



បណ្តាញទូរស័ព្ទ ជំនួយកុមារកម្ពុជា
CHILD HELPLINE
CAMBODIA

Annual Report 2013

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Letter from Executive Director



Dear friends and supporters,

It is my pleasure to share with you the 2013 Annual Report for Child Helpline Cambodia (CHC). This was our fourth year in operation and we strengthened our services and programs.

The CHC counselling team listened to 95,556 children and youth in Cambodia, with 3,275 receiving counseling support and 37,606 receiving information services. These figures demonstrate the huge need for our work. Calls ranged from children and youth wanting to talk about friendships, relationships and family issues as well as calls from people at risk of physical or sexual abuse, trafficking or suicide. In these cases, CHC was able to contact partner agencies or the local authorities to check on the child's welfare and intervene as necessary.

2013 marked the expansion of our working hours to 24 hours every day and CHC's strategic focus on children on the move in Battambang, Banteay Meanchey and Koh Kong and children and youth in Siem Reap and Preah Sihanouk recognizing the poverty and high risk of unsafe migration, human trafficking, sexual abuse in travel and tourism communities in these provinces. These activities will grow in the year ahead with a series of educational and awareness workshops planned with schools, communities and authorities.



Letter from Executive Director



Our work could not be achieved without the generous financial assistance from Terre des Hommes Netherlands, Equitas Group, Imago Dei Fund, Plan International, Australian Aid via World Vision Cambodia-Project Childhood Prevention Pillar, One World UK, UNIAP and in-kind support from the Ministry of Posts and Telecommunication, Telecom Cambodia, private phone operators in Cambodia, Platinum Cineplex, and Cambodia Air Traffic. Please accept our profound gratitude to all of you who have believed in CHC's vision and mission.

Looking to the future, 2014 presents some exciting developments with plans to promote child friendly communities through the development of child sensitivity reporting and referral mechanism in Siem Reap and Tbong Khmom provinces. Other activities include promoting gender equality and empowerment, operating Q&A platform on gender and reproductive health, reaching out to vulnerable children and youth of unsafe migration and human trafficking, and children on the move. We also hope to strengthen official referral and follow up partnerships with government and civil society service providers in these areas. We will also continue to learn and grow so we can help empower more children and youth in Cambodia. Thank you again for your ongoing interest and support.

Mr. Sean Sok Phay, Executive Director at Child Helpline Cambodia

Organizational Overview



Our vision

Children and youth in Cambodia grow up free from violence, abuse and exploitation within a comprehensive child protection system and are able to fully realise their rights and potential.

Our mission

Promote child rights and build opportunities for the protection of children and youth through the provision of professional phone counselling, information service and referral and follow up service with appropriate partners.

Our history

Initiated by a group of United Nations and NGOS (local and international) committed to protecting the rights of children and youth in Cambodia, CHC was established in October 2009. After securing a free phone helpline - 1280 - from the Ministry of Posts and Telecommunication, the CHC services were formally launched in August 2010.

Organizational Overview



What We Do

We provide free phone counseling, information and referral services to children and youth in Cambodia. We allow children and young people to reach out when they need it, in real time and speak directly with someone in a safe and confidential environment via the free 1280 phonenumber, website and text messages. CHC views each and every call as important, and depending on the need, CHC's counsellors will either provide emotional support or information to empower clients to make decisions for themselves, or link the clients to the appropriate referral institutions. We now receive between 11,000 and 15,000 calls each month.

What Makes Us Different

We are the only free, long term emotional support service open to children and youth suffering from the full spectrum of problems.



Organizational Overview

Our Beneficiaries

We offer services to children and youth up to 25 years old. We include youth aged between 18 and 25 as this age group has shown to be vulnerable to similar problems as children, but are often excluded from services that could assist them. In 2013, the majority of calls come from people aged 6 to 17 years old.

Our Team

The CHC team consists of 21 professionals, each dedicated to preventing and protecting children & youth from abuse, exploitation and violence. Our staff include 1 Executive Director, 2 Counselling Supervisors, 7 full-time Phone Counsellors, 7 part-time Phone Counsellors, 1 Call Centre Officer, 1 Finance & Administration Officer, 1 House-Keeper, and 1 night Guard.

Our Referral Partners

Our referral partners are from a broad range of service providers that include specialist agencies in domestic violence, trafficking, child protection, sexual and reproductive health, suicide, grief, sexual orientation, HIV and AIDS, drug use, relationships, body change and disability.

