtofferhulp Nederland)

What are risk and success factors of mediation within the criminal justice procedure in relation to the needs and rights of victims? This is a very topical question in the Netherlands, where recently a pilot project introducing mediation in the criminal trial was initiated. Victim Support NL is one of the project partners.

For many years restorative justice practices in the Netherlands have been positioned strictly parallel to the criminal trial for many years, so as not to provide an incentive for offenders to participate for opportunistic motives, such as (the expectation of) a reduced sentence. The underlying assumption was that the success of the restorative process for the victim depends on the (perceived) sincerity of the offender. The last few years the relatively sceptical attitude of the main actors in the criminal justice system has shifted towards a growing enthusiasm. The European Directive determines restorative justice to be a victims right and the case-overloaded judiciary sees mediation as an alternative for – or complementary to – the quite costly ultimo remedy i.e. the criminal trial.

Mediation can be a very empowering experience for victims. In the 'regular' criminal justice procedure the victim can only play a marginal role. In essence he is just a bystander during most of the trial. Mediation, on the contrary, invites the victim to the centre stage and offers the opportunity to address the offender directly and to put forward issues that remain uncovered by the CJP. Mediation opens up a space for emotions, dialogue, and negotiation, taking control and taking responsibility, making amends. It provides for a form of reparation that the CJP never will.

For Victim Support NL it is essential that victims can make a well-informed and autonomous decision on partaking in mediation. But in the everyday practice this is often easier said than done. Different questions arise:

- Who should decide if and when a criminal case is suited for mediation?
- Should certain crimes be excluded from mediation and on what grounds?
- Should certain victims – or offenders – be excluded from mediation, because of their vulnerability, age, dependency, pathology et cetera?
- How to balance the different interests of the victim, the offender and the criminal justice system?

We invite the participants of this workshop to discuss these issues and to debate whether general criteria can and/or should be developed.

Cooperation of services for standardization of victims support service in the West Pomeranian Province (Krzysztof Faliński, Agata Rybacka-Stiller, Małgorzata Gruszecka, West Pomeranian Province authorities, Poland)

The presentation will focus on activities initiated by West Pomerania Province Marshal's Office and West Pomerania Province Governor's Office in Szczecin aimed at increasing the standards and effectiveness of support to victims of domestic violence in the Province. The presented initiatives are of innovative nature and are based on interdisciplinary cooperation resulting from the commitment of many services involved in domestic violence prevention, including the Police, Prosecutor's Office, Social Welfare and Crime Victim Support Centre. The initiators of the activities - Krzysztof Faliński (Province Marshal's Office) and Renata Karwowska (Province Governor's Office) as well as the representatives of the Prosecutor's Office – Małgorzata Gruszecka and the police - Agata Rybacka-

Stiller will present their contribution to the development of the crime victim support system. The presentation will also outline the Appellate Prosecutor's Office in Szczecin prominent activities regarding cooperation with institutions providing support to victims, aimed at the establishment of the local Crime Victim Support Network. The activities are reflected in day-to-day work of so-called first-line prosecutors who cooperate with other services for the benefit of victims of crime through the Interdisciplinary Team on Domestic Violence Prevention operating in the district.

J. Partner Organisations and their Approach to Victims - Amsterdam/Athens room, ground floor

The European Victims Directive - a Challenge for Probation? (Sue Hall, Vice-President of the Confederation for European Probation – CEP)

The traditional role of probation has been to work with offenders. However there is an increasing understanding of the importance of integrating the victim perspective. This workshop will consider the impact of restorative justice and victim support on probation practice and the implications of the Victims Directive. Feedback will be sought about how CEP can support this work on the European stage.

Making the Dutch Custodial Institution Agency victim-oriented – more attention devoted to victims (Jan Bouman, European Organisation of Prison and Correctional Services – EuroPris)

The European Commission declared in its programme 2012-2015 that all the EU members must organise the implementation of the EU directive. This directive has to be implemented in a rather concrete way and must be daily practice in 2016. In the Netherlands the implementation of this EU directive has been used to change the justice organisations in a more victim-oriented way.

A vision was formulated by the Ministry of Safety and Justice and was adapted in the Dutch government in February 2013. This was the second step in a long and winding road to change the culture in the justice organisations from criminal centred to victim centred. At the same time efforts were put in action to keep up the human standards in the Dutch prison system. Keeping up checks and balances in victim and detainee oriented approaches was one of the main goals.

