



បណ្តាញទូរស័ព្ទ ជំនួយកុមារកម្ពុជា
CHILD HELPLINE
CAMBODIA

Annual Report 2015

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Letter from Executive Director

Dear friends and supporters,

Cambodia, emerging from years of violence and suffering, is still facing challenges of lack of access to basic necessity of life with young people facing unequal access to healthcare, education, and employment. Violence is the lived reality for a large percentage of the population especially children and young people and post conflict issues such as instability in family, poor protection system, diminished human capital, and poverty impact on children's and young people's enjoyment of their rights.

No comprehensive, effective, or national child protection system or legislation exists in Cambodia. However, the patchwork of child and youth services is growing. Child Protection Commission was established on 16 November 2015. Cambodia is witnessing a transformation, which given the necessary support and reinforcement, has the potential to protect and empower the emerging generation. ***CHC will continue to play a crucial role in this transformation.*** CHC works closely with its supportive donors, and is grateful for their supports, and mindful of shifts and trends in donor funding. CHC provides a unique, professional, free and widely accessible confidential counselling, information, and referral service to children and young people 24/7.



Letter from Executive Director

CHC has 3-4 counselors responding to the needs of children and youth 24 hours through 1280 (voice call) and 1293 (SMS). CHC operates nationally with a special focus on 11 provinces and municipal centers in Cambodia and data analysis shows that most calls are related to psychosocial and mental health, violence, abuse and human trafficking issues. To achieve the international helpline standards, CHC has established a “*Child Sensitivity Reporting and Referral Mechanism*” (CRRM) training manual that has increased the capacity of Commune Council for Women and Children (CCWC), Family Protection Network (FPN) and telephone counselors.

Our work could not be achieved without the generous financial assistance from Terre des Hommes Netherlands via Cambodia ACTs, Equitas Group, Imago Dei Fund, Plan International, European Union, World Vision Cambodia, OneWorld UK, ChildFund Cambodia, and in-kind support from the Ministry of Posts and Telecommunication, Telecom Cambodia, and private phone operators. Please accept our profound gratitude to all of you who believe in CHC’s vision and mission.

7 January 2016

Mr. Sean Sok Phay, Executive Director

Organizational Approach



CHC uses the following four strategic approaches in its works.

- **Right Based Approach:** children and young people are informed about their rights under the United Nations Convention on the Rights of the Child that Cambodia is a state party to.
- **Empowerment Approach:** CHC aims to support any child or young people who call in, is threatened by or experiencing the most serious forms of abuse, and needs either someone to talk to or a referral to appropriate services. CHC places children and young people suffering from the full spectrum of problems - from homework worries, bullying, abuse and everything in between - at the center of decision-making, empowering children and young people to speak out for themselves in a confidential and trustworthy environment.
- **Community Based Approach:** CHC works closely with communities, social change agents, service providers, and authorities to achieve its core strategic goals of protection, prevention, and advocacy for the best interest of children and young people.
- **Holistic Approach:** CHC seeks to understand the child's issue/s within the broader context of their life situation, seeking to introduce a range of interventions and solutions which acknowledge the complexity of their lives and address each contributing factor.



Organizational Strategies

Vision

Children and youth are protected from violence, abuse and exploitation; and empowered to exercise their rights and realize their potential.

Mission

CHC supports children and youth in Cambodia to live a life free from violence, abuse and exploitation through prevention, professional counseling, referral and follow up services.

Core value

CHC values children, respects children, listens to children, believes in empowerment, promotes participation of children and young people, keeps confidentiality, and value transparency and accountability.

