



Rulebook on Child Protection

Guidelines, Principles, and Procedures of the Child Protection and Safety policy

In the Roma Union in the Republic of Croatia "Kali Sara"

<https://kalisara.hr/o-nama/dokumenti/>

Introduction

This document is attached to the Code of Conduct of the Roma Union in the Republic of Croatia "Kali Sara." It outlines the policy, principles, and procedures that govern child protection and safety, and the responsibilities of employees, volunteers, interns, external collaborators, and partners in their professional and volunteer activities.

The Roma Union in the Republic of Croatia "Kali Sara" is committed to safeguarding the rights of all children, including protection from violence, abuse, neglect, and exploitation, and ensuring their full development, health, safety, and social inclusion. This commitment is based on the United Nations Convention on the Rights of the Child (1989), the European Union Strategy on the Rights of the Child 2021–2024, the European Child Guarantee, the National Plan for the Rights of the Child in the Republic of Croatia 2022–2026, and other relevant national and international child protection standards.

The Union recognizes the seriousness of preventing child abuse and understands that inappropriate contact or violence against children is a widespread issue requiring proactive measures. This document reflects the Union's commitment to protecting children in all programs, activities, spaces, and networks, both online and offline.

All decisions and actions are guided by the principle of the best interest of the child, ensuring that every child the Union engages with is protected and has access to a safe, inclusive, and supportive environment.

I. Definitions

- Children and minors are individuals under the age of 18.
- An adult is any person over the age of 18.
- Volunteers are all individuals engaged in the activities of the Roma Union in the Republic of Croatia "Kali Sara" in accordance with the Volunteer Act.
- Children with developmental difficulties are children with long-term physical, mental, intellectual, or sensory impairments that, in a given context, may prevent their full and effective participation in society and limit their ability to enjoy the same conditions as other children.
- Vulnerable individuals and groups are persons or groups who, due to certain characteristics or circumstances, are in a disadvantaged position and at risk of social exclusion. Work with these individuals is focused on the special protection of their rights and wellbeing in accordance with regulations and professional standards.



- Children and youth are considered a vulnerable group due to their age, developmental characteristics, and legal status. Other vulnerable groups frequently involved in the activities of the Roma Union in the Republic of Croatia "Kali Sara," and whose empowerment is a focus of our work, include: persons with disabilities or chronic illnesses, persons with mental health issues, persons in conflict with the law (offenders), persons who have experienced violence, individuals with lower levels of education, unemployed persons, members of the Roma national minority, and others who have experienced discrimination due to minority status.
- Violence against children refers to any act involving the intentional use of power, verbal or physical force, against a child or a group of children, which results in, or has a high likelihood of resulting in, actual or potential harm to the child's or children's safety, wellbeing, dignity, or development. It includes abuse as an intentional act with actual or potential negative effects on the child's safety, wellbeing, dignity, and development, including physical, sexual, psychological, or emotional abuse and neglect.
- Inclusion refers to an approach that respects equality, guarantees the right to participate according to individual motivation and interests, and actively works to remove identified barriers to participation for individuals and groups.

Terms used in this policy in the singular form refer to all individuals, regardless of gender.

II. Purpose of the Child Protection Policy

The purpose of this policy and its procedures is to regulate working methods so that children with whom we come into contact, directly or indirectly, are protected, their wellbeing is promoted, and our activities do not cause any harm to children. While the child protection policy is intended to be comprehensive, given the diverse activities carried out by the Roma Union in the Republic of Croatia "Kali Sara," circumstances may arise that are not explicitly covered, and where the application of certain procedures will need to be discussed. In such situations, it is necessary to contact the Risk Management Advisor in Zagreb via email: zastita.djece@kalisara.hr

Principles Underpinning the Child Protection Policy of the Roma Union in the Republic of Croatia "Kali Sara"

1. All children have equal rights to protection, the promotion of their wellbeing, and participation in decisions that affect them.
2. All actions related to child protection must prioritize the wellbeing of children. This includes ensuring that in all our programs and activities, children's rights are respected and any risk to their wellbeing and safety is prevented.
3. Everyone is responsible for protecting and promoting the wellbeing of children. This applies to all employees, external collaborators, partners, and volunteers of the Roma Union in the Republic of Croatia "Kali Sara."



