



Towards a child-friendly justice in Egypt: Implementing SDGs for children

Training for NCCM Child helpline staff



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Summary



 Schweizerische Eidgenossenschaft
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Project overview

The project "Towards Child Friendly Justice in Egypt" aims at enhancing the judicial capacity, institutional coordination and effectiveness of the Egyptian child justice system. Aligned with Egypt's Vision 2030, the National Child Strategy and the UN SDGs, the project is implemented by the OECD with the financial support of the Swiss Agency for Development and Cooperation. The project also builds on the work of the MENA-OECD Governance Programme and rule of law support to Egypt. It facilitates high-level engagement in support of effective implementation of the objectives of the Strategic Framework and National Plan for Childhood and Motherhood in Egypt 2018-2030.

Objectives of the training

The training aimed to support the NCCM Child helpline staff to gain a deeper understanding of international child-friendly procedures on case management when dealing with children at risk, victims or witnesses, and children who have experienced traumas, drawing upon good practices from OECD member countries and international child helplines that contribute to the better protection of children. It fostered a hands-on approach for a technical discussion and exercise focusing on the challenges and opportunities related to improving the NCCM's child-helpline and the child protection system, drawing on the findings of the OECD Strategic Review.



Key takeaways

- The NCCM provided a comprehensive overview of its operational framework, highlighting in particular identification of emergent threats such as cyberbullying and child marriage.
- A child-centred approach, diligent record-keeping, and multi-agency cooperation were highlighted as the three critical pillars in child protection case management.
- International child rights, institutional coordination, case management practices and appropriate child communication techniques were presented. The need for neutrality and societal awareness in child protection was also underlined.
- Comprehensive case notes and plans can serve as critical instruments for case workers to track progress and outcomes.
- Referral forms and integrated case management systems constitute key components in facilitating effective multi-agency collaboration, allowing various stakeholders to work in harmony for the child's best interest.
- Uniformity in the application of child protection tools and methods is essential. Consistency ensures that all children receive equitable and high-quality care, which is fundamental for the effective operation of child protection services.
- Child participation in legal proceedings and the incorporation of child-friendly tools is key to enhance the child friendly justice system.
- Social and psychological reports are an essential aspect of the judicial proceedings, requiring both a high level of reliability and the provision of comprehensive information. The newly developed template report by the Ministry of Social Solidarity, aims to provide comprehensive information for courts to make well-informed decisions.
- Effective coordination between staff of the child helpline and social workers was underscored as a key element to ensure better protection of children in alignment with the child's best interest.



Putting Theory into Practice: Case study

- Afternoon sessions were dedicated to practical exercises, whereby participants worked in groups to analyse and develop child-centric responses to case studies based on practical simulations.
- These interactive sessions provided hands-on experience in applying the principles of child-centered approach, diligent record-keeping, and multi-agency cooperation to create comprehensive care strategies. Empowered with actionable skills acquired during these hands-on sessions, participants are now well-equipped to enhance the well-being of children they serve.
- Coordination was highlighted as one of the main challenges amongst participants, encompassing issues such as collaboration with other institutions, digital networking, data collection, the provision of psychological support to children, the need for staff proficiency in foreign languages, and the clarification of detailed roles and responsibilities of staff.
- Participants provided feedback on the lesson learned including the principles of case management and child helplines mechanisms, best practices on case management systems from OECD countries, how to deal with children in a child friendly perspective and how to collect and register relevant and important data.

Next steps

- This training served as a valuable platform for knowledge exchange, fostering understanding, and collaboration to improve the NCCM child helpline.
- The NCCM will pursue the training plan further to the outcomes of the training sessions and the key recommendations highlighted in the OECD Strategic Review.
- In line with the Egyptian Constitution, the UNCRC and the recommendations of the OECD's Strategic Review on child justice in Egypt, the new Egyptian law #182 for 2023 on the governance structure of the NCCM presents a momentum in Egypt's efforts towards child-centred policies and an essential step for a more coordinated, participatory and coherent approach that enables a child-friendly justice system in Egypt.

For more Information

- [Check out the OECD Strategic Review https://lnkd.in/eS2V5W8N](https://lnkd.in/eS2V5W8N)
- [Governance - Organisation for Economic Co-operation and Development \(oecd.org\)](https://www.oecd.org/governance)
- [Library - Organisation for Economic Co-operation and Development \(oecd.org\)](https://www.oecd.org/library)
- [OECD/Open Society Foundations \(2019\), "Overview of legal need surveys and access to justice", OECD Publishing, Paris](#)