Organizational Strategies



Strategic Objectives:

Protection

1. Free Child Helpline Service 24/7
2. Referral and Follow up
3. Question & Answer Platform
4. Child Sensitivity Reporting and Referral Mechanism (CRRM)

Prevention

1. Helpline Ambassadors
2. Community Awareness Raising

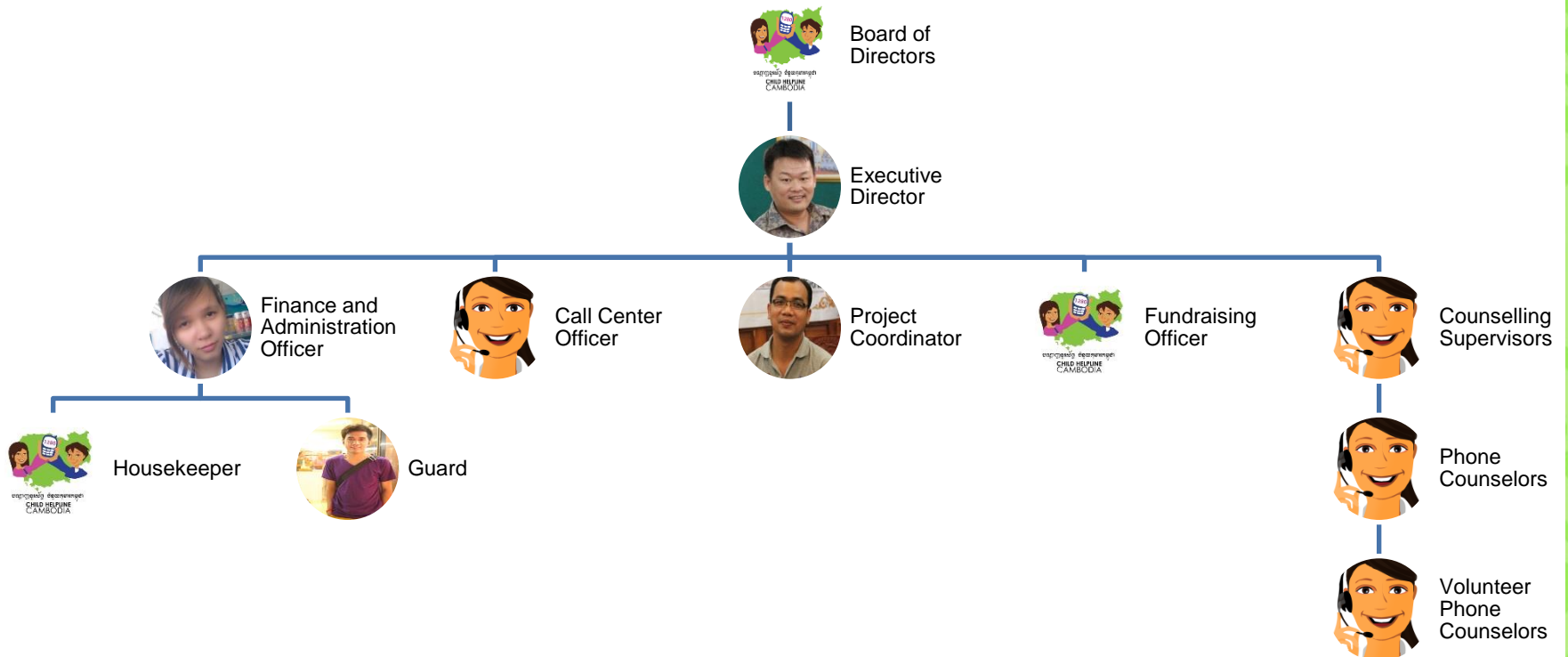
Advocacy

1. Communication and Publications
2. Government Cooperation
3. Information Management and Sharing
4. Research

Organizational Development

1. Program Management
2. Financial and Administrative Management
3. Human Resource Development

Organizational Structure





Key Results of Program

1. Protection

The objective of the program is to create an enabling environment for the protection of children and young people via Child Helpline structure by facilitating access to existing services and psycho-social healing.

1.1 Free Child Helpline Service 24/7

The CHC counseling team listened to 62,733 clients, with 2,954 clients receiving counseling support and 16,723 clients receiving information services. 116 concerned citizens reported incident related to child protection.

Of the 62,733 clients:

- 10,985 clients were female,
- 10,988 clients were male, and
- 40,760 clients are unknown gendered callers.

