

ANNUAL REPORT 2024



VICTIM SUPPORT AGENCY

VSA ANNUAL REPORT 2024

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FOREWORD BY MINISTER

The aim of the Victim Support Agency is being reached every day. When we first started this a few years ago, perhaps there were some who expressed doubts, even if genuine, today the Agency is showing unprecedented results. Hundreds of victims are receiving a service which up to a few years ago was either inexistent, or lacking awareness about the type of services offered to victims.

Several people in our society have unfortunately been victims. We have an obligation not to victimise them for the second time due to lack of assistance. Through this Agency we are ensuring that a professional and even human service is offered.

In the most sensible and sensitive way, through the Agency we are carrying out a silent revolution on the protection of victims in our fight against crime. We are launching one service after another and one initiative after another with the aim of continuing our mission in aid of all those who need help in such difficult moments.

Today, the Agency has various services and has been a key driver to strengthen laws to give more protection to victims as well as to encourage more victims to come forward to fight for their rights. A major initiative we have introduced is that of the domestic violence panic alarm where victims are being given an additional tool to be able to report abuse being committed on them at that moment. This measure launched in July 2025 required coordination between various entities, especially between the Victim Support Agency and the Police Force.

Over the past year we have strengthened human resources by improving employment conditions. I believe that if we are to have a good service, we must have a qualified, motivated human resource who is ready and willing to give everything possible to carry out his or her work.

Therefore while expressing solidarity with all the victims and those around them, I reiterate the Government's commitment to be determined to strengthen our fight against crime, by continuing to maintain our country at a low crime rate as we have experienced in recent years, where today our country is considered among the top ten countries in the world by the rule of law index report, while giving more voice and strength to victims but above all more tools in aid of victims.

Thanks to the management of the Agency and all its staff who together are always working to provide service and support to victims of crime.



Hon. Minister Dr. Byron Camilleri
Minister for Home Affairs, Security and Employment

FOREWORD BY PERMANENT SECRETARY

The Ministry for Home Affairs, Security and Employment remains steadfast in its mission to uphold the safety, security, and overall well-being of the Maltese Islands. Within this overarching mandate lies a key commitment: to support victims of crime through the work of the Victim Support Agency (VSA).

Over the past three years, the Agency has registered over 3,000 individuals seeking assistance - an unequivocal testament to the essential role the VSA plays within our national support framework. These figures underscore the importance of sustaining and strengthening the Agency's capacity to deliver high-quality, victim-centred services.

Providing effective support to victims of crime necessitates a holistic, multidisciplinary approach - one that is attuned to the diverse needs of individuals, shaped by their cultural, racial, and socio-economic backgrounds. The Agency has successfully cultivated an environment that fosters collaboration with key stakeholders, encourages innovation, and invests in the continued development of its personnel.

Today, victims of crime have a dedicated national contact point through which they can access a range of free and confidential services. The 116 006 Helpline serves as a crucial one-stop resource, offering emotional support, legal information, and practical guidance to those in need.

It is with great satisfaction that I endorse the Victim Support Agency's Annual Report for 2024. I extend my sincere appreciation to the Agency's leadership and staff for their continued dedication, professionalism, and unwavering focus on the needs of victims. I remain confident in their ability to further enhance the quality and reach of victim support services across Malta.



Ms. Joyce Dimech
Permanent Secretary
Ministry for Home Affairs, Security and Employment

WELCOMING NOTE

This Annual Report represents the dedication of our staff, the courage of Service Users and the high level of multi-agency collaboration established since 2021.

Behind every case and every intervention, there is a victim of a crime, who deserves justice, support and hope. At the Victim Support Agency, we believe that every Service User deserves recognition, respect and support. This publication underscores vital insights of the services provided and those accomplishments that have improved the lives of those in need of our services.

Throughout 2024, the Agency adopted a new Internal Corporate Strategy, which resulted in the reorganisation of its operations under three main pillars – i.e. Prevention, Response and Support. This re-structuring enabled us to brainstorm innovative programmes and introduce new tools to support victims of crime. With more emphasis on the need to provide for a more informative approach, we will be strengthening the current service provision and expanding follow-up support, such as the introduction of Support Therapy Groups.

Building trust is essential for victim support. The Agency aims at safeguarding the rights of victims of crime while also promoting a multi-agency approach as to minimize the risk of secondary or repeated victimization for service users. As we look forward to 2025, the Agency shall be working with various stakeholders including the EU umbrella organisation for victim support organizations (Victim Support Europe) to develop a National Strategy for Victims of Crime in Malta. Such a strategy shall further enhance the concept of a victim-oriented approach in all spheres, ensuring that potential gaps in different services and within the legislation are addressed.

As a concluding remark, I am confident that together we can continue to build a safer and more supportive society, where no victim feels alone, and every voice is heard.



Mr. Brian Farrugia
Chief Executive Officer

A VICTIM-CENTRED APPROACH

Managing support services for victims involves the incorporation of a coordinated, victim-centered approach to help them navigate the emotional, psychological, legal, and practical challenges that arise after experiencing victimization. It involves the harmonisation of various resources, ensures accessibility to services, and provides emotional and practical assistance to all victims of crime. The goal is to have a system where victims receive immediate and long-term support, throughout their journey in the Criminal Justice System.

To ensure victims are given access to all of the above resources, it is also essential to create safe spaces for them to speak up and share their stories and experiences. The Victim Support Agency strives to provide this and acts as the first point of reference to the different and various demands of every victim seeking support.

This makes our work very fulfilling. The satisfaction often comes from knowing that we are helping individuals during some of the most difficult moments of their lives. Providing them with the necessary support and help them regain a sense of control over their lives can be deeply rewarding. That said, in certain times the professionals' role can also be very challenging. The trauma and stories heard on a day to day basis can be quite heavy, and also concerning if not processed well. This makes the victim support services' role crucial and an essential part of a functioning society. It is our interest to make sure that each victim has access to all these resources,



Supt. Sylvana Gafa'
Head of Services

ACHIEVEMENTS 2024

Introduction

Since 2021, the Victim Support Agency has strived to establish its structure made up of a multidisciplinary team, specifically focused on the delivery of victim support services and advocacy in support of victims' right. It was also a time, when it started development new multi-agency agreements with both Government and Non-Government entities with a view to act as a national contact point for victims of crime in Malta and Gozo as entrusted through its establishing order LN 418/2020.

Over the course of time, new experiences exposed the Agency to the identification of new challenges and needs faced by victims of crime. As a result, a study was commissioned as to identify such needs and maps out the current different services on offer to victims of crime in Malta and Gozo. It became instantly clear, that there were different government entities and non-government organisations doing their best to assist and support victims but a clear lack

of information and coordination in between available services, creating confusion and delays for victims of crime to access services.

Based on the outcome of this study, in 2024 the VSA proposed a new internal strategy where it has shaped its operations from a Service Oriented Approach to a Preventive, Responsive and Support oriented approach, covering the whole cycle whilst ensuring that less persons or group of persons end up victims of crime.

The VSA internal corporate strategy, highlights 36 recommendations to be implemented in between 2024 up to 2027. Through this reporting period (i.e. 2024) 15 out of these 36 recommendations have been addressed and explained hereunder. Copy of the VSA Internal Corporate Strategy can be accessed online through the following link <https://victimsupportagency.com/wp-content/uploads/2025/03/Victim-Support-Corporate-Strategy-Booklet-compressed.pdf>

Deliverable	Description	Outcome in 2024
P1 – Victim Support Network	This is a technical meeting aiming at discussing key legislation/practices in the field of victim support.	<ul style="list-style-type: none">• 3rd Meeting Held: April 23, 2024: Focused on “Child to Parent Abuse.”• 4th Meeting Held: October 25, 2024: Addressed “Hate Speech and Online Hate Crime.”
R.2 Participation in MARAM	Multi-Agency Risk Assessment Meeting.	<ul style="list-style-type: none">• Over 250 cases discussed• VSA provided actionable feedback. 45 taken.