4. The work of the Roma Union in the Republic of Croatia "Kali Sara" is inclusive and transparent, and child protection is a priority. We recognize that situations that threaten a child's wellbeing may worsen if employees, external collaborators, partners, volunteers, children, and families do not feel able to express their concerns.

5. Any suspicion of harm to a child's wellbeing will be taken seriously. When necessary, appropriate measures will be taken to protect the child and address the alleged perpetrator. This may include referral to the police or social services. In cases of allegations against employees, external collaborators, partners, or volunteers, measures may include suspension, termination of contracts, or other forms of collaboration.

6. To ensure adequate protection of children's wellbeing, we will collaborate with other civil society organizations, social service agencies, and other relevant stakeholders.

7. Confidentiality will be maintained, and personal information of those involved in child protection matters, including the names of individuals reporting suspected violations, will not be disclosed except where necessary to provide information to relevant authorities to ensure the child's protection (e.g., where a child may require specialist services or where a criminal offense may have occurred).

8. We strive to raise public awareness about the importance of child protection. Our child protection policy will be publicly accessible, and we will remain open to feedback on its implementation and relevance.

9. All work is conducted in accordance with international and national child protection laws and policies.

10. There is no single way to protect children and promote their rights. Child protection solutions should reflect the culture, work environment, and nature of the activities undertaken. However, cultural practices or personal beliefs can never be used as a justification for compromising a child's wellbeing.

The Child Protection Policy is aligned with the following legal instruments:

International Legal Instruments

- Convention on the Rights of the Child, 1989 (CRC)
- Optional Protocol to the Convention on the Rights of the Child on the Sale of Children, Child Prostitution, and Child Pornography, 2000 (OP1)
- Optional Protocol to the Convention on the Rights of the Child on the Involvement of Children in Armed Conflict, 2000 (OP2)
- Optional Protocol to the Convention on the Rights of the Child on a Communications Procedure, 2011.
- European Convention on the Prohibition of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment, 1988.(CAT)
- International Labour Organization Convention on the Minimum Age for Admission to Employment (No. 138, 1973).



- International Labour Organization Convention on the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour (No. 182, 1999).
- Convention Against Discrimination in Education (UNESCO, 1960).
- Council of Europe Convention on the Protection of Children against Sexual Exploitation and Sexual Abuse (Lanzarote Convention)

- European Union Strategy on the Rights of the Child 2021–2024.,
- European Child Guarantee

National Legal Instruments

- Constitution of the Republic of Croatia, Official Gazette Nos. 56/90, 135/97, 08/98, 113/00, 124/00, 28/01, 41/01, 55/01, 76/10, 85/10, 05/14
- Criminal Code, Official Gazette Nos. 125/11, 144/12, 56/15, 61/15, 101/17, 118/18, 126/19, 84/21
- Family Act, Official Gazette Nos. 103/15, 98/19
- Act on Protection against Domestic Violence, Official Gazette Nos. 70/17, 126/19, 84/21
- National Plan for the Rights of the Child in the Republic of Croatia 2022–2026 (available at <https://mrosp.gov.hr/UserDocsImages/dokumenti/Socijalna%20politika/Dokumenti/Nacionalni%20plan%20za%20prava%20diece%20u%20Republici%20Hrvatskoj%20za%20razdoblje%20od%202022.%20do%202026.%20godine.pdf>)

