



មណ្ឌលកូនស័ព្ទ ខ្មែរកម្ពុជា
CHILD HELPLINE
CAMBODIA

Annual Report 2019

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Letter from Executive Director

Dear friends and supporters,

2019 marks a decade of CHC in services to serve and protect children and young people. Efforts to prevent child/early marriage, increase the safe use of internet for women and girls and end violence against children have been chorused with the participation of youth ambassadors as role models to lead and organize awareness and education sessions with children and villagers in their communities. In 2019, CHC signed a new partnership with UN Women to undertake the project “Empowering Women and Girls Through ICT” and collaborate with GRAB to empower GRAB Driver to report human trafficking. Looking to 2020, there are exciting plans to address child marriage, trafficking in persons and all forms of abuse and violence while strengthening online child protection via application of new technology, i.e. TorontoLine and Mobile App.

CHC continues to have positive impact on the disadvantaged children and their families over the last decade. This would never have been possible without a wonderful team of counsellors and the supports from everyone. I’d like to thank you for great supports with positive changes.

9 January 2020

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. Household Counselling Service
4. Online & Mobile SMS Question & Answer Platform

Prevention

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

Advocacy

1. Communication and Publications

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



Project Coordinator



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 59,359 calls and 2,576 questions with 2,301 clients received phone counseling, and 6,423 clients received education and issues-based information service. 84 clients were referred based on their consent for direct service and immediate intervention with NGO partners and competent local authorities. 2,419 clients were followed up by phone counselors to ensure they were safe and living in protective environment.

Of the 59,359 clients:

- 7,692 clients were female,
- 8,822 clients were male,
- 49 clients were LGBTIQ, and
- 42,796 clients were unknown gendered callers.

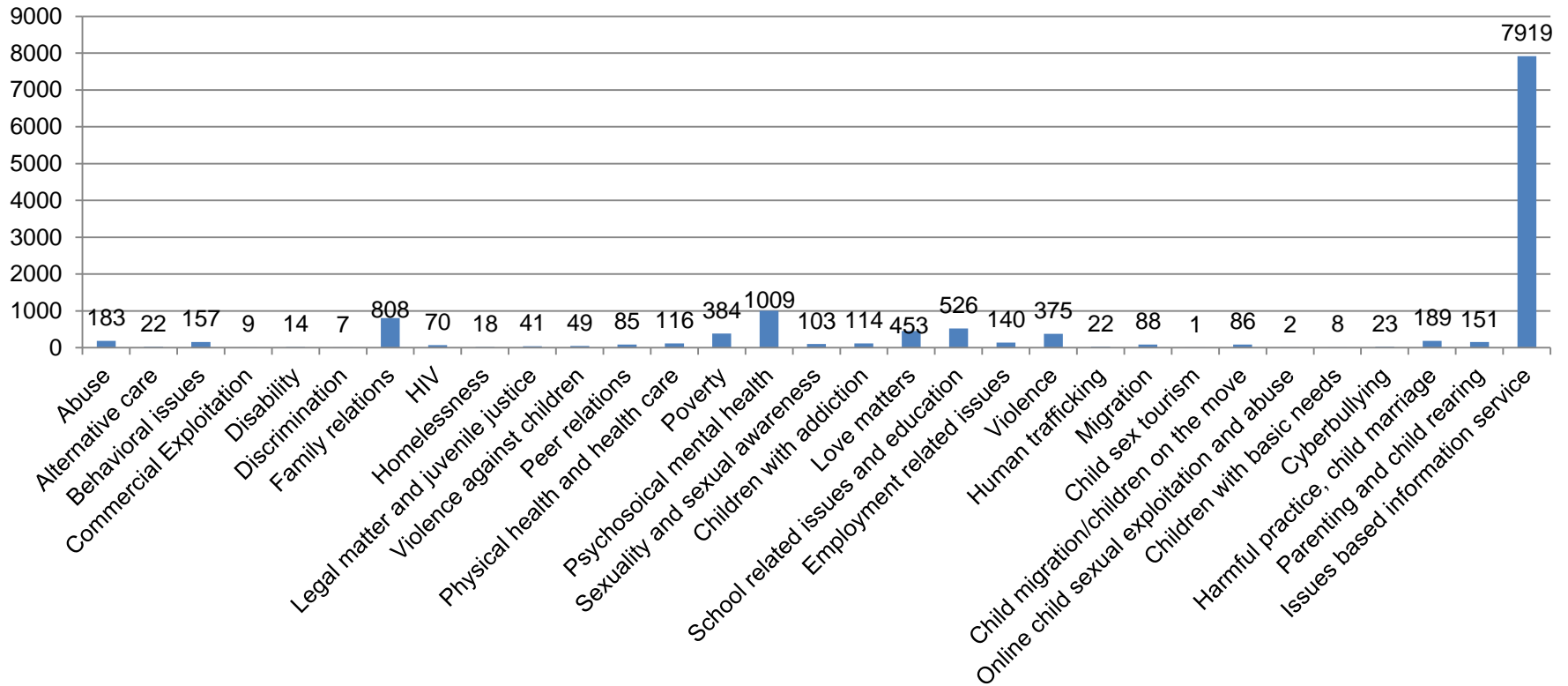
Of the 59,359 clients:

