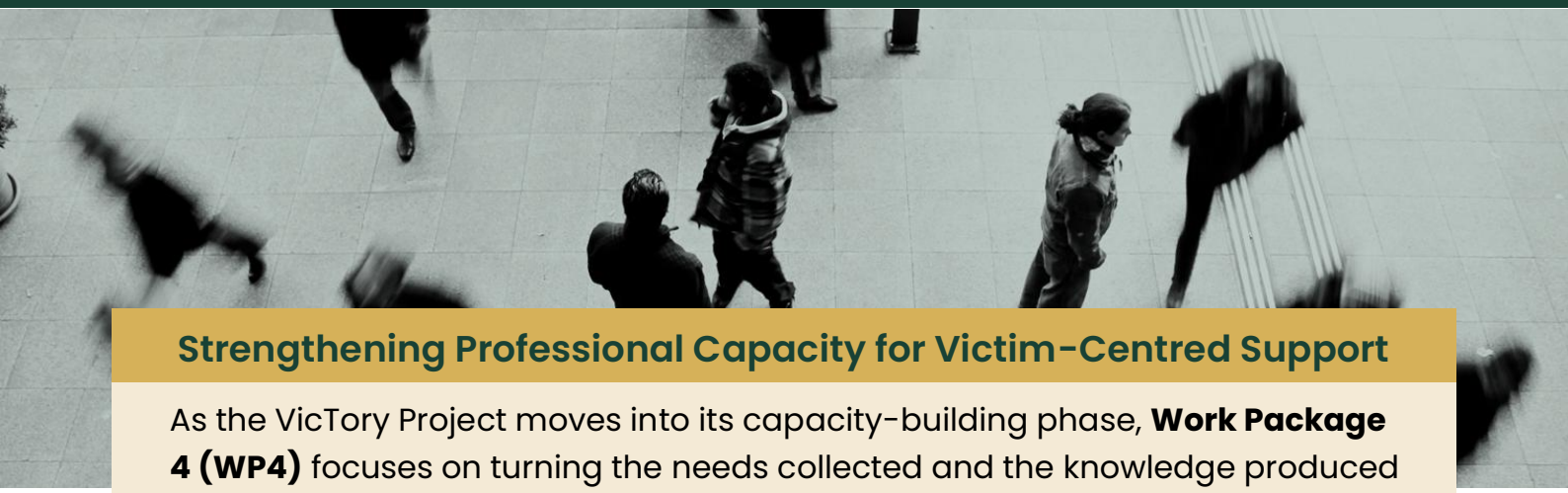
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VicTory

VicTory Newsletter

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Strengthening Professional Capacity for Victim-Centred Support

As the VicTory Project moves into its capacity-building phase, **Work Package 4 (WP4)** focuses on turning the needs collected and the knowledge produced in previous stages into practical tools for professionals working with cases of hate and (violent) extremism.

Building on the findings from practitioners' consultations, which examined victims' needs and gaps in existing responses, including cooperation challenges, the project is now translating this knowledge into professional learning. Its work includes **a blended learning approach,** combining **online training courses**, a set of **transferable training materials** and a series of **Experience and Expertise Exchange events**.

The project is now focused on designing solutions for practitioners who may meet victims at different points in their journey: victim support workers, civil society organisations, case managers, police, judges, prosecutors and other justice professionals. The aim is clear: to give professionals the knowledge, tools and practical confidence to work with victims in a more informed, coordinated and victim-centred way, especially to mitigate the growing challenges of hate.

Through WP4, VicTory connects research, cooperation and training. The project's findings are not left as reports alone; they are being turned into learning resources that professionals can use in their daily work.

Project Updates



From Research to Professional Learning

WP4 builds directly on the work carried out in the first half of the VicTory Project. The needs were clear: **clearer information for victims, better coordination between services, more tailored professional training and stronger attention to secondary victimisation**.

The capacity-building activities developed respond to those needs through practical training. Covering themes such as **victims' rights, hate and extremism-related victimisation, trauma-informed communication, assessment, multi-agency cooperation and restorative-led approaches**.

The result is a training package that moves from evidence to practice, allowing for a clearer and more practical understanding of hate and extremism.

Experience and Expertise Exchange Events



A central part of WP4 has been the organisation of three **Experience and Expertise Exchange** events. These events created space for professionals from different countries and fields to discuss how victim-centred principles can be applied in practice.

The first event took place in Brescia, in February 2026, followed by a second exchange in Budapest in April 2026 and a third event in Helsinki in June 2026.