Of the 62,733 clients:

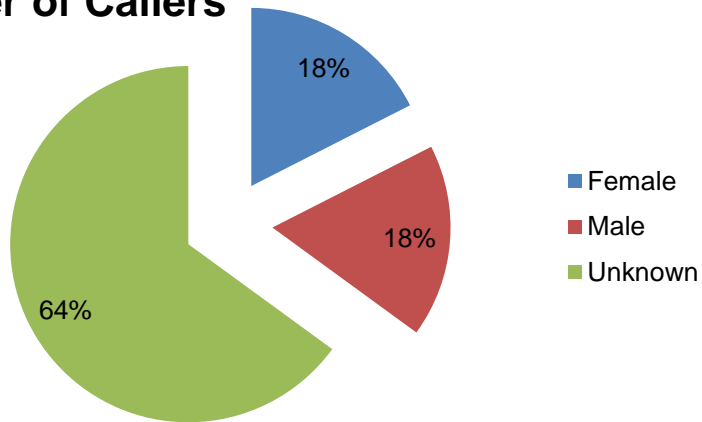
- 8,951 clients were children,
- 4,309 clients were youth,
- 1,539 clients were adults, and
- 47,934 clients were unknown aged callers.

Key Results of Program

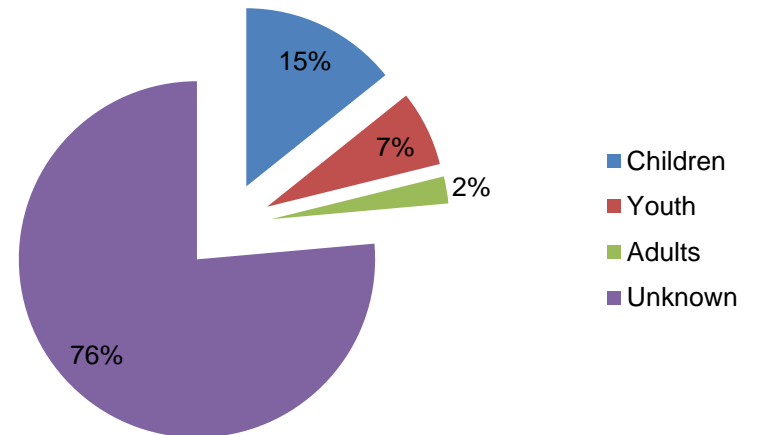


Callers Analysis

Gender of Callers



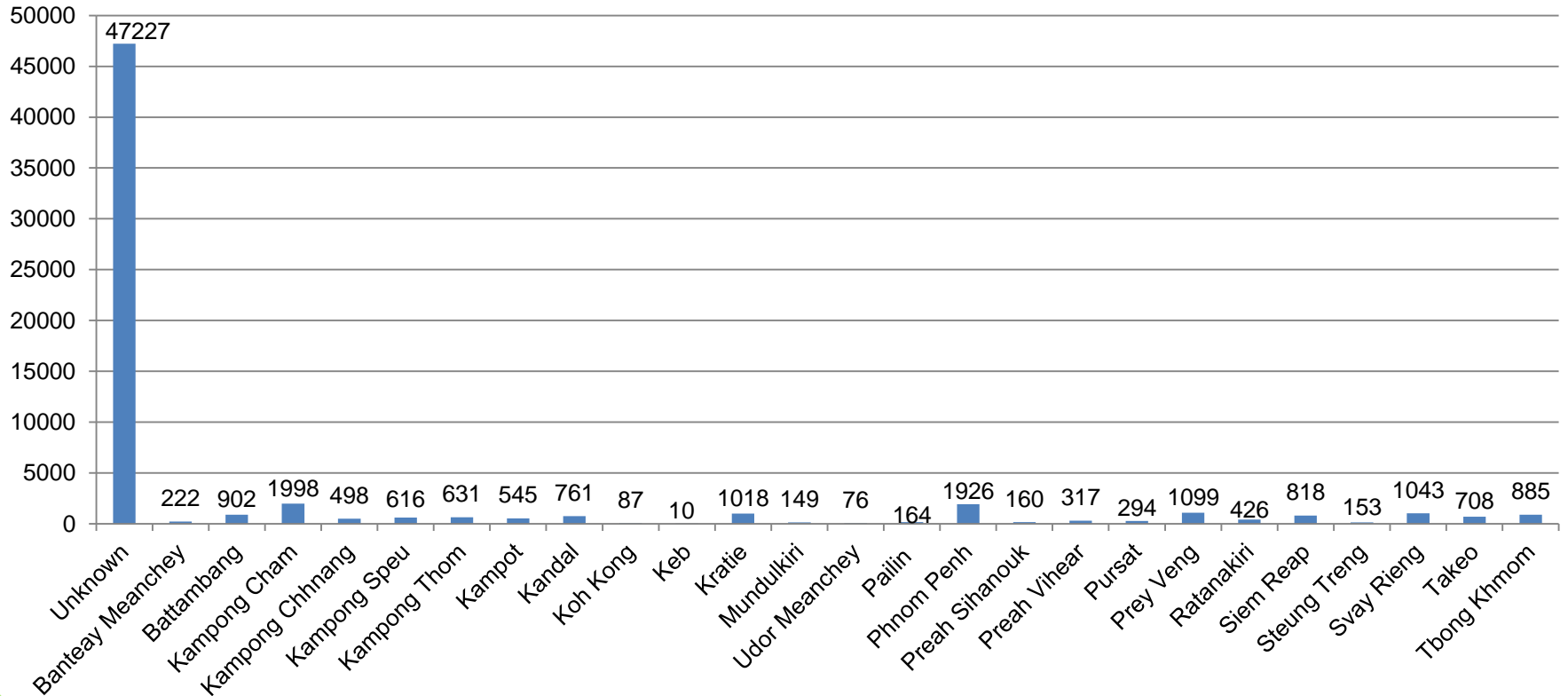
Age of Callers



Key Results of Program



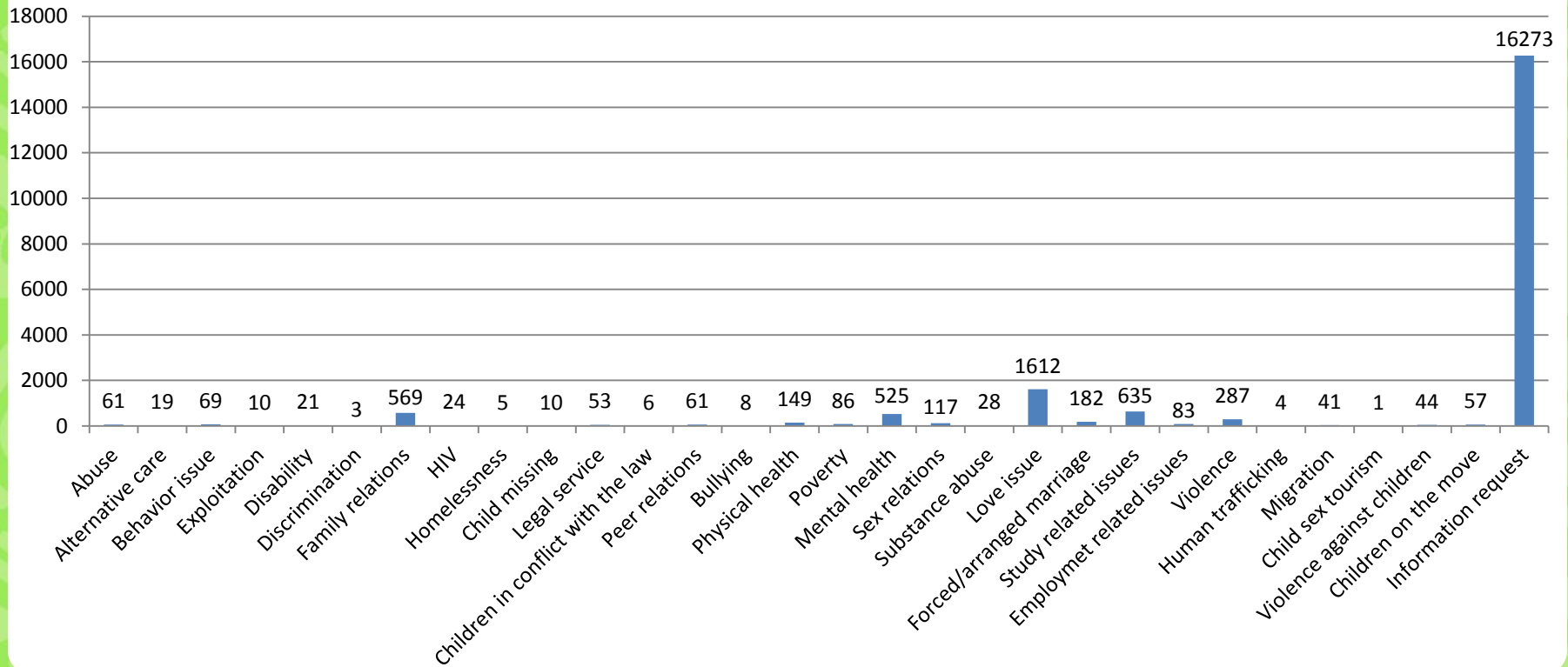
Location of Callers



Key Results of Program



Reasons of Contact





Key Results of Program

1.2 Referral and Follow up

CHC has a policy to protect the confidentiality of clients and respects the decision of clients in referral. With consent from clients, CHC referred 24 children and 33 youth for immediate intervention and psych-social service support and healing.

Of 24 referred children, there were 6 cases of sexual abuse, 2 cases of child missing and abduction, 1 case of disability and skill training need, 1 case of having no access to education, 8 cases of violence against children, 2 cases of having no accommodation and healthcare need, 1 case of human trafficking to Thailand, and 3 cases of exploitation.

Of 33 referred youth, there were 13 cases of domestic violence, 2 cases of substance abuse, 1 case of rape, 3 cases of pregnancy and baby delivery, 1 case of shelter accommodation need, 6 cases of unsafe migration, 3 cases of disability and need of skill training and employment, 2 cases of divorce, and 3 cases of poverty and need of child support.



