

OMBUDSPERSON INSTITUTION

Child Rights Strategy



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OMBUDSPERSON INSTITUTION

**Child Rights
Strategy**

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ABBREVIATIONS

CoE	Council of Europe
UNCRC	United Nations Convention on the Rights of the Child
CRC	Committee on the Rights of the Child
KDK	Ombudsperson Institution
PDPL	Personal Data Protection Law
NHRI	National Human Rights Institution
UNICEF	United Nations Children's Fund

CONTEXT

Since 2013, the Ombudsperson Institution (KDK) has been receiving applications from individuals who experience issues related to public institutions. KDK has established a general framework to promote children's rights and has set up a special Child Unit. Through this Unit, KDK plays a significant role in the protection and promotion of children's rights. The KDK Child Unit addresses a major gap in access to remedies for children by creating a channel through which children in Türkiye can directly submit applications regarding violations of their rights or issues they encounter. Since its establishment, the Unit—through its management and expert staff—has adopted a child-friendly approach, ensured children's participation in the case management process, and issued decisions that set an example for public administrations while raising awareness of children's rights across Türkiye.

The decisions of KDK in the field of children's rights are based on international documents and standards as well as national legislation and policy documents. In particular, the United Nations Convention on the Rights of the Child (UNCRC), to which Türkiye is a party, its optional protocols, and the general comments issued by the Committee on the Rights of the Child guide the Institution's work. The four general principles of the UNCRC—Article 2 (non-discrimination), Article 3 (best interests of the child), Article 6 (right to life, survival and development), and Article 12 (child's right to express opinions and participation)—form the foundation of KDK's decision-making processes and rulings.

The Child Unit aims to protect and promote children's rights by focusing on applications received directly from children and concerning children's rights. The Chief Ombudsperson, Ombudsperson, and staff of the Child Unit continue their efforts to protect and promote children's rights, examining each application through a child rights-based approach and with full consideration of the best interests of the child.

Between 2018 and 2023, KDK carried out its work on children's rights, based on the Child Rights Strategy developed in cooperation with UNICEF Türkiye and recognized as a component of the Institution's Strategic Plan. Within this framework, various activities—from addressing applications to conducting awareness-raising efforts and strengthening the Institution's capacity in the field of children's rights—were implemented in line with the Strategy Document. Additionally, under the Strategy Document, various tools and strategies were developed to support both the applications processes and outreach activities.

As of the end of 2023, the validity period of the Strategy Document has expired. Following the five-year implementation period, the Strategy Document has been updated for the 2025–2030 period, taking into account the experiences gained during the implementation, the interim Impact Analysis of the Strategy Document, and recent global and national developments.

The new Strategy aims to ensure the continuity of KDK's work, elevate it to a higher level, generate responses to emerging issues in the field of children's rights, and expand the child-centred approach to a broader audience.

OVERALL STRUCTURE OF THE STRATEGY

KDK's first Children's Rights Strategy Document was prepared for the 2018–2023 period. The second Strategy Document, which is intended to cover the 2025–2030 period as a continuation of the first, similarly aims to enhance the management of cases involving children and internal institutional practices, to raise awareness of children's rights in Türkiye, and to promote KDK as a reliable institution that ensures the implementation of children's rights.

During the preparation process of this Strategy, the first Strategy Document was evaluated to establish the current situation analysis; the Impact Analysis Report of the Strategy Document conducted in 2021 and the sections on children's rights in annual reports were reviewed, and Türkiye's obligations under national and international legislation were taken into account. This analysis is included in section "1.2 Current Situation Analysis" of the Strategy Document. Furthermore, the opinions of KDK staff and the feedback received from children, caregivers, and civil society organizations (CSOs) during the activities carried out by the KDK Child Unit were all considered in the process. Although not used as a primary reference point, good practices from different countries were also reviewed during the preparation process of the Strategy.

Approved by the Chief Ombudsperson and to be communicated by the Ombudspersons to their respective units, this Strategy sets out KDK's duties and responsibilities for the protection of children's rights. The Strategy Document consists two sections. The first section addresses the strategic planning process, while the second one covers the strategic objectives, goals, and activities to be carried out accordingly. The activities are planned to cover the following four areas:

- a) Activities carried out by the Child Unit,
- b) Activities of other units that review complaints that may have impact on children,
- c) Activities of units responsible for administrative affairs, monitoring, communication, and planning within KDK,
- d) New approaches to be used to reach children, families, and adolescents/youth.

When the strategic priorities, objectives, goals, and activities are examined, it will be understood that the same or similar activities are included under different strategic priority or objective headings. This is due to the intersectionality of these activities, and the fact that they serve more than one strategic priority or objective.

The handbooks prepared for applicants during the previous strategy period, together with the Child-Friendly Decision Writing Guide prepared in 2025, will serve as fundamental supporting resources in the implementation of the Second Children's Rights Strategy Document.

APPROACH TO CHILDREN’S RIGHTS

Creating a culture that respects children’s rights both in Türkiye and within KDK requires strong commitment. The existence of a Strategic Document with defined scope and objectives constitutes the first step in realizing such commitment. The Children’s Rights Strategy Document, adopted by KDK in 2018 and declared to the public by the Chief Ombudsperson and five Ombudspersons, represented this first step. During the five-year period in which the Strategy was in force, the Institution’s capacity in the field of children’s rights was further strengthened, and steps were taken to extend its efforts in this field nationwide.

The new Children’s Rights Strategy, developed following the expiration of the previous one in 2024, is a continuation of the former and aims to ensure the continuity of the Institution’s policies and activities in the field of children’s rights. Maintaining this continuity within the Institution will also be important for contributing to the protection and strengthening of children’s rights in Türkiye.

Although work related to children’s rights within the Institution is primarily carried out by the Child Unit, due to the intersectionality of rights, the decisions of units responsible for such areas as education, health, social security, and justice may also affect children’s rights. In line with this intersectionality, efforts have been made to integrate a child rights-based and child-friendly approach into the work of different Ombudspersons carried out to date. From a holistic perspective, beyond case management, efforts have also been made to reflect a child rights approach in strategy development, evaluations, public relations, media activities, and planning studies.

Within this context, the 2025–2030 Strategy Document also includes priorities aimed at further strengthening the Institution’s capacity to make decisions in a manner that is child rights-based and protective of the best interests of the child, as well as its capacity to enhance child-friendly practices and approaches. To this end, the Strategy includes activities designed to integrate children’s rights into all aspects of the Institution’s operations (case management, strategy development, communication activities, and human resources, etc.) and all its components.

In addition to internal work, it is also of great importance for the Institution’s credibility that KDK expands its outreach, awareness-raising, and cooperation efforts with children, caregivers, teachers, and CSOs in the field of protection and promotion of children’s rights.

The aim of all these efforts is to strengthen the capacity of the Institution and its staff, to enhance its ability to influence the national agenda on children’s rights, and thereby to support the well-being of children in Türkiye and contribute to the effective implementation of the UNCRC.

In implementing the Strategy, the Child Unit, led by the Ombudsperson responsible for children’s rights, will assume the coordination role. In addition to following-up on cases submitted by children and adolescents that directly concern children’s rights, the Child Unit will also assume the responsibility for strengthening and maintaining expertise in the areas of children’s rights, child-friendly communication, and research. Other Ombudspersons are expected to communicate this Strategy to their own teams, contribute to inter-unit coordination on all issues affecting children, and support the strengthening of their teams’ capacity in relation to children’s rights.

The Corporate Communications team and other relevant technical units are expected to work in coordination with the Child Unit to promote children’s rights through social media and other platforms, while the information technology and strategy development units will support the Child Unit in the classification of applications and decisions concerning children’s rights and in data generation processes. These efforts will contribute to the effective implementation of the Strategy Document.

MISSION

In all applications concerning children, KDK aims to act in line with the UNCRC and the principle of the best interests of the child; to adopt child-friendly approaches and operate with an understanding that contributes to the protection, promotion, and realization of children's rights; to recognize that all children are not merely individuals in need of protection but subjects who legally hold independent rights; and to promote the establishment of such understanding.

VISION

To be a leading, effective, reliable, child-friendly, and dynamic institution in the protection, empowerment, and promotion of the rights of all children in Türkiye, within the framework of the UNCRC and international standards.