Key Achievements



Operations

- CHC was operational for 24 hours every day since 1 March 2013.
- The helplines were open for all 365 days of the year.
- The counselling team listened to 95,556 children and youth, with 3,275 receiving counseling support and 37,606 receiving information services. Follow up calls were made to 344 children and 644 youth. 37 children, 18 youth and 3 adults, who had special needs, were referred to local authorities, police and NGO partners for intervention and direct services.

Strategic Focus

CHC was successful in expanding its services and working hours to 24 hours every day since March 2013. The expansion saw a huge increase in calls from 12,000 calls per month to 15,000 calls per month. CHC's new logo and website was developed in partnership with Good for Nothing Challenge New Zealand. The logo was approved for official use since August 2013 and website was operational since December 2013.

Key Achievements



Governance

CHC Board of Directors meet four times per year to oversee the implementation of strategy, fundraising plan, action and budget plan, and other issues related to CHC service operation. H.E Khiev Bory is the chairperson of the Board of Directors.

Funding

CHC entered into funding partnership with two new partners i.e. Terre des Hommes Netherlands and One World UK while maintaining good partnership with existing partners such as World Vision Project Childhood Prevention Pillar, Plan International-Cambodia, Equitas Group, Imago Dei Fund and UNIAP. CHC was also fortunate to receive in-kind supports from telecomm providers in facilitating the free phone service and corporate financial donation from Platinum Cineplex (\$1,000 via movie ticket sale), Cambodia Air Traffic (\$300) and Smart (lucky draw prizes worth of \$300).

Key Achievements



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Special thank you to our major supporters:



Key Achievements



Workshops

In cooperation with World Vision Project Childhood Prevention Pillar, Plan International-Cambodia and Action Pour Les Enfant, CHC conducted a two day workshop on Commercial Child Sexual Exploitation. 20 participants from Child Helpline Cambodia, Action Pour Les Enfant, Reproductive Health Association of Cambodia, and Rural Orphan Organization obtained new information about the subject, were able to link already existing knowledge with new information, discuss and learn from each other through the group work, and help to build an even stronger understanding of each other's work and organization.

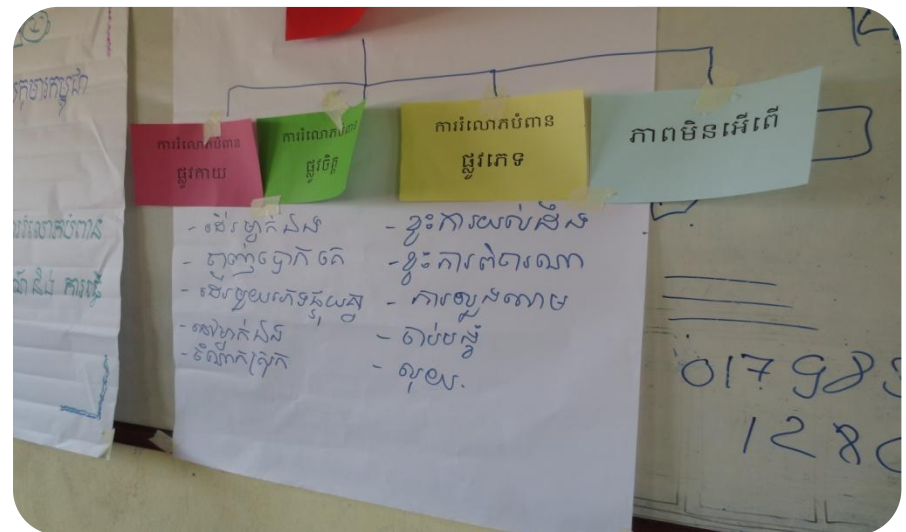
As part of the strategic focus in Siem Reap and Preah Sihanouk provinces, CHC arranged 4 awareness sessions with 315 children and youth, 4 awareness sessions with 65 police, 4 awareness sessions with 69 authorities, 6 awareness sessions with 283 parents/villagers, and 2 awareness sessions with 27 teachers. The awareness sessions focused on the 4 types of abuse and their roles in preventing and speaking out about abuse. The post-test showed that the participants left understanding of the types of abuse, their roles and CHC's roles.