- 2,312 clients were children,
- 785 clients were youth,
- 986 clients were adults, and
- 55,276 clients were unknown aged callers.

Key Results of Program



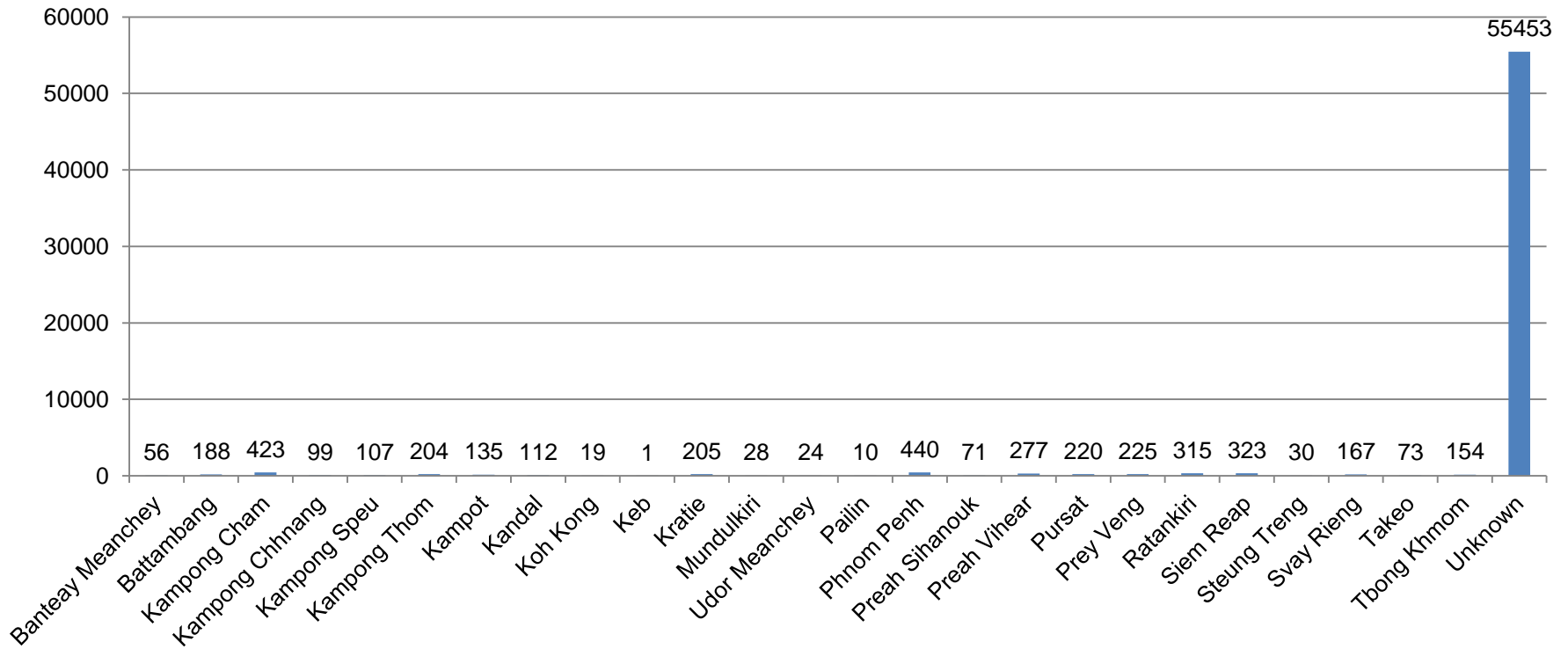
Reasons of Contact by Free Helpline Phone 1280



