

Missing Children Europe

Handbook for organisations using and feeding into the Miniila app



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1. What is the app?

Children have said that one of the things they lack the most while looking for protection is access to information that they trust. There is a large group of children displaced in Europe who are forced outside of the protection system and are unable to access services, support and information to remain safe.

Often what they do have, however, is a smart phone. Missing Children Europe wants to use this crucial bit of technology to give children access to child friendly, up to date and accessible information on their rights, and the available support wherever they are in Europe, including the support that your organisation provides. The app will empower children to take their decisions into their own hands in an informed manner and to reach protection, rather than be forced to trust those who profit from their vulnerability while in Europe.

Min... ila

“Min” translates to “from” in Arabic while “ila” means “to”. “From...to” sounded like a familiar term in the given context, plus it’s easily pronounceable in a variety of languages. We hope you like it too!



The app is specifically tailored to the needs of these children, with a focus on facilitating access to understandable information about dedicated services such as shelter, food, and health services in the area they are in. We have involved children throughout the development process to make sure that the app is as relevant as possible. “If it can help make some other kid’s journey a bit better than mine, the app will already be a success”, said Tarek*, a young boy who helped us design the app.

The services are available on a map for the area that children are in, and services are categorised as: “help”, “food”, “shelter”, “toilet/shower”, “family”, “health”, “education”, “clothing”, “faith”, “fun”, “asylum” and “guardians”. All services included in the app are from trusted NGOs and international organisations.

The app is available in several languages: English, French, Arabic, Farsi and Tigrinya. The Miniila app is currently available in Belgium and soon will be available in at least 7 other countries: Sweden, the UK, France, Bulgaria, Italy, Germany and Greece.

This project is supported and advised by experts from the UNHCR, ICMPD, the Global Partnership to End Violence Against Children, OSCE, and Europol.



* Personal details changed to protect privacy

2. Want to be a part of it? Get in touch!

Your services can be displayed in the app and therefore accessible to all children on the move that are in your area and in your country. This is available to your organisation **for free**, however, we require you to make sure that all information that you upload corresponds to reality and is regularly updated. That is because we don't want to disappoint our users, children that need advice and help!

It's very easy to be a part of Miniila, you only need to contact the focal point in your country with the contact details of the person who will manage your information in the app:

1. Name of the person
2. Email of the person (attention, NOT a general email address e.g. info@ngo.org)
3. Name of your organisation
4. Address of your organisation

*Please note that you will need to be a registered non-profit in your country to be part of Miniila!

BELGIUM

- Sofia Mahjoub, Child Focus, sofia.mahjoub@childfocus.org
- Niels Van Paemel, Child Focus, niels.vanpaemel@childfocus.org
- David Videira, Medecins du Monde, missions.belges1@medecinsdumonde.be
- Nel Vandevannet, Medecins du Monde, Nel.Vandevannet@medecinsdumonde.be

UNITED KINGDOM

- Thea Slotover, Refugee Council, Thea.Slotover@RefugeeCouncil.org.uk

FRANCE

- Andréa Couzy, ECPAT France, acouzy@ecpat-france.org

ITALY

- Janice Richardson, Telefono Azzurro, janice.richardson@insight2act.net

GREECE

- Nikos Kladis, The Smile of the Child, projects@hamogelo.gr

SWEDEN

- Asa Goransson, Save the Children, Asa.Goransson@rb.se

BULGARIA

- Rossanka Venelinova, The Nadja Centre Foundation, centrenadja@abv.bg

GERMANY

- Tanja Abubakar-Funkenberg, Terre des Hommes Germany, tfunkenberg@tdh.de

3. Uploading your information online

After sending your contact details to one of the focal point above, you will receive a login to access the Content Management System (CMS), where organisations can put their information online.