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Key Achievements

As part of the strategic focus in Phnom Penh, CHC arranged 5 awareness sessions with 159 children and youth at risk of unsafe migration and human trafficking and 2 awareness sessions of gender equality and empowerment with 91 children in schools and communities. The post-test showed that the participants left with understanding of risk of unsafe migration, the issue of gender equality and empowerment and the long term emotional support service via CHC.



From left: empowerment and gender equality workshop and child abuse workshop

Key Achievements



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Promotions

CHC produced 20,000 child friendly helpline cards, 2,000 hair combs, a one minute radio spot promoting long term emotional support service and anti abuse and exploitation, and a one minute radio spot promoting gender equality and empowerment. The cards were distributed to children, youth, parents, police, authorities and NGOs. The radio spots were broadcasted by a local radio station reaching Preah Sihanouk, Siem Reap, Phnom Penh and Battambang.



Key Achievements



Fundraising Event

CHC partnered with Platinum Cineplex and hosted three charity movie screenings of the animated, family film, EPIC, to raise funds for our services. Almost US\$1,000 was raised from ticket sales and corporate donations. The event attracted support from two generous sponsors – Smart and CATS.



From left: Mr. Sokny, Managing Director of Platinum Cineplex and Mr. Sok Phay, Director of Child Helpline

Key Achievements



New Look

Thanks to a new partnership with Good for Nothing Challenge New Zealand, we had the pleasure of working with a team of technical volunteers on a new logo and website for a week in April. This logo was developed in collaboration with our staff and Board of Directors then tested with over 30 children and youth.

The new website was operational since late December 2013.



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A Conversation with a Counselor



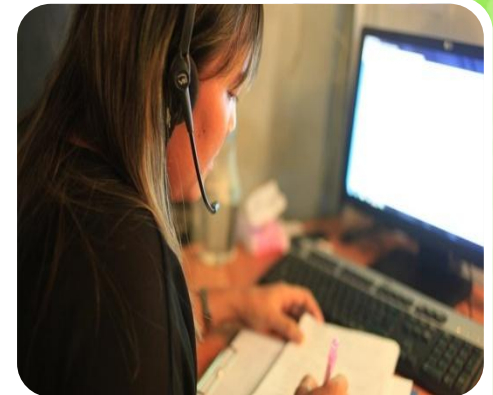
“Rany”, 24 years old, afternoon shift phone counsellor

1. Why did you become a phone counselor? I wanted to see people have happy and healthy lives, and face and solve problems in a positive way. I wanted to be the person who helps clients feel better using professional skills like active listening and reflective questioning.

2. What's your favourite part of your job? I am interested in the happiness of my clients by using approaches that are most suitable for them so they can be more independent. Some clients call me back to say thank you.

3. What's the most challenging part of your job? Test calls, which are silent or prank calls with singing and cursing.

4. What does empowerment mean to you? Empowerment is the way that helps people use their own right to decide to do something that meets their needs the most.



Understanding “Test Calls”



A percentage of calls are silent calls, testing calls or hang ups.

- A silent call may be a young person building up the courage to talk.
- A hang-up may be a child who is trying to talk but is just not ready yet.
- A testing call may be a young person who doesn't know if they can trust CHC.

As part of CHC’s Guidelines for Database Categories, a test call where the identity or voice is recognized is counted as one client while each anonymous test call is also considered a client.

CHC treats each call as important regardless of its nature so that we convey that we will be available when a young person is in need, that they will be available for the young people who do feel ready to talk and that we will take action to protect when required.

Children = between 0-18 years old, youth = between 19-25 years old, adults = between 26-66 years old
All data captured by the CHC case management system.