- Protocol on Procedures in Cases of Sexual Violence (available at <https://dijete.hr/dokumenti/domaci-propisi/protokoli-postupanja-u-zastiti-djece/>)
- Protocol on Procedures in Cases of Domestic Violence (dostupno na <https://mrosp.gov.hr/istaknuteteme/obitelji-i-socijalna-politika/obitelji-12037/nasilje-u-obitelji-12046/12046>)
- Protocol on Procedures in Cases of Violence among Children and Youth (available at <https://dijete.hr/dokumenti/domaci-propisi/protokoli-postupanja-u-zastiti-djece/>)
- Protocol on Procedures in Cases of Child Abuse and Neglect (available at <https://dijete.hr/dokumenti/domaci-propisi/protokoli-postupanja-u-zastiti-djece/>)

III. Implementation of the Child Protection Policy

1. Preventive Activities

Child protection is an integral part of the overall work of the association, not just one dimension of a specific program, project, or activity.



Protection and risk reduction must be embedded in all organizational activities, from the recruitment of employees or volunteers and the selection of partners to the design and implementation of programs or other institutional activities (such as promotion and fundraising).

Risk protection must be regularly evaluated at all levels. It should be noted that, although it is common to think of child protection issues in terms of adults endangering the wellbeing of children, children themselves can also be perpetrators of abuse. This usually occurs when one child is in a position of power or influence (for example, because the child is older, or because the child who is being abused comes from a marginalized group).

In such cases, it is important to remember that the perpetrator is also a child. Interventions should take into account the best interests of both children, ensuring that support is provided to the abused child while also responding appropriately to the child who has exhibited violent behavior.

1.1. Human Resources

a. Adults (including members of the association, staff, interns, volunteers, and external collaborators)

This section sets out the specific obligations and responsibilities for all adults working with or for the Roma Union in the Republic of Croatia "Kali Sara," whether paid or unpaid, full-time or part-time.

The child protection policy applies to all those who work for or in partnership with the Roma Union in the Republic of Croatia "Kali Sara." By agreeing to work with or for the organization, it is understood that the provisions and conditions of the Child Protection Policy are accepted as a requirement for participation.

- All staff (including external collaborators and volunteers) must sign and adhere to the Code of Conduct (Annex 1) as a condition of their involvement with the Roma Union in the Republic of Croatia "Kali Sara." This establishes specific expectations regarding acceptable and unacceptable behavior.
- In addition to all organizational staff, every person in a managerial role within the organization must also sign and adhere to the Code of Conduct (Annex 1) of the Roma Union in the Republic of Croatia "Kali Sara."
- All adults have a personal responsibility to seek further clarification and advice in situations where they are uncertain about what is expected of them.
- Breaches of the Code of Conduct or the Child Protection Policy may result in suspension or termination of any form of engagement. Such decisions will be made on a case-by-case basis, ensuring that employment conditions are applied and that the privacy and confidentiality of those involved are respected during any internal investigation. After a thorough review of the facts, it will be determined whether the case should be referred to the relevant authorities in accordance with national legal provisions.
- The Child Protection Policy is focused on interactions with children that occur in the work environment. However, behavior outside the work environment by those associated with the Roma Union in the



Republic of Croatia “Kali Sara” may also conflict with the principles and values outlined in the Policy. Should such issues arise, they will be taken into consideration, and all decisions will remain focused on safeguarding the wellbeing of children.

b. Training, Guidance, and Support

This section outlines the measures to be taken in support of the implementation of the Child Protection Policy.

- During the probation period, and no later than three (3) months after appointment, all staff must receive guidance on the child protection policy and their responsibilities regarding child protection. Regular volunteers should also be included in such training. In addition, all service users should be informed about the child protection policy and the procedures for reporting concerns regarding a child’s wellbeing. Information must be provided in a manner appropriate to the users.
- Staff and regular volunteers must be given the opportunity to receive regular updates on child protection, either through mentoring or discussions at professional team meetings.
- If the nature of the job requires it, additional specialized training on child welfare must be provided.
- Records of all conducted training/orientation sessions must be kept in folders – including the date and a list of participants (either in digital or physical form).

d. Safer Recruitment

This section focuses on how individuals working with/for SRRH KALI SARA (employees, external associates, and volunteers) are selected.

