

Public Authority	Victim Support Agency
Description of the department/directorate/entity's structure	<p>The Agency consists of a multidisciplinary team working together to support Victims of Crime in line with Article 4 of Legal Notice 418 of 2020. The Agency is composed by a chairperson and four board members with the main objectives to set out the policies to be pursued by the Agency. The Victim Support Agency is composed of two primary units responsible for Services and Strategy & Support. The Services Unit is composed of a multi-disciplinary team made up of Police Officers from the Victim Support Unit, a Victim Liaison Officer from the Department of Probation and Parole, and VSA Officers which shall include psycho-social professionals (known as Case Officers) directly engaged by the Agency. The Strategy and Support Unit provides for administration, legal services, policy development and programmes implementation. It is composed of professional directly engaged by the Agency, including Legal professionals. Both Units are managed by their respective Heads/Designate Officers reporting directly to the Chief Executive Officer of the Victim Support Agency</p>
Description of the department/directorate/entity's functions and responsibilities	<p>The Victim Support Agency was established under LN418 of 2020 and entrusted to acting as the national contact point for victims of crime; enhancing a holistic approach towards needs and support for a better quality of life.</p> <p>The Victim Support Agency provides the necessary support and assistance to victim, including:</p> <ul style="list-style-type: none"> – Conducting individual assessments of victims and providing for Emotional Support. – Information and follow-up about their cases. – Guidance about what to expect in court. – Accompanying victims in Court.

	<ul style="list-style-type: none"> – Information about the release of offenders from prison. – Raising awareness and advocate for victims’ rights to encourage other victims to report and seek support. – Reaching out to victims to help them feel safe, process their traumatic experience and restore their former quality of life. – Promoting a multidisciplinary, multiagency approach to maintain the holistic wellbeing of victims whilst ensuring continuity of services.
<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>Standard of Procedure (Internal Document) Confidential Information about Service Users (Internal Document)</p>
<p>Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)</p>	<p>The functions and duties of the VSA are regulated by LN 418 of 2020.</p>
<p>Statement of the information that needs to be available to</p>	<p>The FOI Officers of the Ministry for Home Affairs, National Security and Law Enforcement (MHSE) may be contacted by e-mail foi.mhse@gov.mt or by telephone</p>

<p>members of the public who wish to obtain access to official documents from the public authority, which statement shall include of the officer or officers to whom requests for such access should be sent</p>	<p>25689314 / 306</p> <p>FOI Requests may be submitted by e-mail to foi.mhse@gov.mt, through the FOI Portal www.foi.gov.mt via the e-ID or through the online form.</p>
<p>Details of Internal Complaints Procedure</p>	<p>An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Public Authority.</p> <p>The complaint should be addressed to the FOI Officer, who shall bring the complaint to the attention of the officer responsible¹. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta).</p> <p>The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Ministry, and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed. An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for</p>

¹ The officer responsible shall be the Director or most senior official within the Department, Directorate or Secretariat concerned. In the absence of such officer, a reply may be provided by the Assistant Director. In the absence of an Assistant Director, a reply would be provided by the officer higher in rank than the Director or most senior official.

	<p>information can be met but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.</p>
<p>Other Information</p>	<p>Complaints may be submitted to the Public Authority by e-mail to foi.mhse@gov.mt, through the FOI portal www.foi.gov.mt via the e-ID or through the online form.</p> <p>Payments can be made in cash or by cheque payable to the Office of the Permanent Secretary, Ministry for Home Affairs, National Security and Law Enforcement, at the following address: Accounts Section Ministry for Home Affairs, National Security and Law Enforcement 201 Strait Street Valletta</p> <p>Applicants are requested to make an appointment with the FOI Officer before calling at the Public Authority for payment and/or collection of document.</p> <p>Working Hours Winter Hours 8.00am – 12.30pm and 1.15pm – 5.15pm</p> <p>Summer Hours 8.00am -1.00pm</p>
<p>Public Authority Contact Details</p>	<p>Office of the Permanent Secretary, Ministry for Home Affairs, National Security and Law Enforcement 201, Strait Street Valletta VLT 1433 Tel No: (+356) 2568 9314</p>