ROLE OF THE CHIEF OMBUDSPERSON AND OMBUDSPERSONS WITHIN THE FRAMEWORK OF THE MISSION AND VISION

ROLE OF THE CHIEF OMBUDSPERSON AND OMBUDSPERSONS

- Within the framework of the mission and vision on children's rights, they conduct institutional and public activities for the protection, promotion, and advancement of children's rights.
- They reflect KDK's approach to children's rights in the Institutional Strategy Document.
- They support the integration of children's rights into all institutional work, and policies and the implementation of the principle of the best interests of the child and the child-friendly approach across all institutional activities.
- They ensure that handbooks and guides on children's rights are included in the training programmes of experts in all units and in orientation activities for all KDK personnel.
- They support the evaluation, monitoring, and dissemination of issues related to children's rights through the media.

ROLE OF THE OMBUDSPERSON RESPONSIBLE FOR CHILDREN'S RIGHTS

- Provides child rights-based guidance in all cases related to children's rights.
- Handles all cases that were submitted directly by children from a child rights-based perspective. Applies the principle of the best interests of the child, and supports child-friendly decision-making processes.
- Supports and coordinates with experts from other units when needed and requested.
- Actively works to reach children and families by using the Community Outreach Toolkit.
- Actively works to reach experts and CSOs working with and for children by using the Community Outreach Toolkit, and supports cooperation with relevant actors.
- Closely follows developments and innovations in the field of children's rights and, when necessary, leads the development of related institutional work and policies.
- Supports ensuring the participation of children in decision-making processes in all activities that directly or indirectly concern them.

PILLARS OF THE STRATEGIC PLANNING PROCESS

This section includes international and national policy documents and legislation involving or related to children's rights to guide the KDK Children's Rights Strategy.

In particular, within each document reviewed through action plans and strategic plans, the sections concerning children's rights, KDK's responsibilities, and cooperation have been presented in this study, respectively. Each section related to children's rights and KDK has been analysed for the strategy, and its relationship with the strategic priorities has been established.

NATIONAL AND INTERNATIONAL LEGISLATION

This section presents a general review and evaluation of the international and national legislation forming the basis for the protection and promotion of children's rights. Integrating the standards introduced by these documents into strategic approaches is important for developing a strategy compatible with both global standards and national priorities. The evaluation covers both binding and advisory documents, with particular emphasis on sections directly related to KDK's roles and responsibilities.

In the evaluation, the regulations highlighted in fundamental documents in the field of children's rights—such as the UNCRC, the Optional Protocols to the Convention, and the General Comments of the Convention—were prioritized, as they are specifically considered in the Strategy. In addition, guiding documents such as the Concluding Observations of the Committee on the Rights of the Child (CRC) for Türkiye were reviewed, highlighting areas of progress and improvement regarding children's rights in Türkiye.

The section also examines regional policy instruments such as the Strategy for the Rights of the Child 2022–2027 of the Council of Europe (CoE). Such documents redefine strategic priorities by taking into account changing global circumstances and the protection of children's rights in crisis situations. Moreover, implementation guides such as the CoE Civil Society and Human Rights Handbook, which emphasize the importance of close cooperation between national institutions and civil society in protecting children and reaching vulnerable groups, were also considered.

In addition to international documents, national policy documents such as the Presidency Human Rights Action Plan (2021–2023), the 12th Development Plan (2024–2028), and the Ministry of Family and Social Services Child Rights Strategy Document (2023–2028) were also reviewed in this section, and the strategic goals and policies for improving children's well-being and rights were included.

The priorities, areas for improvement, principles, and strategies identified through this assessment have all been reflected in the new Strategy Document. Thus, the Strategy will also reflect the Institution's commitment to advocating for children's well-being and ensuring independent oversight.

INTERNATIONAL CONVENTIONS AND REGULATIONS

UN CONVENTION ON THE RIGHTS OF THE CHILD, OPTIONAL PROTOCOLS, AND GENERAL COMMENTS

The United Nations Convention on the Rights of the Child (UNCRC), its Optional Protocols, and all General Comments of the Committee constitute the foundation of this Strategy Document. The Committee's General Comment No. 2 has been specifically addressed, as it regulates the role of national human rights institutions in the field of children's rights.

Similarly, the Committee's most recent General Comments—No. 25 on children's rights in the digital environment and No. 26 on children's rights and the environment with a focus on climate change—have been particularly examined in the context of strategic priorities.

GENERAL COMMENT NO. 2 ON THE ROLE OF INDEPENDENT NATIONAL HUMAN RIGHTS INSTITUTIONS IN PROMOTING AND PROTECTING THE RIGHTS OF THE CHILDREN

The purpose of adopting General Comment No. 2 was to encourage state parties to establish an independent institution to promote and monitor the implementation of the Convention, and to support such institutions by clarifying their essential features and the activities they should undertake.

Under General Comment No. 2, the Committee on the Rights of the Child emphasizes the work of human rights institutions, particularly those related to children's rights. The Comment defines that States should establish human rights institutions at the national and international levels to provide effective mechanisms for the protection and promotion of children's rights. It underlines that these institutions must be independent, effective, and accessible, and emphasizes the need to adopt the necessary legal regulations to ensure that complaints and applications related to children's rights are properly addressed. It also highlights that, to encourage children's participation and provide effective remedies in cases of rights violations, human rights institutions must have a stronger and more sustainable structure.

Article 6 of General Comment No. 2 recommends the establishment of a National Human Rights Institution (NHRI) dedicated to children, or a specialized unit for children within this institution. Articles 8 and 9 explain in detail the duties and powers of NHRIs.

Article 15 of the General Comment No. 2, titled "Accessibility and Participation," emphasizes that NHRIs should be geographically and physically accessible to all children. While Articles 16 and 17 outline a framework for ensuring meaningful participation of children.

Article 26 of General Comment No. 2 refers to close cooperation between NHRIs and civil society organizations (CSOs) in protecting and promoting children's rights, and stresses that governments must respect the independence of both CSOs and NHRIs.

GENERAL COMMENTS NO. 25 AND 26

Article 31 of General Comment No. 25 on "Children's Rights in the Digital Environment" concerns independent monitoring. The Article stipulates that the mandates of NHRIs should extend to include children's rights in the digital environment, enabling them to receive applications, conduct investigations, and provide solutions on the matter.

Similarly, Article 83, under the heading "Access to Justice and Remedies," of General Comment No. 26 on children's rights and the environment, with a focus on climate change, emphasizes that States should ensure that children have access to child-friendly and inclusive complaint mechanisms, including through child-focused national human rights institutions, in cases involving violations of their rights due to environmental harm.

CONCLUDING OBSERVATIONS OF THE COMMITTEE ON THE RIGHTS OF THE CHILD FOR TÜRKİYE, 2023

In accordance with Article 44 of the UNCRC, Türkiye submits periodic reports to the Committee on the Rights of the Child. Türkiye most recently submitted its combined fourth and fifth periodic report to the Committee in 2019. The Committee adopted its Concluding Observations on 26 May 2023. These Concluding Observations were also taken into consideration in the preparation of this Strategy Document.

Under the section “Independent Monitoring (Article 13)” of the Concluding Observations, the Committee emphasized the importance of KDK’s continued role in handling children’s complaints. The Committee’s recommendation that *“The mechanism should be further strengthened to receive, investigate, and address complaints from children in a child-sensitive and child-friendly manner, ensuring the privacy and protection of child victims, and to enhance its visibility among children throughout the country by conducting monitoring and follow-up activities”* aligns closely with many of the objectives of both the previous and current Strategies.

The Committee prioritized professionals such as teachers, social workers, law enforcement officers, and healthcare personnel—who play a significant role in the realization of children’s rights—as well as children themselves, in learning about children’s rights, raising awareness, and conducting training activities.

The recommendation that *“Awareness should be raised among children nationwide regarding their rights, including the right to seek remedies under the Optional Protocol on a communications procedure to the Convention. Children’s rights should be integrated into the course on Human Rights, Citizenship and Democracy taught in schools”* is among the areas to which KDK attaches particular importance and which are also prioritized in this Strategy.

The Committee continues to emphasize the best interests of the child as a primary consideration and provides related recommendations.