This presentation gives an overview of the ways in which the Dutch custodial institutions and the wider range of justice organisations organized the activities which had their origin in the EU directive. A working force was put together to translate the directive to a more activity fit level. In two steps the EU directive was transformed in a set of concrete goal activities for all the justice organisations. At the end of this year, 2014, all these activities must be implemented. In this presentation we describe the threefold approach:

1. Victim oriented
2. Expectation management
3. One desk policy.

This approach was based on an investigation made by the Ministry of Safety and Justice. As a result of this approach we decided to test all our future plans on a panel of victims or victim relatives. On the other hand it was signalled that the justice organisations had to be very transparent in which scale the wishes of relatives and victims could be taken into consideration. By using this balance in abstract as well as individual cases we could proceed on our way to make the Dutch justice system more victim-oriented.

Important qualifications

1. The stated vision should be as concrete as possible.
2. Organise educational activities for different groups of people inside the justice system who work with victims or relatives of victims.
3. Organise ways in which victims and detainees can meet each other; only if it is in the interest of the victims and relatives.

4. Victims and relatives of victims need to have the same strong legal position as the offenders of the criminal acts.

Mediation as an institution for victims (Arleta Suchorska, University of Opole, Polish Mediation Association)

The institution of mediation is one of the most preferred ways to end the conflict resulting from the offense, particularly in the close relationships of family, neighbourly and also friendly relationship etc. because, inter alia, allows the victim in both real and direct way to influence the outcome of the proceedings and the form of compensation. In the course of mediation proceedings, the victim has the freedom to articulate and at the same time to realize exactly what the perpetrators of the wrongs and damages suffered as a result of the incident, and which therefore suffered the consequences, particularly in the mental sphere. Mediation allows the victim to recover from the emotions and to answer "Why me?", "Do it to happen to me again?". Mediation can help to get rid of the real fears of the perpetrator and rebuild confidence between the parties. And most importantly, mediation due to its nature realistically protects the victim from secondary victimisation.

FRIDAY, 16 MAY - 13:00-14:30

Workshop Session 4 - Capacity Building – Developing New Services

K. Supporting Victims of Cross-Border Cases - London room, first floor

Tourist victims and cross-border cases (Lisa Kennedy, ITAS, Ireland)

With 50% of all crime happening to people who are travelling there is greater potential for tourists to fall victim to crime. Tourist victims of crime have a specific set of needs that require immediate attention. ITAS provides a comprehensive service to tourists in these situations with the aim of reducing the consequences of crime both emotionally and financially. In her presentation Lisa will look at why tourists are targeted, the challenges of being a victim of crime in a foreign country, the role ITAS and the tourism industry plays in supporting tourist victims of crime to overcome these challenges.

Victim Assistance for US Overseas Citizens (Margery Gehan, US Department of State, United States)

European Protection Order: challenge of public coordination (Beatriz Belando, University of Valencia, Spain)

The European Protection Order Directive means an important challenge to public authorities. In a national context, there are several public agents involved in the protection of the women that suffer violence (police, social services, doctors) either national, regional or local. The new European regulation that soon will take into force will complicate this scenario and we need to know more about how it works the protection system in every European country. In order to achieve that goal we considerate that would be important to investigate:

- Public authorities involved in the protection of gender violence in every European country
- Could be a State liable of the murder of women of other country that has a European protection order? It's necessary to draw clearly the duty of every agent involved in the protection of the victims (in the country that draft the order and in the one that has to apply it) in order to determinate who respond in case of a woman's death, or in case of important injuries.
- Identify the social services that the victim could enjoy if decides to ask for a European Protection Order in any European state.

- Protocols of protection.

The implementation of the European Protection Order Directive requires not only the judicial coordination but also the administrative coordination to make real the protection women victims of gender violence. This is a not very well known area of research but essential for the future of the Directive.

