



**Southeastern European  
Center for Missing and  
Exploited Children**

## **Southeastern European Center for Missing & Exploited Children (SEEC)**

*Generating regional resources  
towards better protection of children*





**Southeastern European  
Center for Missing and  
Exploited Children**

## **Southeastern European Center for Missing & Exploited Children - SEEC**

### **Background**

- ❖ 1<sup>st</sup> Balkan Forum on Missing and Sexually Exploited Children, Athens 2007
- ❖ ICMEC and The Smile of the Child joint initiative
- ❖ Inauguration in October 2010 in Athens

**Main partners** → ICMEC and MCE

**Operation** → under the hub of The Smile of the Child





**Southeastern European  
Center for Missing and  
Exploited Children**

## SEEC Mission

**SEEC Mission** is to generate co-operative actions, improving, sharing and expanding best practices between all relevant stakeholders from Southeastern Europe in order to efficiently combat the growing problem of missing and exploited children.





**Southeastern European  
Center for Missing and  
Exploited Children**

## SEEC Vision

**SEEC vision** is to create a safe environment within the region of Southeastern Europe where children:

- will not disappear
- will not be exploited in any way, regardless of their country of origin, the country of transit or the country of their final destination





**Southeastern European  
Center for Missing and  
Exploited Children**

## SEEC Key Objectives

- **Applying common and effective approaches** to deal with the existing problems of missing and exploited children and child trafficking, and furthermore to introduce and apply mechanisms to improve cross-border cooperation and coordination.
- **Supporting the incorporation of the 116 000 - the European hotline number for missing children** and the establishment of emergency public broadcasting systems (according to the model of AMBER Alert system) in all Southeastern European (SEE) countries, as well as encouraging cooperation between and among these systems.



**Southeastern European  
Center for Missing and  
Exploited Children**

## SEEC Key Objectives

- **Encouraging the establishment** of National Centers for missing and exploited children.
- Playing a leading role and **advocating the protection of children's rights** in the region.



**Southeastern European  
Center for Missing and  
Exploited Children**

## SEEC - what has been done up to date?

*Building partnerships*



National/local NGOs from SEE



Government institutions from SEE: ministries, ombudsman, national coordinators for combating THB



International NGOs





**Southeastern European  
Center for Missing and  
Exploited Children**

## *Building cooperation*

- European Public Law Organization (EPLO)
- Ministry of Foreign and European Affairs of France
- South Eastern Europe Law Enforcement Centre (SELEC)
- OSCE - Office of the Special Representative and Co-ordinator for Combating Trafficking in Human Beings
- UNODC United Nations Office on Drugs and Crime



SOUTHEAST EUROPEAN LAW ENFORCEMENT CENTER (SELEC)





**Southeastern European  
Center for Missing and  
Exploited Children**

## *Implementing tools*

**The 116000 - European Hotline  
Number for Missing Children:**

- ✓ promoting/ initiating implementation in the **9 SEE countries: Serbia, Croatia, FYROM, Montenegro, Bulgaria, Moldova, Ukraine, Bosnia and Herzegovina and Turkey.**
- ✓ 9 on-sight visits in 6 countries: **Serbia, Croatia, FYROM, Montenegro, Bulgaria, BH**





**Southeastern European  
Center for Missing and  
Exploited Children**

# Implementing tools 116000 in Serbia and Croatia

- Official allocation of the 116000 number to NGO ASTRA in **May 2012 in Serbia** and to NGO Centar za nestalu i zlostavljaju djecu Osijek in **April 2013 in Croatia**



Број: 1-01-245-2012-1  
Датум: 17.05.2012. године  
Београд

На основу чл. 22, 72, стап 1, 73, 74, и 75. Закона о електронским комуникацијима („Службени гласник РС”, број 44/10), чл. 7. Правилника о обради захтева за издавање дозвола за коришћење нумерације („Службени гласник РС”, број 22/11, чл. 131, став 1, чл. 2) и 192. Закона о општем управном поступку („Службени лист СРП”, бр. 33/97, 31/01 и „Службени гласник РС”, број 39/10), чл. 12, став 1, тачка 2) и 28. Статута Републике Српске за електронске комуникације („Службени гласник РС”, бр. 99/10), а у складу са Планом нумерације („Службени гласник РС”, бр. 32/11 и 35/12) републички по захтеву амбасадне организације „ASTRA – Акција против трговине људима из Београда, Црне Горе и Манастира 15, о дозволи коришћења нумерације:

Директор Републичке агенције за електронске комуникације доноси

### РЕШЕЊЕ

- I. Писком овој организацији „ASTRA – Акција против трговине људима из Београда, Црне Горе и Манастира 15, за услугу пружања услуга на захтев заинтересованих и слободно позива – позивни центар за несталу децу, дозвољено се коришћење нумерације и дозвољаје се коришћење код: **116000**.
- II. Дозвољено коришћење кода из става I. документима овог решења користиће некадашња организација „ASTRA – Акција против трговине људима из Београда, Црне Горе и Манастира 15, од 01.06.2012. године до 01.06.2022. године, са могућношћу продужења периода коришћења нумерације.
- III. Обавезује се некадашња организација „ASTRA – Акција против трговине људима из Београда, Црне Горе и Манастира 15, да користи нумерацију искључиво у сврху пружања услуга из става I. документима овог решења.
- IV. Ово решење је коначно.

Републичка агенција за електронске комуникације  
Београд, Б. Б. 1100 Београд, Република Српска  
Београд, Контакт центар за помоћ: 011 332-873  
www.rmac.gov.rs



KLASNA U/PK-244-03/13-02/07  
OSHRUK: 376-12345-11-2 (M/W)  
Zagreb, 26. travnja 2013. godine

Hrvatska agencija za poštu i elektroničke komunikacije (u daljnjem tekstu: HAKOM) temeljem čl. 77. stavka 2. Zakona o elektroničkim komunikacijama („Nadnežnik novine” broj 72/08, 90/11 i 15/12, u daljnjem tekstu: Zakon), a na zahtjev tvrtke Centar za nestalu i zlostavljaju djecu, Demarska 53/9, Osijek, te državnog tvrtke CNZD za dostavu Internetomiziranoj europublika broj za uslugu od društvenog znanja „Pozivni centar za nestalu djecu” donosi:

### ODLUKA O DODJELI 116000

- I. Upravljenom tvrtki: TERRAKOM d.o.o., Rašićeva cesta 41, Zagreb dodjeljuje se broj za uslugu od društvenog znanja „Pozivni centar za nestalu djecu”, kako slijedi:

Usluge s posebnom socijalnom osjetljivošću (Hrvatski međunarodni europski kratak broj) Pozivni centar za nestalu djecu (Hotline for missing children)	116000
--	--------

- II. Broj za uslugu od društvenog znanja „Pozivni centar za nestalu djecu” dodjeljuje se na razdoblje od 3 godine.
- III. TERRAKOM d.o.o. kojem su primarno dodijeljena odobrenja, odnosno brojovi, mora se pridržavati uvjeta uporabe odredbi VIII. članka 73. Zakona.
- IV. HAKOM, Hrvatska Telekomunikacijska agencija, ne izdaje račun za naknadu za preputanje adresa ili brojne izmjene iz ovog odluke.
- V. CNZD-a se dodjeljuje pravo korištenja broja za uslugu od društvenog znanja „Pozivni centar za nestalu djecu” na razdoblje od 3 godine.
- VI. TERRAKOM d.o.o. mora bez odgođene reakcije razriješiti broj za odnositeljima broja za uslugu od društvenog znanja „Pozivni centar za nestalu djecu” u roku od tri mjeseca od dana dostave ovog odluke, a u slučaju nesuglasja mora se prilažiti uslugu od društvenog znanja „Pozivni centar za nestalu djecu”.
- VII. Svakidnevno od 01. VI. ove odluke HAKOM će donijeti odluku kojom se TERRAKOM-u odobrenje dodjeljuje broj.



