**116006 Helpline: One Number. One Standard. Equal Support for Every Victim.**

Copy & Paste Captions Per Posts (EN) *Refer to editorial for emojis if needed.*

**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/>

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**Post 2**

"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/opinon/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/>

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**Post 3**

📞 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.

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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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**Post 5**

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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**Post 6**

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

#️⃣1️⃣ Accessible: No sign-ups, no fees, no barriers. The 116 006 helpline must be accessible to all, no matter the victim.

#️⃣2️⃣ 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**

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

#️⃣3️⃣ 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.

#️⃣4️⃣Privacy is a right. Victims must be able to speak freely, knowing their data is protected, never recorded or shared without their informed consent.

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**Post 8**

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

#️⃣5️⃣Providers 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.

#️⃣6️⃣ 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.

#️⃣7️⃣ 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. 🔗 <https://victim-support.eu/media-center/campaigns/116006-helpline-one-number-one-standard-equal-support-for-every-victim/>

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**Post 9**

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

#️⃣8️⃣ 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.

#️⃣9️⃣ 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**

📄 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.

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**Post 11**

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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