



STRATEGY AND ACTION PLAN 2019-2022 OF THE SECTION FOR THE PROTECTION AND PROMOTION OF CHILDREN'S RIGHTS AT THE OMBUDSMAN OFFICE



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November 2018

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Save the Children is the world’s leading independent organization for children. We strongly believe that every child deserves a better future. We provide children in Albania and all over the world with assistance to have a good start in life, opportunities to learn and protection from any type of risk. We do our best for children every single day and in times of crisis to bring about changes to their life and joint future.

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INTRODUCTION

The preparation of this document was guided by the objectives of the Ombudsman's Office, the legal framework in force and the recommendations of international institutions in this field. The principles underlying this document are those laid down in the law on the rights and protection of children, and in particular, the principle of the best interest of the child.

This document was based on the strategic directions of the Child Right Protection and Promotion Section, an integral part of the Strategic Plan of the Ombudsman of the Republic of Albania 2019-2022, and aims at providing an extensive and comprehensive protection plan, based on the approach of the child's special protection and the principle of the best interest of the child.

This document is also based on the vision of the 2030 Agenda for Sustainable Development: - Transforming our World - and the ambition for “... a world of universal respect for human rights and human dignity, the rule of law, justice, equality and non-discriminationA world which invests in its children and in which every child grows up free from violence and exploitation. A world in which every woman and girl enjoys full gender equality and all legal, social and economic barriers to their empowerment have been removed. A just, equitable, tolerant, open and socially inclusive world in which the needs of the most vulnerable are met ...”¹

This document is also based on the international principles of child rights protection, child protection policy and the Eurochild inclusion strategy, as well as lessons learned from previous institution and section strategies.

This document was consulted with the Commissioner for the Promotion and Protection of the Rights of the Child, Mrs. Nejlja Peka as well as with experts engaged in the field of protection and promotion of children's rights, with aim to gather and reflect ideas, comments and suggestions towards a realistic, feasible and valuable document.

1.A/RES/70/1 – Transforming our world- the 2030 Agenda for Sustainable Development

VISION

This document's vision is to increase the effectiveness of the Child Rights Protection and Promotion Section at the Ombudsman regarding children's welfare, by ensuring the promotion and respect of their rights.

MISSION

This document's mission is to enhance the capacity of the Child Right protection and Promotion Section at the Ombudsman through a more professional and timely review of complaints, promotion of a more proactive role to ensure children's rights protection and effective cooperation with public administration and civil society actors.

LEGAL AND INSTITUTIONAL BACKGROUND

The issue of child protection and their rights, due to the special importance, has received increased attention from the perspective of legal arrangements and engagement of institutions that exercise responsibility in the area of child rights and protection.

The Constitution of the Republic of Albania has made adjustments in the protection of children and youth rights by providing special protection from the state. As part of the human rights and freedoms, the Constitution recognizes children's personal, political, economic, social and cultural rights and freedoms. In the framework of the protection of economic, social and cultural rights and freedoms, relevant legislation has stipulated the inseparable and inalienable rights of the child *to be protected from violence, ill-treatment, exploitation and use for work, and in particular under the minimum age for child labor, which may harm health, morals or endanger his or her normal life or normal development*, fulfilling the state's obligations to provide such rights to children.

Albania has had and continues to have a permanent commitment to the constant improvement of standards regarding the protection and respect of human fundamental rights and freedoms, and children's in particular. Clear expression of Albania's commitment is the ratification or adherence to all international human rights conventions and the UN Convention on the Rights of the Child. Moreover, Albania has adhered to the two optional protocols to the Convention on the Rights of the Child: Optional Protocol "On the sale of children, child prostitution and pornography"²; Optional Protocol "On the involvement of children in armed conflicts"³; Optional Protocol "On Communications Procedure"⁴.

This document describes the strategic directions of the Ombudsman's Institution work regarding the protection of children and their rights, in accordance with the Ombudsman's duties in safeguarding the individual's rights, freedoms and

2. Ratified by Law No.9834, date 22.11.2007

3. Ratified by Law No.9833, date 21.12.2007

4. Ratified by Law No. Nr. 86/2013

legitimate interests from illegal and improper actions and omissions of the public administration and third parties acting on its behalf.