The impact of cross-border crime (Maggie Hughes, Victims' Advocate, UK)

L. Supporting Victims with Specific Needs - Amsterdam/Athens room, ground floor

Survey of the Fundamental Rights Agency on violence against women (Albin Dearing, Fundamental Rights Agency of the European Union)

FRA launched in March 2014 the results of the survey on violence against women, covering all 28 EU Member States. The survey is based on face-to-face interviews with a representative sample of 42,000 women. The interviews were carried out in 2012 by trained interviewers, who asked respondents questions concerning their personal experiences of violence, including physical and sexual violence, psychological violence by a partner, stalking, sexual harassment and violence in childhood. To ensure comparability the same questions were asked in all EU Member States, using a structured questionnaire developed by FRA and translated into the national languages.

The FRA report on the survey results presents a comprehensive overview of women's experiences of violence since the age of 15 and in the 12 months before the interview. Overall, the FRA survey into violence against women found that one woman in three (33 %) surveyed had experienced physical and/or sexual violence by a (current or previous) partner or non-partner since the age of 15. The survey, launched in March 2014, also showed that 8 % have experienced this type of violence in the 12 months before the survey.

The results highlight the vulnerability and special needs of victims of sexual violence. Women who have experienced sexual violence indicate a number of psychological consequences. They were also more likely to say – compared with victims of physical violence – that they felt ashamed, embarrassed or guilty over what had happened, which can lead to victims of sexual violence not reporting these incidents to the authorities. Depending on the type of violence and perpetrator, some 61 % to 76 % of women did not report the most serious incident of physical and/or sexual violence to the police, or contact any other support services. Comparing the experiences of victims who contacted some service or organisation for support, victims were least satisfied with the assistance received from the police, compared with other services such as healthcare, social support or victim support – particular in response to sexual violence. The FRA opinions refer to the need of multi-agency cooperation involving police and other services providers to address violence against women, as well as further specialist victims' support services in line with the EU Victims' Directive and the Council of Europe Istanbul Convention.

So small but a VIP – development of a system of protection of small children from abuse and neglect (Stella Gołębiewska & Marzena Affeldt, Poznan Municipal Council & Child in the Centre Foundation, Poland)

The subject of the workshop is presentation of local system for preventing and protecting children aged 0-5 from abuse and neglect which was created in Poznan in the framework of the EU project entitled "So small but V.I.P." (www.daphne3.childunderprotection.eu)

The system, concentrated firstly on a child's needs (child as its "V.I.P."), has been based on the following principles and assumptions:

- identification within the existing system of the institution/body responsible for integrating, coordinating, monitoring, and evaluating the work of all the services and institutions involved in

- protecting the CHILD's interest;
- supporting families with young children as early as possible (importance of early and comprehensive assessment; working based on the child and family's local environment);
 - helping professionals who support families with young children (training, local coalition, coordination);
 - primary prevention (promoting, initiating, and undertaking actions to raise public awareness of the problem of maltreating young children, promoting appropriate parental attitudes and positive parenting);
 - multi-disciplinary cooperation in helping children and their families and protecting young children from abuse and neglect should be based on:
 - information exchange between services and institutions,
 - direct contact between professionals,
 - clear principles and procedures of different services and institutions' actions in response to risk factors or indicators of child maltreatment,
 - clear division of roles and duties among social workers, the police, court officers, education practitioners, health care professionals, etc.,
 - responsibility – it should be clear who and which agency is responsible for the child, for the child's plan, and for reviewing the plan,
 - actions consistent with the principles of personal data protection.
- The proposed workshop will include discussion and exchange of practices in the field concerned by its topic.

The Crime Victim Support Network in Poland (Tomasz Piechowiak, Elżbieta Jacewicz, Jacek Błaszczyk, Elżbieta Zaniemojska-Krześniowska, Roman Wojnar, Subvenia Victima, Poland)

The presentation will outline the activities of Crime Victim Support Centres and the idea of the Crime Victim Support Network. In 2009, on the initiative of the Ministry of Justice, 16 non-governmental organisations were selected by way of competition and received status of Crime Victim Support Centres. The objectives of the Centres include assisting victims in recovery and protection from secondary victimisation. For the past five years, the Centres have developed, created local crime victim support networks, established cooperation with institutions and set up new branches. The cooperation with the Ministry of Justice has helped to raise the standards of assistance, also thanks to the Ministry's project "The Strengthening and Development of Crime Victim Support Network in Poland". The enactment of Victim and Post-penitentiary Aid Fund in 2012 enabled further intensive development of support provided by the Centres. The strong point of the presentation will be the participation of both the organisers of support and the specialists. Apart from the Centres' achievements, we will describe the role of the Polish Crime Victim Support Association Subvenia Victima in solving problems of victims of crime. We will also present the innovative "Pomocnik" project.