Key Results of Program



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 55 children (28 female), 10 youth (7 female), and 19 adults (15 female) for immediate intervention and psycho-social support and healing. 2,419 clients were followed up by counselors.

Of 55 referred children, there were 17 cases of violence against children, 3 cases of sexual harassment, 12 cases of lack of study materials, 9 cases of lack of nutrition, 1 case of child sex tourism, 1 case of child in contact with the law, 2 cases of child missing, 2 cases of sex trafficking and exploitation, 2 cases of litigation, 4 cases of rape and 2 cases of child sexual exploitation.

Of 10 referred youth, there were 1 case of domestic violence, 2 cases of labor exploitation, 1 case of disappearance, 1 case of cyberbullying, 1 case of violence by stranger, 1 case of drug addiction and 3 cases of legal assistance.

Of 19 referred adults, there were 3 cases of unsafe migration, 9 cases of domestic violence, and 7 cases of poverty (low income).



បណ្តាញជំនួយសំឡេង 1280
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Key Results of Program

1.3 Household Counselling Service

Household counselling service is a strategic program of CHC formed to break the culture of silence and abuse taboo in indigenous communities, where girls and adolescents are educated to remain silent and keep secret for violence and abuse that family members or intimate partners committed against them. In 2019, CHC's counselor team delivered household counseling service to 189 cases of child marriage and their families with educational information on sexual health and reproductive right, family planning, contraception/birth spacing, positive parenting, negative consequence of child/early marriage, teenage pregnancy, violence and abuse, and how to report to nearest authorities or free helpline telephone 1280 for assistance. Nutritional food and sanitation kits, i.e. canned fish, vitamins, soap and shampoo were provided during household counseling visits.



Key Results of Program



1.4 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, CamASEAN and InSTEDD.

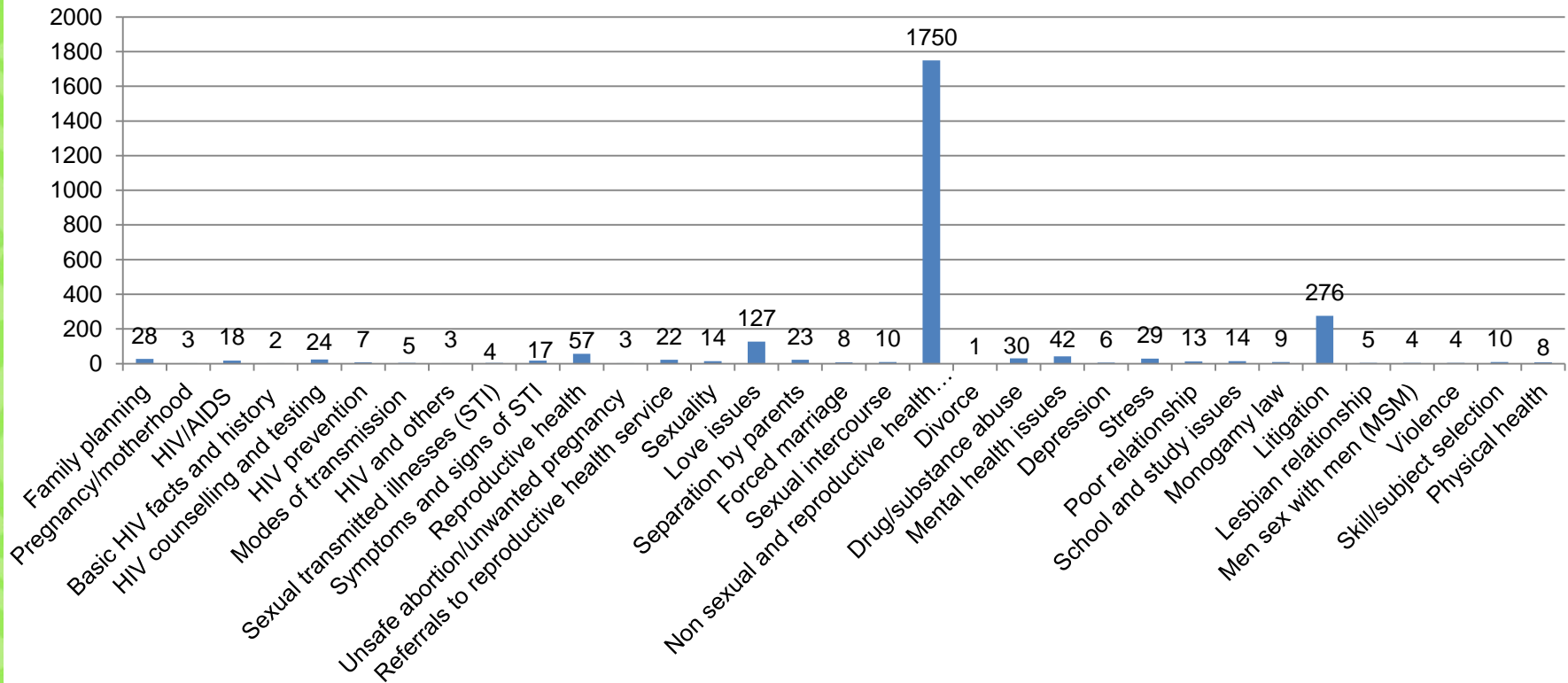
In 2019, CHC counselling team answered 2,576 questions from children and young people across Cambodia.