COUNCIL OF EUROPE DOCUMENTS: GUIDELINES, STRATEGY DOCUMENTS AND POLICY DOCUMENTS

COUNCIL OF EUROPE STRATEGY FOR THE RIGHTS OF THE CHILD (2022–2027)¹

The Council of Europe Strategy for the Rights of the Child (2022–2027) serves as a roadmap that defines the Council of Europe’s strategic priorities for the protection and promotion of children’s rights. The document acts as a guide for addressing all aspects of children’s rights and ensuring the implementation of related standards across Europe. Its main objective is the effective protection of children’s rights, the prevention of all forms of discrimination and neglect, the promotion of children’s participation, and the creation of a child-friendly environment. This Strategy was developed based on the UNCRC, and supports progress in the field of children’s rights by taking into account existing and emerging challenges in Europe.

In this Strategy for the 2022–2027 period, the emphasis on protecting children’s rights in crises and emergency situations is particularly noteworthy. It focuses on new challenges affecting children,

¹ Full text available at: <https://www.coe.int/en/web/children/strategy-for-the-rights-of-the-child>

such as climate change, environmental rights, migration, and forced displacement. The Strategy also incorporates a new strategic priority aimed at ensuring children's right to live in a healthy environment and increasing their awareness of environmental and climate issues. It includes concrete goals and activities under key themes such as protecting children's rights in the digital environment, preventing violence, promoting inclusion, supporting children's participation, and strengthening child justice.

Considering the disasters and emergencies occurred and have the potential to occur in Türkiye, it has been deemed beneficial to take a similar perspective in the KDK Child Rights Strategy, and specific priorities and objectives have been established regarding children's access to KDK in crisis situations.

COUNCIL OF EUROPE CIVIL SOCIETY AND HUMAN RIGHTS HANDBOOK²

The Practical Handbook for Civil Society was prepared following the adoption of the decision *"Shared Responsibility for Democratic Security in Europe: The Need to Strengthen the Protection and Promotion of the Civil Society Space in Europe"* at the CoE Ministerial Meeting held in Helsinki in 2019. The handbook was developed in response to the Secretary General's call to strengthen the roles of civil society organizations (CSOs) and national human rights institutions (NHRIs) within the Organization and to enhance their meaningful participation, with the aim of increasing the Organization's openness and transparency toward civil society.

The Handbook serves as a guide prepared to enable CSOs and NHRIs to play a more effective role in the protection of human rights. It details the CoE's policies toward CSOs and NHRIs, how these entities can support international human rights standards, and the mechanisms they can use while carrying out their activities.

One of the key features of the Handbook is that it provides practical recommendations on how NHRIs can operate within the framework of the principles of transparency, participation, and openness. It emphasizes the critical role that NHRIs and civil society can play in the protection of human rights, particularly for vulnerable communities such as children, migrants, and persons with disabilities. Furthermore, it presents guiding principles and practices on how NHRIs can become more effective in preventing and monitoring human rights violations, as well as in raising awareness in this field through cooperation with civil society.

The Handbook underlines the importance of paying particular attention to individuals who are unaware of the existence of Ombudsperson Institutions, who face difficulties in accessing them, or who are in vulnerable situations such as migrants, persons deprived of liberty, persons with disabilities, and children. Building on this, the Strategy Document also includes activities targeting specific groups.

NATIONAL REGULATIONS AND POLICIES

PRESIDENCY HUMAN RIGHTS ACTION PLAN (2021–2023)⁴

The Human Rights Action Plan, which entered into force on April 30, 2021 by Presidential Circular No. 2021/9, encompasses the activities of all ministries as well as public institutions and organizations, as a continuation of the reform initiative based on the Eleventh Development Plan and the Judicial Reform Strategy Document. Alongside amendments that expand the sphere of rights and freedoms, the Action Plan aims to enhance the standards for the delivery of public services in an accessible,

² For the full text of the Handbook: <https://rm.coe.int/civil-society-and-human-rights-3-recommendations-/1680a409f9>

³ Presidential Circular No. 2021/9 on the Human Rights Action Plan (2021–2023): <https://www.resmigazete.gov.tr/eskiler/2021/04/20210430-9.pdf>

⁴ Human Rights Action Plan: <https://insanhaklariylemlani.adalet.gov.tr/resimleri/eylemplan.pdf>

accountable, equal, transparent, and fair manner. It also envisages raising high-level awareness of resolving implementation-related challenges and establishing a stronger human rights protection system.

The Human Rights Action Plan serves as a reference for the strategic documents on human rights of many institutions. Upon review, it is seen that the Action Plan includes extensive coverage of children's rights and contains themes that fall within KDK's scope of responsibility.

The Action Plan includes important objectives and activities for the KDK Children's Rights Strategy. Its first objective stipulates enhancing the effectiveness of human rights institutions. Within this framework, one of the goals is to make the decisions of human rights institutions publicly accessible while ensuring compliance with the principle of personal data protection. In this way, transparency within human rights institutions will be strengthened, and accountability and information-sharing activities in the field of human rights will be reinforced.

Objective 9.4 of the Action Plan identifies activities that, while not directly under KDK's responsibility, are of significance for the protection of children's rights. Within this scope, it envisages the development of curricula on human rights for primary and secondary education to instill awareness of human rights from an early age, as well as the organization of certification programmes for teachers who will deliver these courses. It also aims to make human rights a compulsory course in faculties of law and to include it in the course catalogues of other relevant faculties.

The Action Plan further underscores that enhancing the effectiveness of human rights monitoring in penal institutions is a key element in protecting human rights. As the penal system represents the final stage of criminal justice, ensuring that practices at this stage are subject to human rights oversight is highly significant for assessing the overall performance of the system. In this regard, considering the high risk of neglect and abuse faced by children in closed institutions, KDK's work as an independent human rights institution plays an important role in the protection and promotion of children's rights.

Although the term of the National Human Rights Action Plan ended in 2023, its priorities concerning children's rights remain relevant and were taken into account in the development of this Strategy Document.

DEVELOPMENT PLAN (2024–2028)⁵

The Twelfth Development Plan (2024–2028) was approved by the Grand National Assembly of Türkiye in its 15th Session on 31 October 2023, in accordance with Law No. 3067 of 30 October 1984.

The Twelfth Development Plan includes significant policies and measures related to children's rights and well-being. It provides critical points for the KDK Children's Rights Strategy, with objectives to develop a qualified human resource base, support strong family structures, and foster a healthy society. In particular, the sections addressing education, child development, and the justice system serve as guiding components for the protection and promotion of children's rights.

The Plan identifies ensuring equal opportunities for children in access to education as a primary goal. The expansion of quality, universal, and free preschool education forms the cornerstone of this goal. It also foresees the creation of safe and supportive learning environments that promote children's physical and mental development, as well as the development of preventive mechanisms for children at risk of dropping out of school. Among the Plan's key strategies are making the education system more resilient and flexible in extraordinary circumstances, and implementing a qualified monitoring and evaluation process in special education. Measures to improve access to education for individuals under temporary protection are also included.

⁵ For the Development Plan website: <https://onikinciplan.sbb.gov.tr/>

The implementation of programmes addressing children's individual needs to prevent the intergenerational transmission of poverty and to enhance equality of opportunity is presented as a key priority.

Finally, structuring the child justice system on the basis of the best interests of the child and adopting a restorative justice approach indicate that the inclusion of children in the justice system will continue to be guided by a rights-based and child-sensitive perspective.

The approach reflected in the Plan has also been incorporated into the new Strategy Document.

PRESIDENCY ANNUAL PROGRAM (2025)⁶

The Presidency Annual Program for 2025 entered into force on 30 October 2024.⁷

Under the theme “Qualified Individuals, Strong Family, Healthy Society”, it includes concrete steps aimed particularly at increasing resilience against disasters and ensuring inclusiveness in education. In the field of education and children’s rights, supporting early childhood development, increasing accessibility to preschool education, and strengthening equal opportunities in education have been adopted as key priorities. In addition, by reviewing the transportation-based education system and expanding individualized education practices for children with special needs, the Program aims to support vulnerable groups in education.

In line with the principles of sustainable development and social inclusion of the Twelfth Development Plan, the Program also focuses on creating safe, inclusive, and disaster-resilient educational environments that support children’s physical and mental development. Within this framework, the dissemination of preparedness and awareness-raising activities prior to disasters, enhancing teachers’ disaster literacy, and strengthening psychosocial support mechanisms are among the key measures.

Cultural and linguistic support programs designed to facilitate the social cohesion and educational access of children under temporary protection are also among the priority areas of the Program. While improving access to children’s rights and education quality, it also aims to establish a flexible and inclusive structure that ensures the continuity of services during crises and disasters.

