



បណ្តាញជំនួយសុខាភិបាលកម្ពុជា
CHILD HELPLINE
CAMBODIA

Annual Report 2018

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Contents



បណ្តាញជំនួយសិស្ស ជំនួយកុមារកម្ពុជា
CHILD HELPLINE
CAMBODIA

Letter from Executive Director	3
Organizational Approach	4
Organizational Strategies	5
Organizational Structure	7
Key Results of Program	8
Quotation About Impact	20
Case Story	22
Words of Clients Using CHC Service	23
Key Supporters & Donors	24
Financial Report	25



បណ្តាញជំនួយ 1280
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CAMBODIA

Letter from Executive Director

Dear friends and supporters,

2018 marks the ninth year of CHC in services to serve the best interest of children and young people. It's a year that CHC was elected by members of Child Helpline International to be a regional representative of Child Helplines in the Asia Pacific for 2019 and 2020. In 2018 CHC signed project agreements to implement projects of anti-child marriage, violence against children and increase safe use of internet for women and girls. Looking to the future, 2019 presents an exciting development with plan to tackle child marriage and teenage pregnancy, train local government on INSPIRE seven strategies, increase the safe use of internet for women and girls, create and operate a digital resource platform for LGBTQI communities.

CHC has grown and continues to have positive impact on the disadvantaged children and youth. This would never have been possible without a wonderful team of phone counsellors and the supports from individuals, philanthropists and funding partners. I'd like to thank you for your partnership in helping improve the lives of vulnerable children, youth and families in Cambodia.

11 January 2019

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. Online & Mobile SMS 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



Referral and Follow-up Coordinator



Development 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 92,214 calls and 1,026 questions from 57,377 clients with 1,731 clients received phone counseling and 5,124 clients received education and issues-based information service. 75 clients were referred based on their consent for direct service and immediate intervention with NGO partners and competent local authorities. 1,946 clients were followed up by phone counselors to ensure they were safe and living in protective environment.

Of the 57,377 clients:

- 8,260 clients were female,
- 9,415 clients were male, and
- 39,702 clients were unknown gendered callers.

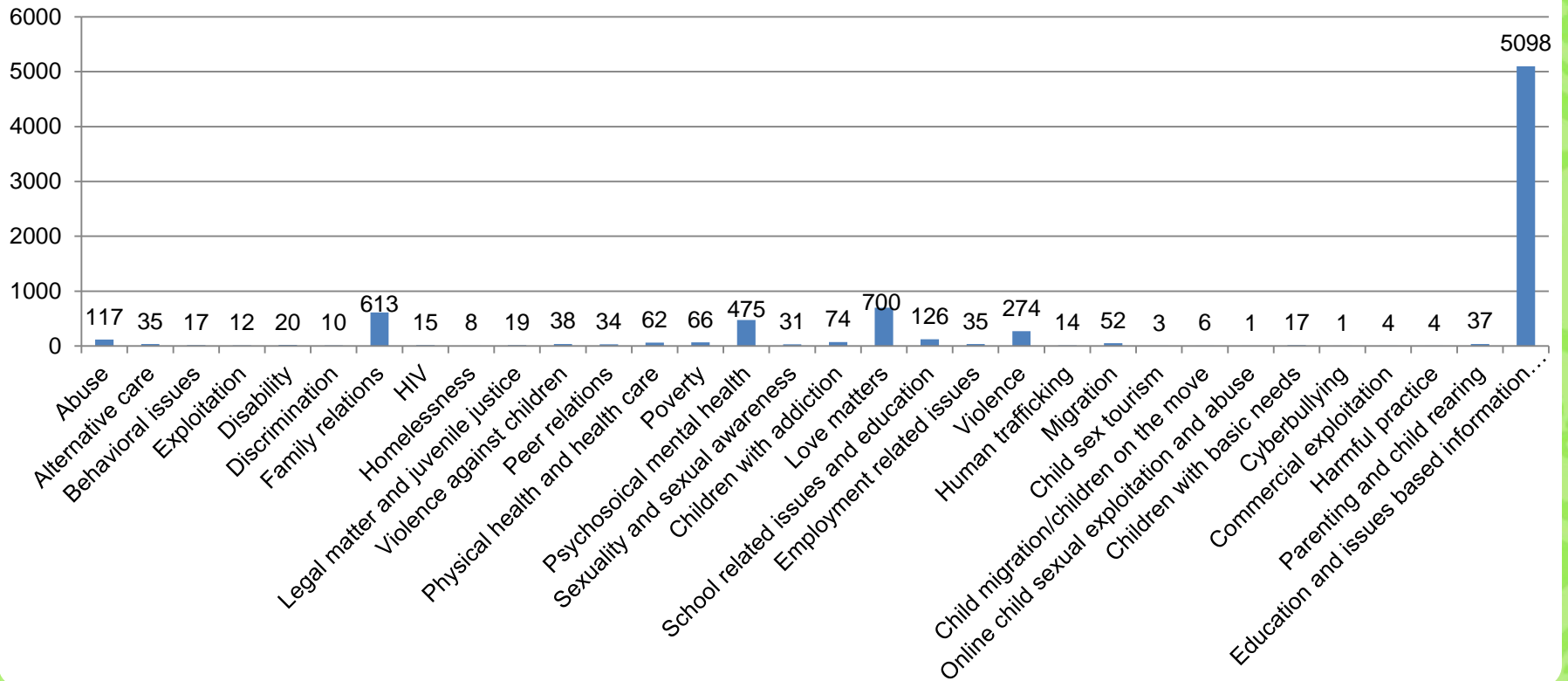
Of the 57,377 clients:

