



បណ្តាញទូរស័ព្ទ ជំនួយកុមារកម្ពុជា
CHILD HELPLINE
CAMBODIA

Annual Report 2017

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Contents



បណ្តាញជំនួយសិស្ស ជំនួយកុមារកម្ពុជា
CHILD HELPLINE
CAMBODIA

Letter from Executive Director	3
Organizational Approach	5
Organizational Strategies	6
Organizational Structure	8
Key Results of Program	9
Key Supporters & Donors	18
Case Story	19
Words of Clients Using CHC Service	22
Financial Report	24
Acknowledgements	25

Letter from Executive Director



Dear friends and supporters,

2017 marks the eighth year of Child Helpline Cambodia (CHC) in service 24/7 for children and young people across Cambodia. It's a year that CHC focused on strengthening its internal case management system, strengthening the capacity of frontline phone counselor team, Youth Ambassadors, and the commune based child protection structure, i.e. Commune Committee for Women and Children (CCWC), mainstreaming the knowledge of positive parenting to parents and caregivers, and expanding child helpline service to eight provinces.

With our efforts in community awareness and education, 841 children (516 girls) increased awareness and learned about self-protection and how to report violence. 407 CCWCs (30% female) and 672 parents and caregivers (50% female) increased knowledge on violence against children, parenting, child sensitivity reporting and response mechanism. CHC answers 190,969 phone calls and 1,581 questions from children and youth with 1,935 clients receiving phone counseling and 7,814 clients receiving education and issues-based information service. 100 adults called to report child protection cases. 42 clients were referred for direct services and immediate intervention with competent authorities and NGO partners. 2,012 clients were followed up by counselors to ensure they were safe and living in a supportive environment.



Letter from Executive Director

Looking to the future, 2018 presents a challenging situation of financial sustainability for NGOs in Cambodia. Among the estimated 5,000 NGOs, 4,000 NGOs already closed offices while the rest 1,000 are operating service in condition of financial hardship and facing a threat of office closure. Despite these challenges ahead, CHC has some exciting developments with plan to complete its project “Strengthening Child Protection Mechanism”, work in partnership with End Violence Against Children Campaign of World Vision Cambodia, lead a research project “Empowering Rainbow Voices”, initiate projects on parenting education and children left behind by migration, and build staff capacity in response to online child abuse & advanced counselling.

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, philanthropists, 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.

12 January 2018

Executive Director, Mr. Sean Sok Phay

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

Prevention

1. Child Sensitivity Reporting and Response Mechanism (CRRM)
2. Helpline Youth Ambassadors

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 190,969 calls and 1,581 questions from 71,285 clients with 1,935 clients received phone counseling and 7,814 clients received education and issues-based information service. 42 clients were referred based on their consent for direct service and immediate intervention with NGO partners and competent local authorities. 2,012 clients were followed up by phone counselors to ensure they were safe and living in protective environment.

Of the 71,285 clients:

- 7,282 clients were female,
- 72,84 clients were male, and
- 56,719 clients were unknown gendered callers.

