



**Triple A for Citizens**

Supporting Access to information, Advice & Active help

## Regional Conference

### Citizens' access to information, advice and active assistance in Western Balkans and Turkey

Sarajevo, Hotel Bosnia (Conference Room)  
27th and 28th November 2014

#### AGENDA

##### Day one, Thursday 27th November 2014

9.30 - 10.00	Registration of the participants
10.00 - 10.30	Welcome and introductory remarks - Kenan Hadžimusić, Senior Manager, Programmes and Fundraising, European Citizen Action Service (ECAS) - Snježana Ivandić Ninković, Director, Association for Democratic Initiatives (ADI) - The representative of the EU Delegation to BiH
10.30 - 11.30	Presentation of the results of Triple A for Citizens in phase I - Ernesto Razzano, mentor of the Triple A project - Noeleen Adams, Law Centres Network (LCN), UK - Deirdre Casey, National Association of Citizens Information Services (NACIS), Ireland - Alina Iosifescu, National Association of Citizens Advice Bureaux, Romania
11.30 - 11.45	Coffee break
11.45 - 13.00	Best practices in providing advice, information and legal assistance in Croatia, Serbia and Bosnia and Herzegovina - Presentation of six pilot projects: - Human Rights House, Croatia - Zagreb Legal Clinic, Croatia - Network of Committees for Human Rights, Serbia - Together Together, Serbia - Vaša Prava, Bosnia and Herzegovina - Foundation of Local Democracy, FLD, Bosnia and Herzegovina
13.00 - 14.00	Lunch
14.00 - 14.30	Best practices in providing advice, information and legal help in Turkey and Kosovo Presentation of four pilot projects: - Capacity Development Association, Turkey - Centre for Legal Aid and Regional Development - CLARD, Kosovo - NGO Voice of Roma, Ashkali and Egyptians - VoRAE, Kosovo
14.30 - 16.00	Discussion on existing legislation and practice in the field of free legal assistance in



	the region and further improvement. Moderator: Kenan Hadžimusić, ECAS, Belgium - Snježana Ivandić Ninković, ADI, Bosnia and Herzegovina - Tezcan Eralp Abay, STGM, Turkey - Dunja Čurčija, CRP Sisak, Croatia - Milan Antonijević, YUCOM, Serbia - Naim Osmani, CRP/K, Kosovo
16.00 - 16.15	Break
16.15 - 16.30	Conclusion and announcement of topics for the educational workshops the next day
16.30 - 17.00	Information about the continuation of joint activities in the next phase 2014-2016 - Kenan Hadžimusić, ECAS - Noeleen Adams, LCN
18.00	Tour visit of Sarajevo
20.00	Joint dinner for all the participants

### Day two, Friday 28th November 2014

	Educational workshops - four groups :
9.30 - 12.00	<ul style="list-style-type: none"> <li>• <b>1: Introduction to the principles of functioning of legal clinics</b> - Professor Sladjana Aras Kramar, University of Zagreb and Anthony Valcke, ECAS</li> <li>• <b>2: Sustainable financing of the work of organizations providing free legal aid, advice and information with special emphasis on public funding</b> - Dunja Čurčija, CRP Sisak and Noeleen Adams, LCN</li> <li>• <b>3: Systems and methodology for recording information when working with citizens and their application in public advocacy</b> - Emir Prcanovic, Vaša Prava and Deirdre Casey, NACIS</li> <li>• <b>4: Providing advice, information and legal assistance to victims of hate speech and hate crimes</b> - Snježana Ivandić Ninković, ADI and Amra Kadrić, FLD</li> </ul>
12.00 - 12.30	Coffee break and press conference
12.30 - 13.30	Joint discussion with the participants on the conclusions of the workshops - Snježana Ivandić Ninković
13.30 - 15.00	Lunch

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