- 1,446 clients were children,
- 1,053 clients were youth,
- 810 clients were adults, and
- 54,068 clients were unknown aged callers.

Key Results of Program



Reasons of Contact by Free Helpline Phone 1280

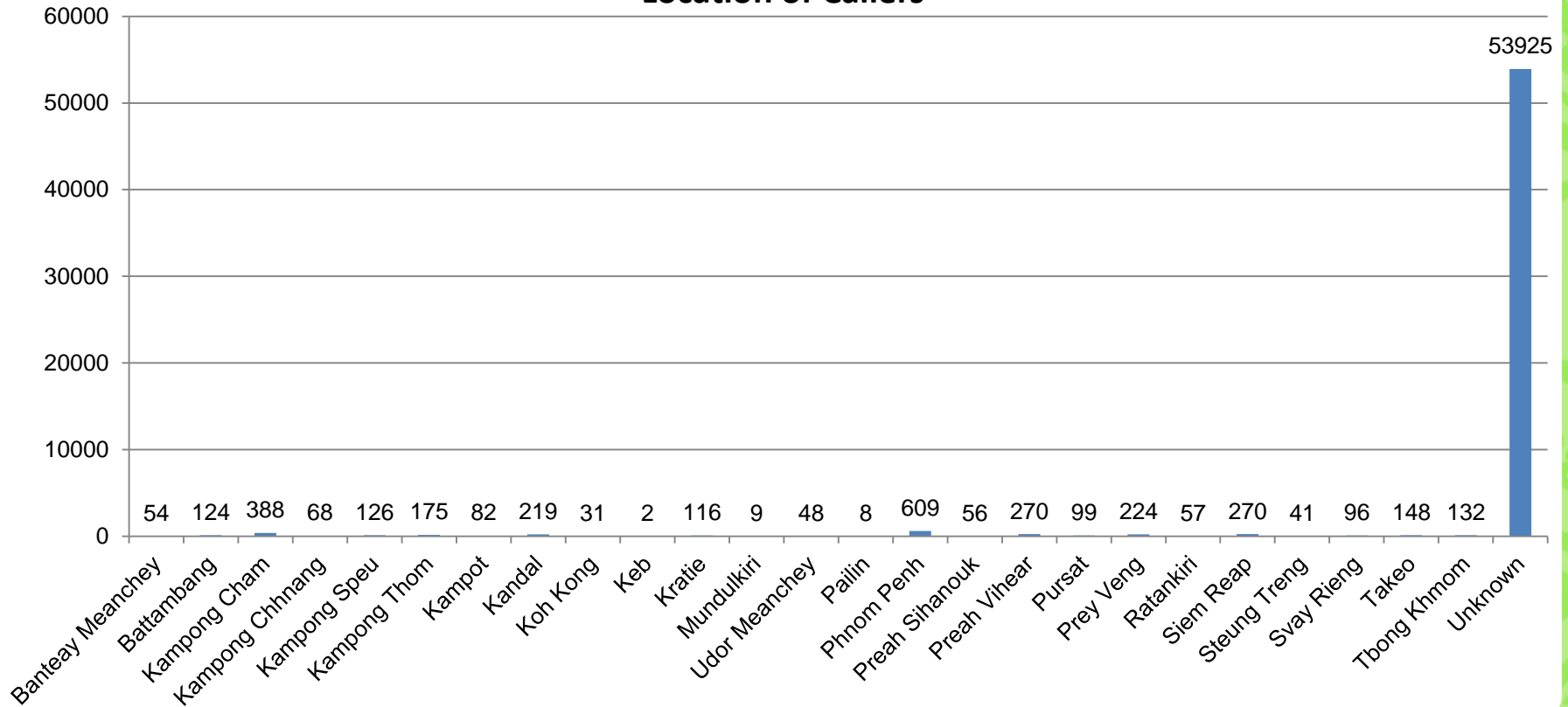


Key Results of Program



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Location of Callers





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 58 children, 8 youth, and 9 adults for immediate intervention and psych-social service support and healing. 1,946 clients were followed up by counselors.

Of 58 referred children, there were 26 cases of physical violence, 8 cases of child beggars, 7 cases of sexual abuse, 4 cases of residential care, 3 cases of child missing, 3 cases of alternative care, 2 cases of child sex tourism, 1 case of drug abuse, 1 case of online grooming for sex, 1 case of child trafficking, 1 case of abandoned child, and 1 case of orphan walking in the street.

Of 8 referred youth, there were 5 cases of physical violence, 1 case of disappearance/missing, 1 case of human trafficking, and 1 case of vocational skill need.

Of 9 referred adults, there were 7 cases of physical violence, 1 case of trafficking to China, and 1 case of cyber-bullying.

Key Results of Program



1.3 Online & Mobile SMS Question and Answer Platform

This is the mobile and online 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.

