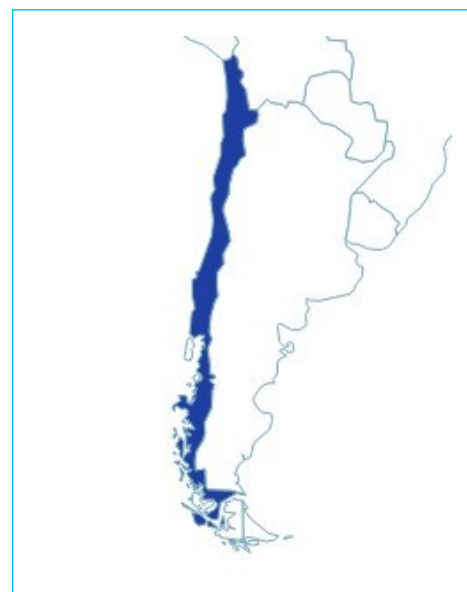




## Working for

### Justice

- Preparation of an attention and legal guidance protocol for migrants and trafficking victims.
- Dissemination of the rights of trafficking victims and creation and implementation of action guidelines to orient professional teams intervening in the socio-legal area.
- Approval of action (and coordination) protocols and training of more than 100 judiciary professionals to improve access to justice for the elderly.
- Design and implementation of a protocol to provide legal assistance to children and adolescents involved in family legal proceedings.
- Design and implementation of a specialised community mediation and a training of trainers on the use of alternative dispute resolution mechanisms and penal mediation for adults.
- Implementation of two video-conferencing systems for criminal defence of incarcerated persons in two detention centres.
- Design and implementation of a protocol for public defenders working with incarcerated women, foreigners and indigenous people.
- Creation of a manual on penitentiary law.



### Social protection

- Improvement of the universal care system for the elderly.
- Support for parliamentary debate on the Law on Universal Guarantees of the Rights of Children and Adolescents, preparation of the 2015/2025 Action Plan, creation of the National Observatory and the legislative proposal to establish a Children's Ombudsman.
- Design and implementation of an institutional strategy for the Solidarity and Social Investment Fund for social inclusion of the migrant population.

### Employment

- Presidential programme "+ Capaz" (job placement of women and young people): inclusion of the "cross-cutting skills for employment" component in the evaluation, training and certification of beneficiaries.

### Public finance

- Contribution to the law that establishes mandatory use of electronic invoicing.
- Support for the creation of an Integrated Auditing System.
- Promotion of a tax culture in the area of higher education: creation of the "Fiscal Education Guide: Taxation, State and Citizens", creation of Accounting and Tax Support Centres, and incorporation of a course on Fiscal Education in a Professional Institute.

### Democratic governance

- Support to the Council for Transparency in the implementation of the "Online Council" initiative (virtual platform for interacting with citizens).
- Support for the law on data protection and transparency in the financing of political parties.
- Within the framework of the RTA, preparation of an indicator for transparency and access to information, and improvement of archive management.

### Education

- EUROsociAL provides substantive support to the educational reform process in Chile, for implementation of educational reform in early childhood education, public education and technical-vocational training.

## “Transferred” experiences

In the “triangular” cooperation processes that arise in **EUROsociAL**, Chile has shared relevant experiences with other countries in the region. Among others, the following initiatives are worth mentioning :

- The Chilean Council for Transparency advised Ecuador, Colombia, Peru and El Salvador.
- The Internal Revenue Service (SII) helped Uruguay to create a manual on service to taxpayers and shared with Ecuador its experience in the recent tax reform, particularly with regard to special taxes and tax incentives to encourage investment.
- Experience exchange with Colombia on the subject of cross-cutting competencies in social programmes.
- The Ministry of Health presented its experience in Colombia in Equity and Intersectoral Action within the framework of the “National Health Strategy”.