R.3 Promotion of International Work Exposure/Exchange Visits	The VSA promotes the idea to expose staff members to different practices applied abroad.	<ul style="list-style-type: none"> ● Participation: <ul style="list-style-type: none"> ○ Working Party (COPEN) Meetings focusing on the EU Victim Rights ○ Victim Support Europe Annual Conference, focusing on cross-border support mechanisms. ○ Technical Support Initiative's Impact Project, focusing the development of a National Strategy for Victims of Crime. ○ COVIS Final Conference on how to treat Victims at the Law Court Buildings. ○ Follow up on the Revision of The Victims Rights Directive ● Training Initiatives: <ul style="list-style-type: none"> ○ Gender-Based Violence and Domestic Violence Trauma-Informed Psychosocial Education training ○ Basic First Aid Course ○ Mental Health First Aid Course
S.3: Investing in Innovative Well-Being Sessions	Promoting mental health, resilience, and self-care.	Regular well-being sessions for staff, focusing on mindfulness, stress management, and burnout prevention.
R.5: Addressing Hate Crime and Hate Speech	VSA engages diverse groups to promote understanding, highlight the impact of hate crimes, and encourage reporting and support-seeking.	<ul style="list-style-type: none"> ○ VSA as a partner in the Hatedemics Project, focusing on countering online hate speech, funded by CERV Funding Programme. ○ Delivered strategies to combat online disinformation through partnerships with local schools and NGOs. ○ Developed educational toolkits for use in schools to promote understanding and prevention of hate speech. ○ Collaborated with the Malta Police Force to integrate hate crime reporting tools into their systems.
P.6.1: Introducing Panic Alarm to DV Victims (High-Risk)	Ensures swift response and monitoring, using innovative technology for effective intervention.	<ul style="list-style-type: none"> ● Progress Achieved: <ul style="list-style-type: none"> ○ This deliverable is one of the Budgetary Measures (BMs) of 2024. ○ Preparatory work commenced, with the first batch of Panic Alarm devices received in December 2024. ● 2025 Focus: <ul style="list-style-type: none"> ○ Full rollout of panic alarms and integration with service user monitoring systems.

P.6.1.1: 24/7 Helpline (116 006)	116 006 ensures support, providing immediate emotional and legal assistance, especially for crime victims.	<ul style="list-style-type: none"> ● Launch: <ul style="list-style-type: none"> ○ The National Supportline 116006 begin functioning 24/7 as of 1st November 2024. ○ This deliverable is one of the Budgetary Measures (BMs) of 2024 which was achieved. ○ A steady flow of calls was received.
R.6.1: Establishment of a Crisis Intervention Team	Ensures a rapid police response for immediate support for victims of crimes.	<ul style="list-style-type: none"> ○ One (1) VSA warrant Counsellor was assigned to support cases originating from the Crisis Intervention Team.
S.6: Establishment of Victim-Oriented Support Groups	Provide a safe space for victims to share experiences, receive support, and access guidance.	<ul style="list-style-type: none"> ● Support Groups Conducted: <ul style="list-style-type: none"> ○ Psychoeducation Groups. ○ Self-Regulation and Self-Care Groups. ○ Group Therapy.
R.8: Developing an Online Directory	To streamline access to victim support services.	<ul style="list-style-type: none"> ○ Plans for the development of an online Victims Charter as specified under the Restorative Justice Act, commenced. ○ Dedicated page created on VSA Web Portal.
S.9: Strengthen Accompaniment Services to Clients in Court	Enhances multi-agency collaboration, ensuring victims receive effective support during proceedings	<ul style="list-style-type: none"> ○ ○ Started in the year 2024. ● Services Provided: <ul style="list-style-type: none"> ○ ○ Emotional Support Service (ESS) Initiatives: Pre-court sessions, including an orientation group, Court accompaniment and post-court support sessions.
S.10: Revision of Internal Structure	Reviewing its internal structure to enhance efficiency and service delivery.	<ul style="list-style-type: none"> ○ Eight (8) Case Officers have been assigned to the Emotional Support Team, and one (1) Project Manager has been appointed for the Panic Alarm to Domestic Violence Victims (High-Risk) ○ Opening of negotiation of the new VSA IRU structure.
R.10: Outsourcing Professional Services	To ensure specialized support for victims.	<ul style="list-style-type: none"> ● Contracts Awarded: <ul style="list-style-type: none"> ○ Psychologist and Legal Consultant engaged.

S.11: Foster Collaboration with Other Community Services	VSA ensures a unified approach to victim support, bridging service gaps and enhancing service delivery	<ul style="list-style-type: none"> ● MoU Signing: <ul style="list-style-type: none"> ○ Signed MoU with Għarb local council Gozo. ○ Signed MoU with OASI ○ Signed MoU with the Secretariat for Catholic Education. ● Public Engagement: <ul style="list-style-type: none"> ○ Online Stories published featuring on social media, a victim's testimony about her case and the support received from VSA. ● Events in Gozo: <ul style="list-style-type: none"> ○ Informative event. ○ Meetings held with the Archbishop of Gozo, regarding the promotion of the Domestic Violence prevention form. ● Participation in Freshers' Week: <ul style="list-style-type: none"> ○ University of Malta. ○ Higher Secondary. ● TV Promos on Victims' Rights: <ul style="list-style-type: none"> ○ Awareness Initiatives.
P.12: Strengthening the DV Prevention Online Portal	To provide targeted support and resources.	<ul style="list-style-type: none"> ○ Collaborative Engagement. ○ Leaflets promoting the DV Prevention Form. ○ Promoted the portal through TV campaigns and social media platforms.

P- Prevention}{R-Response}{S- Support}

INTERNAL STRUCTURE

Administration

In 2024, the Corporate Strategy Unit (Administration, HR, Finance, and Procurement) achieved significant progress in making the Agency more autonomous, in especially through the setting up of a dedicated bank account and the development of internal standard of procedures. The Agency's internal staff capacity was strengthened with the issuance of new open calls for recruitment of 7 (seven) new VSA Officers and it was also ensured that continuous professional training is made available to upskill employees working in different units, including police assigned with the agency. This Unit is fully committed towards supporting the agency its achieving operational excellence and strategic growth, positioning us for continued success in the upcoming year.

Legal Unit

Throughout 2024, there was a substantial increase in cases. (reaching a total of 721 cases in 2024). The Legal Unit provides for legal guidance and assistance to clients who are either referred, walk in directly to the Agency or call 116006 helpline. The service is delivered either physically at our offices in Valletta, Santa Luċija, Qawra or Gozo or else over the phone to facilitate access to services. Delivery of service is highly professional and free of charge. By virtue of the latest amendments, the legal services provided were extended to filing of complaints on behalf clients, recovery of items which confiscated and also assistance in filling forms for request for compensation. The Agency is currently seeking to extend the services provided which necessitates further legal amendments.

Policy and Projects Implementation

The Policy and Projects Unit aims at supporting the agency in the development of new policies which can be transformed into projects or initiatives for the benefit of Victims of Crime. The discussions on the revision of the Victims' Rights Directive and the adoption of a new Directive on Violence against Women were the centre of the Agency's agenda for 2024. Furthermore, this unit assisted in supporting in the drafting of an Internal Corporate Strategy for the VSA, based on a previous study commissioned by the agency – mapping out the Victim Support Services in Malta and Gozo. This internal strategy adopted a new approach on how the agency should deal with victim support services – evolving from a responsive action towards a Preventive, Responsive and Follow Up Approach. These three pillars were further elaborated with the presentation of 36 recommendations to be concluded by 2027.