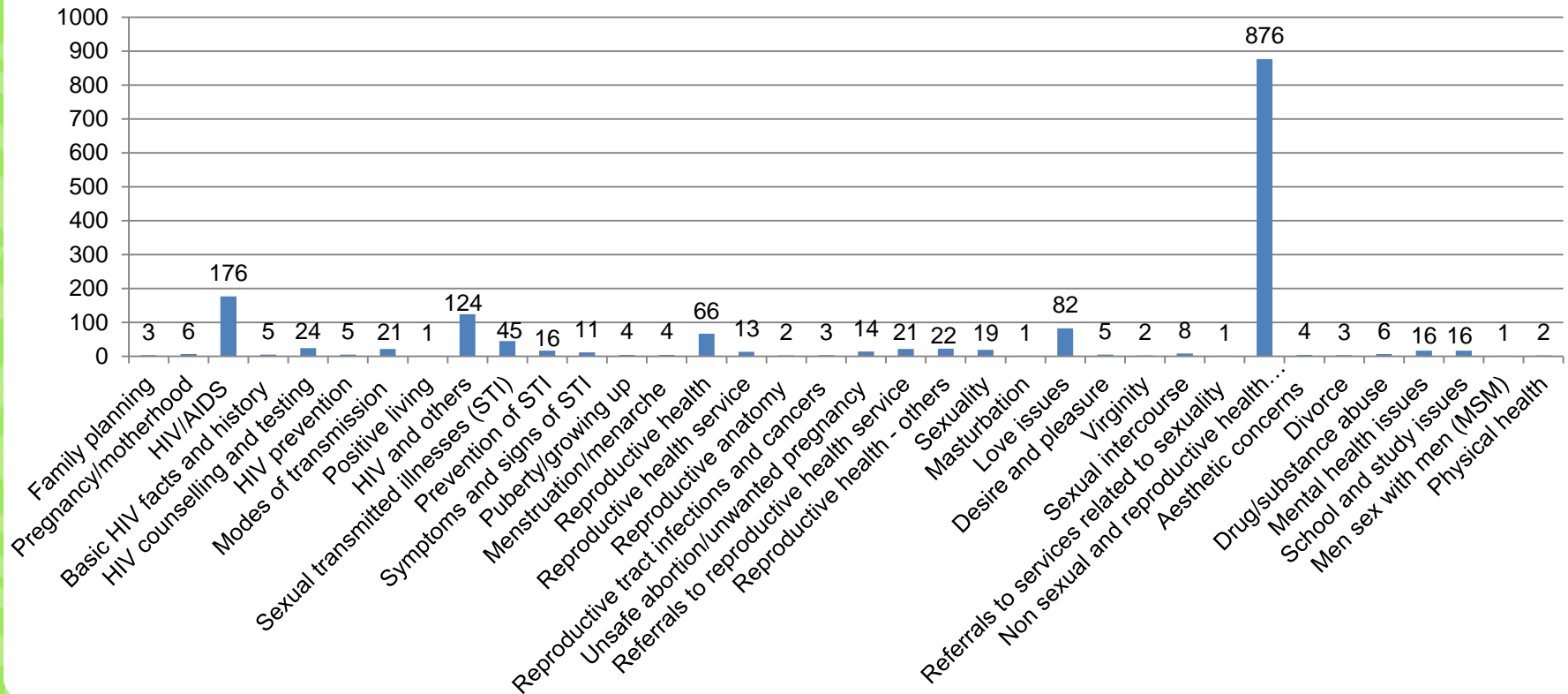
In 2018, CHC counselling team answered 1,026 questions from children and young people across Cambodia.