## Working with...

### Main participating institutions

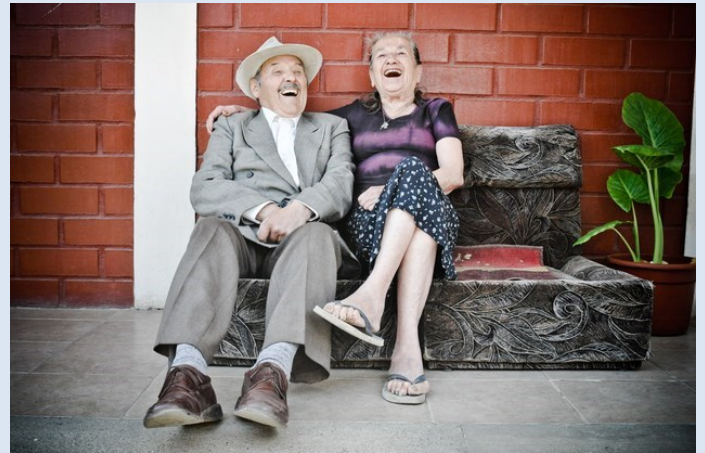
- Ministry of Education: Executive Secretariat of Technical Vocational Education, International Relations Office
- Ministry of Finance: Internal Revenue Service
- Ministry of Justice: Legal Aid Department; Public Criminal Defender's Office; Chilean Prison Service
- Ministry of Labour and Social Security: Chile Valora, SENCE Executive Secretariat; Division of Social Promotion and Protection; Evaluation and Monitoring Department; National Service for the Elderly
- Ministry of Social Development: Under-Secretariat of Regional Development
- Ministry of Health
- Council for Transparency
- Solidarity and Social Investment Fund (FOSIS)
- National Council on Children

## Regional

Chile, through the Council for Transparency, holds the Executive Secretariat and, together with Mexico, leads the actions of the **Transparency and Public Access to Information Network**. EUROsociAL created a collaborative space to stimulate the network's activities and promoted two regional projects: creation of an "archive management model" and a "model for measuring transparency and the right of public access to information".

Chile also participates in the **Latin American Regional Development Network**, which is supported by EUROsociAL, ECLAC and the OECD Development Centre.

# In depth



## Assistance to elderly people in Chile

Assistance to the elderly is a priority on the Chilean political agenda. Within the framework of strengthening assistance systems for the elderly, EUROsociAL collaborated with the National Service for the Elderly (SENAMA) in both the social policy and justice areas.

In the social policy area, the Programme is supporting the definition of a regulatory framework of quality standards for the services offered by the SENAMA, as well as implementation a pilot project on quality standards. Previously, EUROsociAL supported implementation of a pilot project called "Itinerant Day Care Centre" for the elderly in the city of Melipilla, inspired by the innovative Itinerant Day Care Centre model of the city of Dijon (France).

Meanwhile, and in the justice area, the Programme helped to strengthen the positive ageing policy through training and awareness-raising among authorities and judicial operators. This work led to the creation of a Legal Aid Protocol for the Elderly, which is being configured as an instrument for serving the low-income elderly population in the area of free legal aid .

## Publications:



Protocolo de Asistencia Jurídica para la atención de niños, niñas y adolescentes involucrados en conflictos jurídicos de familia, Chile [Protocol for Legal Aid for attention to children and adolescents involved in family legal disputes]  
><http://goo.gl/k5szjM>

Protocolo de asistencia jurídica para adultos mayores: Corporaciones de Asistencia Judicial, Chile [Protocol for legal aid to elderly persons: Legal Aid Corporations, Chile]  
><http://goo.gl/03Mc9x>

Guía para la Educación Superior: Estado, tributación y ciudadanía [State, taxation and citizenship]  
><http://goo.gl/5nvA0Y>

Ejecución de la pena privativa de libertad, una mirada comparada [Enforcement of the prison sentence, a comparative look]  
> <http://goo.gl/HRtEJ>