Each event focused on professional learning through exchange, discussion and practice-based reflection. Participants explored the **challenges they face when working with victims of hate and extremism, including the limits of current procedures, the risk of secondary victimisation and the need for clearer cooperation between services**.

In Focus

Online courses for connected professional realities

The VicTory project developed two e-learning courses, each designed for a specific professional audience.



The first course focuses on **victim support organisations, civil society and academia**. It looks at how these actors can recognise hate and extremism-related victimisation, understand victims' rights, assess needs and risks, and accompany victims through a victim-centred and trauma-informed approach.

The second course is tailored to **criminal justice professionals, including police, judges, prosecutors and other justice actors**. It focuses on the role of justice professionals when victims report incidents, take part in criminal proceedings or seek recognition and reparation through formal processes.

Both courses share a common foundation, but each one reflects the realities of its target group. This distinction is important. Victim support organisations and justice professionals often meet victims in different settings, with different responsibilities and different limits.

Training Materials for Daily and Organisational Professional Use

Alongside the online courses, WP4 includes the development of **transferable and practical training materials**. These resources include factsheets, infographics and videos that complement the online courses.

The materials are designed to help professionals, but also the general community, and victims themselves, move from general awareness to practical action. They cover issues such as how to identify hate and extremism-related harm, how to communicate with victims, how to assess needs and risks, how to refer victims to other services and how to work with other actors without placing additional burdens on the victim.

These resources will soon become available on the VicTory website, ready to be downloaded and used extensively!



Upcoming Events

Date	Event	Location
15/09/2026	International Panel on Restorative Practices	Online
22/10/2026 – 23/10/2026	Final Conference	Porto, Portugal

🔑 Capacity Building as the Link Between Findings and Practice

The VicTory Project has consistently shown that victims of hate and (violent) extremism require responses that are not only legally sound, but also clear, coordinated and sensitive to the harm they have experienced.

The VicTory project is now addressing this through training. It takes the findings produced in earlier stages and turns them into learning materials for those who work directly or indirectly with victims.

This matters because professional responses can shape victims' experience of justice. Poor communication, unclear procedures or repeated retelling of the same story can increase distress. Well-informed professionals can reduce that risk. They can explain rights more clearly, recognise specific vulnerabilities, refer victims to the right services and work with other actors without losing sight of the victim's needs.

The project's training reflects this logic. The course for civil society and victim support organisations focuses on accompaniment, identification, referral and practical assistance. The course for criminal justice professionals focuses on victims' participation in proceedings, the prevention of instrumentalisation and the responsibilities of justice actors in protecting victims from further harm.

Together, these courses help build a shared professional language around victim-centred responses. They do not replace national procedures or professional mandates. Instead, they give practitioners clearer tools to apply those procedures with greater care, consistency and awareness.

Practical exchange

The three **Experience and Expertise Exchange events** followed a gradual learning path, moving from core concepts to professional practice and, finally, to restorative approaches.

The first event, held in **Brescia**, focused on the specificities of hate and extremism-related victimisation and on the needs of those affected. Participants examined current manifestations of hate and extremism, the practical application of victims' rights and the role of victims in criminal proceedings. Sessions also covered trauma-informed approaches, secondary victimisation and multi-agency cooperation. Roundtables, group work and contributions from practitioners and people with lived experience helped connect legal principles with the challenges professionals face in their daily work.

The second event, held in **Budapest**, moved closer to daily professional practice. Participants worked on victims' voices, accessible written communication, communication techniques in criminal procedures and the prevention of secondary victimisation. The programme also included a Human Rights Walk and sessions on safe referrals and multi-agency cooperation, with attention to trust, clear roles, shared objectives and information-sharing between services.

The final event, held in **Helsinki**, focused on restorative principles, reparation and reconciliation. Participants explored restorative justice values, procedural justice and recognition, before moving into practical exercises such as building a restorative circle and individual interviews. There were also discussions on symbolic reparation, memorialisation and truth and reconciliation processes.

Voices From End-users



VicTory Trainee

Training impact

Gained a better understanding of what truly means victim-centred approach is restorative practices for hate crime victims.



VicTory Trainee

Experience and Expertise Exchange impact

One of the main takeaways was the importance of effective communication when working with victims, particularly in preventing secondary victimisation. The discussions also helped to clarify the distinction between re-victimisation and re-traumatisation, highlighting how different professional approaches can either mitigate or exacerbate victims' experiences.



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