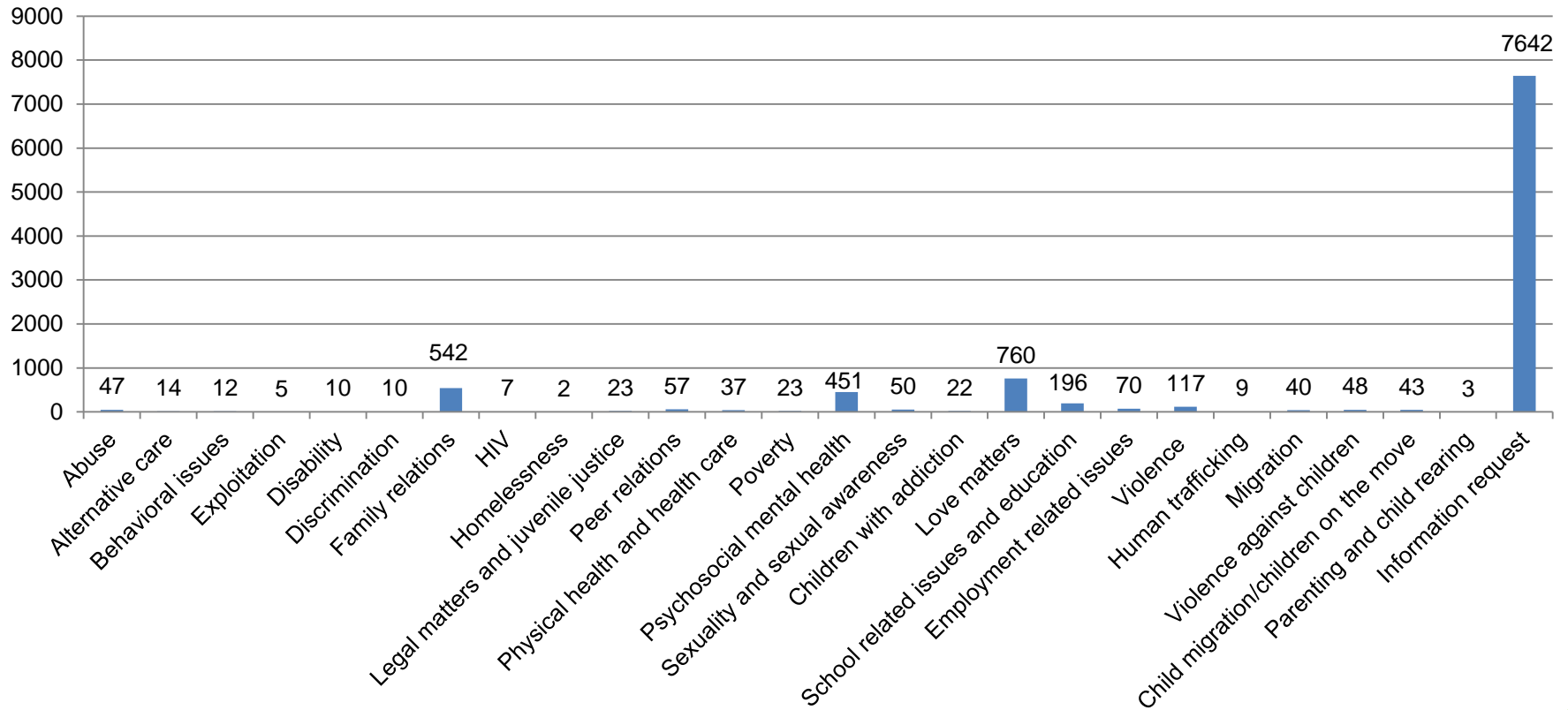
Of the 71,285 clients:

- 2,549 clients were children,
- 2,330 clients were youth,
- 1,313 clients were adults, and
- 65,093 clients were unknown aged callers.