Within this framework, the Strategy Document includes specific objectives and performance indicators targeting vulnerable groups of children, thereby strengthening the resilience and social inclusiveness of the education system.

MINISTRY OF FAMILY AND SOCIAL SERVICES CHILD RIGHTS STRATEGY DOCUMENT AND ACTION PLAN (2023–2028)⁸

The Child Rights Strategy Document and Action Plan (2023–2028), prepared by the Ministry of Family and Social Services, presents a roadmap for the protection and promotion of children’s rights.

In this document, strategic goals have been defined in which KDK also plays an active role. Strategic Priority 2.1, titled “Children’s Rights and Child Participation”, aims to carry out various awareness-raising activities to increase awareness of children’s rights in society, and to promote child participation. Within this scope, it is planned to increase awareness-raising activities to introduce and instill the culture of children’s rights across all segments of society. Within the context of these activities, KDK will work in cooperation with other public institutions and organizations, civil society organizations, universities, and media outlets.

Another key objective of the Strategy is to strengthen and support coordination in child protection services. In this regard, strategies for enhancing coordination in the field of child protection are to be reviewed and updated. To implement this objective, a broad network of stakeholders, including primarily the Ministry of National Education, the Ministry of Health, and the Ministry of Labour and Social Security, as well as other relevant ministries, KDK, municipalities, and international organizations, will work in collaboration. In this way, it is aimed to establish a more effective, holistic, and sustainable structure for services in the field of child protection.

6 Full text of the Program: <https://www.sbb.gov.tr/wp-content/uploads/2023/10/2025-Yili-Cumhurbaskanligi-Yillik-Programi.pdf>

7 Official Gazette: <https://www.resmigazete.gov.tr/eskiler/2023/10/20231025M1-1.pdf>

8 MoFSS Strategy Document and Action Plan (2023–2028): <https://www.aile.gov.tr/chgm/yayinlar/2023-2028-c-ocuk-haklari-strateji-belgesi-ve-eylem-plan/>

The objectives and activities involving KDK included in this document have been reflected in the Strategy Document as comprehensively as possible.

2030 BARRIER-FREE VISION DOCUMENT AND NATIONAL ACTION PLAN ON THE RIGHTS OF PERSONS WITH DISABILITIES (2023–2025)

The 2030 Barrier-Free Vision Document and National Action Plan on the Rights of Persons with Disabilities (2023–2025) present comprehensive strategies for protecting the rights of persons with disabilities, enhancing their access to justice, and ensuring their contribution to policy development processes. The document focuses on key objectives such as eliminating discrimination against persons with disabilities, facilitating their access to complaint mechanisms in cases of rights violations, and improving data collection processes for monitoring policy implementation.

Under the title “Protection of Rights and Justice”, the Plan envisages activities aimed at eliminating discrimination based on disability. In this context, it is planned to review the current legislation and revise provisions containing discriminatory clauses against persons with disabilities, with KDK designated among the responsible institutions for carrying out these activities. The Action Plan also includes legal and administrative measures to facilitate the access of persons with disabilities to legal complaint mechanisms.

Another key objective is to improve data and statistics related to policy development and the monitoring of implementation. To that end, activities are planned to collect and present data disaggregated by disability status and subject area on applications submitted to independent monitoring and oversight institutions, with KDK expected to take a role in this regard.

The responsibilities and partnership roles attributed to KDK by this Action Plan have been reflected in the Strategy Document, which also includes activities aimed at safeguarding the rights of children with disabilities.

STRATEGY DOCUMENT FOR ROMA CITIZENS (2023-2030) AND PHASE I ACTION PLAN (2023-2025)

The Strategy Document and Action Plan for Roma Citizens, which entered into force upon its publication in the Official Gazette No. 32080 on 21 January 2023, attach great importance to the protection and promotion of the rights of Roma children. The document aims to combat discrimination particularly in the fields of education, health, social services, and children’s rights, and to ensure Roma children’s full access to their fundamental rights. Measures such as increasing school enrolment rates, ensuring access to early childhood education opportunities, and facilitating access to healthcare services are planned. Furthermore, special programmes and awareness-raising activities are proposed to enhance the participation of Roma children in social life. This strategy aims to ensure equal rights for Roma children by taking into account their disadvantaged circumstances.

In particular, Actions No. 1, 2, 3, 7, 17, 20, 22, and 28 include objectives and activities related to ensuring and maintaining Roma children’s access to education, combating early marriage, promoting reproductive health, addressing child labour on the streets, protecting children from digital risks, and supporting vocational training.

IMPLEMENTATION PLAN

This Strategy has been organized within the framework of four strategic priorities. Each strategic priority has been elaborated to include its corresponding objectives, activities, success indicators, and implementation schedule.

As in the previous Strategy Document, an integrated implementation approach will be adopted in the execution of this Strategy as well. This approach envisages the strengthening of institutional capacity while simultaneously carrying out community outreach activities. To ensure the effective protection of children's rights, internal and external activities must proceed hand in hand. Therefore, each priority in this Strategy includes a series of components to be implemented concurrently.

STRATEGIC PRIORITIES, STRATEGIC OBJECTIVES AND ACTIVITIES

STRATEGIC PRIORITY 1: SUSTAINING KDK'S ROLE IN THE IMPLEMENTATION OF CHILDREN'S RIGHTS IN COMPLIANCE WITH THE UNCRC

RATIONALE

Türkiye, as a State Party to the UNCRC and its Optional Protocols, has committed to the effective realization of children's rights. Many institutions and organizations share responsibility in fulfilling this commitment. As highlighted by the Committee on the Rights of the Child in its General Comment No. 2 on the role of National Human Rights Institutions (NHRIs) in the implementation of children's rights, NHRIs hold a distinct position among these institutions and organizations due to their independent and impartial structure.

As an NHRI, the Ombudsperson Institution (KDK) plays a significant role in the protection and promotion of children's rights in Türkiye. The previous Strategy of KDK was also prepared with the aim of contributing to the protection of the rights of all children in the country. The new Strategy envisages the continuation of this role of KDK.

With the aim of ensuring sustainability, the "1st Strategic Priority: Implementation of Children's Rights in Compliance with the Convention on the Rights of the Child" and the "5th Strategic Priority: Sustaining KDK's Capacity to Protect Children's Rights" included in the 2018–2023 Strategy Document have been combined and retained as a priority in the new period.

In shaping this priority, the strategic goal "Strengthening and Supporting Coordination in the Field of Child Protection", included in the Ministry of Family and Social Services' Child Rights Strategy Document and Action Plan, was also taken into consideration.

The strategic objectives of this priority were determined by taking into account various findings and needs, as well as KDK's current influence and its potential to further strengthen the realization of children's rights. These objectives include:

- the persistence of shortcomings in the implementation of the UNCRC, as revealed also by the complaints submitted to the Institution,
- the limited number of institutions that receive complaints submitted directly by children and the continuing need for such complaints and applications to be addressed and examined in a child-sensitive and child-friendly manner,
- the necessity to strengthen the institutional data management system in the context of the need to enhance disaggregated data and evidence-based advocacy on violations of children's rights,
- the limited knowledge and awareness of children's rights among professionals working with children and in the field of children's rights,
- the need to strengthen capacity for determining and prioritizing the best interests of the child.