The Unit was also instrumental in the kicking off two important EU projects for the agency. The first one, known as 'Hatedemics' aimed at combatting Hate Speech Online and Misinformation, while the second one known as 'Impact' aims at the development of a National Strategy for Victims of Crime in Malta. Furthermore, due efforts were made towards the development of Panic Alarms for High-Risk Victims of Domestic Violence.

Emotional Support Unit

The Emotional Support Service Unit of the Victim Support Agency has made significant strides in expanding and enhancing its impact. The team has grown with new members, strengthening service delivery. Staff expertise has been further developed through both in-house and outsourced training. Increased outreach to community stakeholders and media

has led to a surge in service users. Targeted support has expanded with specialized information sessions and trauma-informed support groups. An art therapy group for domestic violence survivors created canvases that were displayed in an exhibition during the 2024 *16 Days of Activism Against Gender-Based Violence* campaign. This initiative aimed to raise awareness and promote healing, celebrating the journey from victim to survivor to thrive through art.

Police Victim Support Unit

The Police Victim Support has been serving as a vital point of contact for victims of crime for the past eight years. Our team's dedication to supporting and assisting victims following the filing of a police report has been exemplary. This success, along with our enthusiasm to improve, has led to an extension of our ongoing outreach services. We are now offering continuous monitoring for cases involving a magisterial inquiry, ensuring that victims and their family members are kept informed about the progress of the investigation without delay. The Police Victim Support remains committed to continuously improving our services for the benefit of crime victims.

EVENTS

February 2024



A carnival activity was organised for children that reside in residential homes who had the chance to spend a weekend in a hotel. This was organised by the Agency's employees and police officials.



Photo: DOI -Geoffrey Zarb Adami

An agreement was signed with the Commission for the Rights of Persons with Disability (CRPD) to provide a more inclusive service that addresses the needs of all individuals.



We commemorated the European Day for Victims of Crime through an activity held at Valletta. In collaboration with the community police, an awareness day was organised and informational material was distributed to the public about the services the Agency offers.

April 2024



During the Easter holidays, an egg hunt was organised for children living in residential homes. This event took place with the participation of the Fgura Scout Group, who organised games and entertainment for the children, as well as police officers who are part of the Agency and the Community Police.



Photo: DOI - Clodagh O'Neill



Photo: DOI - Clodagh O'Neill

The VSA's Corporate Strategy (2024-2027) was launched with the aim of providing increased support for victims. Through new projects and initiatives, more assistance will be offered to victims, the response will be strengthened, and greater efforts will be made in prevention to reduce the risk of further victimisation.



The second regional centre for victims of crime was inaugurated in Gozo. From the new centre located at the Għarb Local Council, free legal assistance is being provided to victims. This centre joins the other regional centre in Xewkija, from which emotional support is offered.

May 2024



On Mother's Day, the Agency honoured and celebrated the strength, resilience, and courage of mothers who are also victims of crime.



The play '*Jien Mill-Ġdid*' was shown to students at Giovanni Curmi Higher Secondary, followed by an informative session to help them better understand the harsh reality of experiencing violence from someone who is supposed to love you.



Agency employees and professionals participated in the Expo organized by the Public Service to inform more people about the Agency's services.

June 2024



On Father's Day, the Agency showed solidarity and support towards courageous fathers who are victims of crime.

July 2024



A new agreement was signed with the OASI Foundation in Gozo to provide additional support to victims affected by drug-related crimes, whether the harm was caused by family members or third parties.

August 2024



The Agency partnered with His Excellency, the Bishop of Gozo, Mons. Anton Teuma, on behalf of the Diocese of Gozo, to ensure that more Gozitan families who are victims are referred to the Agency for support.



The Agency, in collaboration with Arkadia in Gozo, organised an informative day during which material was distributed to the public to raise awareness about the Agency's services.



A constructive meeting took place with the Gozo Chamber of Commerce, aimed at raising awareness among businesses affected by crimes such as fraud about the support services provided by the Agency.

October 2024



The Agency took part in Freshers' Week activities held at Giovanni Curmi Higher Secondary, MCAST and the University of Malta to engage with students and raise awareness about its services.

November 2024



During the 2024 Annual Conference of the Victim Support Agency, it was announced that, in collaboration with Victim Support Europe, Malta will launch its first national strategy for victims.



As part of the 16 Days of Activism against Domestic Violence, an exhibition was held during the Annual Conference, showcasing artwork created by victims of domestic violence during therapeutic group sessions led by the Agency's professionals.



Officers from Victim Support Europe met with various entities and non-governmental organisations to gather ideas on how support for victims of crime can be further strengthened.



RAPPORT ANNWALI 2024



VICTIM SUPPORT AGENCY

VSA RAPPORT ANNWALI 2024

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MESSAĠĠ MILL-MINISTRU

L-għan tal-Aġenzija għall-Vittmi tal-Kriminalità qed jintlahaq kuljum. Proġett li meta waqqafnieh ftit snin ilu, forsi kien hemm min wera dubji dwar il-kuncett jew il-bżonn tiegħu, anke jekk ġenwini, illum l-Aġenzija qed turi riżultati bla precedent. Mijiet ta' vittmi qed jirċievu servizz li sa ftit snin ilu jew kien inezistenti, jew inkella b'nuqqas ta' għarfien dwar it-tip ta' servizz offrut.

Diversi persuni fis-soċjeta tagħna sfortunatament sfaw vittmi. Għandna obbligu ma jkunux vittma għat-tieni darba minħabba nuqqas ta' assistenza. Permezz ta' din l-Aġenzija qed naraw li jkun offrut servizz professjonali u anke uman.

Bl-iktar mod sensibbli u sensitiv, permezz tal-Aġenzija qed inwettqu rivoluzzjoni siekta fejn tidhol il-protezzjoni tal-vittmi fil-ġlieda tagħna kontra l-kriminalità. Qed inniedu servizz wara ieħor u inizjattiva wara oħra bil-għan li nkomplu l-missjoni tagħna b'risq dawn kollha li għandhom bżonn l-għajnuna f'mument daqshekk diffiċli.

Illum fil-fatt l-Aġenzija għandha servizzi diversi u kienet xprun ewlieni biex sar tiżih fil-ġijiet biex tingħata iktar protezzjoni lill-vittmi u kif ukoll biex tinkoraġixxi iktar vittmi li jersqu l-quddiem biex jiġġieldu għad-drittijiet tagħhom. Inizjattiva ewlenija li introduċejna hija dik tad-Domestic Violence Panic Alarm fejn il-vittmi qed jingħataw għodda addizzjonali biex ikun jistgħu jirrapurtaw abbuż li jkun qed jitwettag fuqhom proprju f'dak il-mument. Din il-miżura mniehda f'Lulju 2025 kienet teħtieġ koordinazzjoni bejn entitajiet diversi, b'mod speċjali bejn l-Aġenzija għall-Vittmi tal-Kriminalità u l-Korp tal-Pulizija, taħriġ u investiment mhux żgħar.

Matul din l-aħħar sena saħħaħna r-riżors uman billi tejjibna l-kundizzjonijiet marbuta mal-impjeg. Nemmen li biex ikollna servizz tajjeb, irid ikollna riżors uman kwalifikat, motivat u li jkun lest u dispost jagħti dak kollu possibbli biex iwettaq il-ħidma tiegħu jew tagħha.