Key Results of Program



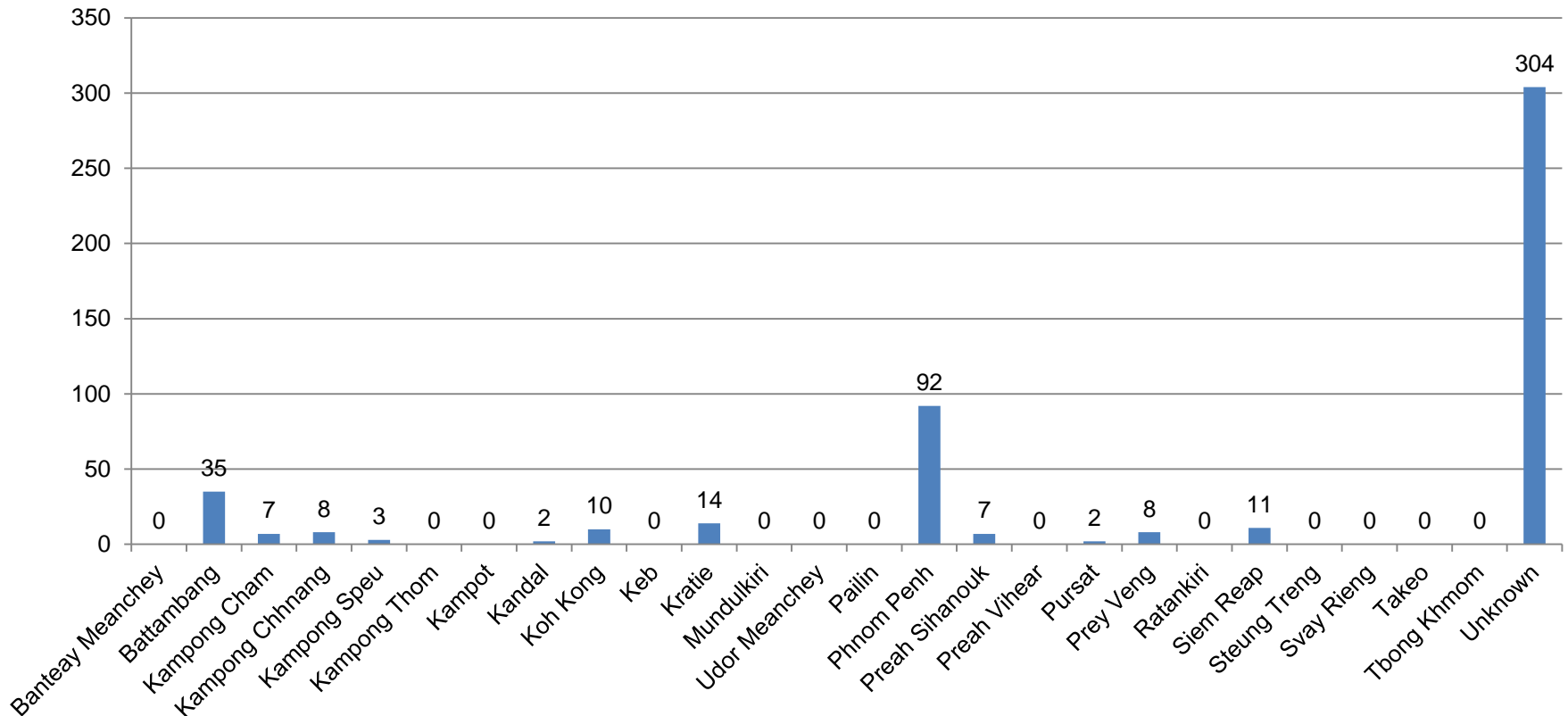
Reasons of Contact by Online & Mobile SMS Question and Answer Platform



