



មណ្ឌលកូនស័ព្ទ ខ្មែរកម្ពុជា  
CHILD HELPLINE  
CAMBODIA

## Annual Report 2016

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## Letter from Executive Director

Dear friends and supporters,

2016 marks the seventh year of Child Helpline Cambodia (CHC) in service 24/7 for children and young people across Cambodia. It's a year with great achievements, which CHC is awarded with Star Impact Award, Good Governance and Professional Practice certificate, and ChildSafe Organization certificate. Other keys achievements include the completion of organizational social audit, completion of a project entitled “promoting child-friendly communities through the development of a national child protection system in Cambodia”, and a project entitled “child trafficking and migration”.

With financial auspices from European Union via Plan International, Terre des Hommes Netherlands, Imago Dei Fund, OneWorld UK, UNICEF, ChildFund Cambodia, and Australian Women's Connection, CHC was able to answer 168,235 phone calls and 2,971 text messages from children and young people. The counseling team could deliver phone counseling to 1,446 clients and education and issues-based information service to 13,726 clients and refer 52 clients based on their consent for direct service and immediate intervention with NGO partners and competent local authorities.



## Letter from Executive Director

Looking to the future, 2017 presents some exciting developments with plans to strengthen child protection mechanisms in Cambodian communities with expansion to six provinces, empower Helpline Ambassadors to work as social agents of change and lead awareness events in their communities, respond to the increasing incidents of online exploitation and abuse, increase self-care and structural supports to phone counsellors for prevention of vicarious trauma, strengthen the capacity of phone counsellors on tackling online exploitation and abuse, parenting skill, advanced counselling, and behaviour management in children.

CHC has grown so much over the years and continues to have positive impact on the lives of disadvantaged children and youth. This would never have been possible without a wonderful team here I work with everyday, national and international partners, and the supports from individuals, groups, and foundations around the world. I'd like to thank you for your partnership in helping improve the lives of vulnerable children, youth and families in Cambodia.

11 January 2017

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 Response Mechanism (CRRM)

### Prevention

1. Helpline Ambassadors Empowerment
2. Community Awareness Raising & Outreach

### 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



Board of Directors



Executive Director



Finance and Administration Officer



Call Center Officer



Project Coordinator



Fundraising & Communication Officer



Counselling Supervisors



Housekeeper



Phone Counselors



Volunteer Counselors



# 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 answered 168,235 calls and 2,971 text messages from 86,555 clients with 1,446 clients received phone counseling and 13,726 clients received education and issues-based information service. 52 clients were referred based on their consent for direct service and immediate intervention with NGO partners and competent local authorities.

#### Of the 86,555 clients:

- 9,663 clients were female,
- 10,101 clients were male, and
- 66,791 clients are unknown gendered callers.

#### Of the 86,555 clients:

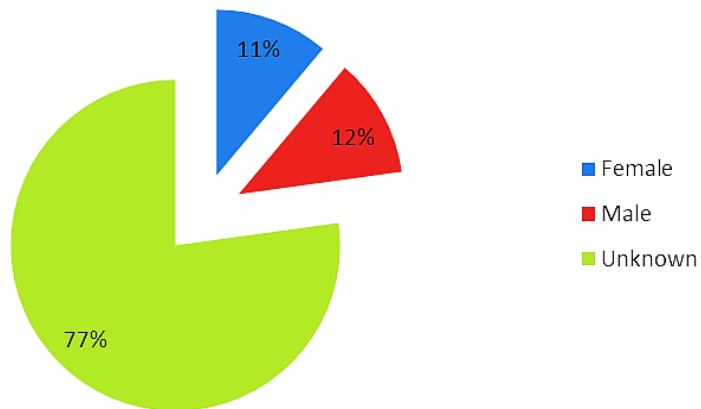
- 6,800 clients were children,
- 3,000 clients were youth,
- 1,814 clients were adults, and
- 74,941 clients were unknown aged callers.