- All recruitment procedures must be based on a detailed analysis of each job or volunteer assignment and the level of contact with children. Safer recruitment procedures include pre-selection, selection, and post-selection actions to ensure the existence of as many protective measures as possible.
- All potential employees, external associates, and partners are required to submit documents on their completed level of education, additional training on child protection (if available), a Certificate of No Criminal Proceedings (not older than 3 months), and a signed Statement of Consent for access to the criminal record.

f. Partners

This section considers how to cooperate with partners and promote the implementation of the Child Protection Policy.

- When selecting partners, the suitability and experience of potential partners for working with children should be taken into account, including their own policies and procedures that safeguard the wellbeing of children.



- In all partnerships, special attention must be given to the issue of child protection. Information about child protection measures should be included in partnership agreements and contracts.
- Partnerships are an opportunity to raise awareness of the need for institutional child protection policies. Therefore, all partners should receive training, guidance, and support, with particular emphasis on the responsibilities partners have in protecting children.

1.2. Media and Social Networks

This section covers all activities that SRRH KALI SARA publishes in the media or on social networks.

1. The safety of the child must not be endangered if someone shares images of the child, their home, community, or surroundings.
2. Djelatnici SRRH KALI SARA trebaju biti prisutni kada se radi reportaža u kojem je dijete (videozapis, fotografija i sl.).
3. A child must not appear in media publications in inappropriate poses that could have sexual connotations.
4. It is strictly forbidden to record or publish photographs of children who are naked or inappropriately dressed.
5. Images of children that are exploitative or offensive must not be used.
6. Children's dignity must always be respected. Publications should not portray children as victims but in a positive light, emphasizing their strengths.
7. Taking photos or videos is reserved exclusively for professional use. Staff, volunteers, and visitors are encouraged to "like" and "share" photographs published on SRRH KALI SARA's official website and social media (such as Facebook). This way, officially approved photographs can be more widely distributed on personal social media pages.
8. Files should not contain any information that could endanger a child who is a victim of abuse (titles, metadata, captions, etc.). When publishing/distributing photos, stories, etc., personal data must be removed to ensure privacy (i.e., names and addresses must not be included, and if necessary, other identifying features such as the name of the school must also be omitted).
9. Only photographs available for public use are permitted.
10. Children and other vulnerable persons involved in the production of media content should be adequately informed and made aware of the intended use of their photographs, stories, and data. Before creating any media content, children and vulnerable persons, or their legal representatives,



must provide written consent for photography, recording, and/or any other related actions. They must also be able to withdraw previously given consent at any time.

11. The collection, processing, and publication of a child's personal data will be lawful in cases where the child is over 16 years of age (if permitted by law, the child may also be younger than 16, but under no circumstances younger than 13). In cases where the child is under 16, consent for the collection, processing, and publication of the child's personal data must be obtained from the child's parent and/or other legal guardian.

12. When producing media content, pseudonyms of children and/or other vulnerable persons should be used. In cases where their real names are used, their written consent must be obtained.

1.3 Project and Program Planning

All projects and programs implemented by SRRH KALI SARA must take child protection into account at all times and in all activities. Child protection is not a separate activity but an integral part of all activities.

Child protection must be considered at every stage, from project planning to evaluation, and must be reviewed as part of project implementation monitoring.

- When designing a project and leading activities, a risk assessment must be carried out to identify all potential dangers and to develop a plan to minimize those risks. A separate "Activity Risk Assessment Template" can be found in Annex 2. Copies of the risk assessment must be kept on file.
- If the assessment concludes that there are too many risks that cannot be reduced to an acceptable level, the activity should not proceed.
- Where necessary, additional guidance must be provided to staff, volunteers, partners, children, and communities to ensure the implementation of the Child Protection Policy. Before carrying out activities, written permission must be obtained from parents and children (Annex 2 – Parental Consent Form). This may also be used for guardians if children are in alternative care.
- If parents/children are illiterate, staff or volunteers must explain to parents and children the purpose of the activity, how it will be conducted, and any potential risks in a way they can understand.
- Staff and volunteers working with children must be supervised and have the opportunity to participate in discussions on protection issues – for example, during meetings, informal discussions, or through case study reviews.
- Child protection must be regularly reviewed during and after activities so that lessons learned can be integrated into future activities or necessary adjustments made during the program.



