



116006 SERVICES ARE ACCESSIBLE TO ALL VICTIMS

STANDARD #1 #NoVictimLeftBehind



STANDARD #1 #NoVictimLeftBehind



116006 SERVICES ARE ACCESSIBLE TO ALL VICTIMS

- 1.1 IS PROVIDED TO ALL VICTIMS
- 1.2 SHOULD BE PROVIDED WITHOUT ANY REQUIREMENT OF PRIOR REGISTRATION
- 1.3 MUST BE ACCESSIBLE TO EVERYONE
- 1.4 MUST BE AVAILABLE FREE OF CHARGE
- 1.5 IS PROVIDED TO ALL WITHOUT ANY DISTINCTION OR DISCRIMINATION
- 1.6 IS MADE AVAILABLE TO ALL DIRECT AND INTERECT VICTIMS











116006 SERVICES ARE AVAILABLE VICTIMS

STANDARD #2 #NoVictimLeftBehind



STANDARD #2 #NoVictimLeftBehind



116006 SERVICES ARE AVAILABLE TO ALL VICTIMS

- 2.1 SHOULD BE OPEN FOR VICTIMS'
 CALLS AT LEAST 40 HOURS PER WEEK
- 2.2 WHEN SERVICES ARE
 UNAVAILABLE, VICTIMS MUST BE
 OFFERED OTHER OPTIONs
- 2.3 AT LEAST 85% OF HELPLINE CALLS/CONTACTS RECEIVED WITHIN OPENING HOURS MUST BE DEALT WITH
- 2.4 ALL CALLS RECEIVED DURING THE OPENING HOURS MUST BE PICKED UP NO LATER THAN 30 MINUTES

CONTINUED







STANDARD #2 #NoVictimLeftBehind



116006 SERVICES ARE AVAILABLE TO ALL VICTIMS

- 2.5 THE CALL/CONTACT WILL LAST AS LONG AS REQUIRED FOR THE VICTIM TO GET THE SUPPORT THEY NEED
- 2.6 PROVIDERS CAN TEMPORARILY RESTRICT ACCESS TO THE HELPLINE TO DISRUPTIVE, DISRESPECTFUL AND ABUSIVE CALLERS
- 2.7 TO ENSURE SUPPORT TO CROSS-BORDER VICTIMS, EACH NATIONAL
 HELPLINE WILL STRIVE TO PROVIDE
 AT LEAST BASIC INFORMATION
 REGARDING THE RIGHTS AND
 SERVICES TO VICTIMS IN ALL EU
 MEMBER STATES









116006 SERVICES PROVIDE SUPPORT TO ALL VICTIMS

STANDARD #3 #NoVictimLeftBehind



STANDARD #3 #NoVictimLeftBehind



Co-funded by

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116006 SERVICES PROVIDE SUPPORT TO ALL VICTIMS

- 3.1 MUST BE OFFERED USING A VICTIM-CENTRED APPROACH
- 3.2 THE PRIMARY TASK OF THE SUPPORT PROVIDER IS TO ENSURE THE VICTIM'S SAFETY, BEFORE ADDRESSING ANY OF THEIR OTHER NEEDS
- 3.3 WILL PROVIDE VICTIMS WITH EMOTIONAL SUPPORT
- 3.4 MUST OFFER COMPREHENSIVE INFORMATION AND SHOULD BE ABLE TO PROVIDE VICTIMS NOT JUST WITH DETAILED INFORMATION ABOUT THEIR RIGHTS AND HOW TO APPLY THEM, BUT ALSO ON POLICE AND CRIMINAL JUSTICE PROCEEDINGS.