# Key Results of Program

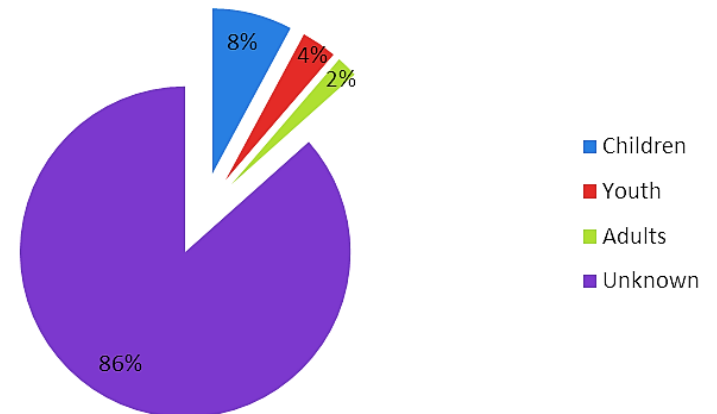


## Callers Analysis

### Gender of Callers



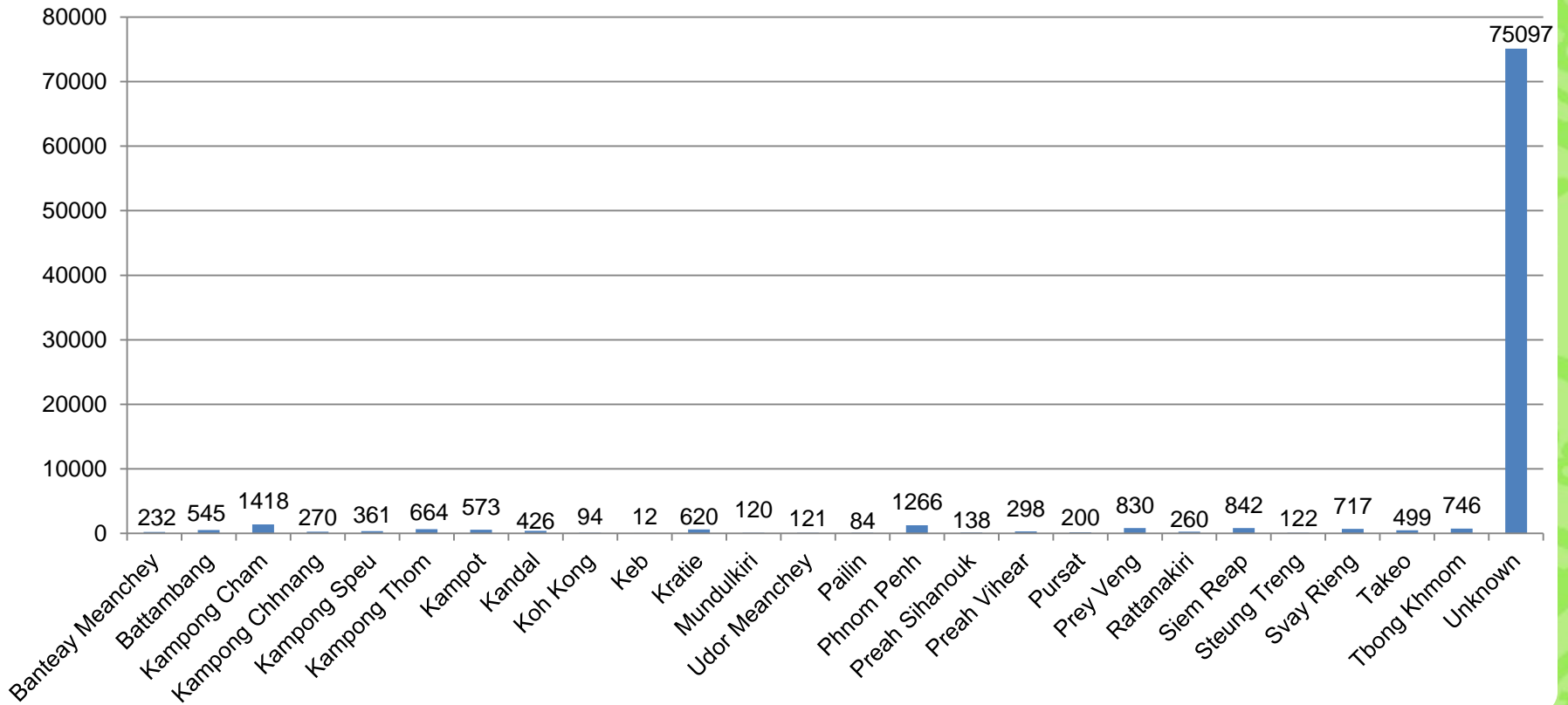
### Age of Callers



# Key Results of Program



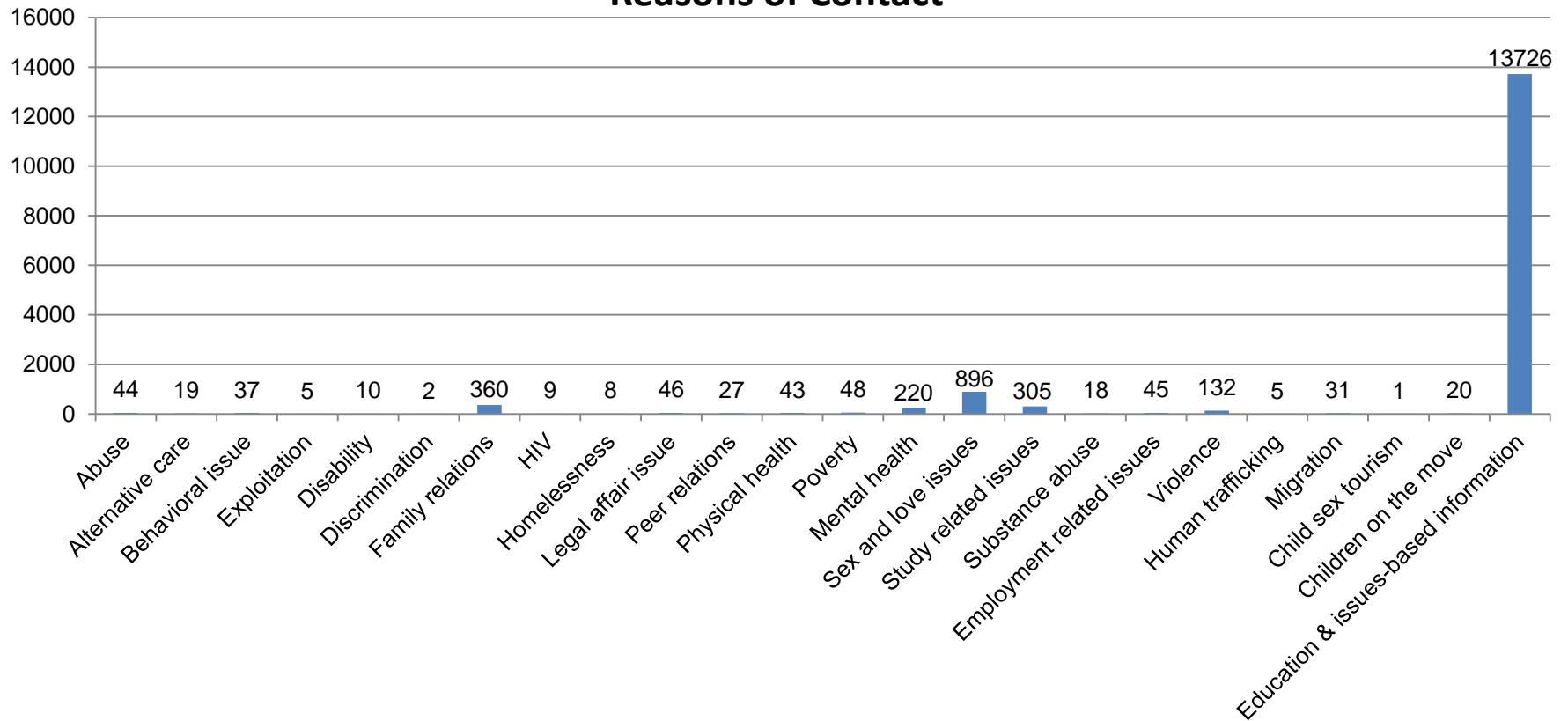
## Location of Callers



# Key Results of Program



## Reasons of Contact





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## 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 28 youth for immediate intervention and psych-social service support and healing.

Of 24 referred children, there were 6 cases of domestic violence, 6 cases of abuse, 2 cases of unsafe migration, 2 cases of abduction, 2 cases of child missing, 1 case of burglary, 1 case of safe shelter need, 1 case of parentless child, 1 case of online sexual exploitation, 1 case of child labor, and 1 case of violence against children.