"Pomocnik" Android Application is a program which can be downloaded to mobile phones free of charge. The program will enable its users to provide all the details necessary to initiate the support procedure. The application will provide victims with information on available forms of assistance. Thanks to a map showing the location of the incident it will be possible to contact the victim with the nearest Victim Support Centre.

Initially, the program will be implemented in the area of three Crime Victim Support Centres: in Szczecin – for the West Pomerania Province, in Poznań – for the Greater Poland Province and in Toruń – for the Kujawy-Pomerania Province. After the trial period, the program's operation will be extended to other Centres.

M. Supporting Young Victims of Crime - Grand Ballroom, ground floor

Children as victims of crime in legal proceedings (Maria Keller-Hamela & Justyna Podlewska, Nobody's Children Foundation, Poland)

In the presentation the standards of the interviewing rooms will be presented along with activities of Nobody's Children Foundation promoting child friendly justice. Campaign Child is the witness with special needs implemented in several countries will be shown.

Depending on the form of abuse, the offender, and the circumstances of abuse, a child may be involved in different legal actions and proceedings. They can have the status of the injured party in criminal proceedings if they are a victim of crime. They can be a party in family proceedings if the abuse is a form of neglect by the parents. Finally, they can be a person experiencing family violence and become involved in the Blue Card procedure. Both Polish and European legislations grant children multiple rights within legal proceedings. Effective implementation of these rights requires appropriate legal representation of the child. The solutions offered by the Polish law are inconsistent, failing to provide effective protection of children or the exercise of their rights. The author has many years' experience in protecting children within legal procedures. The goal of this presentation is to describe the position and role of a child in the existing procedures and to show problems related to the lack of appropriate representation of a child in procedures aimed at protecting the child from abuse. The author will also propose new, innovative solutions to the representation problem, such as: creating and legally regulating the role of a professional child representative, and forming the Child Protection Service in Poland. The presentation will be based on the author's individual practice and on solutions worked out by the Nobody's Children Foundation where the author works.

Implementation of directive to combat sexual abuse and sexual exploitation of children (David Crispin, Sustainable Criminal Justice Solutions, UK)

The Directive 2011/93/EU on combating the sexual abuse and sexual exploitation of children and child pornography sets out a minimum standard for assistance for victims by ensuring that those persons seeking to work (paid or voluntarily) and have direct and regular contact with children are safe to do so. This Directive compliments Directive 2011/36/EU on preventing and combating trafficking in human beings and protecting victims.

The purpose of the Directive is to harmonise throughout the European Union (EU) criminal offences relating to sexual abuse committed against children, the sexual exploitation of children, child pornography and the solicitation of children on-line for sexual purposes. It lays down the minimum sanctions to be adhered to across all Member States, with the aim to prevent those already convicted of an offence from exercising professional activities involving regular contact with children.

In order to reduce the risk of recidivism, a person convicted for one of the offences defined by this Directive must be prevented from obtaining employment involving direct and regular contact with children. The employers concerned must be able to request information on the existence of a conviction or a disqualification from this type of employment. In order to prevent an individual from taking advantage of the free movement of workers within the European Union by working with children in another country, the Directive 2011/93/EU provides an opportunity for one Member State to request recent information from another Member State.

There are a range of challenges faced by Member States regarding implementation. These include legal obstacles, resourcing considerations and compatibility of the chosen method of exchange.

The presentation seeks to provide delegates with an overview of Directive 2011/93/EU and the state of play regarding implementation by EU Member States.