STRATEGIC OBJECTIVE 1.1: STRENGTHENING KDK’S CAPACITY WITHIN THE FRAMEWORK OF THE UNCRC, OTHER INTERNATIONAL STANDARDS, AND NATIONAL PRIORITIES

Goal 1.1.1: Adoption of the 2025–2030 Child Rights Strategy Document as an Institutional Policy

Goal 1.1.2: Strengthening the capacity of all KDK personnel regarding standards that uphold children’s rights and the principle of the best interests of the child, with the UNCRC as a primary reference

Goal 1.1.3: Ensuring that all KDK personnel adopt and implement Child-Friendly Case Management Standards and Procedures

Goal 1.1.4: Ensuring that KDK follows a child rights-based and best interests of the child approach in all relevant policies, implementations, and decisions

Goal Code	Activities	Performance Indicators	Implementation Period
1.1.1	Announcing the 2025–2030 Child Rights Strategy Document through a meeting with the participation of various stakeholders, and adopting it as part of the Institution’s main Strategic Document	Number of institutions participating in the meeting Number of participants Feedback received from participants Publication of the Strategy on the website	Short – Medium – Long Term
1.1.2	Uluslararası standartlar ve gelişmelerle ilgili bilgilendirici eğitimler yapılması.	Number of trainings conducted Number of participants Number of decisions taken based on a child rights-based approach	Short – Medium – Long Term
1.1.3 1.1.4	Organizing training sessions on principles and child rights-based decision writing to be used in cases concerning children Conducting Child-Friendly Case Management trainings	Number of events (trainings, seminars, workshops, etc.) conducted Number of participants in events	Short – Medium – Long Term

STRATEGIC OBJECTIVE 1.2: STRENGTHENING KDK'S IMPACT IN DEVELOPING SOLUTIONS TO SYSTEMATIC ISSUES IN CHILDREN'S RIGHTS THROUGH ITS DECISIONS

Goal 1.2.1: Increasing the rate of implementation of referral, friendly settlement, and recommendation by relevant administrations

Goal 1.2.2: Conducting impact assessments of referral, friendly settlement, and recommendation in terms of their contribution to resolving systematic issues

Goal 1.2.3: Developing a system that enables the classification of child-related decisions to produce disaggregated, rights-based data that contribute to policy development processes

Goal Code	Activities	Performance Indicators	Implementation Period
1.2.1	<p>Monitoring and reporting on the implementation of decisions sent to administrations.</p> <p>Including evaluations on implementation in the annual report.</p> <p>Announcing and disseminating the reports to the public at regular intervals.</p>	<p>Number of monitored decisions</p> <p>Number of reports prepared</p> <p>Number of reports included in the annual report</p> <p>Number of reports shared with the public</p>	Medium – Long Term
1.2.2	<p>Analysing all referral and recommendation at the end of each year.</p> <p>Preparing and disseminating special reports on issues requiring systemic change, patterns of violations, and thematic areas related to child rights applications that are covered by these decisions.</p> <p>Organizing thematic meetings in light of evaluations.</p> <p>Announcing and disseminating the reports to the public at regular intervals.</p> <p>Ensuring that key findings of these reports are included in annual reports.</p>	<p>Number of decisions analysed</p> <p>Number of reports prepared</p> <p>An analysis is included in the annual report.</p> <p>Evaluations and analyses were announced on social media and the website</p>	Short – Medium – Long Term
1.2.3	<p>Improving KDK's information technology system by carrying out infrastructure work to enable detailed analysis of child applications.</p> <p>Conducting internal regulatory work on the matter.</p>	<p>Complaint applications were classified to allow production of disaggregated data.</p> <p>Disaggregated data analysis was included in the annual report.</p>	Short – Medium – Long Term

STRATEGIC OBJECTIVE 1.3: ENHANCING KDK'S ROLE AND INFLUENCE IN STRENGTHENING THE CHILD RIGHTS CAPACITIES OF PUBLIC STAKEHOLDERS AND LOCAL GOVERNMENTS

Goal 1.3.1: Strengthening the capacity of administrations in decision-making and policy development in line with the principles of child-friendly approaches, child participation, and the best interests of the child, considering their roles in implementing the UNCRC

Goal 1.3.2: Strengthening the capacities of public stakeholders and local governments to support children in accessing justice and seeking their rights

Goal 1.3.3: Supporting awareness-raising efforts on children's access to complaint and redress mechanisms with informative tools and materials

Goal Code	Activities	Performance Indicators	Implementation Period
1.3.1	<p>Conducting information sessions for public administrations regarding their obligations under the UNCRC and the 2023 Concluding Observations, as well as on international standards and developments.</p> <p>Organizing activities for employees of various institutions and organizations on child-friendly approaches, child participation, and the best interests of the child.</p>	<p>Number of seminars and trainings conducted</p> <p>Number of participants attending the seminars/trainings</p> <p>Feedback received from participants</p> <p>Increase in the implementation of decisions by administrations</p>	Medium – Long Term
1.3.2	<p>Conducting information sessions for local governments and their affiliated child institutions (centres, child assemblies, etc.) on children's rights, access to justice, and complaint submission procedures.</p>	<p>Number of seminars held</p> <p>Number of participants in seminars</p> <p>Feedback received from participants</p>	Medium – Long Term
1.3.3	<p>Preparing digital and printed informational materials for use by public stakeholders and local governments.</p> <p>Regularly sharing and disseminating the produced digital content through the web-site and social media.</p>	<p>Number of different materials produced</p> <p>Number of clicks on the website</p> <p>Number of downloads on the website</p> <p>Number of joint event requests from different institutions</p>	Medium – Long Term

STRATEGIC PRIORITY 2: ENHANCING TRUST IN KDK

RATIONALE

In order to ensure continuity in KDK's activities and its capacity to influence the children's rights agenda, this priority—also included in the previous Strategy Document—has been carried over to the new one.

Under this priority, the first strategic goal concerns the protection of personal data and the confidentiality and privacy of children's identities.

New regulations on the protection of personal data have become increasingly widespread both in Türkiye and globally in recent years. As comprehensively addressed in General Comment No. 25 of the CRC, adopted in 2023 on children's rights in the digital environment, the protection of personal data, privacy, and confidentiality of children—especially in digital settings—has come to occupy a more prominent place on the children's rights agenda. To ensure that children and adults facing child rights-related issues can safely and confidently submit their applications and complaints, KDK will continue its efforts by taking into account new developments and international standards.

The other strategic goal under this priority relates to ensuring that KDK's decisions and other relevant documents are comprehensible. Through its child website, KDK has already implemented Türkiye's first example of a child-friendly information and complaint/application mechanism. KDK plans to continue its work on child-friendly materials, decisions, and mechanisms and to maintain this as one of its priorities.

The dissemination and public availability of child-friendly mechanisms, publications, and texts are frequently emphasized in both Council of Europe and UN legislation, documents, and plans related to children's rights. The National Child Rights Strategy Document and Action Plan (2023–2028) also includes, under the strategic objective of ensuring children's safe use of the internet, activities aimed at “developing, disseminating, and promoting the implementation of child-friendly visual, auditory, and written publication principles.” Accordingly, KDK will continue its efforts to develop clear and accessible decisions, tools, and materials for both children and adults. The aim is not only to maintain public trust in the Institution but also to strengthen outreach efforts to all segments of society.

Another key strategy for enhancing KDK's credibility is the publication of its decisions on its website. Sharing all decisions publicly, within the framework of confidentiality principles, is essential for increasing trust in KDK. The accessibility principle included under the section “Establishment and Key Characteristics of Ombudsperson Institutions” in the Council of Europe Civil Society and Human Rights Handbook, as well as the second goal under Objective 1 of the Presidential Human Rights Action Plan (2021–2023)—which refers to making the decisions of human rights institutions publicly accessible while protecting personal data—have served as key references for this strategic objective.

Finally, a strategic goal has been set to strengthen existing dialogue with civil society organizations and to establish new channels of communication. This strategic goal is important for implementing Article 12, “Pluralistic Representation,” of General Comment No. 2 of the CRC, which states that “national human rights institutions should ensure a pluralistic representation of civil society involved in the protection and promotion of human rights.” The General Comment further notes that “national human rights institutions should include within their composition non-governmental organizations active in the field of human rights, anti-discrimination, and children's rights—including those led by children and young people—along with child and youth organizations, trade unions, social and professional associations, universities, and experts, particularly in the field of children's rights.” The finding from the impact analysis of the previous strategy, which identified the need to strengthen

relations with civil society organizations to improve access to KDK for certain child groups (such as migrant children, children under temporary protection, and children with disabilities), was also taken into consideration.