2. Measures in Case of Learning About Endangerment of a Child's Wellbeing

This section refers to cases where concerns have been reported that the Child Protection Policy is not being implemented or where a child protection incident has been reported (i.e., where a child may be or is at risk of abuse or neglect).

- Concerns and reports may come from various sources: staff, volunteers, partners, children and families, as well as members of their community. All reports must be taken seriously.
- SRRH KALI SARA establishes a team of three people: one is the Secretary of the association, another is the Head of the Roma Educational and Cultural Center, and the third is selected from among staff and members. The team is responsible for inclusivity, acting in cases of rights violations, violence, or neglect, and for educating staff and members in the field of child and vulnerable group protection. The team reviews complaints, proposes responses, and reports cases of suspected rights violations, violence, or neglect that come to light through SRRH KALI SARA's activities. The team appoints a coordinator, and an official email is established for this purpose (email: zastita.prava@kalisara.hr).
- The team urgently reviews all reports, acts in accordance with legal, ethical, and professional standards, and forwards them to the competent authorities.
- All knowledge or suspicions of possible child abuse and/or neglect must be reported to the competent authorities in line with Croatian legal regulations, as outlined in Chapter IV. Written reports must be kept in a designated place.
- Decisions on child protection are not made individually. However, in exceptional circumstances such as life-threatening situations, staff or volunteers must take any actions they consider necessary to protect a child in immediate danger, but this must be reported as soon as possible in accordance with Croatian legal regulations and the Child Protection Policy.
- Any person carrying out activities with children in the SRRH KALI SARA organization is obliged, immediately upon becoming aware of violence against a child or neglect of a child, to inform the responsible persons in SRRH KALI SARA and to prepare a report. The report must describe the activity during which knowledge of violence or neglect was obtained and the incident of violence or neglect itself..

IV. Izvori koji su korišteni za izradu smjernica:

1. Ajduković, M. & Keresteš, G. (2020). *Ethical Code of Research with Children*. Available at: <https://mrosp.gov.hr/dokumenti/5688>
2. *Keeping Children Safe. Child Safeguarding Standards*. Available at: <https://www.keepingchildrensafe.global/accountability/>
3. *Family Act*, Official Gazette NN 103/15, 98/19.
4. *Protocol on Procedures in Cases of Sexual Violence*. Available at: <https://dijete.hr/dokumenti/domaci-propisi/protokoli-postupanja-u-zastiti-djece/>

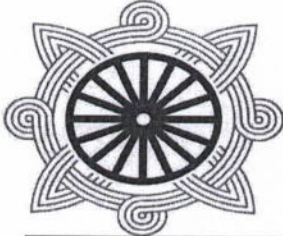


5. *Protocol on Procedures in Cases of Domestic Violence*. Available at: <https://mrosp.gov.hr/istaknuteteme/obitelji-i-socijalna-politika/obitelji-12037/nasilje-u-obitelji-12046/12046>)
6. *Protocol on Procedures in Cases of Violence Among Children and Youth*. Available at: <https://dijete.hr/dokumenti/domaci-propisi/protokoli-postupanja-u-zastiti-djece/>)
7. *Protocol on Procedures in Cases of Child Abuse and Neglect*. Available at: <https://dijete.hr/dokumenti/domaci-propisi/protokoli-postupanja-u-zastiti-djece/>) 8. SOS Children's Villages. *Child Protection Policy*. Available at: <https://sos-dsh.hr/dokumenti/>
9. Terre des Hommes. *Child Safeguarding Policy*. Available at: <https://www.terredeshommes.org/child-safeguarding-policy/tdh-child-safeguarding-policy/>
10. *Act on Protection from Domestic Violence*, Official Gazette NN 70/17, 126/19, 84/21.