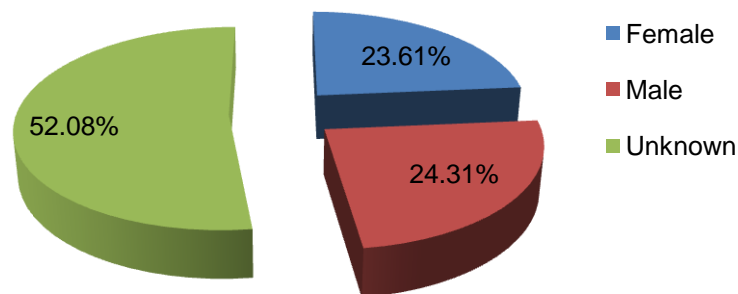


Caller Analysis

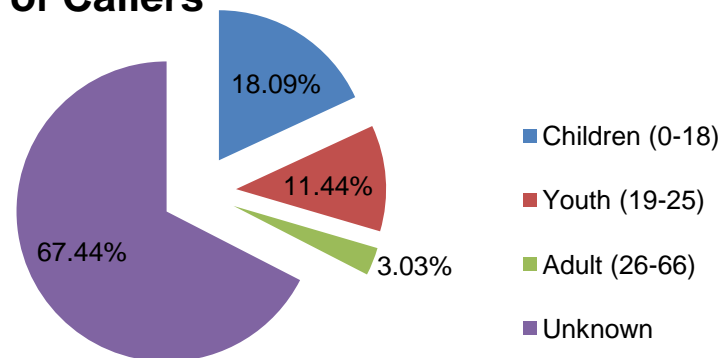
Key Insights

- The CHC counseling team listened to 95,556 clients, with 3,275 clients receiving counseling support and 37,606 clients receiving information services.
- **Of the 95,556 clients:**
 - 22,563 clients were female,
 - 23,239 clients were male, and
 - 49,754 clients are unknown gendered callers.
- **Of the 95,556 clients:**
 - 17,291 clients were children,
 - 10,935 clients were youth,
 - 2,880 clients were adults, and
 - 64,450 clients were unknown aged callers.