Għalhekk filwaqt li nuri solidarjeta' mal-vittmi kollha u dawk ta' madwarhom, intenni l-impenn tal-Gvern li jien niffirma parti minnu, li determinati nsaħħu l-ġlieda tagħna kontra l-kriminalita', billi nkomplu nżommu pajjizna b'rata ta' kriminalita baxxa kif esperjenzajna fl-aħħar snin, fejn illum pajjizna huwa meqjus fost l-aqwa għaxar pajjizi fid-dinja mir-rule of law index report filwaqt li nagħtu iktar vuċi u saħħa lill-vittmi iżda fuq kollox iktar għodod b'risq il-vittmi.

Grazzi lit-tmexxija tal-Aġenzija u l-ħaddiema kollha fi ħdanha li flimkien qed jaħdmu il-ħin kollu biex jagħtu servizz u sostenn lill-vittmi tal-kriminalita'.



L-Onor. Dr. Byron Camilleri
Il-Ministru għall-Intern, is-Sigurtà u x-Xogħol

MESSAĠĠ MIS-SEGRETARJU PERMANENTI

Il-Ministeru tal-Intern, is-Sigurtà, u x-Xogħol jibqa' b'rieda kommiss lejn il-missjoni tiegħu li jħares is-sikurezza, is-sigurtà, u l-benesseri ġenerali tal-Gżejjer Maltin. Fi ħdan dan il-mandat wiesa' jinsab impenn ewlieni: l-appoġġ lill-vittmi tal-kriminalità permezz ta' ħidmet l-Aġenzija għall-Vittmi tal-Kriminalità (VSA).

Matul dawn l-aħħar tliet snin, l-Aġenzija rreġistrat 'il fuq minn 3000 individwu li qiegħed ifittex l-għajjnuna – xhieda ċara tar-rwol tant meħtieġ li l-VSA għandha fi ħdan il-qafas ta' sapport nazzjonali tagħna. Dawn il-figuri jifgħu dawl fuq l-importanza li nwieżnu u nsaħħu l-kapaċità tal-Aġenzija sabiex din tkun tista' twassal servizzi li jqiegħdu lill-vittmi fiċ-ċentru u li huma ta' kwalità għolja.

Il-provediment ta' appoġġ effettiv lill-vittmi tal-kriminalità jeħtieġ approċċ ħolistiku u multidixxiplinarju – wieħed li huwa addattat għall-ħtiġijiet diversi tal-individwi; magħġun skont l-isfonti kulturali, razzjali u soċjoekonomiċi tagħhom. L-Aġenzija, b'suċċess, sawwret ambjent li jrawwem il-kollaborazzjoni mal-imsieħba ewlenin, li jinkoraġġixxi l-innovazzjoni, u li jinvesti fl-iżvilupp kontinwu tal-persunal tagħha. Illum il-ġurnata, il-vittmi tal-kriminalità għandhom punt ta' kuntatt nazzjonali ddedikat għalihom, li permezz tiegħu jistgħu jaċċessaw għadd ta' servizzi li huma b'xejn u kunfidenzjali. Il-Helpline 116 006 iservi bħala riżorsa kruċjali ta' waqfa waħda li toffri sapport emottiv, informazzjoni legali u gwida Prattika għal dawk li jinħtiġuha.

Huwa ta' sodisfazzjon kbir għalija li napprova r-Rapport Annwali tal-2024 tal-Aġenzija għall-Vittmi tal-Kriminalità. Hawn irrid nuri l-apprezzament sinċier tiegħi lejn it-tmexxija tal-Aġenzija u l-persunal għad-dedikazzjoni kontinwa tagħhom, il-professjonalizmu, u l-enfasi soda fuq il-ħtiġijiet tal-vittmi. Nibqa' fiduċjuża fil-ħila tagħhom li jkomplu jtejjbu l-kwalità u l-firxa tas-servizzi maħsubin għas-sapport tal-vittmi madwar Malta.



Ms. Joyce Dimech
Segretarju Permanenti
Il-Ministeru għall-Intern, is-Sigurtà u x-Xogħol

KELMTEJN MILL-KAP EŻEKUTTIV

Dan ir-Rapport Annwali jirrappreżenta d-dedikazzjoni tal-persunal tagħna, il-kuraġġ tal-Utenti tas-Servizz, u l-livell għoli ta' kollaborazzjoni li tkopri aġenziji varji, li giet stabbilita sa mill-2021.

Wara kull każ u kull intervent hemm vittma ta' reat li jisthoqqilha ġustizzja, sapport u tama. Fi ħdan l-Aġenzija għall-Vittmi tal-Kriminalità nemmnu li kull Utent tas-Servizz jixraqqu rikonoxximent, rispett u appoġġ. Din il-pubblikazzjoni tenfasizza għarfien vitali dwar is-servizzi offruti u dawk il-kisbiet li tejbju l-ħajjiet ta' dawk li jinħtieġu s-servizzi tagħna.



Matul l-2024, l-Aġenzija addottat Strategija Korporattiva Interna ġdida li rriżultat fir-riorganizzazzjoni tal-operat tagħha taħt tliet pilastru ewlenin – jiġifieri, il-Prevenzjoni, ir-Rispons u s-Sapport. Dan ir-ristrutturar ippermettietna naħsbu fi programmi innovattivi u nintroduċu għodod ġodda biex jappoġġjaw l-vittmi tal-kriminalità. B'enfasi ikbar fuq il-ħtieġa li nipprovdu approċċ iktar informattiv, se nkunu qiegħdin insaħħu d-dispożizzjoni tas-servizzi kurrenti u nespandu s-sapport ta' segwitu, bħall-introduzzjoni ta' Gruppi ta' Sapport Terapewtiku.

Il-bini tal-fiduċja huwa essenzjali għall-għoti ta' sapport lill-vittmi. L-għan tal-Aġenzija huwa li tissalvagwardja id-drittijiet tal-vittmi ta' reati kriminali filwaqt li tippromwovi wkoll approċċ li jkopri fih aġenziji varji sabiex jitnaqqas ir-riskju ta' vittimizzazzjoni sekondarja u rripetuta għall-utenti tas-servizz. Filwaqt li nħarsu 'l quddiem lejn l-2025, l-Aġenzija se tkun qiegħda taħdem ma' msieħba varji, inkluż l-organizzazzjoni ewlenija tal-UE li tiġbor fi ħdanha organizzazzjonijiet li joffru sapport lill-vittmi (Victim Support Europe) biex tiżviluppa Strategija Nazzjonali għall-Vittmi tal-Kriminalità f'Malta. Din l-istrategija se ssaħħaħ il-kunċett ta' approċċ li hu orjentat lejn il-vittmi f'kull qasam, waqt li tiżgura li l-lakuni potenzjali f'servizzi differenti u fil-leġiżlazzjoni jiġu indirizzati.

Biex nikkonkludi, nixtieq ngħid li ninsab kunfidenti li flimkien nistgħu nkomplu nibnu soċjetà li hija iktar sigura u b'iktar sostenn, fejn ebda vittma ma tħossha weħidha u kull vuċi jista' jingħatalha lehen.