STANDARD #4 #NoVictimLeftBehind



116006 SERVICES ARE CONFIDENTIAL





STANDARD #4 #NoVictimLeftBehind



116006 SERVICES ARE CONFIDENTIAL

- 4.1 PROTECT VICTIMS' DATA AND ENSURE CONFIDENTIALITY WHILE RESPECTING THE REQUIREMENTS OF NATIONAL LEGISLATION, SUCH AS REPORTING OBLIGATIONS
- 4.2 CAN OFFER MULTIPLE OPTIONS TO SAFEGUARD VICTIMS' PRIVACY
- 4.3 PROVIDED IN FULL COMPLIANCE WITH GDPR AND ANY OTHER DATA PROTECTION LEGISLATION AND OBLIGATIONS

CONTINUED







STANDARD #4 #NoVictimLeftBehind



116006 SERVICES ARE CONFIDENTIAL

- 4.4 CALLS MAY BE RECORDED ONLY WITH THE VICTIMS' FULL CONSENT
- 4.5 WILL COLLECT A STANDARDISED MINIMUM OF ANONYMISED DATA FROM VICTIMS, FOLLOWING A UNIFIED DATA COLLECTION METHODOLGY, TO ENSURE PAN-EU IMPLEMENTATION OF THE SERVICE











116006 SERVICES ARE PROVIDED BY PROFESSIONAL ORGANISATIONS

STANDARD #5 #NoVictimLeftBehind



STANDARD #5 #NoVictimLeftBehind



116006 SERVICES ARE PROVIDED BY PROFESSIONAL ORGANISATIONS

- 5.1 PROVIDED BY LEGAL ENTITIES THAT ARE ABLE TO EFFECTIVELY PROVIDE THIS TYPE OF SERVICE TO ALL VICTIMS OF ALL CRIMES AND HAVE THE SUPPORT OF ALL VICTIMS AS ONE OF THEIR CORE MISSIONS
- 5.2 CANNOT BE PROVIDED BY ENTITIES SET UP WITH THE PURPOSE OF PROFIT-MAKING
- 5.3 CAN BE PROVIDED BY PROFESSIONALS EMPLOYED BY THE SERVICE PROVIDER AND/OR BY VOLUNTEERS











116006 HELPLINE OPERATORS UNDERGO PROFESSIONAL TRAINING

STANDARD #6 #NoVictimLeftBehind



STANDARD #6 #NoVictimLeftBehind



116006 HELPLINE OPERATORS UNDERGO PROFESSIONAL TRAINING

- 6.1 PROVIDERS WILL ENSURE THAT BOTH PROFESSIONALS EMPLOYED BY THE SERVICE PROVIDER AND VOLUNTEERS ARE ADEQUATELY TRAINED
- 6.2 TRAINING WILL ENSURE THAT
 HELPLINE OPERATORS DEVELOP AND
 MAINTAIN THE SKILLS NEEDED TO
 TREAT VICTIMS PROPERLY
- 6.3 TRAINING WILL ENSURE THAT HELPLINE OPERATORS OBTAIN THE KNOWLEDGE THAT IS NEEDED TO PROVIDE VICTIMS WITH THE MINIMUM LEVEL OF SUPPORT

CONTINUED







STANDARD #6 #NoVictimLeftBehind



116006 HELPLINE OPERATORS UNDERGO PROFESSIONAL TRAINING

- 6.4 OPERATORS WILL RECEIVE A BASIC INTRODUCTION TRAINING OF AT LEAST 40 HOURS OF EFFECTIVE LEARNING
- 6.5 AFTER HAVING RECEIVED THEIR BASIC TRAINING, OPERATORS WILL ATTEND AT LEAST 4 HOURS OF REFRESHER TRAINING EVERY YEAR
- 6.6 SERVICES WILL ENSURE THAT THE KNOWLEDGE AND THE SKILLS OF HELPLINE OPERATORS ARE VERIFIED