**Southeastern European  
Center for Missing and  
Exploited Children**

## *Implementing tools* **116000 in Ukraine**

- Implementation of the 116000 number through all mobile networks in Ukraine in October 2014





**Southeastern European  
Center for Missing and  
Exploited Children**

## *Implementing tools*

# Study visits and trainings on the 116000 line

**The 116000 - European  
Hotline Number for Missing  
Children:**

- ✓ providing technical assistance
- ✓ 4 study visits and trainings for the hotline operators organized for NGOs from Serbia, Cyprus, Croatia, Ukraine





**Southeastern European  
Center for Missing and  
Exploited Children**

## *Promoting tools* Child alert systems

- Working with national stakeholders for establishing Child alert systems in the SEE countries
- Best practice - AMBER ALERT HELLAS





**Southeastern European  
Center for Missing and  
Exploited Children**

## ***Promoting creation of National Centers for Missing and Exploited Children***

### **National Center for Missing & Exploited Children objectives:**

- Help finding missing children
- Assist victims of child abduction, sexual exploitation, their families, and the professionals who serve them
- Help prevent child abduction and sexual exploitation

### **Greek National Center best practices:**

- child alert system - AMBER ALERT HELLAS
- 116000 European hotline for missing children
- 1056 national child helpline
- interconnection with 112
- immediate social intervention



**Southeastern European  
Center for Missing and  
Exploited Children**

## *Participation in ICMEC's Global Missing Children Research Project*

- Scope of the global project: research on legislation, policies and countries' practices concerning missing children in the 196 countries of the world
- SEEC contribution: working on reports involving 14 countries of SEEC focus, divided for this purpose in 3 groups:
  1. Western Balkans - Slovenia, Croatia, Bosnia and Herzegovina, Serbia, Montenegro and FYROM
  2. Eastern Countries – Romania, Bulgaria, Moldova, Ukraine
  3. Southern Countries – Albania, Greece, Cyprus, Turkey



**Southeastern European  
Center for Missing and  
Exploited Children**

*Generating regional actions on combating  
trafficking in children*

## **VICTOR Project**

# **VIctims of Child Trafficking- Our Responsibility**

A project funded in the framework of EU DG  
Home Affairs ISEC program



**Southeastern European  
Center for Missing and  
Exploited Children**

# VICTOR Project

- ❖ **Project activities in 7** SEE countries: Greece, Bulgaria, Romania, Serbia, Slovenia, Ukraine, Moldova through the partnership scheme





**Southeastern European  
Center for Missing and  
Exploited Children**

# VICTOR Project

1. **Trainings** for actors most likely to come into contact with children victims/potential victims of THB
2. **Info desks** on Child Trafficking, a pilot NGO in-house model
3. **Developing recommendations** for EU Guidelines for the identification of victims of child trafficking.
4. **Raising awareness** campaigns



**Southeastern European  
Center for Missing and  
Exploited Children**

## **VICTOR** info-desks

1. **VICTOR info-desk** is a pilot NGO in-house model, implemented in Slovenia, Romania, Bulgaria and Greece
2. **Objectives of info-desks:** providing general public, vulnerable communities, as well as relevant actors that might come in contact with children victims or possible victims of trafficking (police and other law enforcement, social workers, teachers, health workers, labor inspectors, etc.), with necessary information about human trafficking and trafficking in children in particular
3. **SEEC specific role in VICTOR:** supporting and facilitating full operation of info – desks



**Southeastern European  
Center for Missing and  
Exploited Children**

## *Encouraging and strengthening regional cooperation*

**SEE Forum “Missing Children in the Context of Child Trafficking”  
Thessaloniki, May 8 – 9 2014**

- 90 participants from around 50 stakeholders, including government authorities and NGOs from the region of SE Europe, as well as some major international stakeholders (OSCE, CoE, IOM)





**Southeastern European  
Center for Missing and  
Exploited Children**

## *Encouraging and strengthening regional cooperation*

### **SEE Forum “Missing Children in the Context of Child Trafficking” Thessaloniki, May 8 – 9 2014**

#### **Thessaloniki Forum Recommendations**

the final document of the Forum, calls regional governments, law enforcement, NGOs and all other relevant stakeholders to enhance cooperation and coordination towards addressing the phenomena of missing children, child exploitation and child trafficking in SEE



