

The establishment & operation of **116 006** helplines requires:

MEMBER STATE ACTION:

- Fully and effectively implement the EU Victims' Rights Directive
- Support organisations in establishing and running the 116 006 helpline, including through initial and long-term operating funding and awareness raising;
- Ensure organisations specialised in victim support run 116 006 helplines;
- Reduce bureaucratic red tape to facilitate set up and operation service of 116 006 helpline.

EU ACTION

- Support the publication of a revised and strengthened Victims' Rights Directive;
- Encourage Member States to support organisations to implement and run the 116 006 helplines;
- Provide EU funding for the setting up and running of 116 006 helplines;
- Ensure services are provided following recognised quality standards.