116006 SERVICE PROVIDERS CONDUCT REGULAR MONITORING & EVALUATION

STANDARD #7 #NoVictimLeftBehind



STANDARD #7 #NoVictimLeftBehind



116006 SERVICE PROVIDERS CONDUCT REGULAR MONITORING & EVALUATION

- 7.1 SERVICES MUST ESTABLISH
 MECHANISMS TO MONITOR AND EVALUATE
 THE QUALITY OF THEIR VICTIM SUPPORT
 BY USE OF INTERNAL AND EXTRNAL
 EVALUATIONN AND MONITORING
 MECHANISMS
- 7.2 MONITORING MUST BE CARIED OUT CONTINUOUSLY, AND AN EVALUATION OF THE SERVICES MUST BE CONDUCTED AT LEAST ONCE A YEAR
- 7.3 VICTIMS WILL BE PROVIDED WITH THE OPORTUNNITY TO GIVE FEEDBACK ON THE SERVICES RECEIVED











116006 SERVICE **PROVIDERS** PROVIDE A PATH FOR COMPLAINTS & GRIEVANCES

STANDARD #8#NoVictimLeftBehind



STANDARD #8 #NoVictimLeftBehind



116006 SERVICE PROVIDERS PROVIDE A PATH FOR COMPLAINTS & GRIEVANCES

- 8.1 EVERY HELPLINE CALLER IS ABLE TO FILE A COMPLAINT OR GRIEVANCE AGAINST THE SERVICE PROVIDED
- 8.2 GRIEVANCE MECHANISMS WILL BE TRANSPARENT AND READILY IDENTIFIABLE TO CALLERS THROUGH APPROPRIATE CHANNELS OF COMMUNCIATION CONTINUED







STANDARD #8 #NoVictimLeftBehind



116006 SERVICE PROVIDERS PROVIDE A PATH FOR COMPLAINTS & GRIEVANCES

- 8.3 COMPLAINS AND GRIEVANCES WILL BE SUBJECT TO OBJECTIVE CONSIDERATION AND SHOULD BE RESPONDED TO WITHIN A PERIOD OF NOT MORE THAN 30 CALENDAR DAYS UPON RECEIPT
- 8.4 JUSTIFIED GRIEVANCES MUST RESULT IN MEANINGFUL OUTCOMES FOR THE VICTIM AND/OR THE HELPLINE PROVIDER







STANDARD #9 #NoVictimLeftBehind



116006 SERVICE PROVIDERS ENSURE VISIBILITY & AWARENESS-RAISING





STANDARD #9 #NoVictimLeftBehind



116006 SERVICE PROVIDERS ENSURE VISIBILITY & AWARENESS-RAISING

- 9.1 SERVICES MUST BE EASY TO ACCESS,
 VISIBLE AND WELL BUBLICISED
- 9.2 SERVICES PROACTIVELY PROVIDE INFORMATION ON THEIR EXISTENCE AND AVAILABILITY, AND THE SERVICES THEY OFFER
- 9.3 SERVICES REGULARLY REACH OUT TO POTENTIAL VICTIMS OF CRIMES BY MEANS OF CAMPAIGNS AND PROGRAMS







MINIMUM STANDARDS FOR 116 006 HELPLINES

#NoVictimLeftBehind



- #1 116006 SERVICES ARE ACCESSIBLE TO ALL VICTIMS
- #2 116006 SERVICES ARE AVAILABLE TO ALL VICTIMS
- #3 116006 SERVICES PROVIDE SUPPORT TO ALL VICTIMS
- #4 116006 SERVICES ARE CONFIDENTIAL
- #5 116006 SERVICES ARE PROVIDED BY PROFESSIONAL ORGANISATIONS
- #6 116006 HELPLINE OPERATORS UNDERGO PROFESSIONAL TRAINING
- #7 116006 SERVICE PROVIDERS CONDUCT REGULAR MONITORING AND EVALUATION
- #8 116006 SERVICE PROVIDERS PROVIDE A PATH FOR COMPLAINTS AND GRIEVANCES
- #9 116006 HELPLINE SERVICE PROVIDERS ENSURE VISIBILITY AND AWARENESS-RAISING