Key Results of Program



Location of Mobile SMS and Online Clients



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 in partnership with DWCC delivered 24 refresher training workshops on Violence Against Children and CRRM to 440 CCWCs (145 female) in 24 communes of 8 target provinces, i.e. Battambang, Banteay Meanchey, Koh Kong, Siem Reap, Svay Rieng, Steung Treng, Preah Vihear, and Tbong Khmum. The refresher trainings aim to increase the knowledge and skill of CCWCs on Violence against Children and facilitation of awareness session, CRRM, case management documentation, reporting flow, basic counselling skill, and professionalism in social works. By completion of the refresher training, 440 CCWCs (145 female) increased knowledge on violence against children, facilitation skill and child sensitivity reporting and response mechanism.



Key Results of Program

2.2 Helpline Youth Ambassadors: CHC delivered a series of training workshops on Smart Navigator Toolkit about prevention of trafficking, unsafe migration and abuse to 29 youth (17 female) in Preah Vihear province. Smart Navigator Toolkit session 1 to session 8 were covered in Day 1, session 9 to session 18 were covered in Day 2, session 19 to session 28 were covered in Day 3, and session 29 to session 31 were covered in Day 4. CHC measured the knowledge of male and female helpline ambassadors on Smart Navigator Toolkit via pre- and post-test and found that male participants had 54% knowledge of Smart Navigator Toolkit while female participants had 50% knowledge. Following the workshops, 30 trained helpline ambassadors were supported to organize awareness sessions and education on self-protection by following to the sessions of SNT to 187 children (144 girls). The purpose of the awareness sessions were to equip children with knowledge and information about safe migration and self-protection from the risk of trafficking in persons, support children to learn about their rights and life skill inclusive of relationship skill, good listening, feeling control, critical thinking, and child empowerment to learn how to develop safe migration plan.

Other 16 trained helpline ambassadors organized 24 refresher training using mobile video sessions on anti-violence to 773 children (442 girls) in 24 communes of the target 8 provinces.

Key Results of Program



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CAMBODIA





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: 1 radio spot on anti-violence against children was aired and 6 billboards with educational message on unsafe migration and trafficking were installed in Preah Vihear province. CHC Facebook page has over 573,313 followers (52% female) aged between 13 and 34. CHC staff were invited to be guest speakers for 6 times in a local radio station to deliver information related to keeping children safe. CHC Executive Director was interviewed by Blue TV media on child protection, child protection service and law in Cambodia.