Key Results of Program

1.3 Question and Answer Platform

This is the mobile question and answer platform to deliver counselling around gender and reproductive health to young people in Cambodia via SMS, email, Facebook and web interface. The platform is a collaborative project in partnership with OneWorld UK and Inthanou Association.

In 2015, the platform received 18,559 questions from children and young people. Of 18,559 questions, 2,014 questions were from male, 2,886 questions were from female and 13,659 questions were from undisclosed gendered senders. Of 18,559 questions, 1,044 questions were from children, 3,194 questions were from youth, 873 questions were from adults, and 13,448 questions were from undisclosed aged senders.

The platform team answered 805 family planning questions, 524 HIV questions, 329 STIs questions, 384 puberty questions, 944 reproductive health questions, 869 sexuality questions, 16 sexual violence questions, 9007 non sexual reproductive health questions, 1155 love issue questions, 13 child abuse questions, 21 violence questions, 11 drug abuse questions, 115 mental health questions, 185 study worrying questions, and 4,181 general questions.



Key Results of Program

1.4 Child Sensitivity Reporting and Referral Mechanism (CRRM)

CRRM is important to build the protective environment for children. Children and adults must clearly know where to report violence while key actors in the protection system must clearly know how to respond and where to refer for other interventions and needed services.

Reporting can come in a variety of ways. Depending on the type of violence reporting can come directly from children, from parents or neighbors or they can come from institutions that have reason to think a child is experiencing violence – such as schools and health centers. When a **report** is received by someone in the community the report should then be made to the local authorities who are closest and most appropriate to and for the child. This can include the Village Chief, the Police, a Civil Society Organization, or the Helpline. The first step of the authority or organization receiving the report is to **assess** if a crime has been committed and what type of supportive services the child and family needs. Based on the assessment **referrals** should be made to appropriate services. If the person receiving the initial report does not have the capacity or time to assess the situation, a higher authority, or a quality organization with specialized skills should be called in to support the **assessment and referral**. Strict confidentiality of the victim's experience is vitally important throughout the CRRM process.