STRATEGIC OBJECTIVE 2.1: STRENGTHENING KDK’S APPLICATION SYSTEM TO ENSURE CONFIDENTIALITY AND PRIVACY AT EVERY STAGE OF THE APPLICATION REVIEW PROCESS

Goal 2.1.1: Strengthening KDK’s application procedure within the framework of personal data protection and confidentiality policies, in accordance with the principle of the best interests of the child

Goal 2.1.2: Increasing information and awareness-raising activities for children on how the protection of confidentiality and privacy of children applying to KDK is ensured

Goal Code	Activities	Performance Indicators	Implementation Period
2.1.1	<p>Providing briefings to KDK personnel on key points to consider regarding the protection, storage, and confidentiality of children’s personal data.</p> <p>Providing informative trainings for KDK personnel on children’s confidentiality in digital environments based on national and international standards, including General Comment No. 25.</p>	<p>Number of personnel briefed</p> <p>Number of trainings conducted</p> <p>Number of personnel attending trainings</p> <p>Number of applications for which a confidentiality decision was issued</p>	Short – Medium – Long Term
2.1.2	Producing child-friendly materials for publication on KDK’s child website.	Number of informative materials developed for children	Short – Medium – Long Term
2.1.3	Expanding safe activity environments where children’s personal data and privacy are protected.	<p>Developing and implementing consent forms to be used during events</p> <p>Establishing and implementing principles to be observed in social media posts</p>	Short – Medium – Long Term

STRATEGIC OBJECTIVE 2.2: ENSURING THAT KDK DECISIONS ARE UNDERSTANDABLE FOR CHILDREN

Goal 2.2.1: Ensuring that decisions in applications submitted by children are understandable for children of different ages and developmental stages

Goal 2.2.2: Ensuring that decisions on applications submitted by adults on behalf of children are understandable for adults

Goal Code	Activities	Performance Indicators	Implementation Period
2.2.1	<p>Preparing and implementing a guideline on child-friendly decision writing for decisions in child applications.</p> <p>Applying child-friendly decision-writing templates, developed based on the guideline, for children of different age and developmental stages.</p> <p>Organizing workshops for the Child Unit and relevant personnel on child-friendly decision writing.</p>	<p>Templates prepared and implemented for children of different age groups and developmental stages.</p> <p>Number of trainings conducted</p> <p>Number of participants</p>	Short – Medium – Long Term
2.2.2	<p>Preparing simplified/summary templates of decisions in adult applications</p> <p>Organizing workshops for the Child Unit and relevant personnel on writing simplified/summary decisions in template form</p>	<p>Templates were prepared.</p> <p>Number of workshops organized</p> <p>Number of personnel attending the workshops</p>	Short – Medium – Long Term

STRATEGIC OBJECTIVE 2.3: ESTABLISHING A TRANSPARENT AND ACCESSIBLE SYSTEM FOR KDK'S DECISIONS AND ACTIVITIES ON CHILDREN'S RIGHTS

Goal 2.3.1: Ensuring that KDK decisions are accessible to the public

Goal 2.3.2: Enhancing the visibility of KDK activities

Goal Code	Activities	Performance Indicators	Implementation Period
2.3.1	<p>Including decisions on children's rights in the annual report.</p> <p>Publishing decisions on the child website after anonymization and adapting them for children.</p> <p>Sharing the decision analysis studies mentioned under Strategic Objective 1.2, Goal 1.2.3 in annual reports and on KDK's website.</p> <p>Ensuring that children are informed about decisions through KDK's field visits and visits to closed institutions.</p>	<p>Decisions and decision evaluations were included in the Annual Report.</p> <p>Best practice decisions were published on the website.</p> <p>institutional activities (including field and institutional visits) were published regularly on the website.</p>	Short – Medium – Long Term
2.3.2	<p>Regularly sharing KDK activities on its website and social media accounts.</p> <p>Preparing infographics to promote KDK activities and selected decisions.</p> <p>Providing information on activities for different child groups.</p> <p>Conducting information and outreach activities on KDK through field and closed institution visits.</p>	<p>All relevant activities were regularly shared on KDK's official website and KDK child website.</p> <p>Events, reports, and decisions were shared via social media accounts.</p> <p>Social media engagement statistics</p> <p>institutional activities (including field and institutional visits) were published regularly on the website.</p>	Short – Medium – Long Term

STRATEGIC OBJECTIVE 2.4: STRENGTHENING KDK'S DIALOGUE WITH CIVIL SOCIETY ORGANIZATIONS WORKING IN THE FIELD OF CHILDREN'S RIGHTS

Goal 2.4.1: Increasing cooperation with civil society

Goal 2.4.2: Developing a communication strategy with civil society and professional organizations

Goal Code	Activities	Performance Indicators	Implementation Period
2.4.1	<p>Organizing thematic workshops on children's rights.</p> <p>Preparing special reports in cooperation with CSOs on thematic areas, and reflecting civil society perspectives in these thematic reports.</p> <p>Conducting KDK introductory and consultation meetings targeting particularly small-scale and local CSOs.</p> <p>Organizing introductory meetings and delivering children's rights trainings for associations established by children and youth</p>	<p>Number of workshops and events organized</p> <p>Number of participants and associations attending workshops and events</p> <p>Number of joint reports prepared</p> <p>Number of CSOs contributing to reports</p>	Short – Medium – Long Term
2.4.2	<p>Developing and publishing the communication strategy through consultation meetings with CSOs (including bar associations, academia, and KDK Clubs).</p> <p>Monitoring the implementation of the strategy through regular meetings.</p>	<p>Number of emails received from CSOs</p> <p>Number of CSOs participating in the advisory board</p> <p>Number of advisory board meetings held</p> <p>Communication strategy put into effect.</p> <p>Number of meetings organized</p>	Short – Medium – Long Term

STRATEGIC PRIORITY 3: INCREASING AWARENESS OF CHILDREN'S RIGHTS, ACCESS TO REMEDIES, AND KDK IN TÜRKİYE

RATIONALE

Since its establishment, KDK has been reaching children and the adults around them through visibility activities. Beyond institutional promotion, its visibility efforts aim to increase knowledge and awareness of children's rights and access to remedies, while also working to expand the culture of seeking remedies.

Strengthening the culture of seeking remedies in Türkiye—both among children and adults—remains a need. The lack of knowledge and awareness among adults about access to remedies can cause children to adopt and use such mechanisms late. Therefore, it is important to reach not only children but also the adults around them.

In the new period covering 2025–2030, the content of visibility and awareness-raising activities has been updated in light of needs identified in the previous period, as well as current topics and developments in the field of children's rights, with a specific focus on child groups who are disadvantaged in terms of access.

In particular, the theme of access to remedies, which is the focus of this strategic priority, is directly related to General Comment No. 27 that the CRC has started working on. General Comment No. 27 emphasizes the need to establish accessible, effective, and regular complaint mechanisms and procedures for all children in all settings, and highlights the role of national human rights institutions in this regard.

Among the provisions of the General Comment is the expansion of children's right to receive child-friendly counselling and representation by trained professionals with expert knowledge when their rights are violated.

In determining this strategic priority, consideration was also given to the strategic goal under the strategic priority titled "Children's Rights and Child Participation" in the Child Rights Strategy Document and National Action Plan, which refers to "carrying out awareness-raising activities to promote public recognition of children's rights and child participation."

Under this strategic priority, children, caregivers, CSOs, and society at large, who play a role in ensuring children's access to KDK and the protection of their rights, have been identified as target groups. To increase access to child groups that were less reached during the previous strategic plan period, goals have been set for cooperation with university clubs, schools, academia, and various CSOs. The enhancement of the effectiveness of the KDK Child website—the main dissemination and visibility tool for KDK's work on children's rights—is also included under this strategic priority.

The activities to be carried out under Strategic Priorities 1 and 2 will play a complementary role in the implementation of this strategic priority.