#### Thessaloniki Forum Recommendations

*Participants at the SEE Forum “Missing Children in the Context of Child Trafficking”, held in Thessaloniki on May 8 – 9, 2014, convey their recommendations to regional governments, law enforcement, NGOs and all other relevant stakeholders, with an aim to enhance cooperation and coordination towards addressing the phenomena of missing children, child exploitation and child trafficking in South East Europe.*

1. To work towards creating an integrated, comprehensive, coordinated, multidisciplinary and unified approach to the problems of missing children and child trafficking and the links between the two of them, to be undertaken by all other relevant stakeholders active in the field in the region of SEE.
2. To work together for the implementation of already existing tools and good practices in the field and in this respect to finalize the process of establishing the 116000 European hotline number for missing children in all the countries of South East Europe. The process has been ongoing since 2011, upon initiative and in close cooperation with Southeastern European Center for Missing and Exploited Children – SEEC.
3. To work closely together for introducing and implementing a new tool, VICTORINFO-DEKS for combating the problems of missing children and child trafficking, taking into particular account the links between the two. VICTORINFO – DEKS will use, transfer and expand the services of the 116000 European hotline number for missing children to the field of combating THEB at national, regional and European level.



4. To review systems and policies on child protection in the countries of SEE in order to identify gaps and to consequently undertake common actions involving governments, policy leaders and all other actors, aimed at improving protection of children in the region of SEE from going missing, being exploited or trafficked.
5. To work in a collaborative way to encourage regional stakeholders to harmonize the collection of data and statistics on missing children, all forms of child exploitation and child trafficking in particular. To encourage agencies with existing databases to share gathered information and to use them to better address the phenomena and the links between child disappearances and trafficking in children, in particular.
6. To undertake common actions aimed at further exploring most effective ways to tackle the demand side of all existing forms of child exploitation and child trafficking across the region of SEE.





**Southeastern European  
Center for Missing and  
Exploited Children**

## Capacity building, networking..

### Conference and other events participation:

- OSCE Alliance Against Trafficking in Persons meeting in Vienna, October 2012 and June 2013
- UNODC sixth session of the Conference of the Parties to the UNCTOC, October 2012, Vienna
- The Council of Europe, in partnership with the National Commission for Combating THB of Bulgaria International Conference on expert level on combating THB, Sofia, December, 2012
- EU Platform against THB meetings in Brussels, May and December 2013
- EC Annual Conference on Missing Children in Brussels, June 2013
- Regional Implementation Initiative on THB of the Austrian Institute for International Affairs – Dialog forum in Vienna, June 2013
- Regional Conference Combating THB in SEE: For a better protection of children, jointly organized by French and Moldovan authorities in Chisinau, Moldova, October 8 - 9 2013
- First conference of the European Financial Coalition against Commercial Sexual Exploitation of Children Online in Brussels, October 2013
- CoE and OSCE conference on combating THB Not For Sale, Vienna, February 2014
- Save the Children Sweden CONNECT project on UAM final conference in Brussels, June 2014
- ...



**Southeastern European  
Center for Missing and  
Exploited Children**

## SEEC - what we plan to do?

### Operational activities:

- encouraging regional cooperation according to *Thessaloniki Forum Recommendations*
- further expansion of the 16000 in SEE
- technical assistance and training for the 116000
- combating trafficking in children: implementation of VICTOR project
- contributing to ICMEC MCR project in the SEE
- further promotion of child alert systems and other similar tools in SEE
- facilitating cooperation in cross-border missing children cases
- encouraging implementation of existing good practices



**Southeastern European  
Center for Missing and  
Exploited Children**



**Thank you**

[Contacts for more information:](#)

Mrs Olgica Cekic, [seec@hamogelo.gr](mailto:seec@hamogelo.gr)

Ms Arete Ketekidou, [aketekidou@hamogelo.gr](mailto:aketekidou@hamogelo.gr)