Competent Authorities and Institutions for the Protection of Children's Rights

Table 2. Overview of Competencies and Contacts of Institutions for the Protection of Human and Children's Rights

Name and Contact	Description of Mandate / Area of Work
<p>Office of the Ombudsperson</p> <p>Ombudsperson</p> <p>Trg hrvatskih velikana 6, 10 000 Zagreb</p> <p>Tel: 01/48 51 855, 01/48 51 853</p> <p>Fax: 01/64 31 628</p> <p>E-mail: info@ombudsman.hr</p> <p>Web: https://www.ombudsman.hr</p>	<p>The Ombudsperson is an appointee of the Croatian Parliament for the protection and promotion of human rights and freedoms. It is the central body for combating discrimination and acts as the National Preventive Mechanism for the protection of persons deprived of liberty..</p>



<p>Office of the Ombudsperson for Children Ombudsperson for Children Zagreb, Teslina 10, 10 000 Zagreb Tel: 01/4929 669 Fax: 01/4921 277 E-mail: info@dijete.hr Web: http://dijete.hr/</p>	<p>The Ombudsperson for Children is an institution responsible for the protection and promotion of the rights and interests of children, as well as for monitoring the compliance of legislation with the provisions of the Constitution of the Republic of Croatia, the Convention on the Rights of the Child, and other international instruments related to the protection of children's rights and interests.</p>
<p>Office of the Ombudsperson for Persons with Disabilities Ombudsperson for Persons with Disabilities Savska cesta 41/3, 10 000 Zagreb Tel: +385 1 6102 170 Fax: +385 1 6177 901 Email: ured@posi.hr Web: https://posi.hr/</p>	<p>In cases of violations of the rights of persons with disabilities, the Ombudsperson is authorized to request statements, provide information, propose measures, give recommendations, issue warnings, and request reports on actions taken.</p>
<p>Office of the Ombudsperson for Gender Equality Ombudsperson for Gender Equality Preobraženska 4/1, 10 000 Zagreb Tel: 01 4848 100 E-mail: ravnopravnost@prs.hr</p>	<p>The Ombudsperson for Gender Equality monitors the implementation of the Gender Equality Act and other regulations related to gender equality. She reports on her work to the Croatian Parliament at least once a year. The Ombudsperson for Gender Equality handles complaints from citizens regarding discrimination based on gender, marital or family status, and sexual orientation.</p>



<p>Croatian Parliament Zagreb, Trg sv. Marka 6</p> <p>Committee for Human Rights and Rights of National Minorities</p> <p>Tel: 01/4569 416 Faks: 01/4569 628 E-mail: odbor.prava@sabor.hr</p>	<p>The Committee for Human Rights and Rights of National Minorities is responsible for monitoring the implementation of ratified international instruments and national regulations governing the protection of human rights..</p>
<p>Ministry of Labour, Pension System, Family and Social Policy</p> <p>Ulica grada Vukovara 78 10 000 Zagreb</p> <p>E -mail: pisarnica@mrms.hr</p>	<p>Responsible for the protection of children and vulnerable groups, including: care for individuals and families who lack sufficient means to meet basic needs or require assistance to address causes of social vulnerability; establishing the network of social welfare institutions and services, coordinating their operations, and providing professional support; conducting administrative, inspection, and professional oversight of social welfare institutions.</p>