Gender of Callers



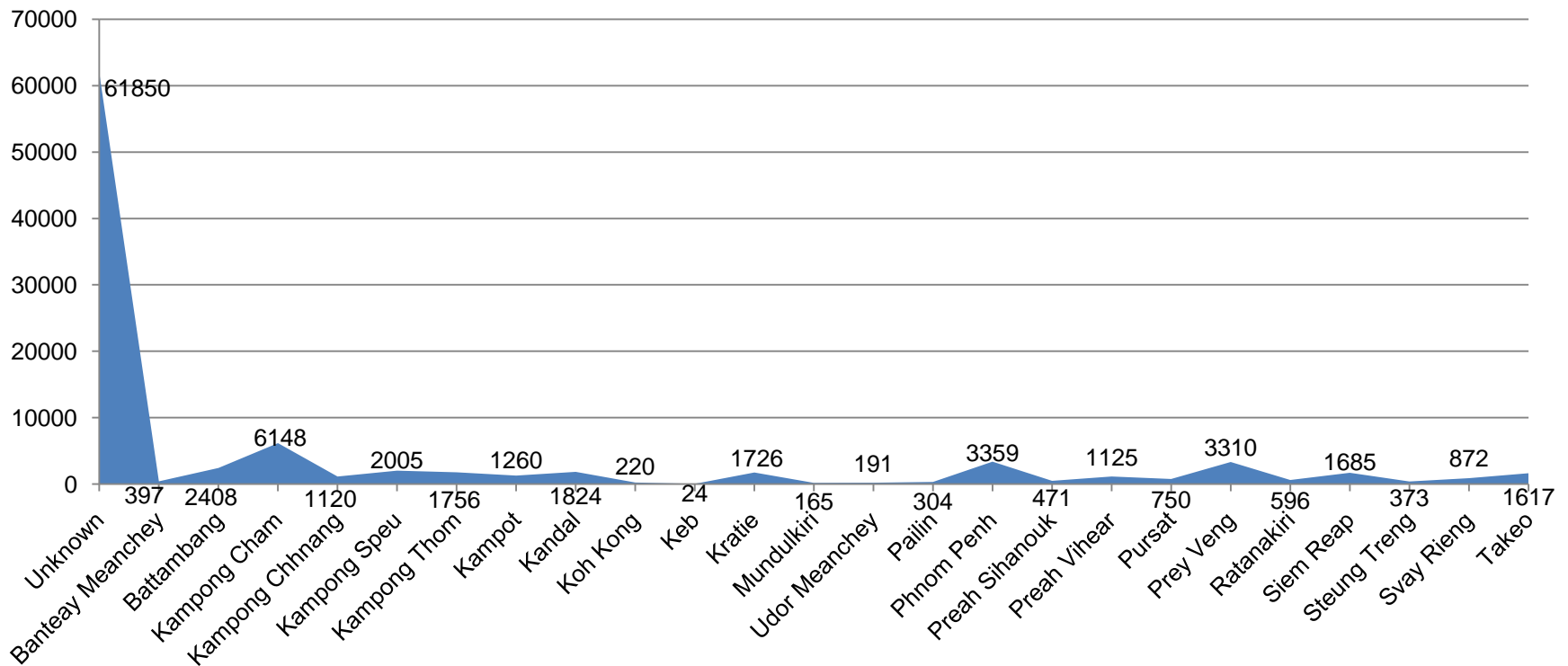
Age of Callers



Caller Analysis



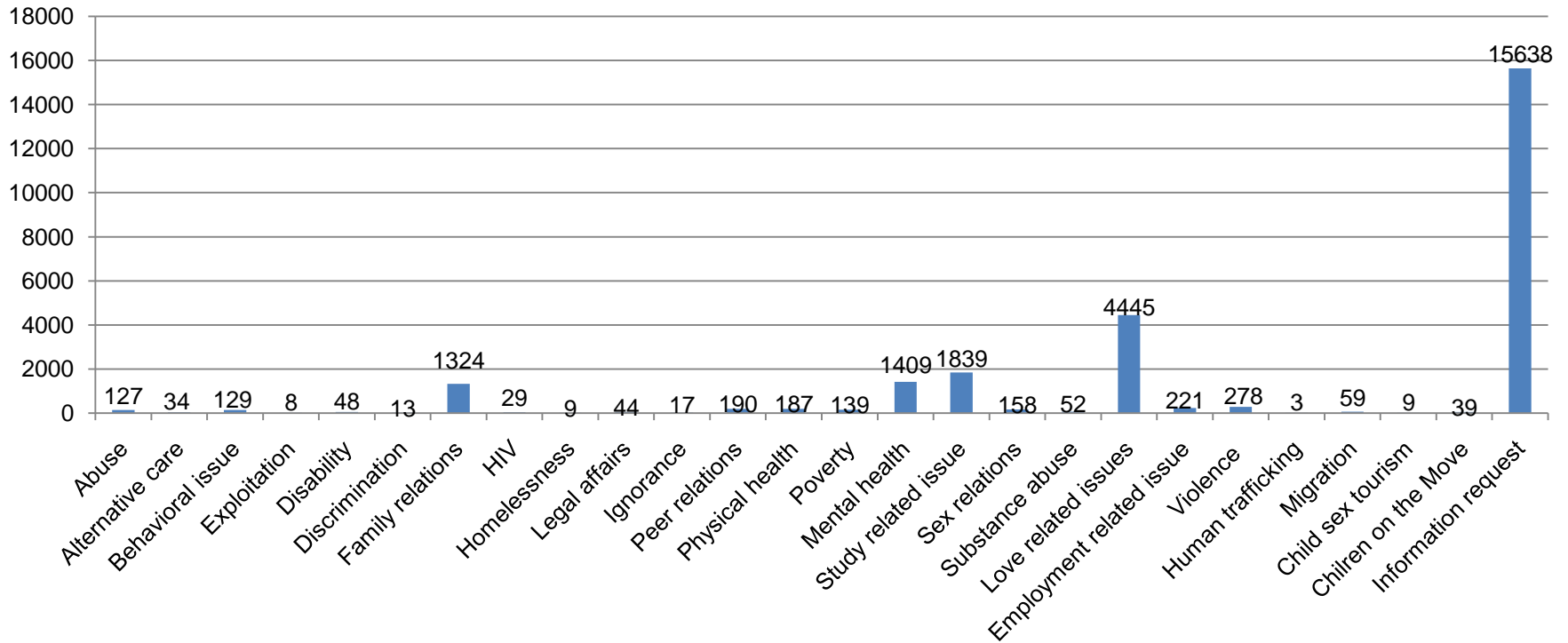
Location of Callers



Caller Analysis



Reason for Contacts



Case Studies



Counseling and Empowerment

R (name given to protect confidentiality of the child) 15 years old. R knows Child Helpline Cambodia (CHC) via a radio station, Veayo FM 105.5. R is living in Battambang province. R is the fifth daughter in a poor family with 6 siblings. Four of her siblings migrated to work in Thailand. R is living with her elderly sister and mother. R called CHC on 26th August 2013. R cried while talking with Child Helpline counselor. R was furious with her elderly sister. R hated her elderly sister so much because R was deprived of food, beaten up, and thrown with stick and knife. R ran away from home into the bush to escape her elderly sister. R asked Child Helpline counselor if it's okay to use violence against her elderly sister.