Enhancing children's knowledge on preventing sexual abuse to support children's rights (Miriam K. Damrow, University of Applied Sciences of Düsseldorf, Germany)

For several years, children were thought to get empowered by non-abusing adults in order to prevent

their sexual abuse. For Germany, recent data show for the last years that the absolute frequency has decreased while the relative frequency has been slightly increasing. For children of marginalised groups the risk of being sexually abused is still increasing. This may be due to the fact that most preventive efforts address German children and their origin only and in doing so, neglect the diverse German Society. Yet, preventive efforts basically consider a global empowerment approach to prevention only: say no, run away, tell about funny touches. By doing so, inform the children about their rights but do not refer to different cultural norms within different cultural groups. While doing so, specific group and individual risks are being neglected, and therefore reducing the efficacy of preventive efforts. Several approaches have been made on different levels to address preventive issues beyond the a.m. rights. Having analysed these approaches, some selected results of the analysis are presented. In kindergarten, preventive efforts are rarely made. In schools, preventive efforts are often made but are not accompanied by research. In general, in education settings research on prevention of child sexual abuse is lacking in terms of efficacy and effectiveness. Little has been done to improve victims' rights.

N. Supporting Victims of Hate Crime - Vienna room, first floor

Special Support for Victims of Hate Crimes in Germany and Europe (Robert Kusche, Support for Victims of Hate Crimes, Germany)

Victims of hate crime are in the EU recognized as vulnerable and thus entitled to specific protection and treatment. However, most hate incidents remain unreported due to the lack of information about the rights possessed and available aid on the side of the victims, but also insufficient hate crime identification skills on the side of victim service providers, community organizations and other helping institutions. Recent studies and surveys underpin these propositions. OSZE data shows that Hate Crimes in the OSZE region are a serious threat to individuals and whole societies. A recent study by the Fundamental Rights Agency shows that around 80 percent of victims of ethnic, gender and anti-Semitic motivated crimes (Hate Crimes) do not report the insult to the police or other helping institutions. According statistics from specialized Hate Crime counselling centres in Germany every day one to three bias motivated attacks (Hate Crimes) occur in Germany.

Compare to ordinary crimes, Hate Crimes have a deeper impact on the whole society. Hate Crimes have two particular characteristics: a) a criminal offense and b) a bias motivation on the part of the perpetrator towards the victim. Bias Crimes or Hate Crimes does lasting damage that reaches far beyond the individual victim. Victims become afraid of repeat victimization, while other people who may be perceived sharing this characteristic may be afraid that they, too, will become a target. Hate Crimes containing an intimidating message aimed at the identity of the victim group and therefore against the patterns of a democratic society. Hate Crimes are an abuse of fundamental rights and therefore EU countries have to ensure that they respond effectively.

According to the EU Framework decision 2008/913/JI different European states implemented Hate Crime laws. The EU Framework decision 2012/29/EU about minimum standards on the rights, support and protection of victims mentioned that special attention should be paid towards Hate Crime victims (Art. 22,3).

This raises different questions: How we can organize a better support structure for victims of hate crimes? How we can ensure that victims know from our work? How we can help to ensure that more cases are reported? How we can ensure awareness in the society against Hate Crimes? I want to share and discuss our experience from more than ten years working in the field of Hate Crime counselling in Germany.

Overlapping hatreds, ongoing prejudices: impressions from one year of measuring anti-Muslim attacks (Fiyaz Mughal, Faith Matters, UK)

The presentation will share findings and lessons learned, derived from the organisation's experience

of implementing the Tell MAMA (Measuring Anti-Muslim Attacks) programme across England and Wales. In particular, the presentation will focus on the experience of Muslim women who have been victims of anti-Muslim attacks. It will explore the extent to which women are subjected to such attacks, and highlight the personal impact that these incidents have on the victims; as well as the wider social repercussions.

Major deficiencies of the Polish victim support system for victims of hate crimes (Joanna Smętek & Małgorzata Szuleka, Helsinki Foundation for Human Rights, Poland)

The recent developments in public administration, including the establishment of the Council for the Prevention of Racial Discrimination, Xenophobia and Related Intolerance or the network of specialized prosecutors for hate crimes, testify to the fact that at least some public authorities involved in the administration of justice in Poland have recognised hate crimes as a significant problem. It is, however, the contention of this presentation that such an assessment of the legal and social weight of hate crimes has not been followed by a proper recognition of the needs of victims of hate crimes. The support offered to victims of hate crimes suffers many deficiencies which are often a derivative of the ailments of the general victim support system in Poland.