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 2018, CHC staff attended training workshops on celebrating families, positive parenting, supervision, self-care, advanced counselling skill, transference and counter-transference, stress management and debriefing.



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Quotation About Impact

Ms. Seth Chanthorn, Youth Ambassadors, said “we feel very positive about behaviour change among villagers especially authorities and parents. In the past, parents and adults committed violence against children and grown up adults. After intervention of the project ending violence against children, we see positive change and reduction in violence against children in the home.”

For youth, we have gained a good understanding about violence against children, child sensitivity reporting and response mechanism, self-protection and opportunities to organize and lead awareness session to reach out to other children and young people so that they know the negative impact of all types of violence, self-protection from violence and how to report when violence occurs.





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Quotation About Impact

Ms. Sinoeun, Youth Ambassador, said “as a part of my contribution in social work, I could organize training on Smart Navigator Tool to children and young people and promote the knowledge of risk of unsafe migration to villagers in Bos village, Tbal village, and Pdao village. I’ve observed that there’s change among children because they know how to tell their problem and learn about their basic rights. Children also know about the free helpline telephone 1280.”

I’m excited to have joined the Smart Navigator Tool training workshops with other youth ambassadors. I could learn about Smart Navigator Tools, lessons on risk of unsafe migration, the difference between illegal and legal migration and risk of trafficking in persons.



Case Story



AN is a 7 years old child. She lives with her parents in Preah Vihear province. Her parents migrated from Tbong Khmum province to work in Preah Vihear. On 8 September 2018, the perpetrator named Chean Mien, 40 years old, lured AN into his house. AN was sexually abused in the perpetrator's house. A neighbor witnessed the abuse and told the parents of AN on 27 September 2018. The parents of AN noticed that AN was aching in her stomach, which was unusual.

On 27 September 2018, the parents called Child Helpline Cambodia to discuss about the abuse and possible legal action. Child Helpline counselors contacted an NGO partner in Preah Vihear province and counseled the parents of AN to lodge the complaint with police. AN was supported with medical care.

On 16 October 2018, Chean Mien, the 40 year-old perpetrator was arrested and detained in the police detention center in Kulen district for further investigation and possibly sent to the court for legal actions.



Words of Clients Using CHC Service

Interviewer: Dr. Lor Vann Thary, holding a Master Degree in Public Health Management

Background of Client: the client is 24 years old. He just divorced his wife. His wife did not want him to visit his son and told the son not to welcome him.

How would you describe your experience of CHC? The counselor was good as he/she listened to me, understood me, gave me opinions and respected me. But sometimes, he/she answered no to the points. I was able to talk to my son and he came to me. I could understand that failure is just an experience, I have to get up.

Were you happy or unhappy with the service you received at CHC? Happy: I've got stress relief, good feeling, and good thinking. **Unhappy:** No.

What did you find useful about talking to CHC? CHC offered good service, helped people who had problems. I felt relieved after talking to the counselor. The counselor had good attitude.

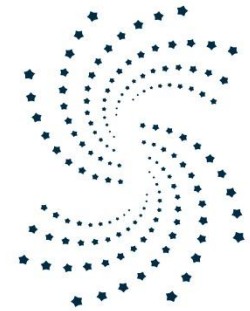
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Canada Fund for Local Initiatives

Activité réalisée avec l'appui du
Fonds canadien d'initiatives locales



Financial Report



INCOME STATEMENT	2018 (USD)
Income	133,028.88
Expenditures	145,743.56
Operating surplus/deficit	-12,714.68
Fund beginning of year	78,775.91
Accumulated fund end of year	66,061.23
BALANCE SHEET	2018 (USD)
Cash	3.17
Other current assets	73,161.52
Total current assets	73,164.69
Non current assets	0
Total assets	73,164.69
Current liabilities	7,103.46
Net assets represented by accumulated fund	66,061.23