Key Results of Program

CRRM Training Workshops

Children and Youth Clubs: 154 male children and youth and 225 female children and youth attended ten two day training workshops on CRRM in Tbong Khmom province and Siem Reap province. The participants increased knowledge on CRRM, violence against children, child rights, and case management documentation/record keeping.

Parenting Groups and Community People: 79 male parenting members and 115 female parenting members attended four two day training workshops in Tbong Khmom and Siem Reap province. The participants increased knowledge on child rights, violence against children, child friendly communication, ethics in working with children, and case management.

Family Protection Network (FPN) and Local Authorities: 109 male FPNs and 39 female FPNs attended four two day training workshop on CRRM and basic counselling in Tbong Khmom and Siem Reap province. The participants increased knowledge on child rights, CRRM, violence against children, and case management documentation/record keeping.

Impact of CRRM Implementation: 417 child protection cases were identified and taken actions by community groups, social change agents, family protection network, and local authorities.



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Key Results of Program

2. Prevention

The objective of the program is to prevent violence, abuse, and exploitation through engaging community, social change agents and local authorities in creating a safe, involved and supportive environment for children and young people to realize their rights and reach their full potential.

2.1 Helpline Ambassadors

CHC empowers young people to work as social change agents in their communities through the Helpline Ambassadors training program. 16 youth in 2015 were trained on awareness methods, child protection, migration, children on the move, leadership and presentation skill. The Helpline Ambassadors are leading awareness activities such as mobile video show and reporting child protection cases to authorities or to the Helpline for assistance.





Key Results of Program

2.2 Community Awareness Raising

Gender Equality Workshops

54 girls and 26 boys attended two awareness workshop on gender equality and empowerment in a community centre and a church in Phnom Penh. The participants learnt about the difference between physical nature of male and female, family and tasks, and gender perspective as well as Child Helpline empowerment services. The boy and girl participants were glad that there was a free helpline that they could always call for discussion.

Awareness Workshop on Keeping Children Safe from Abuse

1 training workshop with 24 female members of Commune Council for Women and Children (CCWC) and 6 male CCWCs in Kampong Thom, 1 training workshop with 15 female CCWCs and 16 male CCWCs in Kampong Chhnang, 1 training workshop with 16 female CCWCs and 7 male CCWCs in Preah Sihanouk, and 1 training workshop with 6 female CCWCs and 19 male CCWCs in Siem Reap on the prevention of child abuse and keeping children safe from abuse were conducted. The participants increased their knowledges on all forms of abuse, case management documentation/record keeping, and Child Helpline services.



Key Results of Program

3. Advocacy

The objective of the program is to lobby/advocate directly and through allied systems for policy and legislative reform, which promotes comprehensive and strong child protection system that upholds the rights of children and young people.

3.1 Communication and Publication: 100,000 helpline cards on violence against children and children on the move, 1,000 CRRM books, 2,000 resource directory books, 4 billboards on violence against children and 16,000 plastic blowing fans on abuse and human trafficking were published and distributed to children, youth, family protection network, commune council for women and children, parenting groups, close groups, helpline ambassadors, and villagers in Banteay Meanchey, Battambang, Koh Kong, Svay Rieng, Kampong Thom, Kampong Chhnang, Preah Sihanouk, Kratie and Siem Reap. CHC Facebook page has over 62,000 fans (majority of supporters aged between 13 and 34) with 46% are female and 54% are male supporters.

3.2 Government Cooperation: On 16 November 2015, Child Helpline Cambodia was officially assigned by Minister of Social Affairs, Veteran and Youth Rehabilitation to sit on the Child Protection Commission, led by Cambodia National Council for Children.



Key Results of Program

4. Organizational Development

4.1 Program Management: to ensure effective program implementation and service operation through visioning, planning, fundraising, monitoring and evaluation. The management team includes Executive Director, Project Coordinator, Counselling Supervisors and Finance and Administration Officer. The Executive Director has a significant role in coordination of all projects and ensures CHC adheres to the highest standards of transparency, accountability and quality services to its clients.

