

Adopted by	The governing body of NEA ZOI AMKE
Scope	All staff, volunteers, board members, contractors, partners and visitors
Applies to	All activities of the organisation, including activities carried out jointly with partners in European projects
Structure	Four standards: Policy — People — Procedures — Accountability, in line with the Keeping Children Safe International Child Safeguarding Standards
Review	Annually, and after any reported incident
Publication	Published on neazoi.gr and provided to every person entering into contact with the organisation

Purpose and commitment

NEAZOI works with women who have experienced gender-based and domestic violence. Their children are present in almost every case. Children who witness violence against their mother, or who experience violence themselves, are victims in their own right. The organisation therefore comes into contact with children in the ordinary course of its work — during intake, during accompaniment to services, in awareness activities in schools, and in any future reception facility.

NEA ZOI is committed to ensuring that no child is harmed as a result of contact with the organisation, its staff, its volunteers or its activities. Every child has the right to protection from all forms of physical or mental violence, injury, abuse, neglect, maltreatment and exploitation, regardless of sex, nationality, legal status, religion, disability, or any other characteristic. Where the interests of a child and the interests of any adult conflict, the best interests of the child prevail.

This policy is adopted in accordance with the UN Convention on the Rights of the Child, Articles 24 and 32 of the Charter of Fundamental Rights of the European Union, Regulation (EU) 2016/679, and Greek Law 3500/2006 on combating domestic violence, Law 4531/2018 ratifying the Istanbul Convention, and Law 4624/2019 on the protection of personal data.

Standard 1 — Policy

1.1 Definitions

A child is any person under the age of 18. Harm includes physical abuse, emotional abuse, sexual abuse and exploitation, neglect, and any form of violence, whether occurring in direct contact or online, and whether caused by an adult or by another child.

1.2 What this policy covers

This policy applies to every person acting for or on behalf of NEA ZOI: employed staff, volunteers, board members, external professionals under contract, interns, and any person accompanying the organisation's activities. It applies to all activities of the organisation, including awareness sessions in schools, accompaniment of beneficiaries, direct support to women with children, communication and photography, and the operation of any accommodation facility.

Where NEA ZOI carries out activities jointly with partner organisations in a European project, this policy applies to all activities under that project. Partners engaging in activities involving children are required either to apply their own equivalent policy or to work under this one; the coordinator verifies this before such activities begin. This applies in particular to PROTOS AI Agency IKE as co-applicant.

1.3 Commitment

The organisation commits to prevent harm to children, to respond promptly and appropriately when concerns arise, to cooperate fully with the competent authorities, and to review and improve its practice.

Standard 2 — People

2.1 Designated safeguarding focal point

The organisation designates a Child Safeguarding Focal Point at governing-body level, responsible for the implementation of this policy, for receiving and acting on reports, for maintaining records, and for the annual review. A deputy is designated so that a focal point is always reachable. The names and contact details of both are displayed at every office of the organisation and published on the website.

Role	Name and position	Contact
Child Safeguarding Focal Point	Elina Zachariadou — President and Legal Representative	info@neazoi.gr +30 698 183 2273
Deputy Focal Point	Maria Dimitrakoudi — Secretary / Office Administrator	marakidim1990@gmail.com +30 698 183 2273

2.2 Safe recruitment

All staff, volunteers and contractors who may come into contact with children are subject to the following measures before they begin:

- verification of identity and of stated qualifications
- a criminal record certificate (αντίγραφο ποινικού μητρώου) obtained and reviewed
- at least one reference taken up, with a specific question on suitability to work with children
- a recruitment interview including questions on child safeguarding
- written acceptance of this policy and of the code of conduct before any contact with children

A person who refuses to provide a criminal record certificate, or whose certificate discloses an offence against a child or an offence of violence, is not engaged in any role involving contact with children.

2.3 Code of conduct

Every person acting for the organisation shall:

- treat every child with respect and listen to what the child says
- be visible to others when with a child, and avoid being alone with a child where this can be avoided
- use language and behaviour appropriate to the child's age and understanding
- report any concern about a child's safety without delay

Every person acting for the organisation shall not:

- use physical punishment, humiliating or degrading treatment, or abusive language
- engage in any sexual activity with, or sexually suggestive behaviour towards, a person under 18, regardless of the age of consent in national law
- develop a private relationship with a child met through the organisation's work, including private contact through social media or messaging
- give money, gifts or favours to an individual child outside agreed programme activity
- take, keep or share images of a child except as permitted under section 3.5
- do for a child anything of a personal nature that the child can do independently

2.4 Training

Every new staff member, volunteer or contractor receives an induction on this policy before beginning work. Refresher training is delivered annually and after any change to the policy. Training covers recognition of signs of harm, the code of conduct, reporting duties, and the specific situation of children in households where violence occurs.