Adoption of Law 155/2014 “On some amendments to Law no. 8454, dated 4.2.1999 “On the Ombudsman”, amended, enabled for the first time the establishment of the Child Right Protection and Promotion Section, in accordance with the recommendation made by the United Nations Human Rights Committee. Furthermore, this law contains provisions for more extended tasks of the institution and, consequently, of the section in terms of receiving complaints, claims or notices of human rights violations, stemming from the judiciary administration and the execution of judicial decisions, as well as in the direction of drafting reports of the Albanian state for international organizations and implementing of conventions ratified by the Albanian state.

In addition, the Ombudsman’s Office has been given an explicit role to promote inclusion in the school curricula of issues related to the protection of human rights and freedoms, and the implementation of this request by educational institutions. In this regard, this section plays a key role in promoting children’s rights.

The child right promotion and protection section has as its mission the protection of children’s rights, as foreseen in the Constitution, ratified international acts, Albanian legislation, from illegal and irregular actions or omissions of public administration organs, and third parties acting on its behalf, in accordance with directives, instructions and orders given by the OMBUDSMAN . The section also promotes respect for the rights of children and youth in order to safeguard them from violence, abuse and exploitation; to increase children and youth participation through lobbying and advocacy; improving policies and legislation, capacity building, information and recommendations aimed at creating good models of child care and protection services.

STRATEGIC GUIDELINES ON THE WORK OF CHILD RIGHT PROTECTION AND PROMOTION SECTION

STRATEGIC GOAL – GUARANTEEING CHILDREN’S RIGHTS AND THEIR PROMOTION IN THE FRAMEWORK OF THE SPECIAL PROTECTION THAT CHILDREN AND YOUTH ENJOY BY THE STATE AND BASED ON THE PRINCIPLE OF THE BEST INTEREST OF THE CHILD

Objective 1.1. Monitoring the situation of children’s rights and the implementation of the law on child rights and protection

Monitoring the situation of children’s rights will include monitoring the actions and omissions of state administration institutions at central and local level that provide public services to guarantee equal opportunities for all children, their non-discrimination with regard to gender, race, color, ethnicity, language, gender identity, sexual orientation, political, religious or philosophical beliefs, economic, educational or social status, parental background, age, place of residence, health status, genetic predispositions, disability, belonging to a special group, but also to guarantee other rights. Furthermore, the monitoring and functioning of domestic violence mechanisms will be achieved at local level in the 61 municipalities of the country.

A very important and current aspect of jeopardizing children’s rights is their exposure to the digital environment. While there is a more consolidated and comprehensive legislation on the protection of children’s rights and enforcement mechanisms, due to the high level of children’s exposure to the digital environment, there is an identified need at national and international level for the introduction of special regulations for the protection of children’s rights in the digital environment. The findings of assessments and monitoring will serve to propose the necessary legal amendments for this purpose.

Monitoring the implementation of the law on the rights and protection of the child is one of the tasks assigned by law to Ombudsman’s Office. The monitoring of this law will also serve to monitor the children’s rights implementation and to ensure

compliance with the standards and the requirements of the law on the rights and protection of the child.

The Child Right Protection and Promotion Section will contribute to and monitor the implementation of the National Agenda for the Rights of the Child 2017-2020 to promote an integrated and comprehensive approach to realize the rights and protection of children.

Monitoring will be carried out on an annual basis to analyze concrete findings, but also to compare progress from time to time or to identify aspects that need a more appropriate legal adjustment.

Activities:

Monitoring will be carried out by:

- Reviewing complaints, requests or notices addressed to the Ombudsman's Institution;
- Reviewing cases commenced upon the initiative of the institutions;
- Carrying out inspections;
- Carrying out studies;
- Participating in the National Council for the Rights and Protection of the Child;
- Participating in the Institutional Mechanism for Monitoring the Juvenile Justice Strategy;
- Interacting with central and local administration to obtain up-to-date information on the child rights and protection situation;
- Drafting specific/thematic reports on specific problems targeting the violation of children's rights on grounds of gender, race, color, ethnicity, language, gender identity, sexual orientation, political affiliations, religious or philosophical convictions, educational or social condition, parental belonging, age, place of residence, health condition, genetic predisposition, disability, belonging to a particular group, or any other ground.
- Analyzing reports and studies addressing child rights aspects;
- Monitoring, promoting and protecting children's rights in a safe digital environment.

- Contributing to the enhancement of legislation, drafting strategies and work plans for children's rights protection in a safe digital environment, in cooperation with responsible state institutions and civil society.