Key Results of Program



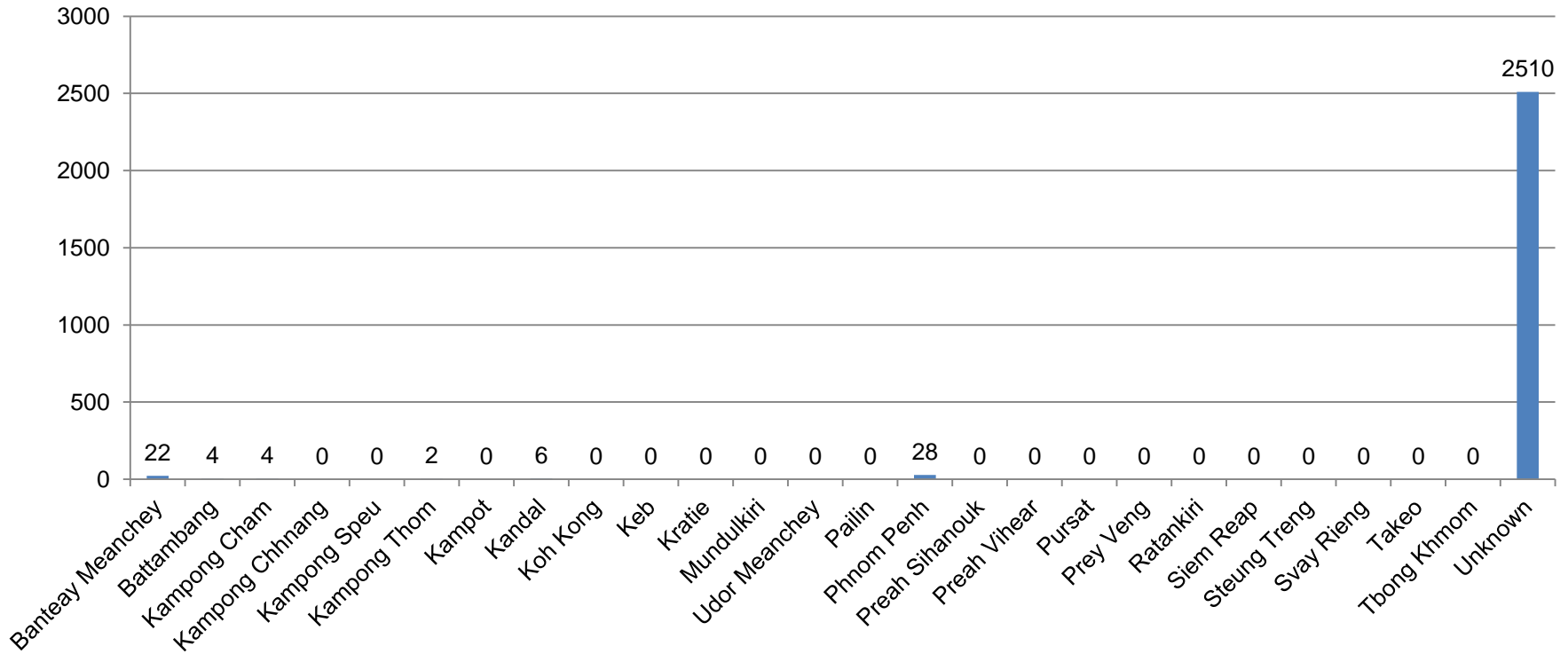
Reasons of Contact by Online & Mobile SMS Question and Answer Platform