You can choose to upload your information in **two ways**:

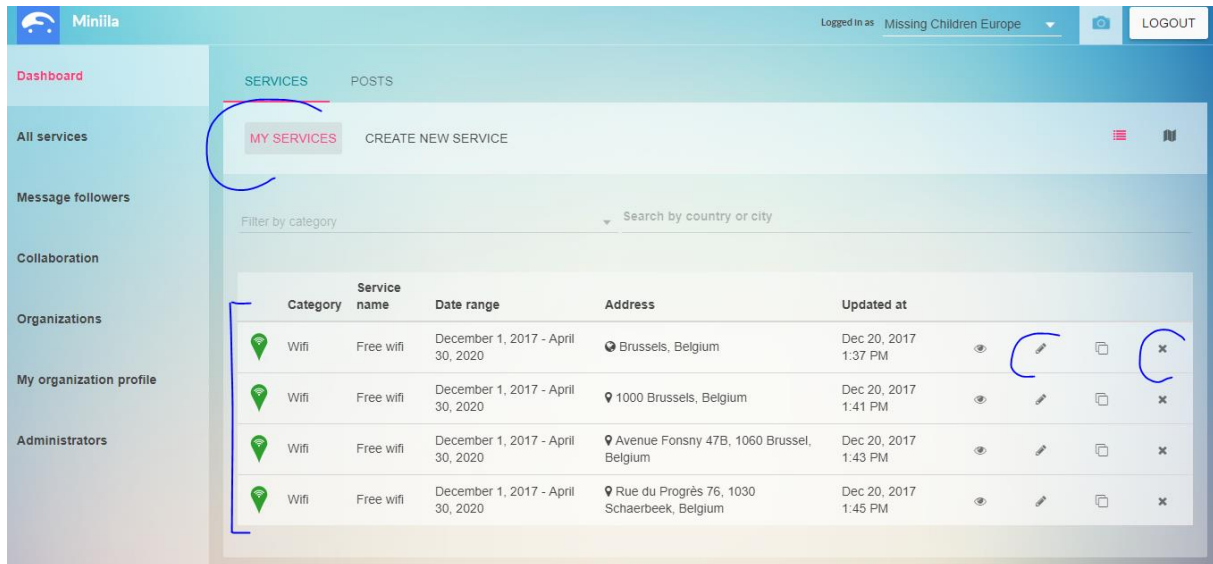
- A. **Fill in an excel sheet** with all the services that your organisation provides to children in migration. To receive the sheet, get in touch with one of the focal point above. Send the completed sheet back and these services will be uploaded automatically
- B. **Log in the system** to:
 - > update your information in real time
 - > see what other organisations are doing
 - > contact other organisations through an online messaging system
 - > send "push" messages to the children using the app



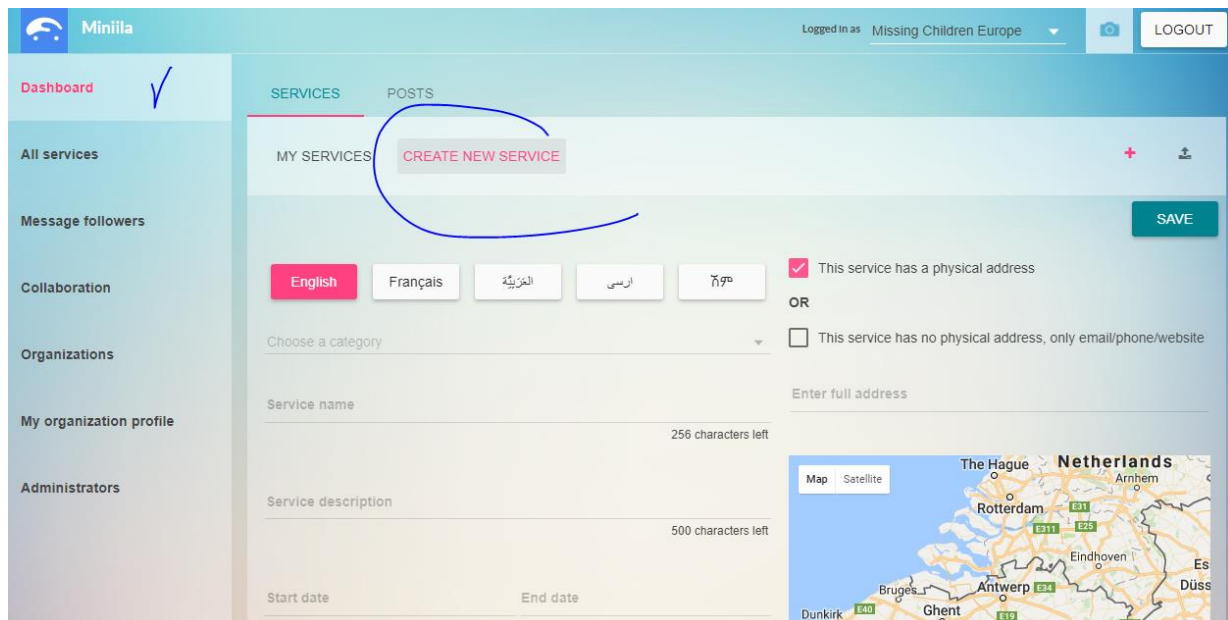
Logging in and using the system (A)