<p>Directorate for Family and Social Policy Tel: +385 1 555 7015 Fax: +385 1 555 7222</p> <p>Institute for Social Work Telefon: +385 1 555 7106 Fax: +385 1 555 7222</p>	<p>Responsible for overseeing social welfare activities carried out by local and regional government units, professional chambers, the continuous collection of humanitarian aid, humanitarian actions, and other legal and natural persons providing social services, including nanny services; making decisions regarding the establishment, closure, and status changes of social welfare institutions.</p>
<p>Central State Office for Demography and Youth Trg Nevenke Topalušić 1, 10000 Zagreb</p> <p>Tel: +385 1 555 7111, +385 1 555 7013 Fax: + 385 1 555 7224 E-mail: info@demografijaimladi.hr</p> <p>Access to information: pristupinfo@demografijaimladi.hr</p>	<p>The Central State Office for Demography and Youth carries out administrative and other tasks aimed at encouraging young people to remain in Croatia, implementing measures supporting parenthood, and measures promoting the reconciliation of family and professional life; monitoring and supervising the application of regulations on child benefits, maternity and parental leave and allowances, and assistance for newborn supplies; tasks related to improving and enhancing the quality of life of young people and developing a comprehensive, intersectoral youth policy. The Office develops measures and programs to prevent social exclusion of young people and provide them with the foundation for a complete, creative, and dignified life during their youth.</p>



Annex 1. Code of Conduct

The Code of Conduct must be signed by all staff and permanent volunteers before commencing work. SRRH KALI SARA considers any form of violence against children unacceptable and recognizes its duty to protect children that is, to safeguard them from abuse and neglect and to promote their wellbeing.

Neglect, physical, psychological/emotional, and sexual abuse are recognized forms of violence against children, along with peer and cyber/online bullying. Our child protection policy and procedures outline the measures we will take to protect children. This includes proactive actions to prevent situations of violence and harm, as well as reactive actions in response to situations in which a child is suffering, or may be at risk of abuse.

A child is any person under 18 years of age according to the UN Convention on the Rights of the Child (1989). As part of our child protection policy, it is a requirement that all personnel (including paid staff, external associates, and interns), whether full time or part time, agree to comply with the Child Protection Policy and specifically commit to working in accordance with this Code of Conduct, which sets out responsibilities for child protection and expected staff behavior.

Any form of unacceptable behavior that violates this Code of Conduct must be reported. In cases not covered by the Code, SRRH KALI SARA expects its representatives to exercise common sense, focusing on the best interests and wellbeing of the child.

By signing this Code of Conduct,

I commit to always:

Treat children with respect and equality, regardless of their age, gender, language, religion, opinions, nationality, ethnic or social background, status, class, sexual orientation, or any other characteristic.

- Support children to participate in decisions that affect them, according to their age and level of maturity.
- Maintain a culture of communication and build trust with children and their families.
- Use non-violent and positive behavior management methods when supervising children.
- Encourage children to speak openly about their interactions with adults and with each other.



- Inform children and communities about their right to report any concerning situations.
 - Empower children to be in a position to better protect themselves.
 - Ensure that another adult is present when working with a child, or strive to be visible to others when in contact with a child.
 - Respect the child's autonomy and do everything possible to avoid doing things the child can do for themselves.
- Plan activities and organize the workplace in a way that reduces the risk of harm and takes into account the child's age and developmental stage.
 - Ensure the confidentiality of information concerning children and their families.
 - Behave in a manner that sets a good example for children.
 - Obtain permission from the child and their parents before photographing, recording, or using images of the child or anything they have said or written. This includes explaining to children and their parents how the photographs or messages will be used.
 - Ensure that children in photographs are not posed in a humiliating manner or in a way that could be interpreted as having sexual connotations.
 - Raise any doubts or questions regarding the Child Protection Policy with the competent authorities at SRRH KALI SARA.
 - Immediately report any suspicion or allegation that contradicts the principles of the Child Protection Policy and Code of Conduct, including any form of child abuse, even if the information or allegation is unclear.