Key Results of Program



Location of Mobile SMS and Online Clients





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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 trained 123 (54 female) local authorities and 49 service providers (22 female) in Ratanakiri province on law related to marriage and family, negative consequence of child/early marriage, violence against children, CRRM and sexual and gender violence. It's noticed that all participants had good understanding about child rights and violence against children, but child/early marriage and sexual and gender violence is a new topic for them.



Key Results of Program



INSPIRE Strategies and Framework: CHC organized 4 initial training workshops and 4 refresher workshops on INSPIRE Strategies and Framework to build and increase capacity of 107 (51 female) Commune Committee for Women and Children (CCWCs) in 4 districts of Battambang, Banteay Meanchey, Siem Reap and Tbong Khmom provinces for prevention and ending all forms of violence against children. By completion of the training workshops, 78% of the participants increased their knowledge on the INSPIRE Strategies and Framework. All participants could explain the seven strategies of INSPIRE. CCWCs developed 48 action plans for Tbong Khmom, 28 action plans for Banteay Meanchey, 35 action plans for Siem Reap, and 33 action plans for Battambang to further raise awareness and handle the cases of violence against children in their localities. 11,206 beneficiaries (3,087 girls, 3,324 boys, 1,901 males, and 2,894 females) received community education service, home visits, and violence mediation from the trained 107 CCWCs.





Key Results of Program

2.2 Helpline Youth Ambassadors: in February, CHC delivered a two-day training workshop on awareness session facilitation, gender equality, safe use of internet, respectful online relationship, and self-protection to a group of 14 helpline ambassadors in Battambang province. In May, the trained helpline ambassadors led and organized 5 echo awareness sessions on gender equality, safe use of social media and internet, non-gender discrimination towards all genders inclusive of LGBTQI, online respectful relationship and self-protection from abuse, threats and exploitation with the participation of 279 young people (142 female) in Battambang province.

In December, CHC delivered a four day Training Workshop on Anti-Child Marriage, Sexual and Gender Based Violence, Child Sensitivity Reporting and Response Mechanism, and Awareness Raising and Life Skill with 40 (17 female) Indigenous Helpline Ambassadors in Ratanakiri province. By completion of the workshop, the 40 trained helpline ambassadors learnt about child rights, sign and forms of violence against children and abuse, good touch and bad touch, CRRM, child/early marriage and its negative consequence, sexual and gender based violence, family planning, sexual health and reproductive right, facilitation and life skill. The trained 40 helpline ambassadors planned to lead and organize anti-child marriage campaigns in 2020.



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.

Communication and Public Campaigns: CHC Facebook page has over 838,438 followers (52% female) aged between 13 and 34. CHC staff were invited to be guest speakers for 12 times in a local radio station to deliver information related to keeping children safe. CHC produced and broadcasted a cartoon video on anti-child marriage reaching 78,812 audiences on social media.