Objective 1.2. Exhausting all legal opportunities to follow up the monitoring of violation cases by the Ombudsman

The use of all legal means will include, above all, following up of cases by the Ombudsman's Office, and appealing to higher instances if the measures taken by responsible bodies of children's rights are deemed inappropriate or inadequate. If this measure is ineffective, reporting to Parliament is also foreseen.

Based on the Ombudsman's competencies, this objective aims at monitoring the implementation of the Ombudsman's recommendations presented by the administrative, superior and the prosecution's office bodies.

The monitoring of recommendations aims at assessing their effects on the adjustment of situations which have violated rights and freedoms; assessing the interaction of public administration bodies or judiciary bodies, but also serve to explore the possibilities of increased effectiveness of recommendations. Monitoring will also include the implementation of proposals for the dismissal of public servants and officials.

The follow-up of cases reviewed by the Ombudsman's Office will also include individual cases of injured individuals recommended to present a lawsuit to the court.

This objective **aims** at increasing the implementation of the Ombudsman's Office recommendations by the relevant institutions in order to enhance administrative policies and practices in the area of children's rights.

Activities:

This objective will be achieved by:

- Submitting recommendations on the findings and the outcomes of the monitoring conducted by the responsible institutions;
- Addressing recommendations to superior bodies;
- Participating in meetings of the public administration bodies, during which its recommendations, requests or proposals are reviewed;

- Notifying responsible bodies on children's rights violations;
- Requesting information;
- Address individual cases;

Objective 1.3. Enhancing Ombudsman's Office staff capacities on performing timely and with professionalism the tasks assigned

Efficient implementation of Ombudsman's duties assigned by law, all laws in general and the law on the rights of the child, in particular, necessitates the continuous enhancement of the Ombudsman's Office staff capacity building in terms of the number of persons engaged for this purpose and their professional capacities.

Activities:

This objective will be achieved by:

- Exchanging experiences with counterpart institutions on best practices exchange; Exchanging of experiences and best practices with counterpart institutions;
- Following up international activities with the view to monitor dynamics in the field of children's rights promotion and protection;
- Continuous staff training;
- Capacity building of child protection workers in municipal administrative units on promoting children's rights in the territories where they operate and addressing the issues of cases involving children's rights protection;

STRATEGIC OBJECTIVE 2 – INCREASED CHILDREN'S PARTICIPATION IN THE DECISION-MAKING PROCESS

Increased children's participation in the decision-making process is achieved by guaranteeing them the freedom of expression, the right to be heard, the right to information, freedom of thought, conscience, and religion, and the freedom of association.

This goal aims at increasing children's participation not only in the processes relating to the child, but also for issues regarding the community where the child is part of.

The monitoring of this process will be realized by:

- Monitoring the participation of children in decision-making by public administration institutions at the local level.
- Using instruments approved by the Ombudsman, to ensure the highest level of child participation.
- Drafting special reports on assessing the participation of children in decision-making at all levels.
- Publishing findings regarding children participation.
- Addressing relevant recommendations to responsible institutions at central and local level regarding the effective realization of children participation.
- Drafting annual plans for periodic meetings with children at the Child Right Protection and Promotion Section regarding the involvement of children in decision-making on all documents, guidelines and special reports that will come from the institution of the OMBUDSMAN , Guidebook on Co-operation of the Ombudsman's Office with Children and Civil Society, the National Plan for the Monitoring of Children's Rights, and the annual reports and special reports provided in this Strategy.
- Monitoring the implementation of standards for children participation;

Objective2.1. Children's Empowerment

Children's empowerment is a prerequisite for increased children's participation in the decision-making process and playing a key role in the effective protection and promotion of their rights. In order to have a meaningful child involvement, they should initially become aware of their rights, the possibilities to demand them and the conditions to exercise them in a safe environment.

Children's awareness will be achieved through informative materials tailored for them with simple, understandable and attractive language in order to provide as much information as possible to arouse their interest.

Activities:

This objective will be achieved by:

- Organizing informational sessions on children's rights.
- Organizing promotional activities intertwined with artistic, cultural, environmental activities, etc.;
- Preparing and distributing linguistically simple and attractive informational leaflets, in line with children's understanding and interests;
- Encouraging the inclusion of children's rights in pre-university education programs and monitoring their implementation by educational institutions;
- Encouraging children and youth to use online applications to submit complaints to the OMBUDSMAN .