1. You will need to connect to the CMS here: <https://miniila.trellyz.com/#/login>
2. You can navigate between the menu on the left to know what organisations are doing, message users, and see all the services online
3. Manage your own services under the "dashboard section" (*see example 1 below*)
4. To upload your services in the app, such as health service, legal advice of other, then click on "create new service" (*see "example 2" below*)
5. You can differentiate between services with a real physical address or information posts with no physical address (sharing of information, e.g. for specific procedures or information that children should know)
6. You create one service at a time. Click on "save" after each service uploaded and come back to the system whenever you want to finish uploading or modify your information
7. Once you have created a service, it automatically appears on the app. You can modify it at any time
8. Organisations can have multiple logins – they need to be created by the first person to receive a login (e.g. for large organisations with various branches)
9. If you encounter any problem, get in touch with your national contact point
10. Information in the app and location tracking will never be handed out and/or used for migration management purpose!

Example 1



Example 2

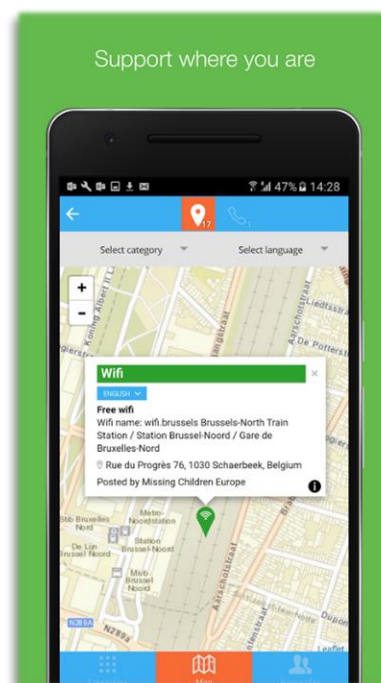


4. The app uses geolocation, so how do we ensure privacy of users?

The [privacy policy](#) of the app makes sure that children's information is safe. Information in the app and location tracking will never be handed out and/or used for migration management purpose.

Here are some **highlights** from the policy, available in the app and the website in a child-friendly language and in the different languages of the app:

- "Personal data" refers to information that would (either alone or in combination with other personal data) allow someone to identify the user
- To register as a member of the app, users are required to provide an email address, password, and date of birth. This information won't be shared with anyone and doesn't allow to know where the user is.
- The app uses personal data for the purpose of operating the Platform and providing the information and services required in connection with the Platform.
- The app further uses information about the user's device for the purpose of improving the Platform and services, for example by ensuring content on the Platform is displayed in the most effective manner for users and their device.
- Personal data is not available to NGOs and charities that have partnered with the Platform. Push notifications from NGOs will be automatically sent to users based on their location, but they will not be able to reach users individually so users remain anonymous..
- Disclosure of personal data is described in section four of the [privacy policy](#)



5. How do we reach children?

The app can only reach its full potential if the children we are all committed to support are aware of its existence and able to download it. We are therefore engaged in making the promotion of this tool a priority.

The whole community of organisations engaged in the app will have at its disposal several tools already developed to reach out to children.

- > **flyers** can be distributed directly to children in places that these children find themselves in such as health centres or reception centres;
- > **stickers** can be distributed or stuck on donation **kits** or packages;
- > **posters** can be placed in strategic places where children find themselves
- > direct engaging promotion through **social media** and **YouTube**,
- > **outreach work** by young people who share the same background; and
- > **word of mouth** by professionals or peers who have come across the app.

What can you do?

- > Would you like to **promote the app** in your networks and to the children you are working with? You can start through word of mouth, sharing information on social media and **ask for flyers or posters to your national focal point** mentioned above!
- > Do you know any **channels** or **young influencers** that could promote the app? Get in touch with your national focal point below!

* To report abuse or problems, write to : laure.vierset@missingchildreneurope.eu