STRATEGIC OBJECTIVE 3.1: INCREASING AWARENESS OF CHILDREN'S RIGHTS, ACCESS TO REMEDIES, AND KDK AMONG CHILDREN OF DIFFERENT AGE AND DEVELOPMENT STAGES

Goal 3.1.1: Conducting awareness-raising activities that consider and include children of different ages, development stages, and socio-economic backgrounds

Goal 3.1.2: Supporting the strengthening of skills and capacities of children, adolescents, and children's associations to ensure their effective participation in the institution's awareness-raising activities

Goal 3.1.3: Establishing cooperation with CSOs and academia for awareness-raising activities targeting the child groups identified in this strategic objective

Goal Code	Activities	Performance Indicators	Implementation Period
3.1.1	<p>Conducting separate information activities for children of different ages, development stages, and socio-economic backgrounds during school visits</p> <p>Disseminating existing outreach materials and preparing new thematic materials for different groups.</p> <p>Conducting information sessions for caregivers of children attending special education schools and inclusion programmes</p> <p>Developing accessible versions of outreach materials for children with physical and mental disabilities.</p> <p>Disseminating promotional and informative materials that can reach children with limited digital access.</p> <p>Preparing promotional and awareness-raising materials in different languages.</p>	<p>Number of schools where information activities were conducted</p> <p>Number of children reached from different groups</p> <p>Materials were prepared for children of different ages, development stage, and socio-economic backgrounds</p> <p>Number of adults informed</p>	Short – Medium – Long Term
3.1.2	<p>Conducting trainings on “children's rights and access to remedies” for different groups of children.</p> <p>Ensuring the active participation of KDK Clubs in children's rights trainings.</p> <p>Conducting trainings and training of trainers sessions for members of children's associations, relevant institutions, and organizations' children's committees and assemblies.</p> <p>Organizing consultation meetings with the participation of children and adolescents.</p> <p>Providing contribution and support to similar activities of different organizations and initiatives.</p>	<p>Number of courses addressing children's rights and KDK</p> <p>Number of textbooks including the subjects of children's rights and KDK</p>	Short – Medium – Long Term
3.1.3	<p>Cooperating with CSOs and academia in all activities to be carried out.</p>	<p>Number of awareness-raising activities conducted in cooperation</p> <p>Number of awareness-raising activities carried out by CSOs and academia on behalf of KDK</p>	Short – Medium – Long Term

STRATEGIC OBJECTIVE 3.2: INCREASING AWARENESS OF CHILDREN'S RIGHTS, ACCESS TO REMEDIES, AND KDK AMONG CAREGIVERS AND THE GENERAL PUBLIC

Goal 3.2.1: Expanding awareness-raising activities targeting caregivers and adults

Goal 3.2.2: Ensuring more comprehensive inclusion of children's rights and KDK issues in the curriculum

Goal 3.2.3: Establishing cooperation with CSOs and academia for awareness-raising activities targeting the groups identified in this strategic objective

Goal Code	Activities	Performance Indicators	Implementation Period
3.2.1	<p>Conducting promotional and awareness-raising activities targeting individuals from different socio-economic backgrounds</p> <p>Providing promotional and informative materials in locations accessible to individuals and caregivers with limited digital access.</p> <p>Preparing promotional and awareness-raising materials in different languages to facilitate access to KDK.</p> <p>Expanding promotional and awareness-raising activities to various provinces of Türkiye, including those affected by earthquakes.</p>	<p>Number of activities carried out</p> <p>Number of individuals/communities reached</p> <p>Number of materials distributed</p> <p>Materials were developed in different languages and for different groups.</p> <p>Number of provinces reached</p>	Medium – Long Term
3.2.2	<p>Signing a protocol with the Ministry of National Education and the Ministry of Family and Social Services to ensure that the subjects of children's rights and access to remedies are more comprehensively included in the curriculum.</p>	<p>Number of courses addressing children's rights and KDK</p> <p>Number of textbooks including the subjects of children's rights and KDK</p>	Medium – Long Term
3.2.3	<p>Ensuring that all awareness-raising activities, trainings, and seminars are conducted in cooperation with CSOs and academia, including children's associations.</p>	<p>Number of awareness-raising activities conducted in cooperation</p> <p>Number of awareness-raising activities carried out by CSOs and academia on behalf of KDK</p>	Medium – Long Term

STRATEGIC OBJECTIVE 3.3: RAISING AWARENESS OF CHILDREN'S RIGHTS, ACCESS TO REMEDIES, AND KDK AMONG CIVIL SOCIETY ORGANIZATIONS, BAR ASSOCIATION CHILD RIGHTS CENTRES, ACADEMIA, AND KDK UNIVERSITY CLUBS

Goal 3.3.1: Increasing activities targeting organizations whose main area of work is not children's rights

Goal 3.3.2: Ensuring the participation of civil society organizations, academia, and bar associations with experience in the field of children's rights as stakeholders in awareness-raising activities

Goal 3.3.3: Strengthening the role of associations established by children and youth, as well as KDK university clubs, in awareness-raising activities

Goal Code	Activities	Performance Indicators	Implementation Period
3.3.1	Conducting information and awareness-raising activities for civil society organizations that work with children but whose main area of work is not children's rights.	Number of seminars held Number of participants	Short – Medium – Long Term
3.3.2	<p>Holding regular meetings with CSOs, networks, academia working in the field of children's rights, and bar association child rights centres.</p> <p>Involving CSOs, networks, academia, and bar associations, which are working in the field of children's rights, in KDK's promotional activities on children's work.</p> <p>Involving CSOs, networks, academia, and bar associations working on children's rights in KDK's thematic report preparation and research activities.</p>	<p>The number of joint activities implemented increased.</p> <p>Number of events and trainings held Number of participants in meetings</p> <p>Number of information activities conducted in cooperation with CSOs/academia/bar associations</p> <p>Number of thematic reports and research studies contributed to by CSOs, academia, and bar associations</p>	Short – Medium – Long Term
3.3.3	<p>Including associations established by children and youth in promotional activities on KDK's work for children.</p> <p>Conducting regular meetings with associations established by children and youth, and KDK university clubs.</p>	<p>The number of joint activities implemented increased</p> <p>Number of events and participants</p>	Short – Medium – Long Term

STRATEGIC OBJECTIVE 3.4: ENHANCING THE IMPACT OF THE KDK CHILD WEBSITE IN INCREASING AWARENESS OF CHILDREN’S RIGHTS, ACCESS TO REMEDIES, AND KDK

Goal 3.4.1: Increasing access to the KDK Child Website

Goal 3.4.2: Enhancing the visibility of the KDK Child Website

Goal Code	Activities	Performance Indicators	Implementation Period
3.4.1	<p>Conducting a needs analysis to assess the accessibility of the child page for all groups of children.</p> <p>3.4.1 Developing content to make the website accessible for children who speak different languages, and to make it accessible for all disability groups, including children with visual and hearing impairment, in line with the needs analysis data.</p>	<p>Website was enriched with multilingual content and disability-friendly content and tools.</p> <p>Number of applications submitted by children with different types of disabilities</p> <p>Number of applications submitted by children speaking different languages</p>	Medium – Long Term
3.4.2	<p>Ensuring the regular updating of website content.</p> <p>Promoting the website through KDK’s social media accounts.</p> <p>Conducting website promotion sessions within outreach activities.</p> <p>Including information about the website in outreach materials.</p>	<p>Number of new or updated content items added to the website</p> <p>Number of outreach activities featuring website promotion</p> <p>Number of website visits</p>	Medium – Long Term

STRATEGIC PRIORITY 4: ENHANCING KDK'S ACCESSIBILITY FOR CHILDREN IN DISADVANTAGED GROUPS

RATIONALE

This strategic priority, which was not included in the 2018–2023 Strategy Document, has been identified as a strategic priority for the new period, considering the needs identified in the previous term and drawing from the principle of non-discrimination enshrined in the UNCRC. One of the most important references for this priority is Article 15, titled “Accessibility and Participation,” of General Comment No. 2 of the CRC. This article draws attention to the need for NHRIs to be geographically and physically accessible to all children. In line with the spirit of Article 2 of the Convention, it emphasizes the importance of striving to reach all children—particularly those who are the most vulnerable and disadvantaged—highlighting that among these groups, without being limited to them, are children in care or under supervision; those belonging to indigenous and minority groups; children with disabilities; those living in poverty; migrant and refugee children; children living on the streets; and children with special needs in areas such as culture, language, health, and education.

The statement under Action Area 1.2 of the 2030 Barrier-Free Vision Document and National Action Plan on the Rights of Persons with Disabilities (2023–2025) — “taking necessary legal and administrative measures to make complaint mechanisms and procedures accessible to persons with disabilities, regardless of whether they have legal capacity, in cases where a violation of any right is alleged” — as well as the reference in the Presidential Human Rights Action Plan (2021–2023) — “Considering the risk of neglect and abuse faced by children in closed institutions, the efforts to be undertaken in this field are of great importance. As an independent human rights institution, KDK can play a key role in protecting children’s rights through its work in this area” — have also informed this priority.

In addition, the Strategy Document and Action Plan for Roma Citizens, which include goals and activities aimed at protecting and strengthening children’s rights, served as another key source for shaping this strategic priority.

Following the earthquakes of 6 February 2023, the work and experiences in the region necessitated including under this priority children affected by disasters, emergencies, and crises. Furthermore, General Comment No. 26 of the CRC on climate change and the Council of Europe Child Rights Strategy Document also served as reference points.