The authors of the presentation would like to show that two deficiencies of the general victim support system become particularly visible on the example of victims of hate crimes. Those major deficiencies consist in the lack of proper institutional arrangement enabling the creation of an efficient referral mechanisms and the insufficiency of the justice system to recognise the victim of hate crime. Recent media reports prove that prosecutors have difficulties in recognising and classifying hate crimes. For example, in cases of victims who do not belong to discriminated groups, the initiated investigation quite often does not recognise the offence as a hate crime.

At present, there is no referral mechanism within the general victim support system in Poland. A referral mechanism was introduced only in the system of support for victims of human trafficking. In other cases, there is no obligation on the part of the Police etc. to refer victims to support services and no central institution which would coordinate referrals. The victim relies on the good will and knowledge of the officer in charge of the investigation. The institutional arrangement of the victim support system does not facilitate referrals either. The system is composed of generic support services, generic victim support services, victim support services of NGOs within the Support of the Polish Network for Victims of Crimes (pokrzywdzeni.gov.pl) and other NGOs. Given the above, different practices are observed in directing victims of crimes to support institutions. As much as the knowledge of the generic support system could be expected, the knowledge of institutions offering services for victims of hate crime, the scale of which is still rather small in comparison to other crimes, cannot be presumed.

The City of Warsaw - - The Capital and biggest city of Poland.

Warsaw is a scientific, cultural, political and economic centre of Poland. The seats of Polish Parliament, President, Government are located here. Warsaw is the only city within the current borders of Poland which was awarded the Silver Cross of Virtuti Militari War Order (Poland's highest military decoration for heroism and courage in the face of the enemy at war).

Formal Dinner hosted by the Minister of Justice, 15 May 2014:

The Museum of History of Polish Jews – located in Muranów, area of Warsaw which used to be the centre of Jewish neighbourhood before World War II. After the establishment of the Ghetto, the building was the seat of Judenrat (Jewish council established by the German occupiers). Following the suppression of the Ghetto Uprising, the area was the site of the Warsaw concentration camp, so called "Gęsiówka". The museum is located close to the Warsaw Ghetto Heroes Memorial before which the Chancellor of the Federal Republic of Germany (FRG) Willy Brandt knelt in 1970, which was perceived as a show of humility. The building was designed by Finnish architect Rainer Mahlamäki. The glass facade is split by a wide fracture, symbolizing the Biblical crossing of the Red Sea by Israelites. The word "Polin", written in Hebrew and Latin letters on the glass facade means "Poland", or "you will rest here" in Hebrew and refers to the legend of why Jews came to stay in Poland. The modern museum is to become a place of dialogue and create a new common ground for agreement between the two tragically affected nations. The museum is currently developing the Core Exhibition whose opening is scheduled for 28 October 2014. It will consist of 8 galleries presenting the culture and heritage of Polish Jews, which has been an inspiration both for Poland and the whole world.

Dinner on 16 May 2014:

The Bristol Hotel – At the end of 19th century the current hotel was the Tarnowski Palace, housing a number of public institutions. The building was bought by a company whose partners included Ignacy Jan Paderewski (1860-1941), Polish pianist, composer, politician and statesman, a spokesman for Polish independence who signed the Treaty of Versailles as the Polish Prime Minister and the Minister of Foreign Affairs. In 1898 the company decided to turn the building into a hotel. The original design was altered by Władysław Marconi. The Bristol Hotel was opened in November 1901. At the beginning of II World War the building was used as a hospital. It was only slightly damaged during the Warsaw Uprising. In 1981 the hotel was closed and underwent a complete renovation. It was officially reopened with Margaret Thatcher in attendance in 1993. The Bristol's prominent guests included Józef Piłsudski, John F. Kennedy, Richard Nixon and, more recently, Tina Turner, Jose Carreras and Woody Allen.

Selected tourist attractions: Royal Castle; Royal Łazienki Palace and Park Complex; Old Town; National Museum; Warsaw Rising Museum; Copernicus Science Centre; Palace of Culture and Science; Zachęta Gallery of Modern Art; Belvedere; Powązkowski Cemetery; Fryderyk Chopin Birthplace in Żelazowa Wola; Ujazdowski Castle; Wilanów Palace and Park Complex; Pod Blachą Palace; Multimedia Fountain Park; Collegium Nobilium; Warsaw Technical University Building; Fryderyk Chopin Museum; National Stadium.

Conference venues



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