Key Results of Program



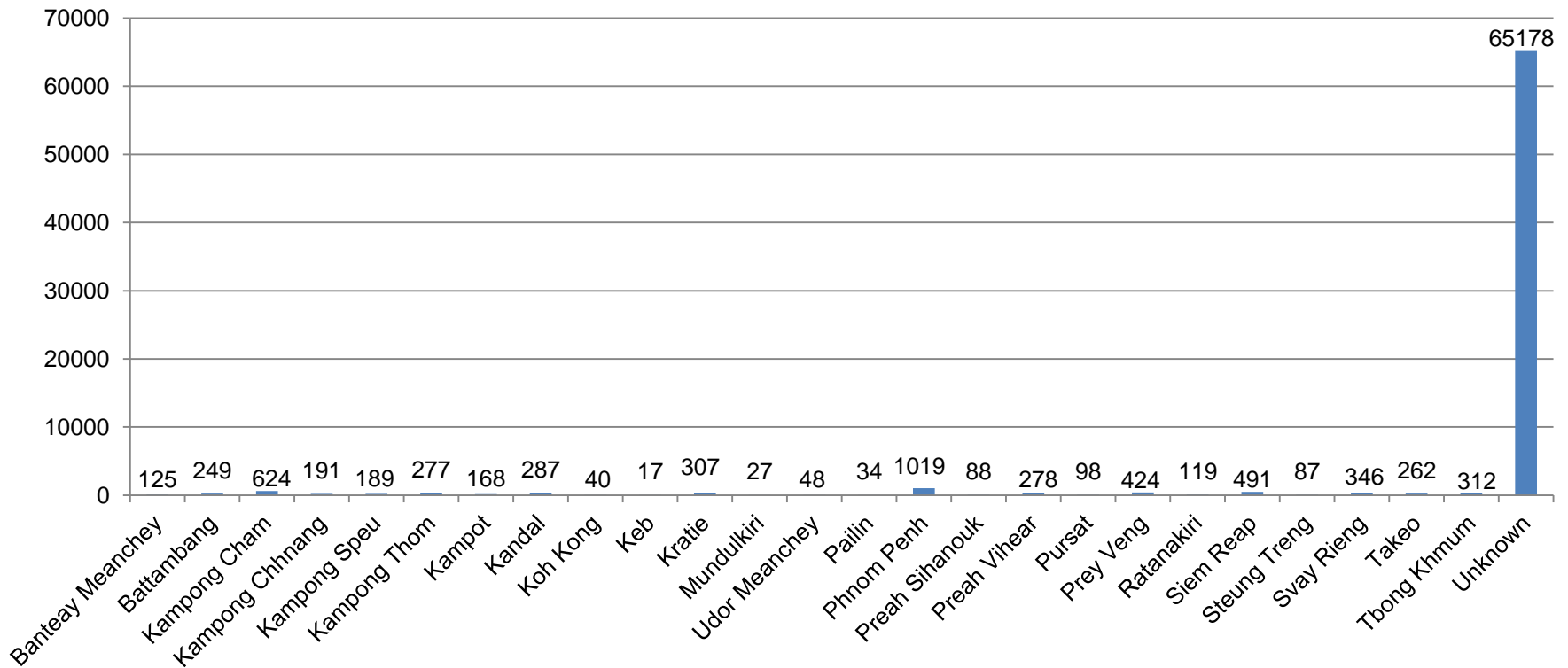
Reasons of Contact



Key Results of Program



Location of Callers





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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 25 children, 8 youth, and 9 adults for immediate intervention and psych-social service support and healing. 2,012 clients were followed up by counselors.

Of 25 referred children, there were 1 case of domestic violence, 10 cases of violence against children, 5 cases of sexual abuse, 2 cases of drug, 3 cases of migration, 1 case of child running away from home, 1 case of labor exploitation, 1 case of grooming a child on the street, and 1 case of child trafficking. Of 8 referred youth, there were 1 case of violence against children, 1 case of sexual abuse, 5 cases of migration, and 1 case of labor exploitation. Of 9 referred adults, there were 5 cases of domestic violence, 3 cases of migration, and 1 case of divorce.





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, Inthanou Association, and InSTEDD.

In 2017, the platform received 1,581 questions from children and young people. Of 1,581 questions, 164 questions were from male, 194 questions were from female and 1,223 questions were from undisclosed gendered senders. Of 1,581 questions, 4 questions were from children, 227 questions were from youth, 76 questions were from adults, and 1,028 questions were from undisclosed aged senders. Of 1,581 questions, CHC answered 599 questions and the rest were answered by Inthanou Association.

The team answered 89 family planning questions, 1 condom use question, 22 contraceptive questions, 30 pregnancy questions, 3 fertility questions, 163 HIV/AIDs questions, 1 anti-retroviral therapy questions, 27 modes of transmission questions, 41 STIs questions, 41 puberty questions, 41 menstruation questions, 144 reproductive health questions, 16 abortion questions, 149 sexuality and intercourse questions, and 813 Non-SRHR questions.



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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 Child Sensitivity Reporting and Response Mechanism (CRRM): CHC delivered 24 training workshops on CRRM to 407 Commune Committee for Women and Children (CCWCs - 125 female) in Battambang, Banteay Meanchey, Koh Kong, Siem Reap, Svay Rieng, Tbong Khmum, Preah Vihear, and Steung Treng provinces. Following the trainings, the trained CCWCs could deal with 80 cases of violence against children effectively in their communities. 3 child protection champions were selected across 24 target communes and had the opportunity to share good practice in addressing child protection issues. Additionally, 672 parents, caregivers, and authorities (50% female) increased knowledge on violence against children, parenting, child sensitivity reporting and response mechanism.



Key Results of Program

2.2 Helpline Youth Ambassadors: 28 youth ambassadors (20 girls) were trained in a five day cluster training in Phnom Penh with key focus on CRRM, roles and responsibilities of youth ambassadors, facilitation skill, prevention of violence against children, unsafe migration, and human trafficking. The 28 youth ambassadors were existing leaders of child and youth clubs in Battambang, Banteay Meanchey, Koh Kong, Siem Reap, Svay Rieng, Steung Treng, Preah Vihear, and Tbong Khmum provinces.

The 28 youth ambassadors in partnership with CCWCs and supported by CHC organized 24 awareness sessions which include 8 refresher awareness sessions on violence against children and child protection using cartoon video shows to 841 children (516 girls) from the 24 target communes in the 8 target provinces between 1 April and 31 October 2017. Additional 1,682 children, who did not join the awareness sessions, learnt about violence against children and self-protection from the 841 children via talking and informal communication in schools and communities.





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, young people and their families.

3.1 Communication and Publication: 3,000 service directory booklets, 20,000 blowing fans with educational message on anti-violence against children, and a video cartoon on self-protection were developed and shared with children, young people and their families in communities and social media in 2017. CHC Facebook page has over 317,525 followers (51% female) aged between 13 and 34. CHC staff were invited to be guest speakers for 7 times in a local radio station to deliver information related to keeping children safe.

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 relevant Ministries and sub-national authorities to combat violence and abuse, promote gender equality, and advocate for service that meet the needs of children, young people and their families.



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 2017, CHC staff attended training workshops on fundraising, project monitoring, human resource management, parenting skill, arts therapy, cognitive behaviour therapy, supervision, self care, and individual and group counselling.

Key Supporters & Donors



Special thanks to our major supporters:



Stars Foundation



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dei
fund

The Kadoorie Charitable Foundation



Case Story – Violence Against Children



SRS is 8 years old. He studies at grade 8. SPS is 4 years old. He does not go to school yet. Both little boys live in Dambae village, Dambae district, Tbong Khmum province. They live with their parents and a grandmother. Their father is a drunkard. SRS and SPS are usually beaten up seriously by their father when he is drunk. Sometimes, their drunkard father use digging hoe and big stick to beat SRS and SPS seriously. This violence is fatal and happening very often. Both SRS and SPS are injured, shocked and scared, and they are deprived of food. During the violence, usually their grandmother and mother intervene to help, but are also beaten up by the drunkard father. Because their home is not safe anymore, both little boys usually escape from home and cannot go to school. Both little boys look thin and lack of nutrition.

The grandmother of SRS and SPS called Child Helpline Cambodia to report violence against her grandsons and requested for help and intervention on 9 January 2017. Phone counselor contacted local authorities and police in Dambae district for intervention immediately. The police met with the drunkard father and documented the pledge to stop committing violence against SRS and SPS. The drunkard father pledged to stop beating both little boys. After the pledge and by the time police left, the drunkard father got mad and furious with the grandmother and his wife.

Case Story – Violence Against Children



The grandmother of SRS and SPS felt that it's not safe to keep both little boys living in the same house with the drunkard father and suggested Child Helpline Cambodia for alternative care service. Child Helpline Cambodia contacted an alternative care organization, Mlup Reussey, in Phnom Penh to provide alternative care for both little boys. Staff of Mlup Reussey and social workers of Ministry of Social Affairs, Veterans and Youth Rehabilitation decided to separate the boys and their mother and grandmother from living in the same house with the drunkard father. Both little boys were provided with a better care and supported with study materials.

The two little boys, grandmother and mother are now living safer under the monitoring and follow up from Child Helpline Cambodia and Mlup Ruessey. Child Helpline Cambodia phone counselor has made constant 12 follow up between 10 January till 13 June 2017 to advocate for service and ensure the little boys and their grandmother and mother are safe.

Case Story – Girl Gone Missing from Home



SSP is 16 years old. She lives with her parents in Chi Oak village, Romney commune, Rovieng district, Preah Vihear province. On 14 September 2017, the stepfather of SSP called Child Helpline Cambodia to discuss about his daughter disappearance from home since 31 August 2017. Her stepfather said that “there was a woman visiting SSP at home and lured her to work outside of the village for a better income”. The woman gave SSP some money to persuade her to go outside of the village. SSP later talked with her mother to seek permission to go with the woman to work, but her mother denied because her mother was afraid that SSP would be sold. Two days later, SSP disappeared from home.” After the disappearance from home a few days, her parents lodged a complaint with local authority in Romney commune, but there was no progress.

SSP’s stepfather decided to call Child Helpline Cambodia to ask for help and intervention. Child Helpline Cambodia’s phone counselor delivered mental support and counseling to her parents via telephone contact and referred the complaint to its NGO partner for intervention. The complaint was lodged again with the provincial department of women’s affairs and provincial department of anti-trafficking and juvenile protection for investigation on 30 September 2017. SSP was found in Siem Reap on 10 December 2017. She was safe and returned home.