Objective 2.2. Improved standards for children's inclusion and their continuous monitoring

Due to the special features of the process of including children in various participatory activities, the Ombudsman's Office aims at achieving this inclusion appropriately, matched by the child's age and ability to understand, but also in a safe environment. For this purpose, children's inclusion standards will be promoted, and their implementation will be monitored.

Based on European standards, child inclusion is based on voluntary, respectful, inclusive and secure participation. Thus, the participation of children is based on their right to freely choose to either participate on voluntary bases or not participate at all.

Participation should be based on the principle of inclusiveness and mutual respect and should be provided to all children, by means of equal treatment and possibilities to participate. Particularly, adults involved in these participatory activities and processes, and the children among themselves, should treat each other with respect. A very special importance in the process of children inclusion is the standard of a safe environment, so that children are not exposed to situations that make them vulnerable.

This is achieved by:

- Providing an appropriate and inviting environment to the child.
- Cooperating with relevant institutions to realize of child participation in decision-making, on issues pertaining and affecting them.
- Providing appropriate tools for children with special needs, such as the presence of trained professionals in schools and other institutions attended by children.
- Encouraging institution-parent-child collaboration to ensure effective child participation and equal opportunities for the inclusion of all children.

STRATEGIC OBJECTIVE 3 – GUARANTEEING AN EFFECTIVE COOPERATION AMONG INSTITUTIONS INVOLVED IN CHILDREN’S RIGHTS PROTECTION WITH THE CIVIL SOCIETY

The Law on the Rights and Protection of the Child clearly defines the Responsible Authorities, as well as the institutional advisory and coordination mechanisms and structures for the rights and protection of the child, by providing their respective duties and responsibilities. More specifically, the Section will co-operate and interact at the central level with the Ministry of Education, Sports and Youth, the Ministry of Health and Social Protection, the Ministry of Justice, the Ministry of Finance and Economy, the Ministry of Interior, the State Agency for the Protection of Children’s Rights and at local level with the structures responsible for social services in the municipality, the child protection unit and the child protection worker.

Ensuring co-operation and interaction with public institutions involved in the protection of children’s rights is paramount to ensure coordinated and effective intervention and impact.

Objective 3.1. Guaranteeing a professional and active collaboration with the inter-institutional units

Regarding the protection of children’s rights, the Ombudsman is member of the National Council for the Rights and Protection of the Child, and member of the Institutional Mechanism for Monitoring the Juvenile Justice Strategy and the

Action Plan 2018-2021. Due to the importance of these bodies for advising and coordinating state policies and ensuring the rights and protection of children in all areas, as well as monitoring the juvenile justice strategy, active and professional participation in these platforms will serve to better fulfill their mission in accordance with the law and by-laws, but also to receive information and coordinate the activities of stakeholders involved in these advisory and monitoring platforms.

Furthermore, the information obtained from these cooperation platforms will serve to guide and plan the work of the Ombudsman's Office in order to issue appropriate and timely recommendations.

Activities:

This objective will be achieved by:

- Analyzing legislation and policies subject to discussion of interinstitutional advisory and monitoring platforms
- Analyzing administrative practices and impact assessment in this area.
- Attending meetings conducted by the National Council for the Rights and Protection of the Child and the Institutional Mechanism for Monitoring the Juvenile Justice Strategy and Action Plan 2018-2021

Objective 3.2. Cooperating with the Child Protection Unit and Child Protection Worker

The realization of effective collaboration with the child protection structures at the local level completes the framework of collaboration with public institutions. Its purpose is to contribute to the improvement of administrative practices for the protection of children's rights, but also to build the child protection workers' capacity to carry out the duties in accordance with the relevant legal and sub-legal provisions. One of the duties of child protection workers is also to assist the child and/or the child's family in filing complaints to the Ombudsman's Office, thus emphasizing these structures capacity building to fulfil their duties with ethics and professionalism.

This objective *aims* at increasing the role of child protection structures at local level and increase the number of cases addressed to the Ombudsman's Office by children and families who have no information on the procedures and the ways of filing complaints.