Of 28 referred youth, there were 10 cases of unsafe migration, 9 cases of domestic violence, 2 cases of missing an disappearance, 1 case of human trafficking, 5 cases of poverty, and 1 case of safe shelter need.





## 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 2016, the platform received 5,658 questions from children and young people. Of 5,658 questions, 662 questions were from male, 1,269 questions were from female and 3,727 questions were from undisclosed gendered senders. Of 5,658 questions, 216 questions were from children, 1,479 questions were from youth, 326 questions were from adults, and 3,637 questions were from undisclosed aged senders. Of 5,658 questions, CHC answered 2,971 questions and the rest were answered by Inthanou Association.

The team answered 316 family planning questions, 12 condom use questions, 78 contraceptive questions, 137 pregnancy questions, 35 fertility questions, 268 HIV/AIDs questions, 3 anti-retroviral therapy questions, 44 modes of transmission questions, 258 STIs questions, 142 puberty questions, 138 menstruation questions, 432 reproductive health questions, 59 abortion questions, 542 sexuality and intercourse questions, and 3,194 Non-SRHR questions.



## Key Results of Program

### 1.4 Child Sensitivity Reporting and Response Mechanism (CRRM)

**Children and Youth Clubs:** 21 girls and 10 boys, who were the leaders of children and youth clubs in Siem Reap and Tbong Khmom attended 6 reflection workshops on CRRM. The participants refreshed their knowledge on CRRM, violence against children, child rights, and case management documentation/record keeping.

**Parenting Groups and Community People:** 107 members (56 female) of parenting group attended 3 reflection workshops on CRRM in Siem Reap and Tbong Khmom. The participants refreshed 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:** 112 members (31 female) of FPN/local authorities in Siem Reap and Tbong Khmom attended 3 reflection workshops on CRRM. The participants refreshed knowledge on child rights, CRRM, violence against children, basic counselling, and case management documentation/record keeping. Additionally, 50 members (21 female) of Commune Council for Women and Children in Banteay Meanchey and Koh Kong were trained to improve their knowledge on safe migration, risk of human trafficking, children on the move and CRRM in 2016.



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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 agents of change 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 Helpline Ambassadors organized 4 video shows in Battambang, Banteay Meanchey, Koh Kong and Svay Rieng provinces reaching out to 377 girls and 393 boys with key education messages on safe migration, risk of human trafficking, children on the move, and how to contact the free helpline for assistance in 2016.





## Key Results of Program

### 3. Advocacy

The objective of the program is to lobby/advocate directly and through the allied system 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:** 20,000 helpline cards with key education message on violence against children, 10,000 blowing fans on safe migration and trafficking in person, 5,000 blowing fans on violence against children, and 1,500 resource directory books were published and distributed to children, youth, family protection network, commune council for women and children, parenting groups, helpline ambassadors, and villagers in Banteay Meanchey, Battambang, Koh Kong, Svay Rieng, Siem Reap and Tbong Khmom provinces. CHC Facebook page has over 207,000 supporters (49% female) aged between 13 and 34.

**3.2 Government Cooperation:** CHC works in close collaboration with Cambodia National Council for Children and Child Protection Committee to promote child rights and build a national comprehensive child protection system and with Ministry of Women Affairs to promote gender equality and combat violence against women and children across the country.



## 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 fund. 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. In 2016, CHC staff attended training workshops on self-care, counselling, behaviour management in children, parenting skill, child rights monitoring, human trafficking victim identification, and online child abuse and exploitation.

# Key Supporters & Donors



Special thanks to our major supporters:



# Case Story



## Child Migration

SSL is 14 years old living in Battambang province. He studied at grade 5 before migrating to Thailand. In May 2016 he migrated to Thailand with his parents via an informal broker. Upon arrival in Thailand, the broker separated SSL from his parents and accommodated SSL in a private house, where SSL was ordered to clean the house and cut the grass. The parents of SSL were arrested by Thai police and deported back home in Cambodia on 29 May 2016. SSL was arrested by Thai police in June 2016 and detained in the detention center on charge of illegal entry into Thailand. He was able to call his brother in Cambodia to inform that he was arrested and detained in Thailand. His brother was so worried and approached the neighbor for help. The neighbor called Child Helpline Cambodia in June 2016 for help. CHC phone counselor contacted ChildLine Thailand to check with police and find SSL in the detention center in Chak Choeng Sao province, Thailand. ChildLine Thailand negotiated with Thai police for the release as SSL is the victim of child labor and exploitation. The Thai police released and returned SSL to Cambodia on 14 June 2016. CHC phone counselor made a follow up via phone call to his family upon his returning home on 14 June 2016. SSL and his parents are now living together in the same village in Battambang province. He is going back to school. He enjoys freedom of movement.

