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MINIMUM STANDARDS FOR 116 006 HELPLINES

#NoVictimLeftBehind











Social Media Editorial

December - November 2025



Content Calendar

NOVEMBER

M	T	W	T	F
3	4	5	6	7
10	11	12	13	14
	18			
	25			

DECEMBER

M	T	W	T	F
		3		
8	9	10	11	12
15	16	17	18	19
22	23	24	25	26
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Content Calendar

Post 1	Mon, Nov 17
Post 2	Wed, Nov 19
Post 3	Thurs, Nov 20
Post 4	Fri, Nov 21
Post 5	Mon, Nov 24
Post 6	Wed, Nov 26
Post 7	Thurs, Nov 27
Post 8	Fri, Nov 28

Post 9	Mon, Dec 1
Post 10	Tues, Dec 2
Post 11	Thurs, Dec 4
Post 12	Fri, Dec 5



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Helpline Tags

Country	Organization Name	Instagram	Facebook	LinkedIn
Austria	Weisser Ring Austria	@weisserringoesterreich		
Croatia	Association for Support to Victims and Witnesses	@npc_116006	@zrtveisvjedoci	Udruga za podršku žrtvama i svjedocima
Czech Republic	Bílý Kruh Bezpečí / White Circle of Safety	@bilykruhbezpeci	@kruhbezpeci	
Denmark	Victim Support Denmark / offerraadgivningen	@offerraadgivningen	@offerraadgivning.dk	
Estonia	Sotsiaalkindlustusamet / Social Insurance Board		@sotsiaalkindlustusamet	Eastonian Social Insurance Board (sotsiaalkindlustusamet)
Finland	Riku / Rikosuhripaivystys	@rikosuhripaivystys	@rikosuhripaivystys	
France	France Victimes	@francevictimes	@FranceVictimes	Federation France Victimes
Germany	Weisser Ring Germany	@weisser_ring		
Ireland	Crime Victims Helpline	@crimevictimshelpline	@CVHIreland	Crime Victims Helpline
Latvia	Victims.lv / cietušajiem.lv		@Cietusajiem.lv	
Malta	Victim Support Agency	@victim_support_agency	@VictimSupportAgencyMalta	Victim Support Agency
Netherlands	Victim Support Netherlands	@slachtofferhulp.nederland		Slachtofferhulp Nederland
Portugal	APAV / Associação Portuguesa de Apoio à Vítima	@apav_online	@APAV.Portugal	APAV Victim Support Portugal
Sweden	Victim Support Sweden	@brottsofferjourensverige	@BrottsofferjourenSverige	



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Website Links

Country	Organization Name	Website
Austria	Weisser Ring Austria	https://www.weisser-ring.at/
Croatia	Association for Support to Victims and Witnesses	https://pzs.hr/
Czech Republic	Bílý Kruh Bezpečí / White Circle of Safety	https://www.bkb.cz/
Denmark	Victim Support Denmark	https://offerraadgivning.dk/
Estonia	Sotsiaalkindlustusamet / Social Insurance Board	https://www.sotsiaalkindlustusamet.ee/
Finland	Riku / Rikosuhripaivystys	https://www.riku.fi/
France	France Victimes	https://www.france-victimes.fr/
Germany	Weisser Ring Germany	https://www.weisser-ring.de/
Ireland	Crime Victims Helpline	https://www.crimevictimshelpline.ie/
Latvia	Victims.lv / cietušajiem.lv	https://www.cietusajiem.lv/en/
Malta	Victim Support Agency	https://victimsupportagency.com/
Netherlands	Victim Support Netherlands	https://www.slachtofferhulp.nl/
Portugal	APAV / Associação Portuguesa de Apoio à Vítima	https://apav.pt/
Sweden	Victim Support Sweden	https://www.brottsofferjouren.se/



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Post 1

← In 2023, we called on the European Commission, Council, and Parliament to make the 116 006 helpline mandatory in all EU Member States and to provide the necessary EU funding to make it work properly everywhere.

📞 In 2024, the European Council agreed on a proposal to update the Victims' Rights Directive, confirming the need for every Member State to establish an EU-wide, harmonised helpline accessible through the 116 006 number.