Activities:

This objective will be achieved by:

- Conducting informative and coordinative meetings with the unit and the child protection worker in the municipality, and undertaking activities aimed at further strengthening these structures to assist children and/or their families in drafting and submitting complaints to the Ombudsman's Office;
- Monitoring child protection units and workers in 61 municipalities of the country and public administration institutions providing services to children such as nursery, kindergarten schools, children's hospitals, social services etc.
- Handling complaints/requests/cases upon institution's own initiative on actions and omissions of state administration institutions, providing public services, and third parties acting on its behalf.
- Monitoring the work of residential institutions that care for children.

Objective3.3. Collaborating with civil society

The Child Right Protection and Promotion Section values the role of civil society organizations working in the field of child rights. This role consists not only in applying the institution's policies, but also in adding value to Ombudsman's Office work. The contribution of civil society organizations is key to achieving the objectives and implementation of all the activities envisaged in this strategic document.

In this context, during the implementation of this document, the Child Right Protection and Promotion Section will develop a matrix to reflect the support of donors and civil society organizations for specific segments / activities and to reflect the coordination of programs / their projects / activities in the field of protection and promotion of children's rights in line with the objectives and activities of the Child's Rights Protection and Promotion Section.

STRATEGIC OBJECTIVE 4 – PROMOTION OF CHILD-FRIENDLY JUSTICE

Objective 4.1. Promoting the rights and protection of children in conflict with the law, as well as victims and witnesses

The monitoring of institutions responsible for guaranteeing the child's right to be heard in any administrative and judicial procedure, as well as guaranteeing the right to appeal, is foreseen to achieve this objective. The aim is to realize a new approach to child-friendly and non-punitive justice, with the purpose of reintegrating them into society through education and vocational training.

Activities:

This objective will be achieved by:

- Participating and contributing to MMPT.
- Monitoring the re-integration of this category of children into society;
- Providing input while participating in the legislative process for the expression of opinions, comments and suggestions on any legal initiative related to this field of activity.
- Commencing independent administrative investigations when complaints of abuses, neglect or violation of children's rights in this area of activity are noted.
- Promoting and disseminating best practices and models of EU countries and beyond in the field of juvenile justice administration, in cooperation with the School of Magistrates and justice institutions.
- Monitoring the implementation of the Juvenile Justice Criminal Code.

STRATEGIC OBJECTIVE 5 –CHILDREN'S RIGHTS PROMOTION

Objective 5.1. Increase public awareness on children's rights

The promotion of children's rights is a prerequisite to realizing the protection of these rights effectively. The child right protection and promotion section considers of paramount importance the activities that aim at raising children and their families' awareness. This objective will be achieved by:

- Preparing and distributing promotional materials;
- Providing in official websites information that can be easily understood by children
- Encouraging the inclusion of child protection rights issues in pre-university education programs and monitoring its implementation by educational institutions;
- Developing promotional materials with illustrating images and appealing messages that attract children's attention in line with their understanding level
- Collaborating with civil society organizations active in the area of protection and promotion of children's rights.

Objective 5.2. Promoting Ombudsman's Office role in protecting children and their rights

Promoting the role of institutions that exercise their activity to ensure the effective realization of children's rights and their protection is equally important as promoting children's rights.

This objective will be achieved by:

- Promoting the Ombudsman's role in safeguarding children's rights.
- Increasing participation of the Ombudsman's Institution in forums and conferences and the visibility of Child Right Protection and Promotion Section;
- Involving the Ombudsman's Regional Offices to support promotional activities

Action Plan

Child Rights Protection and Promotion Section Ombudsperson

No.	SCOPE OF ACTIVITY	SPECIFIC OBJECTIVES	ACTIVITIES	LEADING SECTION	PARTNER INSTITUTIONS	TIME FRAME
STRATEGIC GOAL 1: -GUARANTEEING CHILDREN'S RIGHT OBSERVANCE AND PROMOTION IN THE FRAMEWORK OF SPECIAL PROTECTION ENTITLED TO CHILDREN AND YOUTH BY THE STATE AND BASED ON THE PRINCIPLE OF						
		<p>1.1.1. Reviewing complaints, requests or notifications addressed to the Ombudsperson institution;</p> <p>1.1.2. Reviewing cases commenced upon the initiative of the institutions</p> <p>1.1.3. Carrying out inspections;</p> <p>1.1.4. Carrying out studies;</p> <p>1.1.4. Actively participating in the National Council for Child Rights Protection;</p> <p>1.1.5 Participating in the Institutional Mechanism for the Monitoring of Juvenile Justice Strategy</p> <p>1.1.6 Interacting with the central and local administration;</p> <p>1.1.7 Analyzing reports and studies addressing child rights aspects;</p> <p>1.1.8 Monitoring, improving and protecting children's rights in a safe digital environment.</p> <p>1.1.9 Contributing to the enhancement of legislation, drafting strategies and work plans for children's right protection in the safe digital environment, in cooperation with responsible state institutions and civil society.</p> <p>1.2.1 Submitting recommendations on findings and outcomes of monitoring conducted by responsible</p> <p>1.2.2 Drafting thematic/special reports on specific issues targeting the violation of children's rights on grounds of gender, race, color, ethnicity, language, gender identity, sexual orientation, political affiliations, religious or</p> <p>1.2.3 Addressing recommendations to superior bodies;</p> <p>1.2.4 Participating in the meetings of public administration collegial bodies, during which its recommendations, requests or proposals are reviewed;</p> <p>1.2.5 Notifying the competent body in case of rights violation by the judicial power bodies;</p> <p>1.2.6 Requesting information</p>	<p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p>	<p>Academic institutions, Civil Society Organizations, UNICEF, Save the Children</p> <p>Ministry of Health and Social Protection, State Agency for the Protection of</p> <p>Line Ministries, Municipalities, Independent institutions</p> <p>UNICEF, Save the Children, Council of Europe, European Commission</p> <p>National Authority for Electronic Certification and Cyber-Security</p> <p>National Authority for Electronic Certification and Cyber-Security, State Agency for the Protection of Children's Rights, Parliamentary Sub-committee on Minors and Equal Opportunities</p> <p>Social Care institutions, Educational institutions</p> <p>UNICEF, Save the Children, Council of Europe, European Commission, Academic institutions, Civil Society Organizations, Commissioner for the</p> <p>The Albanian Parliament</p> <p>Public administration institutions</p> <p>Public Administration Institutions, Independent institutions</p> <p>Public Administration Institutions, Local Institutions</p>	2019-2022	
						<p>Objective 1.1. Monitoring the situation of children's rights and the implementation of the law on child rights and protection</p> <p>Objective 1.2. Exhausting all legal opportunities to follow up the monitoring of violation cases by the Ombudsperson</p>