## Case Story



### Trafficking Cambodian Woman to China

Ms. HP is married and has a child. She lives in Kampong Thom province. Her husband works in Phnom Penh as a translator for a Chinese garment factory. Her husband sends her \$200 per month to support her living and the child. She spent over \$100 per month to pay back to the bank, which she owed \$2,500. She does not have her own home. She lives with her elderly sister. She does not have much money to support her living and sending her child to school. In May 2016, she entered into a contract with a human recruiting company, informal broker, recruiting people to work in South Korea. There were four Khmer women transported outside of Cambodia via flight, but all of them were ended up in China. Ms. HP was able to run away when she realized that she was not transported to South Korea. She ran into a village and she was offered with two options for working, i.e. 1. serving sex and 2. working in a bar. She realized that she was sold and contacted her family in Cambodia for help. Her sister called Child Helpline Cambodia on 27 May 2016 to seek intervention. With her family consent for referral, CHC phone counselor referred the case to Chab Dai Coalition for intervention. On 20 June 2016, Ms. HP was able to return home safely. She is now living with her child in Kampong Thom province. She said that she would not migrate to any other country again. She would find work in Cambodia as she could live together with her family.



## Words of Clients Using CHC Service

Ms. NY is 15 years old. She lives in Phnom Penh. She had family relations problem. She felt upset and disappointed with her parents. She decided to call CHC for discussion and counseling.

***How would you describe your experience with CHC?*** I knew CHC via Angkor Thom magazine.

***Were you happy or unhappy with the service you received?*** I feel good when I could talk with the phone counselor. I feel supportive as phone counselor listens to me, talk gently with me, and welcoming my thought all the times and offers me with good options and build my confidence.

***What did you find useful about talking to CHC?*** The Child Helpline service educates me an articulating way and builds my confidence to talk with my parents. My parents and I are in a good relationship after I talk with them and offer them with reasons of what I do.

***Was there anything you did not find helpful about talking to CHC? What was it?*** I think it's a good service especially for children with problem. I don't see any thing bad with this program.

***Has talking to CHC helped change things for you?*** It has changed the way I think and provided me with lots of encouragement and support and I have a good confidence as a result.

***What are your feelings about the counsellor's attitude?*** The counselor that I talk with is friendly and easy to talk with. He listens to me and gives me a lot of food for thought.

# Financial Report



INCOME STATEMENT	2016 (USD)
Income	163,402.58
Expenditures	148,111.25
Operating surplus/deficit	15,291.33
Fund beginning of year	46,197.00
Accumulated fund end of year	<b>61,488.33</b>
BALANCE SHEET	2016 (USD)
Cash	15.83
Other current assets	68,793.43
Total current assets	68,809.26
Non current assets	0
Total assets	68,809.26
Current liabilities	7,320.93
Net assets represented by accumulated fund	<b>61,488.33</b>

# Acknowledgements

Thank you to the following organizations and individuals whose generous supports and assistance were vital to CHC's work in 2016:

- H.E Khai Khun Heng, Secretary of State at Ministry of Posts and Telecommunication
- H.E Nheb Sopheap, Secretary General at Cambodia National Council for Children
- Ms. Debra Veth, Executive Director of Imago Dei Fund
- Mr. Ty Sovannary, Child Protection Specialist of Plan International
- Mr. Prashant Verma, Country Director of ChildFund Cambodia
- Mr. Ros Yeng, National Director of Chab Dai Coalition
- Mr. Lim Tith, National Coordinator of UNACT
- Mr. Phon Vutha, Project Officer at UN WOMEN
- Ms. Uju Ofomata, Program Director at OneWorld UK
- Ms. Chan Kanha, Project Officer at UNICEF,
- Mr. Oum Vongnarith, Business Coordinator at ChildFund Cambodia
- Ms. Carol Mortensen, Independent Consultant
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- Cellcard
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- Smart
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