Victims of crime deserve more than a number, they deserve equal, high-quality support. That's why this year, we're calling on the EU and Member States to turn commitment into action by ensuring: 📌

- ◆ 116 006 Helplines exist in every Member State
- ◆ 116 006 Helplines meet minimum standards as developed by VSE's Centre of Excellence

Over the next two weeks, we'll be sharing these 9 minimum standards, and why they matter for victims across Europe. Will you stay tuned... and answer the call?

Learn more at <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

#116006Helpline #AccessToVictimSupport #EUVictimsRights
#VictimSupportEU #116006 #EUyearofvictimsrights
#YearOfVictimsRights #NoVictimLeftBehind

116006

**One Number.
One Standard.
Equal Support
for Every Victim.**

Make 116006 available in every EU country.

Victim Support Europe calls on all actors across Europe to ensure that every victim of crime in every EU Member State can reach help simply by dialling 116006 — and that the help they receive meets the same high-quality standards everywhere.

Victim Support Europe

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2025 YEAR OF VICTIMS' RIGHTS

Post 2

Article Launch

"The minimum standards set by Victim Support Europe and its members turn 116006 from a number into a lifeline; a service that listens, responds, and empowers." 📞✍️

We're shining a spotlight on the Minimum Standards for 116006 Helplines - clear guidelines to make sure every victim gets consistent, high-quality support.

📖 Read the full story here: <https://victim-support.eu/opinion/116006-a-lifeline-every-eu-citizen-deserves/>

🔗 Learn more about the Minimum Standards for 116006 Helplines here: <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

#116006Helpline #AccessToVictimSupport #EUVictimsRights
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Post 3

Video

📞 Will you answer the call for equal victim support across Europe? Help now by signing the pledge. 🔗 <https://c.org/4GTKBK8tDC>

When someone dials 116006, they are reaching out at one of the hardest moments of their life. Every victim, no matter where they live, deserves reliable, confidential, and high quality help.

In the coming days, we'll be sharing the new Minimum Standards for 116006 Helplines, designed to ensure that no victim gets left behind. Together, we can raise awareness about the importance of harmonised victim support services. 🌍

One number. One standard. Equal support for every victim. Stay tuned.

🔗 Visit <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/> to learn more

Currently operational in 14 EU Member States.

#116006Helpline #AccessToVictimSupport #EUVictimsRights
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[Link to view video](#)



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Post 4

The 116006 helpline is already providing victims of crime with free, confidential support in 14 EU Member States. 🌍 Each call offers a lifeline, connecting victims to trained professionals who listen, inform, and help.

But 14 States is only HALF of the Union. Too many victims still don't have access to help when they need it most. That's why we're urging the EU to back its commitment with concrete action, helping every Member State implement the helpline and meet the Minimum Standards for 116006 Helplines

Stay tuned as we share the 9 standards in the coming days. 📞 One number. One standard. Equal support for every victim.

Learn more at <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

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The 116 006 Helpline is currently operational in:



	Austria	Weisser Ring Austria
	Croatia	Victims & Witness Support Service
	Czech Republic	Bílý Kruh Bezpečí
	Denmark	Offerrådgivningen
	Estonia	Social Insurance Board
	Finland	Rikosuhrapäivystys
	France	France Victims
	Germany	Weisser Ring Germany
	Ireland	Crime Victims Helpline
	Latvia	Victims.lv
	Malta	Victim Support Agency
	Netherlands	Slachtofferhulp Nederland
	Portugal	Portuguese Association for Victim Support
	Sweden	Brottsofferjouren Sverige



Post 5

All Standards

What does equal support really mean? 🤝

These are the nine minimum standards that will guide the 116006 helpline across Europe, ensuring that no matter where the victim calls from, they receive the same quality of care.

From training and confidentiality to accessibility and follow-up, these standards form the backbone of a unified, rights-based approach to victim support.

Save this post - and stay tuned as we break down each one in the coming days. 📞

Click the link to sign the pledge <https://c.org/4GTKBK8tDC>

Visit <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/> to learn more

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MINIMUM STANDARDS FOR 116 006 HELPLINES
#NoVictimLeftBehind

VICTIM SUPPORT
Victim Support Europe
116 006 MINIMUM STANDARDS
HELPLINE

- #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**

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Post 6

Standards 1 & 2

☎ Support isn't support if you can't reach it.

Accessible: No sign-ups, no fees, no barriers. The 116 006 helpline must be accessible to all, no matter the victim.

Available: Real support answers when you call. The helpline should be open for calls at least 40 hours a week, respond within 30 minutes, and stay on as long as necessary.

Because access isn't optional. It's essential. Every victim deserves to be heard.

More standards coming soon 🕒 Can't wait? Click the link to learn more. 🔗 <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

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Post 7

Standards 3 & 4

☎ Real support puts the victim first, and it keeps them safe.

Victim-centred support must always begin with the safety and well being of the victim. That means listening without judgement, offering emotional support, and providing clear, complete information so victims can make informed decisions in their own time.

Privacy is a right. Victims must be able to speak freely, knowing their data is protected, never recorded or shared without their informed consent.

More standards coming soon 🕒 Can't wait? Click the link to learn more.

🔗 <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

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Post 8

Standards 5, 6, & 7

Behind every call is a system built on professionalism and accountability 🛠️

Providers must be not for profit legal entities with victim support at the heart of their mission. Services must be delivered by trained professionals or volunteers equipped to support victims.

Training matters, that's why helpline staff should undergo at least 40 hours of core training, with refresher sessions every year, ensuring they have the skills and knowledge to truly help.

Support can't improve without reflection. Providers must evaluate services at least once a year, and victims should be given the chance to share feedback on their experience.

More standards coming soon 🕒 Can't wait? Click the link to learn more.

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Post 9

Standards 8 & 9

 Victims deserve to be heard, before, during and after the call.

Every victim has the right to speak up if something goes wrong. All helplines must provide a clear, accessible way to file complaints, respond within 30 days, and make real changes when needed.

Victims can't reach out if they don't know how. Helplines must actively promote their services through campaigns and outreach, ensuring victims know help exists and how to get it.

 Visit <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/> to learn more.

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Post 10

Publication

📄 One number. One standard. Now it's time for one shared commitment.

Over the past weeks, we've introduced the 9 minimum standards for the 116006 victim support helpline, because every victim in Europe deserves reliable, accessible, and equal care, no matter where they live.

But raising awareness is just the beginning. Help us turn commitment into action. We are calling on you to stand with us. Sign the pledge, and help us show that the EU is ready for one number, one standard, and one level of care for every victim.

🔗 <https://c.org/4GTKBK8tDC>

Together we can make sure that when victims call, Europe answers. 📞

📄 Our full position paper is now available for download, detailing how we can ensure harmonised, high-quality support across all EU Member States.

Download it here: <https://victim-support.eu/publications/minimum-standards-for-116006-helplines/>

Share it. Use it. Advocate with it.

#116006Helpline #AccessToVictimSupport #EUVictimsRights #VictimSupportEu #116006
#EUyearofvictimsrights #YearOfVictimsRights #NoVictimLeftBehind



Post 11

Interactive Map

Consistent, dependable help through 116006 is still not guaranteed everywhere.

↔ Swipe to discover if your EU country has a helpline.

When someone becomes a victim of crime in the EU, they should know that help is only a free phone call away — and that the help they receive will be reliable, confidential, and of the same high quality wherever they live in Europe. 🙌 Now is the time to act!

Establishing and properly resourcing 116006 helplines in every Member State is not only a policy duty — it is a moral obligation.

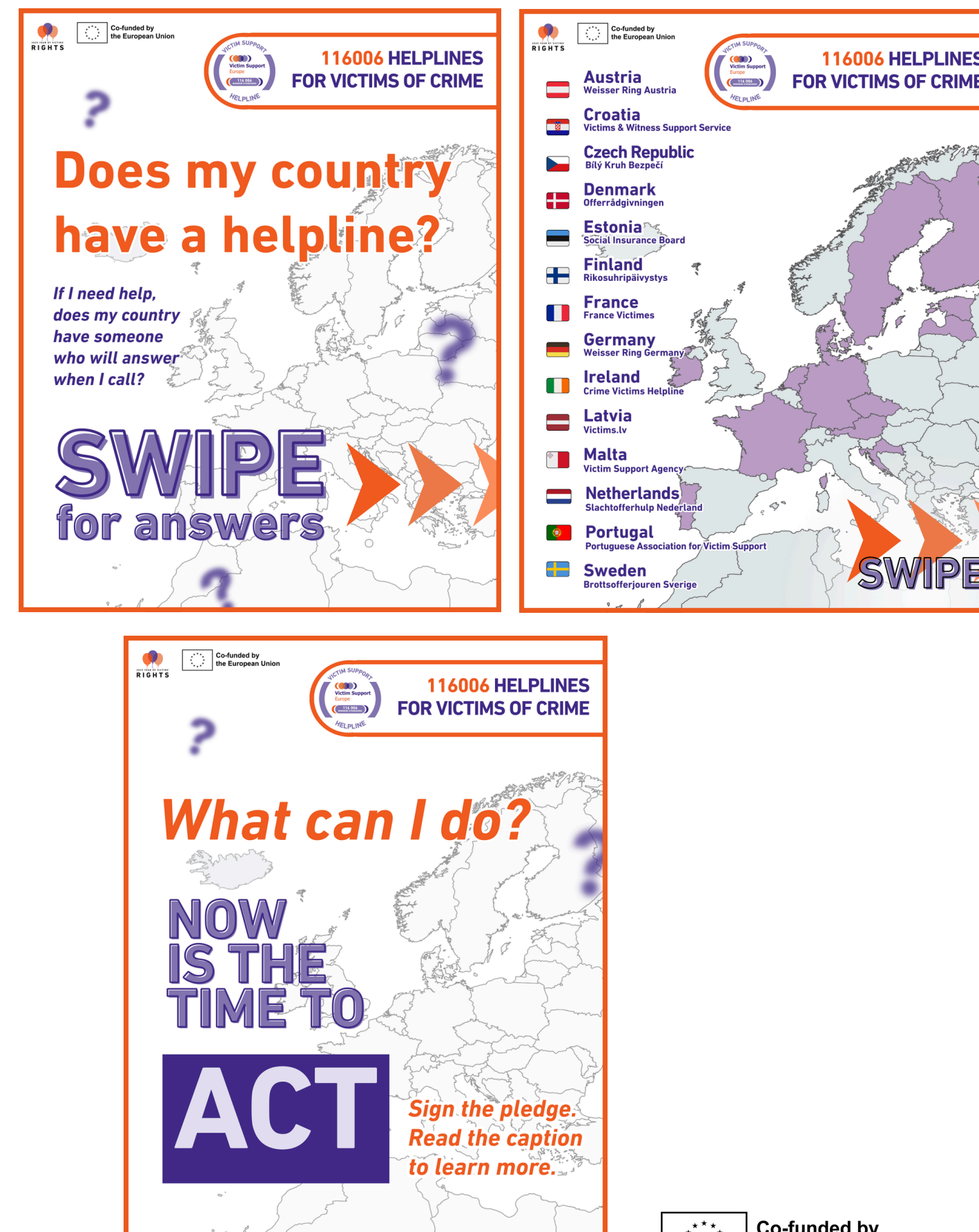
Like, share, repost and pledge. 🙌 📱

By helping us raise awareness the campaign highlights a simple truth:
One number. One standard. Equal support for every victim.

<https://c.org/4GTKBK8tDC>

To learn more, visit <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

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Post 12

One Number

One number can change everything. 📞 Sign the pledge below. ✍️

In 2019, a VSE member, [insert tag] France Victimes, switched their victim support helpline from a previous number to 116006. They ran a strong national awareness campaign ensuring that people knew about it, and something powerful happened. 📈 Calls nearly doubled.

The reason? Clarity and consistency. When every victim knows the same number, finding help becomes easier, faster, and more instinctive. One consistent number means no victim has to wonder who to call.

Imagine the impact if that were true across all of Europe, with all helplines operating to the same quality standards.

📞 One number. One standard. Equal support for every victim.
✍️ Help encourage all EU Member States to adopt and strengthen the 116006 helpline for all victims.

🔗 <https://c.org/4GTKBK8tDC>

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