

Service Exchange meeting 1: Zagreb, Croatia

Exchange meeting 1 (Zagreb, Croatia), including
Study visit to Child Protection Center in Zagreb

Date: 3 -4 February 2016

Participants: 35

Location: Child Protection Center Zagreb

Product: 1 meeting report in English.



Contact persons

Gordana Flander (expert PROMISE, Assoc.prof. PhD., Director of Child Protection Center of Zagreb), Ana Marija Spanic and Tea Brezinščak, (psychologists at the Child Protection Center of Zagreb), Peter van der Linden (EU project leader at Verwey-Jonker Institute, Netherlands).

Participants

35 Participants; 2 persons from services and authorities *in 12 selected pilot countries*, 1 person from the applicant and the 7 partners, plus the host organisation.

The meeting in Zagreb February 2016 is the first of several Service Exchange Meeting.

The PROMISE experts and partners will cooperate and interact with the gathered representatives of the 12 pilot countries on the (preliminary) results of the project and do an interactive Study Visit at Child Protection Centre Zagreb.

Key Issue 1 will be addressed: "MD-IA Cooperation: What does it mean?"

The Child Protection Centre of Zagreb is a health care institution (basic health care insurance in Croatia is mandatory and provided by the state), aiming to provide effective and systematic support of traumatized children and their families. The work of the Center is based on a multidisciplinary approach and strong cooperation between institutions within the child protection system (which includes the nongovernmental sector), as well as implementation of empirically based practices (such as forensic interview protocols and trauma focused forms of treatment) and child friendly practices. The Centre also provides training for students and professionals in Croatia and throughout the region. A main challenge for the Centre is to establish closer cooperation with the justice system , including being supported by necessary child-friendly procedures and practices. The Centre also strongly emphasizes partnership with the media in achieving child protection.



Programme

February 2 (Tuesday)

Arrivals and check in at hotel Dubrovnik, Zagreb, Croatia (30 minutes drive from airport)

Hotel Dubrovnik, Ljudevita Gaja 1, Donji Grad, 10000 Zagreb, Croatia

February 3 (Wednesday)

Location: Child Protection Centre, Zagreb, Croatia (10 minutes walk from hotel)

When	What	Focus	Who
9.00	Welcome	<ul style="list-style-type: none"> ➤ Welcome to Zagreb and the Child Protection Centre. Our vision for MD/IA services for child victims of violence in Europe. (10 min) ➤ Welcome to PROMISE – brief introduction to the PROMISE project (10 min) ➤ How will the exchange work and why should you participate? (15 min) 	Gordana Flander, Member of the PROMISE Expert Group Turid Heiberg, PROMISE Project Coordinator Peter van der Linden, PROMISE Exchange Coordinator
9.45	Introduction of Exchange Members	<ul style="list-style-type: none"> ➤ <i>Introduction of exchange members</i> ➤ <i>Motivation and Expectations</i> – why do you want to be part of this project and what do you feel you can learn and contribute? Where would you like to be at the end of this project? What are your expectations on the project? 	All, 2 minutes Chair: Peter
10.45	Coffee/tea break		
11.00	Legal Framework	<ul style="list-style-type: none"> ➤ Introduction to the legal framework of the project. Why do we place so much emphasis on the legal framework and what does it mean for MD/IA services in Europe? 	Rebecca O'Donnell, PROMISE Legal Adviser Chair: Peter
11.15	Introduction to Stakeholder mapping	<ul style="list-style-type: none"> ➤ Overview of results of the PROMISE stakeholder mapping 	Annemieke Wolthuis, PROMISE Senior Researcher Chair: Peter
11.30	Good Practice Standards and introduction to the good practice review	<ul style="list-style-type: none"> ➤ How do we define multi-disciplinary and inter-agency collaboration? What are the standards and criteria for good practice? (15 min) ➤ Good Practice examples from the PROMISE service partners (10 min each – 40 min) 	Olivia Lind Haldorsson, PROMISE Senior Researcher Gordana and PROMISE project partners Chair: Peter
12.30	Lunch		
14.00	Study Visit in the Zagreb Child Protection Centre	<ul style="list-style-type: none"> ➤ Short introduction of Baseline note / Pilot Country overview document ➤ Presentation of the Centre and the national context ➤ Study Visit to the Centre ➤ Visit the NGO (Child Helpline) within the Center 	Peter Gordana Ana Marija, Tea



		<p>Coffee Break</p> <ul style="list-style-type: none"> ➤ Meeting with the president of Juvenile Department of District Court of Zagreb and president of Association of Youth and Family Judges and Specialists, Judge Lana Kujundzic Peto ➤ Wrap up 	<p>Chair: Peter</p> <p>Gordana / Peter</p>
18.30	Dinner	A joint dinner will be organised in a close-by restaurant	

February 4 (Thursday)

Location: Child Protection Center , Zagreb, Croatia (10 minutes walk from hotel)

When	What	Focus	Who
9.00	Children's Right to be heard and receive information	<ul style="list-style-type: none"> ➤ Summary of key learnings from the study visit and meeting with Judge Lana Kujundzic Peto ➤ Children's Right to be heard and receive information – how does the Centre carry out forensic interviews, how do children participate in the process and how does the Centre follow up with the children and care-givers? 	<p>Gordana Flander, Member of the PROMISE Expert Group</p> <p>Chair Peter</p>
10.00	Working Groups including coffee break	<ul style="list-style-type: none"> ➤ What are the key learnings from the study visits, the presentations and the local context? How can these learnings be adapted and transferred into your local context? What are the challenges and opportunities? What do you experience in your local context? How is that different to what others experience? ➤ What do you define as good practice standards for multi-disciplinary and inter-agency collaboration and how is that tied to the international, regional and national legal framework? What examples of noteworthy practice do you know of in Europe? 	<p>All Working groups moderated by PROMISE project members and experts</p>
12.00	Lunch	<ul style="list-style-type: none"> ➤ Last input for Baseline note / Pilot Country overview document 	All
13.00	Plenary	<ul style="list-style-type: none"> ➤ Reporting back from working groups (10 minutes each) and discussion ➤ Summarizing discussion, conclusions and agreements on the key issue ➤ Close of meeting, practical, follow up, next meeting 	<p>Working Groups, Chair: Peter</p> <p>Turid and Olivia</p> <p>Peter</p>
15.00	End	Travel to airport and otherwise	

