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Gender Practices of Child Helplines in the Girl Power Programme

“Gender equality (...) is not a women’s issue. This is a societal issue. It requires both men and women to work together.”

Elizabeth Nyamayaro, UN HeForShe Founder

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Executive summary

Child Helpline International (CHI) is the global member network of child helplines, working to protect the rights of the child. As one of the largest collective impact movements in the world, we work in around 145 countries and are founded on the belief that children and young people not only have rights, but that they alone are the best individuals to identify their problems if they are equipped with the proper tools.

The 'Girl Power Programme: Promoting Equal Rights and Opportunities for Girls and Young Women' is an effort by six experienced and allied Dutch civil society organisations to fight the injustices girls and young women face daily in ten countries. The Girl Power Alliance is formed by Plan Nederland, CHI, Defence for Children-ECPAT, