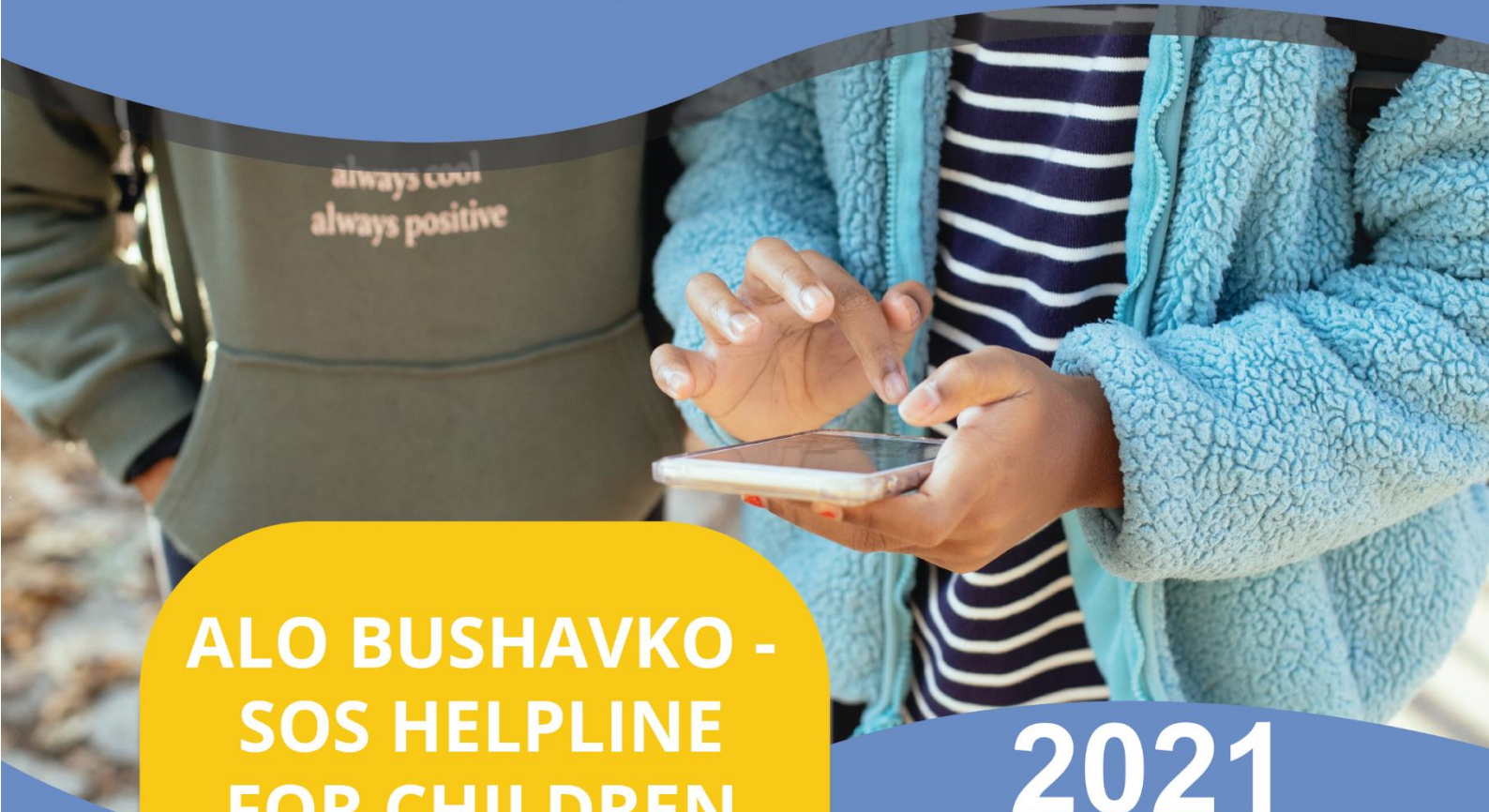


ANNUAL REPORT



ALO BUSHAVKO - SOS HELPLINE FOR CHILDREN AND YOUTH

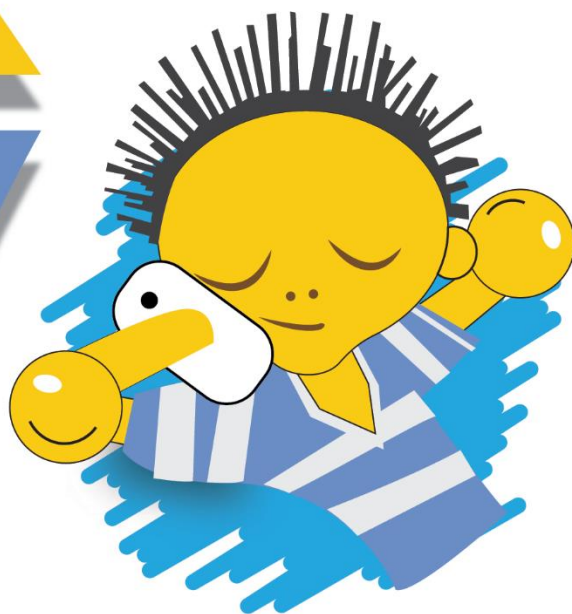
2021

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ANNUAL REPORT

2021

'ALO BUSHAVKO' - SOS HELPLINE FOR CHILDREN AND YOUTH

FIRST CHILDREN'S EMBASSY IN THE WORLD MEGJASHI - REPUBLIC OF MACEDONIA

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[Alo Bushavko \(@alobushavko\)](#) • Instagram photos and videos

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SOS helpline for children and youth – Annual Report

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The First Children's Embassy in the World Megjashi - Republic of Macedonia and the team of the SOS helpline for children and youth would like to thank all those who vested is with their trust and support in the course of the last year, by calling us and sharing with us their concerns, dilemmas and questions.

We would like to send a message of appreciation for the professionalism and cooperation of the institutions such as the Center for Social Work, especially the Intervention Team at the Center for Social Work, the Ombudsman, the State Educational Inspectorate, the Ministry of Education, the Ministry of Labor and Social Policy, the Ministry of Interior, Public Prosecutor's Office, and others. We are also grateful to other organizations for their cooperation and support: First Family Center, HERA, Coalition for Fair Trials, Association of Young Lawyers, etc. who honored us with their cooperation in the course of the year.

Special thanks goes to the Association of Psychology Students "Psihesko" for their contribution to the children's rights workshops intended for the elementary school pupils and the preparation of texts for the new *Alo Bushavko* website. We also express our gratitude to the "Vatasha" bakery for the food donations we distribute to socially vulnerable families.

We are proud that we had the opportunity to cooperate, we thank you for the professionalism you have shown and we want to maintain and continue this cooperation in the years to come.

We are also immensely grateful to our past and present volunteers for the time they dedicated in the operation of the SOS helpline for children and youth. Thank you for all the help, we always appreciate your cooperation, dedication and unselfish commitment to put your time, energy, skills and knowledge into helping those who need support!

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Overview of the operation of the SOS helpline for children and youth in 2021

The year of 2021 was a year in which SOS helpline was ringing quite often. This annual report notes the small number of children who contacted us during this year, therefore it is necessary to work on encouraging children and young people to call in order to be informed or to report violations of their rights.

We continued to work in a pandemic situation by diverting calls and avoiding any interruption in the provision of our services.

The number one issue in the *problems* category was the reporting of views of children of divorced parents and non-compliance to the resolution issued by the Center for Social Work. The data shows that the violation of the rights of the child during divorce procedure is one of the biggest problems children and their families face. This points out to the fact that better and more quality regulation of the family relations is needed, including better attention and support by the relevant institutions in order to prevent additional violations of children rights. There are also issues related to awarding of custodianship and payment of alimony. In addition to the right of the child to continue seeing one of the parents, we have also reports about violated children rights for seeing people from the wider family (grandmother, grandfather, aunt, uncle, cousins...).

Violence continues to remain a reality for the children in Macedonia. The data from the report show that many children are at risk of violence, which affects their optimal psycho-physical development. Corporal punishment still dominates as a way of raising children, unaware of the psychological consequences it leaves on the children for life.

Seemingly invisible to other forms of violence, emotional violence also occurs very often and is just as dangerous as any other form of violence. The spectrum of emotional abuse is wide, and this happens when the child is not taken care of, not encouraged to develop, when it is neglected, rejected, ignored, coerced, punished, prevented from connecting with other people around him/ her... Emotional abuse is also a situation when a child witnesses physical or other violence. This annual report also includes sexual abuse of children.

The life prospects of the children in Macedonia are affected by their exposure to poverty. Many children live with their families barely being able to sustain themselves and with serious endangering of the children rights. When we talk about essential needs we are talking about exposure to inadequate living conditions that hinder the optimal growth and development of children. Poverty also harms children through the negative impact on their families as the parents are not paying enough attention to their children since they are forced to work several jobs, hence the children are often pushed into begging and the likelihood of falling a victim

to the most severe forms of abuse is increasing.

Maintaining mental health is equally important for both adults and children. Divorce proceedings and disagreements between the parents of the children are the most common cause of child anxiety and fear. Anxiety in children can also occur as a result of major changes in their lives, such as moving to a new home, living with only one parent, changing schools and so on.

Data systematization methodology

The case systematization methodology includes recording each contact (lead) as a single case, following the basic structure of the framework of key categories and subcategories prepared by the global network of SOS helplines - Child Helpline International. The First Children's Embassy in the World Megjashi has been a member of Child Helpline International since 2004.

The structure of this framework includes:

- General categories of data that relate to the context of the case but do not relate to the reasons for the call: age, life situation, vulnerable groups, relationships, location of the problem, region, callers, contact method.
- Four topics related to the reasons for calling (threat, health, social welfare, etc.), along with 11 categories distributed within them and with subcategories in each of the categories.

The role of the volunteers in the operation of the SOS helpline for children and youth

Volunteers have always been and continue to be a very important part of the operation of the SOS helpline. Every year new volunteers are recruited and they undergo continuous training on various topics.

This year the SOS team was joined by Mimoza Kostovska (professor), Marija Gjorgjioska (law student), Klementina Dobrevska (graduated psychologist), Aleksandar Mladenoski (student of special education and rehabilitation – defectologist), Barlet Beqiri (student of psychology), Marija Damovska

(student of psychology) as active volunteers. A Memorandum of Cooperation was signed with the Association of Psychology Students "PSYHESCO" where 25 volunteers took an active part in the implementation of the Campaign for Children's Rights.

This team of volunteers prepared several blogs on trending topics for young people in order to get closer to this population. Some of the volunteers were also answering the calls during their duty in the afternoon on weekdays, as well as on weekends.

FINDINGS AND KNOWLEDGE FROM THE OPERATION OF THE SOS HELPLINE

Specific cases

A “case” refers to every first communication. For each or almost every case, the communication continued with several additional conversations, until the desired solution for the problem for which the contact was made has been achieved.

Defining the gender of children and young people to whom the cases relate

According to the framework, whenever possible all data is disaggregated and analyzed by gender i.e. each total number of cases is analyzed according to the gender of the child or young person affected in the particular case.

Male: Children or young people who primarily identify as male.

Female: Children or young people who primarily identify as female.

Indeterminate: Children or young people who do not primarily identify as male or female.

Unknown: Children or young people whose gender cannot be identified for various reasons.

Basic information about the cases

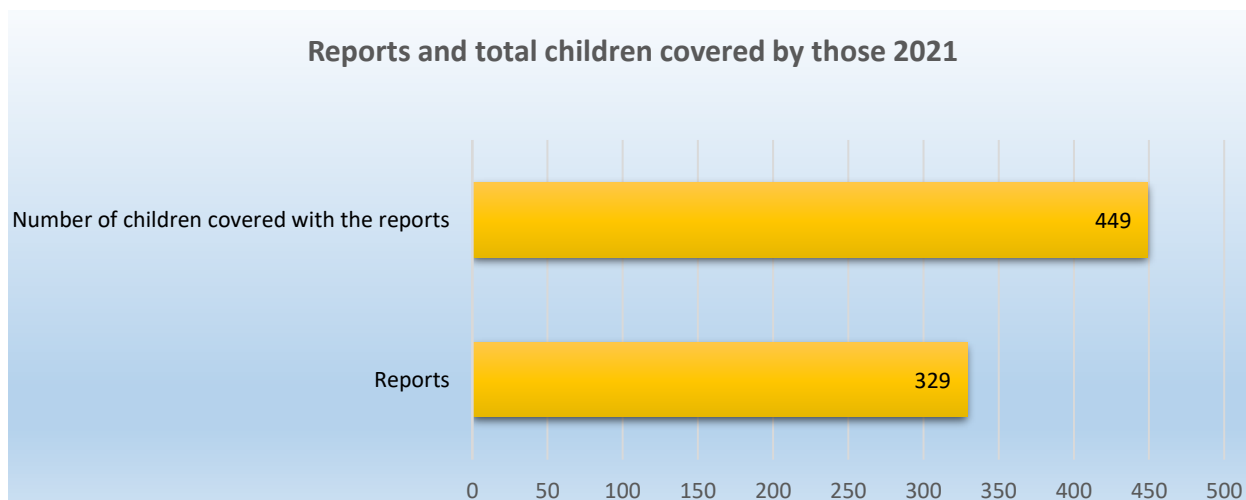
This section provides general demographic data on the cases, including the number of reports received and the number of children covered by these reports, including age and sex of the children to whom the reports relate, as well as the ethnicity of the children covered in cases. This section also includes an overview of the manner in which we have received the calls - via the administrative telephone, via the Facebook page of the SOS telephone or at Megjashi, by mail or by direct address at the premises of Megjashi

(at the beginning of March 2020, the protection measures from COVID-19 were introduced - Megjashi's office was physically closed and remained closed to clients until the end of 2021).

Total number of cases

During 2021, as of 20 December, a total of **329** cases were received, with additional **473** conversations that took place. The total number of children and young people covered by the cases is **449**. Compared to last year, the number of cases has increased by over 30%.

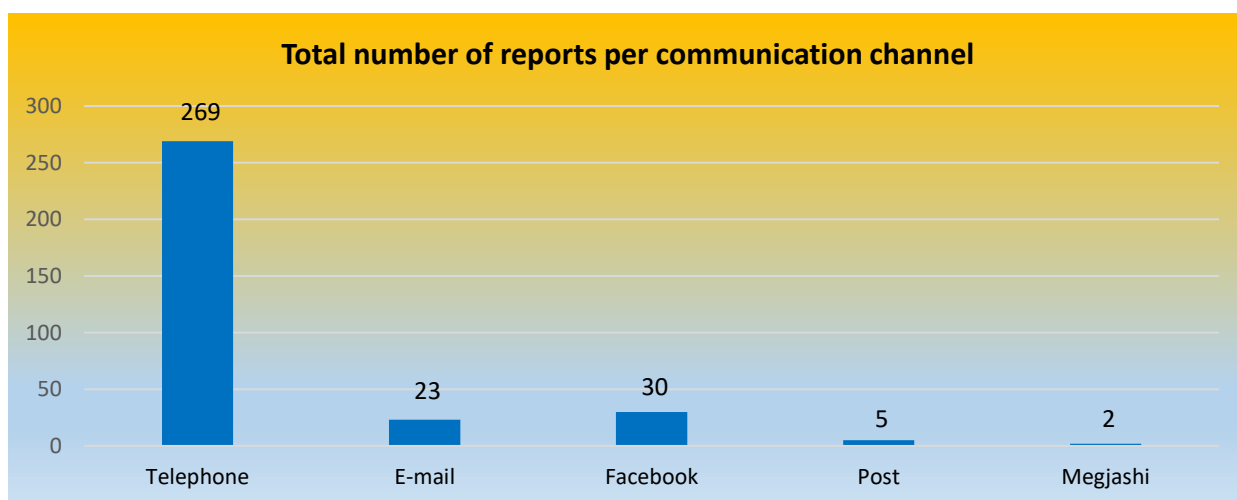
Graph 1: Number of cases and number of children included in those cases



Number of cases according to the communication channel

In this twelve-month period, the communication with the callers was mostly realized through the administrative (landline) or mobile number of the Children's Embassy Megjashi. More precisely, **269** calls were received through one of these two telephone numbers. In this period, **23** notifications were received via e-mail, **30** notifications were received on the FB page, **5** notifications were received by mail and **2** notifications were submitted in person at Megjashi's premises.

Graph 2: Cases per communication channel



Total number of children and young people covered in the cases by age and gender

The calls during the reporting year **2021** refer to problems in which **198** boys and **176** girls were affected, and the gender is unknown for **75** children.

The following table shows the distribution of children that were related to the cases, by age and gender, and it can be seen that most of the reports in which male children have been affected are at the age of 10 and 12 years, while most of the reports in which female children are affected are at the age of 13 and 15 years. Overall, by age group, most of the reports referred to children aged 10 to 12 years, followed by 13 to 15 and in third place in terms of frequency of reports were children aged 7 to 9 years.

Table 1: Children/ youth to whom the case refers, by age group, disaggregated by gender

Age	Male	Female	Indeterminate	Unknown	Total by age
00 - 03	20	27	0	1	48
04 - 06	29	23	0	0	52
07 - 09	30	29	0	1	60
10 - 12	45	21	0	2	68
13 - 15	27	33	0	2	62
16 - 17	17	18	0	0	35
18 - 25	7	4	0	5	16
25 +	2	1	0	0	3
Unknown	21	20	0	64	105
Total by gender	198	176	0	75	449

Number of children covered by the cases according to the living environment

According to the callers' living environment, as shown in **Table 2** below, most of the children (**390**) live in urban areas, **28** children live in rural areas and the living environment of **31** children is unknown

The number of callers from rural areas, as in previous years, remains very small compared to the number of callers from urban areas.

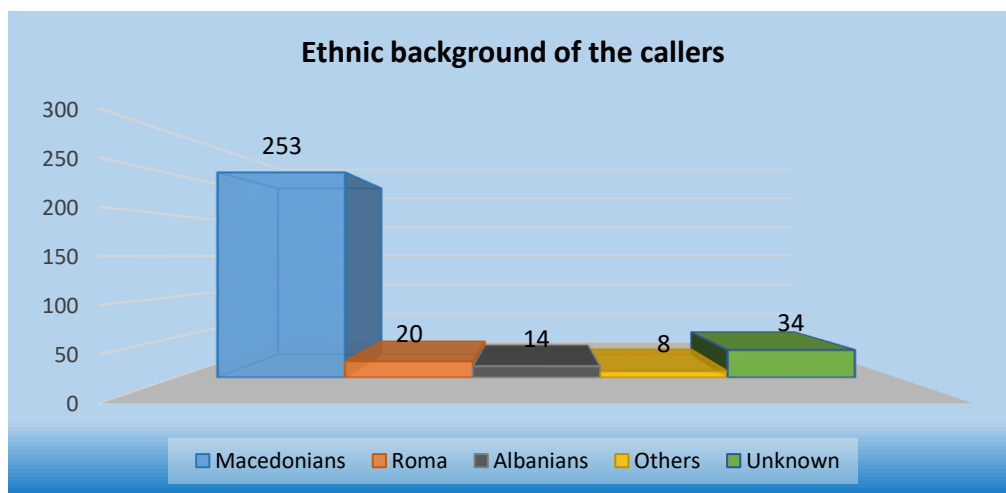
Table 2: Children / youth to whom the call refers, according to the living environment - urban and rural, divided by gender

	Male	Female	Indeterminate	Unknown	Total by living environment
Urban	178	163	0	49	390
Rural	10	6	0	12	28
Unknown	10	7	0	14	31
Total by gender	198	176	0	75	449

Number of cases by ethnicity

In terms of ethnicity of the callers, as shown in the graph, 253 of the total number of callers are Macedonians, 20 are Roma and 14 callers are of Albanian ethnicity. Only 8 of the contacts (leads/ reports) are callers from other (ethnic groups) and the ethnicity is unknown for 34 people.

Graph 3: Ethnic background of the callers



Cases according to the problem category

In terms of reasons for the contact (report/ lead), all four topics are present - family relationships, violence, accessibility and mental health, and in rare cases there were other reasons for the contact.

In the first topic, the cases referred to problems and violations of rights that fall into the category of family relationships.

In the second topic (violence), most of the cases referred to problems in the category of mental/ emotional violence, physical violence and neglect. The third topic (accessibility) includes several categories of problems, mainly access to education, basic (essential) needs that are not available to

children and problems with access to health care, inability to obtain the necessary medical care or the necessary health care.

The graph below shows the most common categories of problems for the calls on the SOS helpline, including more detailed presentation of that information. As can be seen from the graph, the most common reason for calling is a problem related to family relationships (34% of all contacts), followed by violence (28%), accessibility (18%), mental health (13%). The categories of problems related to school (5%) and physical health (2%) are also present but to a lesser extent.

Graph 4: Categories of problems reported in cases

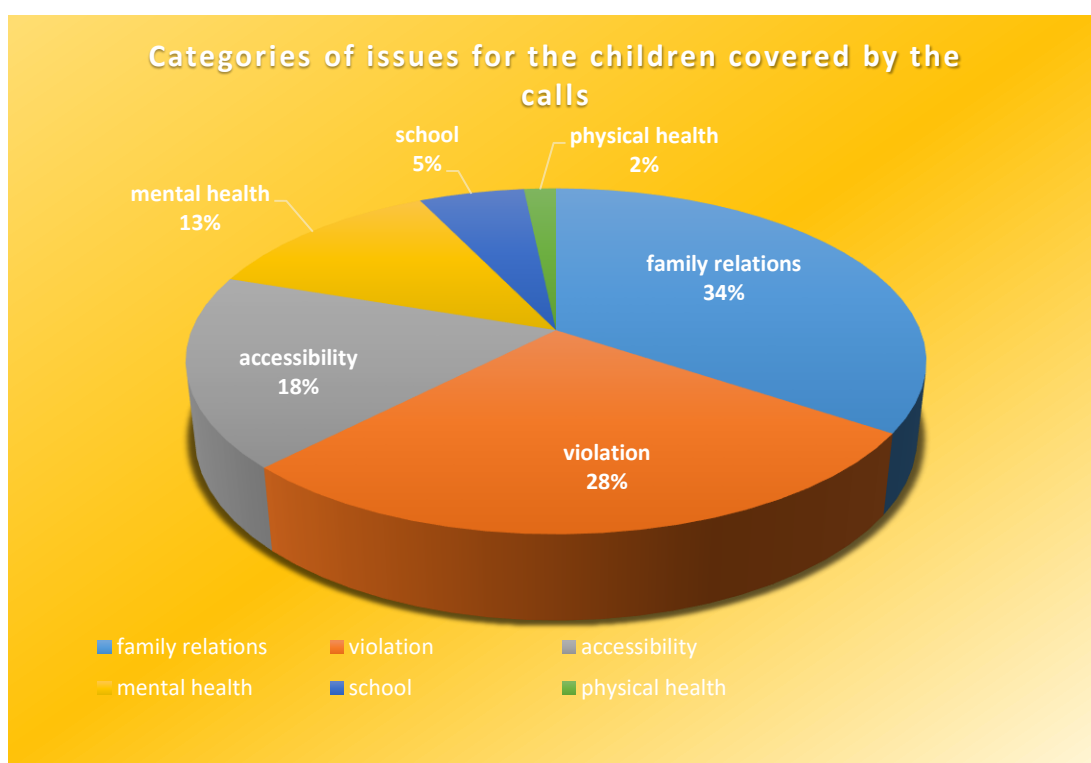


Table 3: Total number of children/ youth affected by the problem categories for the period January - December 2021

Problem category	Total
Family relationships	207
Injury	168
Accessibility	108
Mental health	76
School	33
Discrimination and exclusion	15

Missing children	13
Physical health	10
Sexuality	4
Total	634

In most of the calls/ leads, more than one problem has been reported, so the number of children affected by the problem category is higher than the number of children covered in the cases.

- **FAMILY RELATIONS - 34%**

Most children (207 or 34%) are covered by reports related to the problem of violation of child's right during divorce proceedings and non-compliance with the resolutions adopted by the Centers for Social Work, in terms of possibility for the child to see the other parent who is not a custodian.

This is an alarming number and indicates that additional measures and education of parents should be implemented in case of their separation. They should be given more attention and awareness about the harm they do with their conflicting mutual communication, while not taking into account the need of the child, the natural need the child has to love both parents equally; anything that gets in the way of realizing that need does great harm to the child.

- **INJURY - 28%**

168 children have been victims of injury in various forms, accounting for 27% of the total number of children covered by the calls during 2021. These reports refer to several types of injury:

- *peer violence (bullying) - 5 children;*
- *economic exploitation - 5 cases;*
- *mental/ emotional violence - 35 children;*
- *neglect - 19 children;*
- *online sexual abuse - 3 cases;*
- *physical violence - 62*
- *sexual violence - 8*
- *child from early marriage - 5*
- *indefinite other - 26 **

** political abuse 16, public exposure injury 6, stray dog attack 2, life threats 2*

- **ACCESS - 18%**

There is a large number of children, a total of 108 who are included in the reports for violation of the right of accessibility and refer to problems related to:

- *access to education - 30 children;*
- *essential needs - basic needs that are not available to 37 children;*

- *problems with access to health care, inability to obtain the necessary medical assistance, necessary health care - 18 children with this problem have been reported;*
- *contacts related to problems with access to legal services - advice, need for legal representation – this affected 7 children;*
- *mental health services - 3 children*
- *contacts related to problems with access to various social or economic services and assistance - the number of children covered by the reports is 6; and*
- *undetermined, other - 7*.*

**Non-admission to kindergarten due to lack of vaccination card*

- **MENTAL HEALTH - 13%**

*The percentage of children - 11% (59 children) who are affected by **emotional anxiety** is lower. Emotional anxiety related to the experience of anger or frustration is a response to a number of different reasons because of which contact was made. Anger is an emotion that involves a strong sense of dissatisfaction and hostility caused by something real or unreal. Frustration is an emotional response to dissatisfaction that can arise when one encounters resistance to achieving a particular objective.*

The most common cause for this psychological state in children in the cases we received is the relationship between the parents that arises from divorce; lack of harmonization among the parents for seeing the child, making contacts and meetings of one of the parents with the child or children after the divorce and after granting custody to one of the parents.

OTHER PROBLEMS

Other categories of problems that refer to a smaller number of children covered in the reports are: school - 33 children, discrimination and social exclusion - 15 children, physical health - 10 children, missing children - 13, sexuality - 4.

Activities implemented

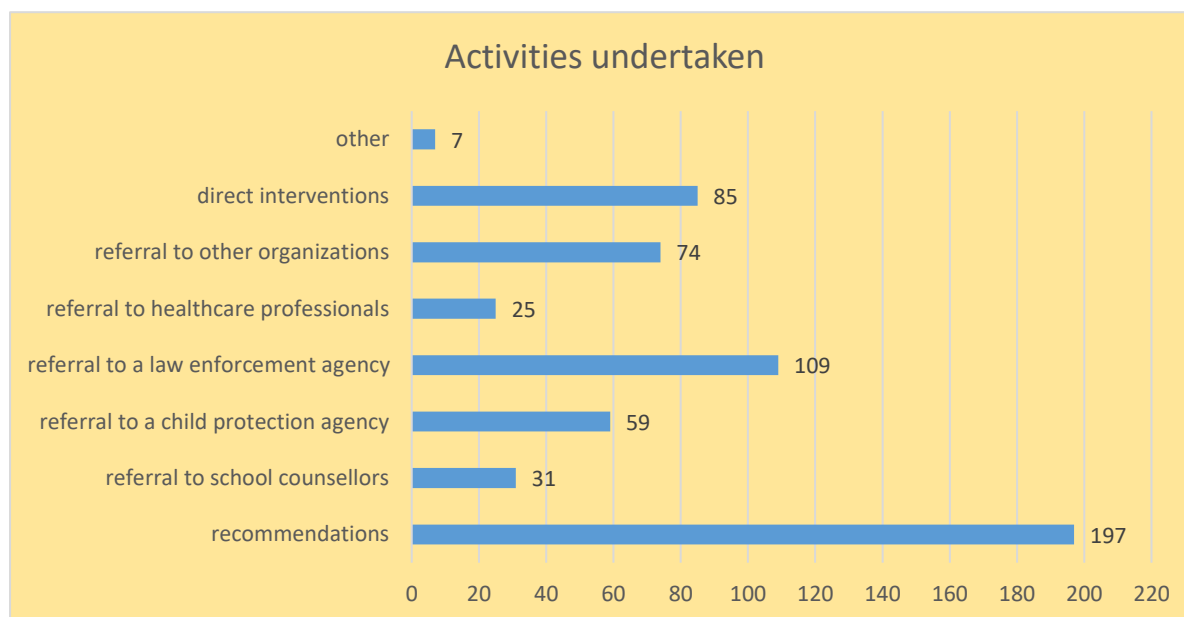
In this 12-month period, most of the interventions that were undertaken were aimed at providing direct assistance or support to cases in which **85** children have been affected. In addition to direct assistance, recommendations were also provided for cases involving **197** children and young people, contact information of the relevant institution was provided in cases involving **115** children, followed by cases involving **74** children or young people who were referred to other organizations or institutions, while cases involving **109** children have been

referred to law enforcement agencies/ institutions. Most often, the cases were referred to the following services and institutions depending on the problem for which they called:

- professional services in the school;
- agency (institution) for child protection in the country;
- various health professionals, general practitioners, psychologists/ psychiatrists; and
- referral to emergency services.

During the treatment and support of the children, the team of the SOS helpline often cooperated with the Centers for Social Work from Skopje and other cities, the Department of Interior, schools, the Association of Young Lawyers, the Coalition for Fair Trials and other stakeholders and organizations to provide better and more efficient support for the callers. During this year, the close and successful cooperation with the Center for Social Work in Skopje and their Intervention Team continued in a number of occasions. Reports (leads) regarding violence against children, inappropriate parental care, failure to act according to the issued resolution for seeing the parent after divorce - are some of the successful examples where, together with the Center, we managed to improve the exercising of the rights of a number of children.

Graph 5: Activities implemented



SPECIAL CASES THAT APPEARED FOR THE FIRST TIME OR AFTER A LONG TIME IN 2021

In this section we refer to the cases that are not common in the long-standing practice of the SOS helpline for children and youth and, as such, we single them out as special case studies. We are talking about three categories of cases that occurred either for the first time or after a long time on the SOS helpline. Without going into the reasons why they showed up exactly during

this year, which requires special examination and analysis, we hereby present those cases below.

Human trafficking

An unusual phenomenon that we single out as a special case in the annual report for 2021 are the reports of trafficking in minors, as well as kidnappings and kidnapping attempts that took place in the period August-September. We would like to point out that this type of reports have not been reported to the service for a long time, and it is especially noticeable that they occurred in a short period of time, in less than a month, at the end of August and the beginning of September, when there is increased movement of workers returning from, or going, abroad, as well as the use of summer vacations in the country and abroad.

initiate a procedure and action for protection of children.

We emphasize that these were very complex cases because the same report (lead) included several criminal acts and violation children's rights. Attempts have been made to trade with children, kidnap them for ransom, several attempts to sell children on the basis of prior agreement with the parents as well as strategies to marry the child and give money to the parents. Attempts have also been made to provide parents with financial benefits from their children on a variety of grounds. Here is just one example to illustrate the complexity and seriousness of the problem, without disclosing any personal information that could reveal the identity of any of the parties involved:

One of the reports (leads) was about a missing child who had not returned home for 8 days. The mother had several attempts to return the child but failed, however, following our intervention to the competent institutions, the child was found and returned home the

Without intending to suggest or prejudice that the migration or the increased internal and external mobility is the cause of these phenomena, we still consider it relevant to recommend to the relevant institutions to carefully monitor and take into account one factor that could impact, or impacts the increase of the illegal activities. These were several reports that have been submitted in a period of ten days. In all cases, the Children's Embassy Megjashi immediately intervened to the competent institutions to

following day. In coordination with their legal representative, it was determined that .it was about a sale of the child so that one of the parents could gain financial benefit At the time of writing, the case is in legal proceedings. In this context, we remind you that in 2008 a new Article 418-d, Paragraph 1 was added to the Criminal Code entitled "Trafficking in minors". We appeal to the competent institutions, especially the Ministry of Interior, to intervene immediately after receiving notification and to investigate all circumstances before and after the event in order to determine the correct factual situation, ensure further protection of the child and prevention such future events as much as possible.

The Children's Embassy Megjashi is ready to operationalize and service the European number 116000 for missing children, along with the European number for children - 116111. Megjashi is part of the National Commission for Combating Trafficking in Human Beings and Illegal Migration/ Subgroup for Combating Child Trafficking <http://nacionalnakomisija.gov.mk/mk/>.

Political abuse of children

In the period September - November 2021 we were in a pre-election and election period full of political campaigns and active political officials. We found ourselves in situations where we would often come across pictures, videos, posts on social media full of abuse of children for political activities. As an organization that represents the rights of children, we closely followed them and appealed for their protection from political abuse publicly on the social media i.e. on our Facebook page, including complaints to the Ombudsman. Again

, as in previous years, we note with concern that child abuse for political activity has been occurring continuously for years - an act that is prohibited by the Law on Child Protection, the UN Convention on the Rights of the Child and the Declaration on the Protection of the Child against Political Manipulation and Abuse. That is why we call on all relevant factors in the country to protect children and to put the interest and welfare of the child on the first place.

Problems with online teaching

As the 2021/2022 school year started in a Covid-19 pandemic, the children were attending the teaching process in a combined manner – with physical presence and online, hence they faced many challenges and problems. There were difficulties in moving the teaching process from physical education to online environment due to illness of the child or

his/ her parent, which required obtaining an appropriate medical certificate and attaching it so that the child can start attending classes online, problems with Internet connection at home, problems with the Internet connection in the school, crashing of the Microsoft Teams platform, forgetting passwords of the profiles, poor listening of the teaching process, etc.

ADDITIONAL ACTIVITIES IMPLEMENTED BY THE TEAM FOR THE SOS PHONE FOR CHILDREN AND YOUTH DURING 2021

Campaign for children's rights

The Children's Embassy Megjashi conducted a campaign in elementary schools in 2021 regarding children's rights that lasted from March to December. The aim of the campaign was

to introduce children to their rights, how many of them actually know and understand what they really mean, including sharing of the SOS number for children and youth. The campaign was realized through online workshops on the Zoom platform with interactive participation of children by watching pictures and videos. The workshops were organized by volunteers on the SOS helpline for children and youth as well as volunteers from "Psyhesco". The same volunteers also got involved in writing texts that will be published on the newly created website "Alo Bushavko". The new website "Alo Bushavko" will provide additional communication channels with the children and youth and will also offer content that could be of interest for the young population but also for the parents and teachers.

Throughout the year we were also open for cooperation with high schools. In "Brakja Miladinovci" - Skopje we implemented a two-hour interactive online workshop on cyber violence, where the high school students were informed about the forms of this type of violence, how to protect themselves and also how to appropriately report such cases.

Psychological first aid for those affected by the fires



In August, when Macedonia was in a state of crisis with active fires that were ravaging nationwide, Megjashi, in cooperation with ZSP Psyhesco intensified the services for children and their families as well as other affected persons in the scorched areas who will be able to request psychological first aid using telephone numbers. Six (6) telephone numbers were active, for 24 hours in a period of seven days.

Protocol for operation of the SOS helpline

In order to increase the efficiency of the operation of the SOS telephone for children and youth, and being encouraged by the daily raising of questions, dilemmas and problems by our users, we realized that there is a need to prepare a work protocol. The content and purpose of this protocol is to show the users of our services how we work and how can we provide support and how to action. The protocol was prepared by the SOS team and approved by the management of the Children's Embassy Megjashi. It will be also available in full on the "Alo Bushavko" website.

Alo Bushavko

The actual operation and the detailed research on the attitudes of children and young people about the SOS helpline of Megjashi raised the need to introduce a new communication channel (learn more about the research at the following link: <http://www.childresembassy.org.mk/istrazuvanje-za-vebsajt.nspj>), which will provide greater availability and provide us with an opportunity to get even closer to the children. In the period September - December 2021, intensive work was carried out on the development of the website called "Alo Bushavko". It will be available to our customers starting from January 2022.

Technology is changing the way communications work. By following the development of technology and the opportunities it offers for easier and faster communication, we have created a new website - with just one click, children, young people and adults can reach us, and we can reach them. The site provides not only communication opportunities but also various useful information on the most frequently asked questions or questions that are of importance and interest for the young people but also for the adults, including directions and answers... The texts will be segmented for four target groups: children up to 12 years of age, teenagers 13 to 18 years old, parents and custodians, and teachers and professional services.

SOS helpline – Operational and administrative data

Helpline name: SOS telephone for children and youth

Address: "Kosta Novakovic" Street No. 22 A, Skopje

Region of work: Macedonia

Working hours of the SOS helpline: every working day from 08:00 to 16:00, 24/7 shifts in the afternoon on working and non-working days (SOS helpline volunteers)

Email contacts: sos@childresembassy.org.mk, alobushavko@childresembassy.org.mk

Website: www.childresembassy.org.mk and <https://alobushavko.mk/>

Facebook: AloBushavko/ SOS helpline for children and youth - <https://www.facebook.com/SOSHELPLINEMEGJASHI/>

Contact telephones on the SOS helpline: +389 (0) 70 390 632 and/ or +389 (0) 2 2465 316

Line exemption status: the mobile phone is not free, we do not have support for the free international number of SOS helplines for children 116 111

Annex to the report

The Megjashi SOS telephone for children and youth

The SOS telephone children and youth has been operating for 28 years, since October 1993. During all these years (as of 2021) some assistance and/ or advice has been provided to **21,716** reported cases.

➤ **WHY IS AN SOS TELEPHONE NEEDED FOR CHILDREN AND YOUNG PEOPLE?**

All those who care about the well-being of children, their rights, who want to raise cases of abuse, neglect, violence, poverty and exploitation, turn to the SOS helpline. We listen to them and whenever necessary we appeal to the public on raising of awareness of a particular issue. We systematize and analyze the data received from the SOS telephone and present them in the form of an annual report. We use the analyzes in the reports to inform and influence policy makers and decision makers, and together with our partners we try to reshape the lives of children for the better.

The purpose of the SOS helpline for children and youth is to enable sharing of information and support about some violation of children right, assistance in advocacy and lobbying, promotion of the rights of the child and promotion of the SOS helpline as a medium for helping children. During the talks, no ready-made solutions to the problems are provided, because there are no universal solutions, but possible alternatives for solving the problem raised with us.

➤ **PRINCIPLES OF WORK OF THE SOS HELPLINE**

The operation of the SOS helpline is firmly grounded in the principles of the UN Convention on the Rights of the Child, which emphasize children's rights to privacy and protection against injury. The principles of confidentiality and anonymity are at the core of the operation. Information about the whistleblowers and the concerned child is submitted to the competent institutions only if that is required by the gravity of the problem.

Principles of work:

17. The best interest of the child - the best interest of the child is always a number one priority – an assessment is made for each specific situation regarding the best interest of the child
18. Confidentiality – the information obtained from callers is confidential and is not available to the public. It is used only for statistics or analysis
19. Availability - Alo Bushavko - telephone numbers and other communication channels (chat, email) are available 24/7.
20. Anonymity - Callers and counselors have the right to remain anonymous

➤ **WHO IS BEHIND THE SOS HELPLINE?**

The team of experts behind the SOS helpline consists of pedagogues, psychologists, social workers, lawyers and volunteers with such backgrounds. The volunteers have a special place in the operation of the SOS telephone.

➤ **WHO DOES THE SOS HELPLINE COOPERATE WITH?**

During its operation, the SOS helpline for children and youth cooperates with several stakeholders - competent institutions, other non-governmental organizations that work in the field of children's rights or in some way are concerned by the rights of the child, as well as with individual professionals. Depending on the type of problem that the callers raise with us and depending on the violation of children's rights, the service acts in parallel by sending written addresses to the relevant institutions, monitors the procedures undertaken by these institutions in relation to the case and reacts if it sees that they do not act in the best interest of the children.

The SOS helpline of Megjashi is part of the Child Helpline International (CHI), an international network organization recognized by the European Commission, the General Directorate for Justice, as a strategic partner in strengthening the role of the SOS helplines in Europe. This global network is also recognized globally and has a significant role in improving the realization of the children's rights based on real data.

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