Is-Sur Brian Farrugia
Kap Eżekuttiv

MESSAĠĠ MILL-KAP TAS-SERVIZZI

L-immaniġjar tas-servizzi ta' sapport għall-vittmi jkopri approċċ ikkoordinat u li jqiegħed lill-vittma fiċ-ċentru, sabiex il-vittmi jiġu mgħejjunin jinnavigaw l-isfidi emozzjonali, psikoloġiċi, legali u prattiċi li jokkorru wara li jkunu esperjenzaw xi tip ta' abbuż. Xogħolna huwa li ngħibu flimkien ir-riżorsi varji, li nassiguraw li s-servizzi jiġu aċċessati, u li nipprovdu għajnuna emozzjonali u prattika lill-vittmi kollha tal-kriminalità. L-għan huwa li jkollna sistema li fiha, il-vittmi jirċievu sapport immedjat u fit-tul, matul il-medda tal-vjaġġ tagħhom fis-Sistema Ġuridika Kriminali.



Sabiex jiġi żgurat li l-vittmi jingħataw aċċess għar-riżorsi kollha msemmija hawn fuq, huwa essenzjali wkoll li jinħolqu spazji sikuri għalihom fejn jistgħu jifflu qalbhom filwaqt li jaqsmu l-istejjer u l-esperjenzi tagħhom. L-Aġenzija għall-Vittmi tal-Kriminalità qiegħda tagħmel minn kollox biex tipprovdi dan, filwaqt li tiffunzjona bħala l-ewwel punt ta' referenza għall-ħtiġijiet differenti u varji ta' kull vittma li tkun qiegħda tfittex l-appoġġ.

Dan kollu jagħmel lil xogħolna wieħed ta' sodisfazzjon kbir. Dan sikwit jiġi mill-għarfien li qegħdin ngħinu individwi waqt uħud mill-iktar mumentu diffiċli ta' ħajjithom. Li nipprovduhom bl-assistenza neċessarja waqt li ngħinuhom jiksbu mill-ġdid sens ta' kontroll fuq ħajjithom huwa sodisfaċenti ferm. Minkejja dan, f'ċerti mumentu oħrajn, l-irwol tal-professionisti jista' jkun wieħed ta' sfida. It-trawmi u l-istejjer li tisma' minn jum għal jum jistgħu jkunu ta' toqol u ta' tħassib, jekk ma jiġux ipproċessati sew.

Dan jagħmel l-irwol tas-servizzi tas-sapport lill-vittmi wieħed kruċjali u parti essenzjali minn soċjetà li tkun trid tiffunzjona b'mod tajjeb. Huwa fl-interess tagħna li niżguraw li l-vittmi kollha jkollhom aċċess għal dawn ir-riżorsi kollha, filwaqt li nibqgħu naħdmu id f'id fl-aħjar interess tagħhom.

Supt. Sylvana Gafa'
Kap Tas-Servizzi

KISBIET 2024

Introduzzjoni

Mill-2021, l-Aġenzija għall-Vittmi tal-Kriminalità ħabirket biex tistabbilixxi l-istruttura tagħha magħmula minn tim multidixxiplinarju, iffukat speċifikament fuq it-twassil ta' servizzi ta' promozzjoni u appoġġ għall-vittmi, b'sapport għad-dritt tal-vittmi. Kien ukoll żmien, meta bdiet tiżviluppa ftehimiet godda li jkopru aġenziji varji, kemm ma' entitajiet governattivi, kif ukoll ma' dawk mhux governattivi, bil-ħsieb li taġixxi bħala punt ta' kuntatt nazzjonali għall-vittmi tal-kriminalità f'Malta u Għawdex kif fdat lilha permezz tal-ordni tat-twaqqif tagħha LN418 tal-2020.

Matul iż-żmien, esperjenzi godda esponew lill-aġenzija għall-identifikazzjoni ta' sfidi u ħtiġijiet godda li jiffaċċjaw il-vittmi tal-kriminalità. B'riżultat ta' dan, ġie kkummissjonat studju biex jiġu identifikati dawn il-ħtiġijiet, u biex jitfasslu s-servizzi differenti attwali offruti lill-vittmi tal-kriminalità f'Malta u Għawdex. Deher ċar mill-ewwel, li, għalkemm kien hemm entitajiet governattivi differenti u organizzazzjonijiet mhux governattivi li kienu qegħdin jagħmlu l-almu tagħhom biex jassistu u jappoġġjaw

lill-vittmi, kien hemm ukoll nuqqas ċar ta' informazzjoni u koordinazzjoni bejn is-servizzi mogħtija, li kienu qegħdin joħolqu konfużjoni u dewmien għall-vittmi tal-kriminalità sabiex dawn jaċċessaw is-servizzi.

Abbażi tar-riżultat ta' dan l-istudju, fl-2024, l-Aġenzija għall-Vittmi tal-Kriminalità (VSA - Victim Support Agency) pproponiet strateġija interna ġdida fejn iffurmat l-operazzjonijiet tagħha minn approċċ orjentat lejn l-għoti ta' servizz, għal wieħed orjentat lejn il-prevenzjoni, ir-rispons u l-appoġġ/is-sapport, li jkopri ċ-ċiklu kollu, filwaqt li jiżgura li inqas persuni jew xi grupp ta' persuni jispiċċaw vittmi tal-kriminalità.

L-istrateġija korporattiva interna tal-VSA, tenfasizza 36 rakkomandazzjoni li għandhom jiġu implimentati bejn l-2024 sal-2027. Matul dan il-perjodu ta' rappurtar (jiġifieri fl-2024), 15 minn dawn is-36 rakkomandazzjoni ġew indirizzati u spjegati hawn taħt. Kopja tal-Istrateġija Korporattiva Interna tal-VSA tista' tiġi aċċessata online permezz ta' din il-ħolqa: <https://victimsupportagency.com>

Riżultat mistenni li jintlaħaq	Deskrizzjoni	Riżultat milħuq tal-2024
P1 – Xibka/ Network ta' Appoġġ għall-Vittmi	Din hija laqgħa teknika li għandha l-għan li tiddiskuti l- leġiżlazzjonijiet/ prattiċi ewlenin fil-qasam tal-appoġġ għall-vittmi.	<ul style="list-style-type: none">It-3et Laqgħa li Saret: 23 ta' April 2024: Iffukat fuq "Abbuż mit-Tfal fuq il-Ġenituri".Ir-4a Laqgħa li Saret: 25 ta' Ottubru 2024: Indirizzat "Id-Diskors li jincita Mibegħda u r-Reati ta' Mibegħda online".
R.2 Partecipazzjoni fil-MARAM	Laqgħa ta' Valutazzjoni tar-Riskju li jkopru aġenziji varji.	Aktar minn 250 każ diskuss VSA pprovdiet feedback azzjonabbli. Ittieħdu 45 azzjoni .