Child Helpline counselor provided R with empathy, emotional support, reflection of R's feeling, and explored the negative impact of using violence. After a 37 minute counseling session with Child Helpline counselor, R calmed down and returned home. On 27th August, 2013 Child Helpline counselor made a follow up call to check her safety. R said that she's better and she did not commit any violence against her elderly sister. She did not run away from home. She is now living with her elderly sister and mother.

Case Studies



Referral for Intervention

T (name given to protect confidentiality of the client) is a 26 year old widow and her son, S, is 6 years old. They live in Koh Kong province. T and her son live in a single parent family. T works as a domestic worker. Her family situation is poor. She does not have enough money to feed her son because she sold all her land, house and other properties to pay for medical treatment for her deceased husband. She has no passport. She decided to migrate to Thailand on 26th September 2013 to look for employment as she could not earn enough money to pay the house rent, and food for her son by working as the domestic worker in Cambodia. T and her son were arrested and imprisoned by Thai police for a month. While T and her son were in jail, T contacted her neighbor, Mr. O, (name given to protect confidentiality of the client) in Cambodia by phone for help. Mr. O called Child Helpline Cambodia on her behalf to ask for help and intervention for the release.

Child Helpline counselor contacted Chab Dai Coalition, which is an official referral partner of CHC, to intervene. Chab Dai Coalition contacted a Thai NGO to work on the case. T and her son were released and sent to Phnom Penh. T and her son were provided with food, accommodation and transportation support for returning to her hometown in Koh Kong.

Financial Report



INCOME STATEMENT	2013 (USD)	2012 (USD)
Income	136,030	177,252
Expenditures	134,015	157,715
Operating surplus/deficit	2,015	19,537
Fund beginning of year	29,831	10,294
Accumulated fund end of year	31,846	29,831

Financial Report



BALANCE SHEET	2013 (USD)	2012 (USD)
Cash	39,694	41,136
Other current assets	1,450	1,320
Total current assets	41,144	42,456
Non current assets	0	0
Total assets	41,144	42,456
Current liabilities	9,298	12,625
Net Assets represented by accumulated funds	31,846	29,831

Acknowledgements

Thank you to the following organizations and individuals whose generous supports and assistance were vital to CHC's work in 2013:

● H.E So Khun, Former Minister of Posts and Telecommunication ● H.E Ith Sam Heng, Former Minister of Social Affairs, Veterans and Youth Rehabilitation ● H.E Khiev Borey, Former Secretary General of Cambodia National Council for Children ● H.E Kim Hong, Director General of Technical Affairs at Ministry of Social Affairs ● H.E Sbond Sarat, Governor of Preah Sihanouk Province ● H.E Sou Phiren, Governor of Siem Reap Province ● Mr. Chea Chiet, Head of Department of Education in Phnom Penh ● Mr. Som Saro, Deputy Head of Department of Education in Siem Reap ● Ms. Keo Lay, Head of Department of Education in Preah Sihanouk ● Ms. Helen Sworn, International Director of Chab Dai Coalition ● Mr. Jeremy Floyd, Program Manager of Equitas Group ● Ms. Debra Veth, Executive Director of Imago Dei Fund ● Mr. Supriyanto, Country Director of Plan International ● Mr. Prashant Verma, Program Manager of Plan International ● Mr. Ros Yeng, National Director of Chab Dai Coalition ● Mr. Ty Sovannary, Child Rights Specialist of Plan International ● Ms. Fiona Davidson ● Mr. Michael Gardner ● Mr. Lim Tith, National Coordinator of UNIAP ● Mr. Jojo Pastores, Senior Program Manager of World Vision ● Ms. Aarti Kapoor, Program Manager of World Vision ● Ms. Afroz Kaviani Johnson, Technical Director of World Vision ● Mr. Phang Chanda, National Coordinator of World Vision ● Mr. Phon Vutha, NGO Fund Management Advisor at GIZ ● Ms. Tum Phany, Program Director of Friend International ● Ms. Uju Ofomata, Program Director at One World UK ● Mr. Jeffrey Allen, Project Coordinator at One World UK ● Mr. Leonard Buckles, Country Manager of Australian Volunteers International ● Mr. Hem Chan Piseth, Former Country Manager of Terre des Hommes Netherlands ● Mr. Sao Sokny, Managing Director at Platinum Cineplex ● Beeline ● Camintel ● Cellcard ● Excell ● Metfone ● qb ● Smart ● Telecom Cambodia