Words of Clients Using CHC Service

Interviewer: *Ms. Mak Chansophal, External and Independent Supervisor and Lecturer in Master Program at the Royal University of Phnom Penh, Department of Psychology*

Background of Client: The client is an 8 year old girl. She was sexually abused by her neighbor, who is about 60 years old. Her uncle suspected about the child's behaviors and noticed that she was sexually abused. He reported CHC the case and CHC contacted NGO partners to help deal with the case. According to CHC counselor, it was a successful case.

How would you describe your experience of CHC? Grandmother of the child: It was such a helpful experience with CHC. I was helpless and did not know who to turn to at the first place. I could not even turn to my children since they also did not know what to do either. My son, the girl child's uncle, found CHC free phone number and called to seek for help and CHC took action immediately. Now our family feels a lot better and relief. Our girl child is also at a safe place now.

Were you happy or unhappy with the service you received at CHC? Happy: CHC is quick in referral and intervention. CHC's counselor instilled a lot of hope at the beginning while the client felt helpless. **Unhappy:** Not Available.

What did you find useful about talking to CHC? When we reported the case to CHC, CHC counsellor responded very quickly and helped instill hope for the helpless client, who was in trouble.



Words of Clients Using CHC Service

Was there anything you did not find helpful about talking to CHC? What was it? I could not find anything unhelpful about talking to CHC because my girl child was saved immediately after talking to CHC's counselor. My girl child's life and my family were saved for a tragedy in life and we are so thankful to CHC.

Has talking to CHC helped change things for you? Yes, absolutely. My girl child was saved and the abuser was put in prison. Our family is not threatened anymore and we feel safer now.

What are your feeling about the counselor's attitude? The counselor was very helpful. She listened to us carefully and she did help us right away. I wish her successful and happy in her life. I could not find a proper word to express my thankfulness toward the counselor.

Is there anything you wish that CHC had done differently? What was it? I just wish that CHC continue to help more and more people like in my girl child's case. I am pretty sure that they would not know where to turn to and who to ask for help. I hope CHC broaden its services to more and more people.

Conclusion: CHC's service to this particular client is very successful. It's a life saving service. The client keep expressing her thankfulness again and again and blessing everyone in the service. It's such a great work.

Financial Report



INCOME STATEMENT	2017 (USD)
Income	153,155.33
Expenditures	135867.75
Operating surplus/deficit	17287.58
Fund beginning of year	61,488.33
Accumulated fund end of year	78,775.91
BALANCE SHEET	2017 (USD)
Cash	72.64
Other current assets	85,805.00
Total current assets	85,877.64
Non current assets	0
Total assets	85,877.64
Current liabilities	7,101.73
Net assets represented by accumulated fund	78,775.91

Acknowledgements

Thank you to the following organizations and individuals whose generous supports and assistance were vital to CHC's work in 2017:

• 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. Ros Yeng, National Director of Chab Dai Coalition • Mr. Lim Tith, National Coordinator of UNACT • Mr. Phon Vutha, Project Officer at UN WOMEN • Ms. Mya Kirwan, Executive Director at The Kadoorie Charitable Foundation • Mr. Ziad Samman, Project Officer at The Kadoorie Charitable Foundation • Ms. Katie William, Online Capacity Building Manager at Stars Foundation • Ms. Claire Rhoades Brown, Administrative Assistant at Stars Foundation • Ms. Kate Griffin, Consultant at Stars Foundation • Ms. Alexie Ferreria Mercado, Fiscal Sponsorship Manager at Give2Asia • Ms. Aimyleen V. Gabriel, Technical Lead – Child Protection at World Vision Cambodia • Mr. Pong Leang On, Senior Project Manager for EVAC at World Vision Cambodia • Ms. Uju Ofomata, Program Director at OneWorld UK • Mr. Bruce Grant, Chief Child Protection at UNICEF Cambodia, • Mr. Chivith Rottanak, Child Protection Specialist at UNICEF Cambodia • Mr. Oum Vongnarith, Business Coordinator at ChildFund Cambodia • Ms. Carol Mortensen, Independent Consultant • Dr. Bruce Robertson, Social Trainer from Australia • Mr. Gary Withanage, Telecommunications Networking Manager at Liberty Asia • Camintel • Cellcard • Excell • Metfone • Cadcomms • Smart • Telecom Cambodia