<p>R.3 Promozzjoni ta' Żjarat Internazzjonali ta' Espożizzjoni/ Skambju ta' Xogħol</p>	<p>Il-VSA tippromwovi l-idea li l-membri tal-persunal tagħha jiġu esposti għal prattiki differenti kif applikati barra l-pajjiż.</p>	<ul style="list-style-type: none"> • Parteċipazzjoni: <ul style="list-style-type: none"> ◦ Laqgħat tal-Grupp ta' Hidma (COPEN) li jiffukaw fuq id-Drittijiet tal-Vittmi tal-UE ◦ Konferenza Annwali Victim Support Europe, li tiffoka fuq mekkaniżmi ta' appoġġ transkonfinali. ◦ Proġett ta' Impatt tal-Inizjattiva ta' Appoġġ Tekniku, li jiffoka fuq l-iżvilupp ta' Strategija Nazzjonali għall-Vittmi tal-Kriminalità. ◦ Konferenza Finali COVIS dwar kif jiġu ttrattati l-Vittmi fil-Bini tal-Qorti tal-Liġi. ◦ Segwitu dwar ir-revizjoni tad-Direttiva dwar id-Drittijiet tal-Vittmi. • Inizjattivi ta' Taħriġ: <ul style="list-style-type: none"> ◦ Vjolenza bbażata fuq il-Ġeneru u Vjolenza Domestika ◦ Taħriġ ta' Edukazzjoni Psikosoċjali infurmata minn Trawmi Personali ◦ Kors Bażiku tal-Ewwel Għajjnuna ◦ Kors tal-Ewwel Għajjnuna għas-Saħħa Mentali
<p>S.3: Investiment f'Sessjonijiet ta' Benessri Innovattivi</p>	<p>Il-promozzjoni tas-saħħa mentali, ir-reziljenza, u l-kura personali.</p>	<ul style="list-style-type: none"> ◦ Sessjonijiet regolari tal-benessri għall-persunal, li jiffukaw fuq il-kuxjenza, l-immaniġjar tal-istress, u l-prevenzjoni ta' burnout.
<p>R.5: Indirizzar tar-Reati ta' Mibegħda u d-Diskors li jincita Mibegħda</p>	<p>Il-VSA tinvolvi gruppi diversi biex jippromwovu l-fehim, jenfasizzaw l-impatt tar-reati ta' mibegħda, u jinkoraġġixxu r-rappurtar u t-tfittxija ta' appoġġ.</p>	<ul style="list-style-type: none"> ◦ VSA bhala is-sieheb fil-Proġett Hatedemics, li ffoka fuq il-ġlieda kontra d-diskors li jincita mibegħda online, iffinanzjat permezz tal-Programm ta' Finanzjament CERV. ◦ Żviluppat strategiji biex tiġi miġġielda d-diżinformazzjoni online permezz ta' sħubijiet ma' skejjel lokali u NGOs. ◦ Żviluppat settijiet ta' għodod edukattivi għall-użu fl-iskejjel biex jippromwovu l-fehim u l-prevenzjoni ta' diskors li jincita mibegħda. ◦ Ikkollaborat mal-Korp tal-Pulizija ta' Malta biex jintegraw għodod biex bihom jiġu rappurtati reati ta' mibegħda fis-sistemi tagħhom.

P.6.1: Introduzzjoni ta' Alarm ta' Paniku lill-Vittmi DV (Riskju Għoli)	Jiżgura rispons u monitoraġġ ta' malajr, billi juża teknoloġija innovattiva għal intervent effettiv.	<ul style="list-style-type: none"> • Progress Miksub: <ul style="list-style-type: none"> ◦ Dan ir-riżultat huwa wieħed mill-Miżuri tal-Baġit (MBs) tal-2024. ◦ Inbeda x-xogħol ta' thejjija, u l-ewwel lott tal-apparati ta' alarm ta' paniku waslu f'Diċembru 2024. • Focus 2025: <ul style="list-style-type: none"> ◦ Tnedija sħiħa tal-alarms ta' paniku u l-integrazzjoni ta' dawn, mas-sistemi ta' monitoraġġ tal-utent tas-servizz.
P.6.1.1: Linja ta' Sapport 24/7 (116 006)	116 006 jiżgura appoġġ, billi jipprovdi assistenza emozzjonali u legali immedjata, speċjalment għall-vittmi tal-kriminalità.	<ul style="list-style-type: none"> • Progett Miksub. <ul style="list-style-type: none"> ◦ Il-Linja Nazzjonali ta' Appoġġ 116 006 bdiet topera 24/7 mill-1 ta' Novembru 2024. ◦ Din il-miżura hija waħda mill-Miżuri Baġitarji tal-2024 li kienet milfuqa.
R.6.1: Twaqqif ta' Tim ta' Intervent waqt Križi	Jiżgura rispons rapidu mill-pulizija għal appoġġ immedjat għall-vittmi tar-reati.	<ul style="list-style-type: none"> ◦ Konsulent bil-warrant tal-VSA gie assenjat biex jappoġġja każijiet li joriginaw mit-Tim ta' Intervent waqt Križi.
S.6: Twaqqif ta' Gruppi ta' Appoġġ Orjentati lejn il-Vittmi	Jipprovdu spazju sigur għall-vittmi, biex jaqsmu l-esperjenzi, jirċievu appoġġ, u jaċċessaw gwida.	<ul style="list-style-type: none"> • Gruppi ta' Appoġġ li seħħu: <ul style="list-style-type: none"> ◦ Gruppi ta' Psikoedukazzjoni. ◦ Gruppi ta' Awto-Regolazzjoni u ta' Awto-Kura. ◦ Terapija tal-Grupp.
R.8: Żvilupp ta' Direttorju Online	Biex jiġi ssimplifikat l-aċċess għas-servizzi ta' appoġġ għall-vittmi.	<ul style="list-style-type: none"> ◦ Pjanijiet għall-iżvilupp ta' Karta tal-Vittmi online kif speċifikat taħt l-Att dwar il-Ġustizzja Riparatriċi bdew. ◦ Paġna ddedikata maħluqa fuq is-sit elettroniku tal-VSA.
S.9: Tishiħ tas-Servizzi ta' Akkumpanjament lill-Klijenti fil-Qorti	Ittejjeb il-kollaborazzjoni ta' diversi aġenziji, u tiżgura li l-vittmi jirċievu appoġġ effettiv matul il-proċedimenti.	<ul style="list-style-type: none"> ◦ Bdiet fis-sena 2024. • Servizzi pprovduti: <ul style="list-style-type: none"> ◦ Inizjattivi ta' Servizz ta' Appoġġ Emozzjonali (ESS): Sessjonijiet ta' qabel il-Qorti, inkluż grupp ta' orjentazzjoni, akkumpanjament tal-Qorti u sessjonijiet ta' appoġġ wara l-Qorti.

S.10: Reviżjoni tal-Istruttura Interna	Tirrevedi l-istruttura interna tagħha biex ittejjeb l-effiċjenza u l-mod kif bih qed jitwassal is-servizz.	<ul style="list-style-type: none"> • Aġġornamenti tar-Reklutaġġ: <ul style="list-style-type: none"> o Espansjoni tat-Tim o 8 ufficcjali mat-tim tas-Servizz ta' Appoġġ Emozzjonali (ESS) o Manager tal-Proġett għal l-Inizjattiva ta' L-Alarm ta' Paniku għall-Vittmi ta' Vjolenza Domestika (Riskju Għoli) o o Tnedija tan-negozjati dwar l-istruttura l-ġdida tal-IRU tal-VSA
R.10: Esternalizzazzjoni ta' Servizzi Professjonali	Biex jiġi żgurat appoġġ speċjalizzat għall-vittmi.	<ul style="list-style-type: none"> • Kuntratti Mogħtija: <ul style="list-style-type: none"> o L-ingaġġar ta' Psikologu u Konsulent Legali.
S.11: Trawwim ta' Kollaborazzjoni ma' Servizzi Oħrajn fil-Komunità	Il-VSA tiżgura approċċ unit lejn l-appoġġ mogħti lill-vittmi, li jnaqqas il-lakuni fis-servizz u jtejjeb il-mod kif bih qed jitwassal is-servizz.	<ul style="list-style-type: none"> • Iffirmar tal-Ftehimiet: <ul style="list-style-type: none"> o Iffirmat ftehim mal-kunsill lokali tal-Għarb, f'Għawdex. o Ftehim iffirmat mal-OASI o Iffirmat Ftehim mas-Segretarjat għall-Edukazzjoni Kattolika. • Impenn Pubbliku: <ul style="list-style-type: none"> o Ippubblikati stejjer online, fuq il-midja soċjali, li fihom xhieda mogħtija mill-vittma dwar il-każ tagħha u l-appoġġ li rċieviet mill-VSA. • Avvenimenti f'Għawdex: <ul style="list-style-type: none"> o Avveniment informattiv. o Laqgħat li saru mal-Isqof ta' Għawdex, dwar il-promozzjoni tal-Formula ta' Prevenzjoni tal-Vjolenza Domestika. • Parteċipazzjoni fil-Freshers' Week: <ul style="list-style-type: none"> o Università ta' Malta o Sekondarja Ogħla • Promozzjonijiet televiżivi dwar id-Drittijiet tal-Vittmi: <ul style="list-style-type: none"> o Inizjattivi ta' Għarfien.
P.12: It-tiżni tal-online portal tal-Prevenzjoni tal-Vjolenza Domestika	Biex tipprovdi appoġġ u riżorsi iktar immirati għal li hemm bżonn.	<ul style="list-style-type: none"> o Ingaġġ Kollaborattiv. o Fuljetti li jippromwovu l-Formula ta' Prevenzjoni tal-Vjolenza Domestika. o Ippromwoviet il-portal permezz ta' kampanji televiżivi u pjattaformi fuq il-media soċjali.

{P-Prevenzjoni}{R-Rispons}{S-Support}

KAPAĊITÀ INTERNA

Amministrazzjoni

Fl-2024, it-Taqsima tal-Istrateġija Korporattiva (Amministrazzjoni, HR, Finanzi u Akkwist) kisbet progress sinifikanti biex l-Aġenzija ssir aktar awtonoma, speċjalment permezz tal-ftuħ ta' kont bankarju ddedikat għall-Aġenzija, u l-iżvilupp ta' standard intern ta' proċeduri. Il-persunal intern tal-Aġenzija gie msaħħaħ bil-ħruġ ta' sejhiet godda miftuħa għal reklutaġġ ta' 7 (seba') Uffiċjali mal-VSA u gie żgurati ukoll li jkun disponibbli taħriġ professjonali kontinwu maħsub biex itejjeb il-ħiliet tal-impjegati li jaħdmu f'unitajiet differenti, inkluż il-pulizija assenjati mal-aġenzija. Din it-Taqsima hija impenjata bis-sħiħ biex tappoġġja l-aġenzija fil-kisba tal-eċċellenza operattiva tagħha u t-tkabbir strateġiku. Dan kollu jaqegħidna fil-mira għal suċċess kontinwu fis-sena li ġejja.

It-Taqsima Legali

Matul l-2024 kien hemm żieda sostanzjali fil-każijiet (li laħaq total ta' 721 każ fl-2024). It-Taqsima Legali tipprovdni gwida legali u assistenza lill-klijenti li jew ikunu ġew irriferruti lill-Aġenzija, jew ikunu avvicinaw lill-Aġenzija direttament, jew ikunu ċemplu l-helpline 116006. Is-servizz jingħata jew fiżikament fl-uffiċċji tagħna fil-Belt Valletta, Santa Luċija, il-Qawra jew Għawdex, jew inkella bit-telefon biex jiġi ffaċilitat l-aċċess għas-servizzi. It-twassil tas-servizz huwa professjonali ħafna u mingħajr ħlas. Permezz tal-aħħar emendi, is-servizzi legali pprovduti ġew estiżi għall-preżentazzjoni ta' ilmenti f'isem il-klijenti, l-irkupru ta' oġġetti li ġew ikkonfiskati, kif ukoll għal assistenza fil-mili ta' formoli li jinvolvu talbiet għal kumpens. L-Aġenzija bħalissa qed tfitteż li testendi s-servizzi pprovduti li jeħtiġilhom aktar emendi legali.

L-implimentazzjoni tal-Politika u l-Proġetti

It-Taqsima tal-Politika u l-Proġetti għandha l-għan li tappoġġja l-aġenzija fl-iżvilupp ta' politiki godda sabiex jiġu ttrasformati fi proġetti jew inizjattivi għall-benefiċċju tal-Vittmi tal-Kriminalità. Id-diskussjonijiet dwar ir-reviżjoni tad-Direttiva dwar id-Drittijiet tal-Vittmi u l-adozzjoni ta' Direttiva ġdida dwar il-Vjolenza kontra n-Nisa, kienu ċ-ċentru tal-aġenda tal-Aġenzija għall-2024. Barra minn hekk, din it-taqsima għenet fl-abbozzar ta' Strateġija Korporattiva Interna għall-VSA, ibbażata fuq studju preċedenti kkummissjonat mill-aġenzija – li tfassal is-Servizzi ta' Appoġġ għall-Vittmi f'Malta u Għawdex. Din l-istrateġija interna adottat approċċ ġdid dwar kif l-aġenzija għandha tittratta s-servizzi ta' appoġġ għall-vittmi – li tevolvi minn azzjoni ta' rispons reattiv, lejn Approċċ Preventiv, Reattiv u ta' Segwitu. Dawn it-tliet pilastri ġew elaborati aktar bil-preżentazzjoni ta' 36 rakkomandazzjoni li għandhom jiġu konklużi sal-2027.

Din it-Taqsima kienet strumentali biex jiskattaw żewġ proġetti importanti tal-UE għall-aġenzija. L-ewwel wieħed, magħruf bħala 'Hatedemics', huwa mmirat biex jiġġielew id-Diskors ta' Mibegħda Online u l-Miżinformazzjoni. It-tieni wieħed, magħruf bħala 'Impatt', huwa mmirat lejn l-iżvilupp ta' Strateġija Nazzjonali għall-Vittmi tal-Kriminalità f'Malta. Barra minn hekk, saru sforzi sabiex jiġu żviluppjati Alarms ta' Paniku għal Vittmi li jinsabu f'Risku Għoli ta' Vjolenza Domestika.

It-Taqsima ta' Sapport Emozzjonali

It-Taqsima tas-Servizz ta' Sapport Emozzjonali tal-Aġenzija għas-Sapport tal-Vittmi tal-Kriminalità għamlet passi sinifikanti fl-espansjoni u t-tisħiħ tal-impatt tagħha. It-tim kiber b'membri godda, li saħħew it-twassil

tas-servizz. L-ispeċjalizzazzjoni tal-persunal giet żviluppata aktar permezz ta' taħriġ kemm intern kif ukoll minn wieħed mogħti minn barra l-aġenzija. Iż-żieda fil-komunikazzjoni mal-partijiet interessati fil-komunità u l-media wasslet għal żieda fl-utenti ta' dan is-servizz. L-appoġġ immirat kiber b'sessjonijiet ta' informazzjoni speċjalizzata, u permezz ta' gruppi ta' appoġġ li huma infurmati sew dwar il-qasam tat-traumi. Grupp ta' persuni li huma sopravvissuti tal-vjolenza domestika ngħataw terapija li involviet l-arti, u permezz t'hekk ikkreaw tili artistici li ntwerew bħala parti minn wirja li ttellgħet matul il-kampanja *16-il Jum ta' Attiviżmu Kontra l-Vjolenza Abbażi tal-Ġeneru 2024*. Din l-inizjattiva kellha l-għan li tqajjem kuxjenza u tippromwovi l-fejqan, filwaqt li tiċċelebra l-vjaġġ minn vittma għal sopravvissut għal xi hadd li rnexxa, permezz tal-arti.

Taqsimat tal-Pulizija għas-Sapport tal-Vittmi tal-Kriminalità assenjati fi hdan l-Aġenzija.

It-Taqsimat tal-Pulizija għas-Sapport tal-Vittmi tal-Kriminalità ilha sservi bħala punt vitali ta' kuntatt mal-vittmi tal-kriminalità għal dawn l-aħħar tmien snin. Id-dedikazzjoni tat-tim tagħna fl-għoti ta' appoġġ u assistenza lill-vittmi wara l-preżentazzjoni tar-rapport tal-pulizija, kienet eżemplari. Dan is-suċċess, flimkien mal-entuzjażmu tagħna biex nitjiebu, wasslu għall-estensjoni tas-servizzi ta' sensibilizzazzjoni kontinwi tagħna. Issa qed noffru monitoraġġ kontinwu għal dawk il-każijiet li jinvolvu inkjesta maġisterjali, li jiżguraw li l-vittmi u l-membri tal-familja tagħhom jinżammu infurmati dwar il-progress tal-investigazzjoni mingħajr dewmien. L-Pulizija assenjati ma' l-Aġenzija għall-Vittmi tal-Kriminalità tibqa' impenjata li ttejjeb kontinwament is-servizzi tagħha għall-benefiċċju tal-vittmi tal-kriminalità.

AVVENIMENTI

Frar 2024



Ħarġa tal-Karnival għal numru ta' tfal li qed jirrisjedu fi djar residenzjali fejn kellhom iċ-ċans li jqattgħu weekend break f'lukanda. Din kienet organizzata mill-ħaddiema tal-Aġenzija u uffiċjali tal-pulizija.



Photo: DOI -Geoffrey Zarb Adami

Ġie ffirmat ftehim mal-Kummissjoni għad-Drittijiet ta' Persuni b'Diżabilità biex jiġi pprovdut servizz aktar inklussiv li jindirizza l-bżonnijiet ta' kulhadd.



Ġie mfakkar il-Jum Ewropew għall-Vittmi tal-Kriminalità b'attività fil-Belt. B'Kollaborazzjoni mal-pulizija għall-komunità, ġiet organizzata gurnata t'għarfien u ġie mqassam materjal informattiv lill-pubbliku dwar is-servizzi li toffri l-Aġenzija.

April 2024



Għal btajjel tal-Għid giet organizzata 'egg hunt' għat-tfal li qegħdin jgħixu fid-djar residenzjali. Din seħhet bis-sehem tal-Fgura Scout Group li organizzaw logħob u divertiment għal dawn it-tfal, kif ukoll mill-pulizija li jaħmlu parti mill-Aġenzija u dawk tal-Komunità.



Photo: DOI - Clodagh O'Neill



Photo: DOI - Clodagh O'Neill

Giet immedija l-istrategġija korporattiva għat-tliet snin (2024-2027) li ġejjin bl-għan li twassal aktar sapport għall-vittmi. Bi proġetti u inizjattivi ġodda se jiġi offrut aktar sapport lill-vittmi, jissahhaħ r-rispons u jsir aktar ħidma fuq il-prevenzjoni sabiex jitnaqqas ir-riskju t' aktar vittmi tal-kriminalità.



Ġie inawgurat it-tieni centru reġjonali għal-vittmi tal-kriminalità f'Ġhawdex. Miċ-centru l-ġdid fil-Kunsill Lokali tal-Għarb bdiet tingħata għajnuna legali bla ħlas lill-vittmi. Dan iċ-centru jingħaqad maċ-centru reġjonali l-ieħor fix-Xewkija li minnu jiġi offrut support emozzjonali.

Mejju 2024



F'Jum l-Omm, l-Aġenzija honorat u ċelebrat is-saħħa, resiljenza, u l-kuraġġ tal-ommijiet li huma wkoll vittmi tal-kriminalità.



Id-drama Jien Mill-Ġdid intweriet lill-istudenti tal-Giovanni Curmi Higher Secondary, segwita minn sessjoni informattiva biex tgħin视角 jifhmu aħjar ir-realtà iebes meta wieħed jesperjenza vjolenza mingħand xi ħadd li suppost iħobbok.



Fladdiema u professjonisti tal-Aġenzija ppartecipaw fl-Expo
organizzata mis-Servizz Pubbliku sabiex jinfurmaw aktar nies dwar
is-servizzi tal-Aġenzija

Ġunju 2024



F'Jum il-Missier, l-Aġenzija uriet solidarjeta u sapport lejn missierijiet kuraġġużi li huma vittmi tal-kriminalità.

Lulju 2024



Ġie ffirmat ftehim ġdid mal-Fondazzjoni Oasi f'Għawdex sabiex tiġi offruta għajjnuna lill-vittmi li soffrew tbatijiet minħabba li spicċaw tarka ta' reati li joriginaw mill-użu ta' drogi, kemm minn familjari, kif ukoll terżi.

August 2024



L-Aġenzija ngħaqdet mal-Eċċellenza tiegħu l-Isqof t'Għawdex Mons. Anton Teuma, f'isem id-Djoċesi t'Għawdex sabiex aktar familji Għawdxin li sfaw vittmi jitressqu lejn l-Aġenzija għall-għajnuna.

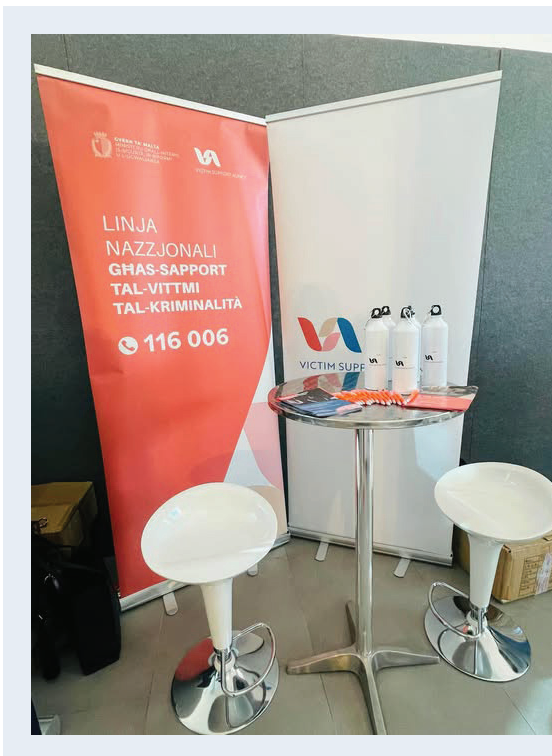


L-Aġenzija flimkien mal-Arkadia f'Għawdex organizzat ġurnata t'għarfien u qasmet materjal lill-pubbliku rigward is-servizzi li toffri.



Saret laqgħa pożittiva mal-Kamra tal-Kummerċ Għawdxija bl-għan li negozji li jisfaw vittmi ta' xi reat kriminali bħal frodi jiġu infurmati bis-servizzi tal-Aġenzija.

Ottubru 2024



L-Aġenzija pparteċipat fil-freshers' week tal-Giovanni Curmi Higher Secondary, MCAST, kif ukoll fl-Universita.

Novembru 2024



Waqt il-konferenza annwali tal-Aġenzija għall-Vittmi tal-Kriminalità, tħabbret li bil-kollaborazzjoni mal-Victim Support Europe, Malta se jkollha l-ewwel strategija nazzjonali għall-vittmi.



Bħala parti mis-16-il ġurnata ta' attivizmu kontra l-vjolenza domestika, itelgħet wirja b'xogħol artistiku li sar mill-vittmi tal-vjolenza domestika waqt gruppi terapewtiċi li tmexxew mill-professjonisti tal-Aġenzja.



Uffiċjali tal-Victim Support Europe Itaqgħu m'entitajiet u għaqdiet mhux governattivi bil-għan li jsimgħu l-ideat ta' kif flimkien nistgħu nkomplu nagħtu aktar support lill-vittmi tal-kriminalità.

