

AGENDA

EVENT: Project IMPACT webinar on volunteer engagement and coordination

DATE: 25 February 2026, 13:00 – 15:00 CET

AGENDA:

TIME	
<p>13:00 – 13:05</p>	<p>Welcoming remarks, introduction to project IMPACT and to the webinar</p> <p><i>Aleksandra Ivankovic, Deputy Director, Victim Support Europe</i></p> <p><i>Oleksandr Glagola, IMPACT Project Manager, Victim Support Europe</i></p>
<p>13:05 – 13:30</p>	<p>Presentation of Weisser Ring</p> <ul style="list-style-type: none"> • Building a nationwide network of volunteers from the perspective of a volunteer-based organisation <p><i>Bianca Biwer, Federal Executive Director, Weisser Ring</i></p>
<p>13:30 – 13:45</p>	<p>Q&A regarding Weisser Ring's presentation</p> <p><i>Moderated by Aleksandra Ivankovic, Deputy Director, Victim Support Europe</i></p>
<p>13:45 – 14:15</p>	<p>Presentation of Victim and Witness Support Service Croatia</p> <ul style="list-style-type: none"> • Volunteering programme at the offices of Victim and Witness Support Service Croatia • Engaging volunteers in the work of the National Call Center <p><i>Miren Špek, Executive Director, Victim and Witness Support Service Croatia & Executive Board Member, Victim Support Europe</i></p> <p><i>Maja Stahan, Deputy Director and National Call Center Coordinator, Victim and Witness Support Service Croatia</i></p>
<p>14:15 – 14:30</p>	<p>Q&A regarding Victim and Wintess Support Service Croatia's presentation</p>

	<i>Moderated by Aleksandra Ivankovic, Deputy Director, Victim Support Europe</i>
14:30 – 14:45	<p>Presentation of APAV – Portuguese Association for Victim Support</p> <ul style="list-style-type: none"> Adapting the volunteer programme to changing conditions – growth and development <p><i>Carmen Rasquete, Executive Director, APAV & Executive Board Member (Treasurer), Victim Support Europe</i></p>
14:45 – 15:00	<p>Q&A regarding APAV's presentation and conclusions</p> <p><i>Moderated by Aleksandra Ivankovic, Deputy Director, Victim Support Europe</i></p>