CHC produced and broadcasted 5 radio talk show on “Women and Migration to Other Countries” to raise awareness of unsafe migration and trafficking in persons and change attitude and behaviour toward women migrants. During 16 Day Campaigns to end violence against women, CHC organized 3 campaigns on “sexual harassment against women migrant workers at the destination countries” and “trafficking in persons and trafficking laws”. The campaigns reached a total amount of 28,531 people via Facebook pages of Child Helpline Cambodia and 195 people in face to face interaction meeting.



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 Human Resource Development: CHC staff participated in capacity building workshops based on their need. Capacity of 17 staff were strengthened on advanced counselling skill and cognitive behaviour therapy and learnt about principles of intervention, types of thinking errors, minimum standard of advanced counselling, problem solving and behavioural activation.

Case Story



SP is 15 years old. She is the housewife. Currently, she lives with her parents in Koh Pom village, Taveng Krom commune, Taveng district, Ratanakiri province. SP got married since she was 12 years old with her husband, Chon Chen, 20 years old. He husband is a farmer. She has now had a 1 year and 2 months baby. She said “I did not have a happy childhood. I did not have freedom like other children. Everyday, I had to look after the house and did the housework. When I was pregnant, I was not aware of pregnancy care and family planning. My family planned for the baby delivery at home with traditional midwife, but it’s so hurtful for many hours and I could not deliver the baby. It became life threatening and dangerous. So, my family decided to bring me to the hospital.”

On 19 July 2019, Child Helpline counselors delivered household counseling service to SP, educated SP about positive parenting, family planning, birth spacing, and encouraged SP to access health care service with the health center in her commune. SP was also encouraged to call the free child helpline telephone 1280 to access further information related to health care, reproductive health and birth spacing, and report/discuss any personal worry/concern with regard to her family situation and life. SP feels that she receives supports and learn about parenting, body sanitation, family planning and birth spacing.

Case Story



LV is an indigenous kindergarten teacher. She has 6 siblings and lives in Sory village, Taveng Leu commune, Taveng district, Ratanakiri province. When she was 17 years old, she had sexual relationship with an indigenous teen, SL, who was 19 years old. She was unintended pregnant when she's 17 years old. She delivered a male baby, SS. Her baby, SS, was now 10 months old. SL abandoned and left LV when she's 6 months pregnant due to ill rumor about LV and discrimination against LV by the villagers. LV was depicted as bad girl, having many boyfriends and the baby belonged to SL alone. LV decided to file a complaint with the commune chief for compensation and legal responsibility of SL as a father. SL and his family agreed to compensate 1.7 million Riels to LV. Despite the fact that LV received the compensation, but LV was so disappointed, sad and depressed. She felt embarrassed to be pregnant without husband. The villagers spoke ill about her and her family. She felt that she's dead already. She was so hurtful and attempted to commit suicide.

On 17 July 2019, frontline counselors from Child Helpline Cambodia reached out and delivered emotional support counseling to LV and provided empathy, encouragement, life motivation and educational information regarding child care, health care, family planning and positive parenting tips for LV. She was encouraged to call the free helpline telephone 1280 at anytime to access support service. As a result, LV feel relieved and built trust and confidence for her life and her baby after speaking out the sadden inside her chest. LV said that “no one delivered such a great emotional support for her before at her house. It made me feel better, happy and inspiring”.

Pictures of Case Story



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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 15 years old. She was threatened to be killed on social media by an online friend in Facebook.

How would you describe your experience of CHC? It was good and helped me a lot in giving information and education. The explanation helped me to do good, give ideas to my parents about knowledge of online child protection.

Were you happy or unhappy with the service you received at CHC? Happy (why): I was happy (8/10 scale) because there is an organization to give ideas to both parents and children.
Unhappy (why): No

What did you find useful about talking to CHC? CHC helped educate me a lot, listen to me about my problem and give me supports. I would call again if I need more help in the future.

Key Supporters & Donors



Special thanks to our major supporters:



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Activity supported by the
Canada Fund for Local Initiatives

Activité réalisée avec l'appui du
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Canada 

Financial Report



REVENUE	FY2019 (USD)
Grants	240,649.44
Donation	0
Other Income	21.85
Total Revenue	240,671.29

EXPENDITURE	FY2019 (USD)
Program and projects	174,304.84
Program support and administration	49,954.99
Total Expenditure	224,259.83