	<p>1.2.7 Receiving replies by administration bodies in case of recommendations consisting of request or proposal for dismissal;</p> <p>1.2.8 Following up individual cases</p>	<p>1.3.1 Exchanging experiences with counterpart institutions on best practices exchange;</p> <p>1.3.2 Following up international activities with the view to monitor dynamics in the field of children's rights promotion and protection;</p> <p>1.3.3 Continuous staff training;</p> <p>1.3.4 Enhancing the capacities of local representatives on promoting children's rights in the territories where they operate and addressing the issue of cases involving children's rights protection;</p>	<p>Public Administration Institutions</p> <p>Citizens file their individual requests with the Child Rights Promotion and Protection Section</p> <p>Network of Ombudsperson's Institutions, European Network of National Human Rights Institutions (ENNHRI), Global Alliance for National Human Rights Institutions</p> <p>UNICEF, Save the Children, European Commission, Council of Europe</p> <p>Municipalities</p>	<p>2019-2022</p>
	<p>1.2.7 Receiving replies by administration bodies in case of recommendations consisting of request or proposal for dismissal;</p> <p>1.2.8 Following up individual cases</p>	<p>1.3.1 Exchanging experiences with counterpart institutions on best practices exchange;</p> <p>1.3.2 Following up international activities with the view to monitor dynamics in the field of children's rights promotion and protection;</p> <p>1.3.3 Continuous staff training;</p> <p>1.3.4 Enhancing the capacities of local representatives on promoting children's rights in the territories where they operate and addressing the issue of cases involving children's rights protection;</p>	<p>Child Rights Protection and Promotion Section</p>	<p>2019-2022</p>
<p>STRATEGIC GOAL 2: ENHANCING CHILDREN'S PARTICIPATION</p>	<p>2.1.1 Organizing informational sessions on children's rights</p>	<p>2.1.2 Organizing promotional activities combined with artistic, cultural, environmental activities etc.</p> <p>2.1.3 Preparing and distributing linguistically simple and attractive informational leaflets, in line with children's understanding and interests;</p> <p>2.2.1 Promoting child participation standards and their implementation</p>	<p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p>	<p>2019-2022</p> <p>2019-2022</p> <p>2019-2022</p>
<p>2</p> <p>All children's participation</p>	<p>Objective 2.1. Children's empowerment</p>	<p>Objective 2.2. Setting and observing standards in the child participation process</p>	<p>Educational Institutions Civil Society Organizations, Minority Representatives, Local Institutions</p> <p>Educational Institutions, Ministry of Education, Sports and Youth, State Agency for the Protection of Children's Rights, Save the Children, UNICEF, Parliamentary Sub-committee on Minors and Equal Opportunities</p>	<p>2019-2022</p> <p>2019-2022</p> <p>2019-2022</p>
	<p>STRATEGIC GOAL 3: ENSURING AN EFFECTIVE INTERACTION AND COOPERATION WITH INSTITUTIONS INVOLVED IN CHILDREN'S RIGHTS PROTECTION AND CIVIL SOCIETY</p>	<p>3.1.1 Analyzing legislation and policies subject to discussion of interinstitutional advisory and monitoring platforms</p> <p>3.1.2 Following up periodic meetings conducted by both the National Council for Children's Rights and institutional strategy monitoring mechanism</p> <p>3.2.1 Monitoring child protection units and workers in 61 municipalities of the country and public administration institutions providing services to children such as nursery, kindergarten schools, children's hospitals, social services etc.</p> <p>3.2.2 Handling complaints/requests/cases upon institution's own initiative on actions and omissions of state administration institutions providing public services and third parties acting on its behalf</p>	<p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p>	<p>2019-2022</p> <p>2019-2022</p> <p>2019-2022</p>
<p>3</p> <p>A life free of violence for all children</p>	<p>Objective 3.1. Ensuring an active professional participation in interinstitutional units</p> <p>Objective 3.2. Cooperating with child protection unit and worker on child protection</p>	<p>UNICEF, Save the Children</p> <p>Ministry of Education, Sports and Youth, State Agency for the Protection of Children's Rights, Save the Children, UNICEF, Parliamentary Sub-committee on</p> <p>Self-government units</p> <p>Public Administration Institutions Providing Services</p>	<p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p> <p>Child Rights Protection and Promotion Section</p>	<p>2019-2022</p> <p>2019-2022</p> <p>2019-2022</p>

	<p>Objective 3.2. Cooperating with civil society</p>	<p>3.3.1 Drafting a support matrix based on the action plan in which donors support specific segments and coordinate assistance between them and the Ombudsman's Office</p>	<p>Child Rights Protection and Promotion Section</p>	<p>Civil Society Organizations, UNICEF, Save the Children</p>
<p>STRATEGIC GOAL 4-PROMOTING CHILD-FRIENDLY JUSTICE</p>				
4	<p>Justice friendly to all children</p>	<p>4.1.1 Participating and contributing to NMFP. 4.1.2 Monitoring the re-integration of this category of children in society 4.1.3 Providing input while participating in the legislative process for the expression of opinions, comments and suggestions on any legal initiative related to this field of activity. Objective 4.1. Promoting the rights and protection of children in conflict with the law, victims, and witnesses</p>	<p>Child Rights Protection and Promotion Section</p>	<p>Ministry of Health and Social Protection, State Agency for the Protection of Children's Rights, Central Institutions, State Agency for the Protection of Children's Rights Commissioner for Protection against Discrimination, Ministry of Justice, Universities, School of Magistrates 2019-2022</p>
<p>STRATEGIC GOAL 4-PROMOTING CHILD-FRIENDLY JUSTICE</p>				
5	<p>Promoting Children's Rights</p>	<p>5.1.1 Preparing and distributing promotional materials; 5.1.2 Providing in official websites information that can be easily understood by children 5.1.3 Encouraging the inclusion of child protection rights issues in pre-university education programs and monitoring its implementation by educational institutions; 5.1.4 Developing promotional materials with illustrating images and appealing messages that attract children's attention in line with their understanding level 5.1.5 Collaborating with civil society organizations operating in the area of children's rights protection and promotion</p>	<p>Child Rights Protection and Promotion Section</p>	<p>UNICEF, Save the Children, State Agency for the Protection of Children's Rights, Council of Europe, European Commission, Agencies for Development Cooperation, Civil Society Organization 2019-2022</p>