Standard 3 — Procedures

3.1 Reporting a concern

Any person who has a concern that a child has been harmed, is at risk of harm, or that this policy has been breached, reports it to the Child Safeguarding Focal Point immediately and in any case within 24 hours. Concerns are reported whether they arise from observation, from disclosure by a child, from a third party, or from the behaviour of a colleague. Reports are made in writing where possible; where a report is made orally it is recorded in writing by the focal point on the same day.

No person is required to establish that harm has occurred before reporting. It is not the role of the reporting person to investigate.

3.2 Response

Step	Action	Timing
1	Ensure the immediate safety of the child. Where there is danger to life or a serious offence in progress, call 100 (police) or 166 (emergency medical services) immediately.	Immediate
2	Report to the Child Safeguarding Focal Point.	Within 24 hours
3	Focal Point records the concern and assesses whether referral to the authorities is required.	Within 24 hours of report
4	Referral to the Public Prosecutor for Minors, to the police, to social services, or to the National Centre for Social Solidarity (EKKA), as appropriate. Where an offence against a child is suspected, referral is mandatory and does not depend on the consent of the parent.	Without delay
5	Where the concern involves a person acting for the organisation, that person is immediately suspended from all activity involving children pending the outcome.	Immediate
6	Written record of the concern, the assessment, the action taken and the outcome, stored securely.	Ongoing
7	Review of the incident by the governing body and, where necessary, revision of procedures.	Within 30 days

The organisation cooperates fully with any investigation by the competent authorities and does not conduct its own investigation into a suspected criminal offence.

3.3 External reporting channels

The organisation makes the following channels known to children, parents and staff: the Public Prosecutor for Minors; the police emergency number 100; the national helpline for children in danger 1107 and the helpline of The Smile of the Child 1056; and the SOS helpline for violence against women 15900.

3.4 Confidentiality and data protection

Information concerning a child is shared only with those who need it in order to protect the child. Records concerning children are kept separately from other records, stored securely, and accessible only to the focal point and the legal representative. Personal data is processed in accordance with Regulation (EU) 2016/679 and Law 4624/2019, retained no longer than necessary, and never transferred to a third party except a competent authority.

Confidentiality does not override the duty to report. Where a child discloses harm, the person receiving the disclosure does not promise secrecy but explains, in terms the child can understand, that the information will be shared with those who can help.

3.5 Images and communication

No image or recording of a child is taken, kept or published without the informed written consent of the parent or legal guardian and, where the child is old enough to understand, the assent of the child. Consent is specific to the purpose and may be withdrawn at any time. Images never disclose the identity, location or accommodation of a child living in a situation of violence. Children are depicted with dignity and never in a manner that is sexualised, degrading or that presents them as passive victims.

3.6 Safe programme design

Activities involving children are designed so that no adult is alone and unobserved with a child, so that spaces used are appropriate and accessible, and so that risks specific to the activity are assessed in advance and recorded. Where activities take place in schools or other institutions, the arrangements of the host institution apply in addition to this policy.

3.7 Partners and contractors

Any organisation or individual engaged by NEA ZOI for activities involving children receives this policy, accepts it in writing, and confirms that its own personnel are subject to equivalent recruitment checks. Failure to comply is grounds for termination.

Standard 4 — Accountability

4.1 Responsibility

The governing body of NEA ZOI is accountable for this policy. The legal representative ensures that it is implemented, resourced and reviewed. The Child Safeguarding Focal Point is responsible for day-to-day implementation and reports to the governing body.

4.2 Monitoring

The focal point maintains a register of concerns and of actions taken. The governing body reviews the register at least annually. The following are monitored: the proportion of staff and volunteers who have completed induction and refresher training; the proportion for whom recruitment checks are complete; the number of concerns raised and the time taken to act on them; and the outcome of each concern.

4.3 Review

This policy is reviewed annually by the governing body, and immediately following any reported incident or any change in the applicable law. Revisions are communicated to all staff and volunteers and the published version is updated.

4.4 Complaints

Any person, including a child, may raise a complaint about the conduct of the organisation in relation to child protection, directly to the focal point or to the legal representative. Complaints may be made anonymously. No person suffers any detriment for raising a concern in good faith, whether or not the concern is subsequently substantiated.

4.5 Availability

This policy is published on the organisation's website, is displayed at its offices, and is provided in an accessible form to every person who comes into contact with the organisation, including children and their caregivers.

Signature

Adopted by the governing body of NEA ZOI AMKE.

Date: 07/09/2026



Elina Zachariadou

President and Legal Representative

NEA ZQH
ΔΙΚΤΥΟ ΕΤΗΡΕΙΑΣ
ΚΑΚΟΠΟΙΗΜΕΝΩΝ ΓΥΝΑΙΚΩΝ
ΠΟΛΙΤΙΣΤΙΚΟ ΚΕΝΤΡΟ ΑΞΙΟΥΠΟΛΗΣ
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