The Presidential Annual Programme for 2024, under the heading “Children,” likewise points to the implementation of projects to eliminate the adverse impacts that children face during disasters and to protect their rights, along with efforts to raise awareness and strengthen preparedness for disasters.

In light of these national and international documents and emerging needs, this strategic priority identifies four priority groups, based on both those who have applied to KDK and those known to be disadvantaged even if no applications have been received: children from different disability groups; children living in closed institutions; Roma and children of different ethnic origins and socio-economic backgrounds, including refugees and asylum-seekers; and children affected by disasters, emergencies, and crises.

Activities defined particularly under Strategic Priority 3 will play a complementary role in implementing this priority.

STRATEGIC OBJECTIVE 4.1: STRENGTHENING KDK'S CAPACITY TO ENSURE ACCESS FOR CHILDREN FROM DIFFERENT DISABILITY GROUPS

Goal 4.1.1: Strengthening the infrastructure of the KDK Child Website to be disability-friendly, taking into account the needs of different disability groups

Goal 4.1.2: Enriching website content to make it suitable for different disability groups

Goal 4.1.3: Facilitating the application process for children with disabilities.

Goal 4.1.4: Enhancing institutional capacity on disability rights and approaches toward persons with disabilities

Goal 4.1.5: Ensuring that child groups without access to the website can use other available application channels

Goal Code	Activities	Performance Indicators	Implementation Period
4.1.1	<p>Conducting an accessibility analysis of the website.</p> <p>Integrating tools suitable for persons with visual, hearing, motor, or cognitive impairments into the website</p> <p>Carrying out regular accessibility tests on the website and implementing necessary updates.</p>	<p>Accessibility analysis was completed.</p> <p>Improvement needs identified based on the analysis</p> <p>Number of integrated accessibility features</p> <p>Rate of use of accessibility features</p> <p>Number of tests conducted</p> <p>Number of improvements implemented after testing</p>	Medium – Long Term
4.1.2	<p>Providing language support for children by offering content in Turkish Sign Language and other languages.</p> <p>Preparing useful information, guides, and educational materials for children with disabilities and their families.</p> <p>Offering content in various formats such as videos, animations, and audio narration.</p>	<p>Tools and content in multiple languages were added to the website.</p> <p>Viewing and usage rates of the content increased.</p> <p>Number of visual/audio materials produced</p> <p>Number of applications received</p>	Medium – Long Term
4.1.3	<p>Preparing online application pages suitable for use by children with hearing impairments.</p> <p>Preparing online application pages suitable for use by children with visual impairments.</p> <p>Developing content for use by children with different disabilities and their families.</p>	<p>Number of applications submitted by children from different disability groups</p> <p>Number of resources and tools developed for children from different disability groups</p>	Medium – Long Term
4.1.4	<p>Strengthening the skills and capacity of institutional staff on disability rights and approaches toward persons with disabilities.</p> <p>Establishing cooperation with CSOs working in the field of disability rights in the preparation and implementation of training programmes.</p>	<p>Number of trainings organized</p> <p>Materials prepared in cooperation and consultation with CSOs</p>	Medium – Long Term
4.1.5	<p>Including alternative application methods (such as letters, phone calls, and petitions to district governorates) in promotional activities.</p>	<p>Number of applications received through channels other than the website</p>	Medium – Long Term

STRATEGIC OBJECTIVE 4.2: STRENGTHENING KDK'S CAPACITY TO ENSURE ACCESS FOR CHILDREN IN CLOSED INSTITUTIONS

Goal 4.2.1: Carrying out promotional and awareness-raising activities for closed institutions to ensure that children in these institutions can directly access the KDK

Goal 4.2.2: Conducting promotional and awareness-raising activities for children in closed institutions on children's rights, rights violations, privacy and confidentiality, and applications to the KDK

Goal 4.2.3: Increasing the number of KDK visits and monitoring activities for children in closed institutions

Goal Code	Activities	Performance Indicators	Implementation Period
4.2.1	Carrying out information sessions on children's rights, rights-based and child-friendly approaches, and the principle of confidentiality during visits to closed institutions Preparing guidelines and informative materials for staff working in these institutions.	Number of applications received from closed institutions Number of visits conducted and staff participating in sessions	Short – Medium – Long Term
4.2.2	Developing and delivering informative and promotional materials to children in closed institutions to increase their knowledge about the Institution.	Number of applications received from closed institutions Number of children reached through information sessions and materials	Short – Medium – Long Term
4.2.3	Providing training to KDK experts on closed institutions, possible rights violations within them, and relevant international standards to ensure uniform practice during visits. Ensuring regular visits by KDK officials to closed institutions, and monitoring children's living conditions in line with international standards. Publishing thematic reports on the conditions and needs of closed institutions.	The number of reports produced on the status of closed institutions increased. Reports were made visible on the institution's website and social media accounts.	Short – Medium – Long Term

STRATEGIC OBJECTIVE 4.3: STRENGTHENING INSTITUTIONAL CAPACITY TO ENSURE ACCESS TO KDK FOR CHILDREN AFFECTED BY DISASTERS, EMERGENCIES, AND CRISES

Goal 4.3.1: Strengthening institutional capacity on emergencies and disasters

Goal 4.3.2: Supporting children's access to the KDK after disasters and emergencies

Goal 4.3.3: Increasing awareness of service providers in disaster areas regarding children's rights and the KDK

Goal 4.3.4: Strengthening institutional capacity on the impact of the climate crisis on children's rights

Goal Code	Activities	Performance Indicators	Implementation Period
4.3.1	Enhancing the capacity of institutional staff regarding emergency and disaster situations and rights-based approaches during such periods Preparing the Guideline on Children's Access to the KDK in Emergencies and Disasters Developing Emergency Response Protocols	The Guideline on Children's Access to the KDK has been prepared. The Guideline has been shared with all relevant stakeholders. Number of trainings organized for staff and number of participants	Medium – Long Term
4.3.2	Conducting regular visits by the KDK to institutions and CSOs in disaster areas and monitoring developments Holding consultation meetings with relevant institutions and organizations	Number of visits conducted Number of institutions and individuals engaged Number of reports prepared	Short – Medium – Long Term
4.3.3	Organizing awareness-raising activities and workshops for children, adults, and civil society organizations in disaster areas	Number of trainings and workshops conducted Number of participants in trainings and workshops Number of disaster-themed applications received	Short – Medium – Long Term
4.3.4	Preparing a research report on the impact of the climate crisis on children's rights Organizing meetings to disseminate the outputs of the report Holding consultation meetings with relevant Ministries, child-rights and environment / climate organizations, and local governments	A report was prepared on the climate crisis and children's rights. CSO participation was ensured in the reporting process. Number of consultation meetings held	Short – Medium – Long Term

STRATEGIC OBJECTIVE 4.4: STRENGTHENING KDK'S CAPACITY TO ENSURE ACCESS FOR CHILDREN WITH DIFFERENT NEEDS AND CHARACTERISTICS, INCLUDING ROMA AND REFUGEE/ASYLUM-SEEKER CHILDREN

Goal 4.4.1: Strengthening the institution's capacity for communication with, and approaches toward, children with different needs and characteristics, including Roma and refugee/asylum-seeker children

Goal 4.4.2: Ensuring that groups of children without access to the website or digital tools use alternative application channels

Goal 4.4.3: Establishing a system of cooperation and coordination with CSOs working in this field.

Goal Code	Activities	Performance Indicators	Implementation Period
4.4.1	Organizing trainings to strengthen the capacity of institutional personnel regarding approaches to children with different needs and characteristics.	Number of in-service trainings organized Number of personnel participating in the trainings	Short – Medium – Long Term
4.4.2	Including alternative application channels—such as letters, phone calls, or petitions submitted to district governorates—in promotional activities alongside the website.	Number of applications received through channels other than the website	Short – Medium – Long Term
4.4.3	Organizing consultation meetings with CSOs working in the field of the rights of children with divergent needs and characteristics. Collaborating with these CSOs in developing in-service training content for staff. Cooperating with relevant CSOs to organize skills- and awareness-raising activities on children's rights for children with divergent needs and characteristics.	The number of applications received from, or on behalf of, relevant groups increased. Number of joint initiatives carried out with relevant CSOs Number of activities organized and materials produced Number of individuals reached	Short – Medium – Long Term