4.2 Financial and Administrative Management: to develop and implement policies that ensure transparency and accountability in CHC's use of funds. This is critical to maintain trust among management team, project staff and donors; to ensure the smooth coordination and running of the organization's day-to-day activities, logistic support and asset management.

4.3 Capacity Building: CHC staff participated in capacity building workshops based on their need. CHC staff organized a peer exchange with ChildLine Thailand in October and joined a regional consultation with ChildLine Malaysia in November. All staff also joined the five year strategic planning workshop 2015-2020 in March and organizational social audit in September.

Key Supporters & Donors



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Special thanks to our major supporters:



Case for Support



Child Trafficking

Ms. CSH is 16 years old. She has 2 brothers, aged 9 and 12 and 1 sister aged 6. She lives in Tbong Khmum province in a very poor family. Her parents migrated to work in Ratanakiri province. Her family does not have farm land. Her house is a wooden house surrounded by tree. There is no kitchen, no water supply and electricity. She decided to leave school at grade 3 due to poor living condition. Ms. RV who's her neighbor, lured her to work in a restaurant for \$50 per month in Kratie province. She was then forced to serve sex to clients. She locked in a room. She was beaten and thrown from one bed to another bed in the locked room when she refused to serve sex. Finally, she was weak, raped, and forced to serve sex to clients. She felt scared with broken courage and remained silent most of the time. Ms. CSH called her friend to inform about the rape and force to serve sex to clients. Her friend called Child Helpline Cambodia for assistance.

CHC's phone counsellor contacted its allied partners for intervention. Ms. CSH was then rescued and received legal assistance and safe accommodation in a shelter for recovery and skill training.

Ms. CSH now attends Khmer class, bakery class, English class, fruit shake class, computer class and cooking class. Ms. CSH would like to leave the shelter when she finishes her vocational skill training. She has a dream to start a small business.



Words of Clients Using CHC Service

Ms. SN is 18 years old. She lives in Kampong Speu province. She had sexual relationship problem with a Korean man. She felt hurt, upset, and disappointed. She decided to call CHC for help.

How would you describe your experience with CHC? I knew CHC from a friend.

Were you happy or unhappy with the service you received? I had an opportunity to express my negative feelings because I kept these problems in my mind. I could speak out through the free phone 1280 as I learnt that this was the only confidential helpline.

What did you find useful about talking to CHC? Child Helpline services were very useful for me and other people. Phone counselor was able to help me become a person with more strength and confidence.

Was there anything you did not find helpful about talking to CHC? What was it? I found that the child helpline was helpful.

Has talking to CHC helped change things for you? I felt relieved and I became a person that can stand up again. I felt happy and hopeful with my life. I found value on myself.

What are your feelings about the counsellor's attitude? They used professional skills in providing emotional support, encouragement, and empowering me till I got success.

Financial Report



INCOME STATEMENT	2015 (USD)
Income	197,109.97
Expenditures	221,012.97
Operating surplus/deficit	-23,903.00
Fund beginning of year	70,100.00
Accumulated fund end of year	46,197.00
BALANCE SHEET	2015 (USD)
Cash	198.84
Other current assets	55,291.33
Total current assets	55,490.17
Non current assets	0
Total assets	55,490.17
Current liabilities	9,293.17
Net assets represented by accumulated funds	46,198.00

Acknowledgements

Thank you to the following organizations and individuals whose generous supports and assistance were vital to CHC's work in 2015:

- H.E Khai Khun Heng, Secretary of State at Ministry of Posts and Telecommunication
- H.E Nheb Sopheap, Deputy Secretary General at Cambodia National Council for Children
- Mr. Jeremy Floyd, Program Manager of Equitas Group
- Ms. Debra Veth, Executive Director of Imago Dei Fund
- Mr. Ty Sovannary, Child Rights Specialist of Plan International
- Mr. Prashant Verma, Country Director of ChildFund Cambodia
- Mr. Ros Yeng, National Director of Chab Dai Coalition
- Ms. Sokhan Serey Vethia, Child Rights Specialist of ChildFund Cambodia
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- Mr. Phon Vutha, Project Officer at UN WOMEN
- Ms. Uju Ofomata, Program Director at OneWorld UK
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