



The 116 006 Helpline

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



20 February 2026



09:30 – 13:45 CET



Brussels Press Club, Brussels

(Rue Froissart 95, 1040 Brussels)



9:00 - 9:30

Welcome coffee



9:30 – 10:00

Opening speeches

- **Polina Efthymoulou** | Attorney of the Republic of Cyprus & Head of the Public Prosecutors, Cyprus Presidency of the Council of the European Union
 - **Katarzyna Janicka-Pawlowska** | Coordinator for Victims' Rights, European Commission
 - **Rosa Jansen** | President, Victim Support Europe
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10:00 – 10:30

Victims' Voices – A Live Conversation: Hearing from a Crime Victim

- Moderator: **Larisa Spahić** | Associate Project and Partnership Officer, Victim Support Europe
 - Video Contribution: **Ruth Maxwell** | Victim Advocate
 - Speakers: **Aylen Charlotte** | Victim Advocate
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10:30 – 11:15

EU 116 Helplines: Case Studies & Open Mic

- Moderator: **Efthymis Antonopoulos** | Associate Policy Manager, Victim Support Europe
 - Video Contribution: **Helen Mason** | Executive Director, Child Helpline International
 - Speakers: **Léa Meindre-Chautrand** | Missing Children Europe
Annick Deblauwe | Flemish Reporting Point for Transgressive Behaviour
Irina Ionita | La Strada International
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11:15 – 11:45

Coffee break



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11:45 – 12:15 Policy & Governance: Helpline Standards Spotlight – Pitch & Dialogue

- Speaker: **Aleksandra Ivanković** | Deputy Director, Victim Support Europe



12:15 – 13:15 116006 Helpline Operators: Blitz Talks on Three Hard-Hitting Questions

- Moderator: **Levent Altan** | Executive Director, Victim Support Europe
- Speakers: **Maja Štahan** | Victim and Witness Support Service Croatia
Carmen Rasquete | Victim Support Portugal (APAV)
Siiri Urbas | Estonian Social Insurance Board



13:15 – 13:30 Closing: Future Directions for 116 006 Helplines

- Speaker: **Jérôme Moreau** | Vice President, Victim Support Europe



13:30– 15:00 Networking lunch

Event Host & Coordinator – **Marina Kazakova**, Junior Communications Manager

Event Photographer – **Ruben Dos Santos**, Junior Communications Officer

Presentation Operator – **Ryanne Meyer**, Communications Intern

Registration Coordinator – **Keti Varoshlija-Botterman**, HR & Administrative Officer