I commit never to:

- Engage in any form of sexual activity with anyone under 18 years of age, regardless of the legal age of consent. Mistaken belief about the child's age is not a defense.
- Exchange money, employment, goods or services, or humanitarian assistance for sexual favors, or subject a child to any other form of humiliating or degrading behavior.
- Use any form of inappropriate physical contact with children, use inappropriate language or make inappropriate suggestions, provoke, harass, degrade a child, or show disrespect for the child's culture. This includes acting in ways that could negatively affect a child's self confidence and sense of self worth.
- Discriminate against, treat children unequally, or treat them unfairly (e.g., favoring some children while excluding others).
- Invite a child or their relatives to my home or develop a relationship with a child and/or their family that could be considered a breach of professional boundaries.



- Transport a child without prior approval from a supervisor, except where necessary for the child's safety.
 - Work with children under the influence of alcohol or drugs.
 - View, publish, produce, or share child pornography and/or expose pornographic material to children.
 - Display faces of children who have been sexually exploited, victims of human trafficking or abuse, in conflict with the law, associated with armed groups, or easily identifiable, even if their identity has been altered.
- Represent children as victims (weak, powerless, helpless, desperate, etc.).
 - Publish a story or image that could endanger a child, their family, or their community.
 - Use unverified photographs or information about children on personal websites or social media platforms (e.g., Facebook, Instagram).
 - Maintain contact with children and their families via social media (except WhatsApp or Viber).
 - Ignore or fail to report any concerns, suspicions of harm to a child, or violations of the Child Protection Policy and Code of Conduct.

I understand that in the event of any suspicion or allegation of my violation of the Code of Conduct, SRRH KALI SARA will take all necessary actions, which may include, but are not limited to:

- Providing support to the victim and taking immediate steps to protect the child, as well as offering assistance to the child.
- Attempting to establish facts as objectively as possible (presumption of innocence applies) while protecting the reputation and confidentiality of the adults involved.
- Taking disciplinary measures, which may result in my suspension or termination of employment/engagement.
- Initiating legal proceedings and/or reporting to competent authorities any violation of the Code of Conduct that may breach national or international law.
- Taking appropriate measures to ensure that such incidents do not recur, for example, informing other relevant organizations to obtain professional guidance regarding contract termination for violation of child protection principles (within the legal framework applicable to the protection of information).



Statement of Commitment

I, the undersigned, hereby declare that I have received, read, and understood the SRRH "KALI SARA" Child Protection Policy, and I commit to working in accordance with it. I understand that any failure to adhere to the Code of Conduct may result in the termination of my engagement with SRRH "KALI SARA" or further disciplinary or legal action, as outlined above. Furthermore, I declare that I have no criminal record for any offense against a child, nor am I aware of any reason why I would be considered unsuitable to work with children.

Date and place: 03.09.2025., Zagreb

Suzana Krčmar, President of SRRH „KALI SARA“

Marija Ferković, Secretary



Nuša Rosić, Office Manager

Nuša Rosić

Maja Grubišić, Media Content Editor and Head of the Romani Educational and Cultural Center

M. Grubišić

Biljana Ugarković, Coordinator for Education, Culture, and Sports

Biljana Ugarković

Dragana Ćakić, Project Manager

Dragana Ćakić

Vedran Kos, Head of ERKSC

Vedran Kos



Danijel Velić, Curator of RMC

Dejan Trkulja

Matej Čolig

Anesa Šabani

Zora Bižić



Vanesa Šainovski

Robert Šelendić

Ana Plenča

Katarina Petreković

Dario Mandelsamen



Ahmad Sawas Najjar

Ahmad Sawas Najjar

Stanoje Nikolić

Stanoje Nikolić

Branko Petrović

Branko Petrović

Robert Radić

Robert Radić

Eduard Oršoš

Eduard Oršoš



Vilko Lulić

Vilko Lulić

Neđat Bajrami

Neđat Bajrami

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Zlatko Bogdan

Marijan Bogdan

Marijan Bogdan



Radovan Balog

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Mira Nikolić

MIRA NIKOLIĆ



<https://kalisara.hr/wp-content/uploads/2025/09/Pravilnik-o-zastiti-djece.pdf>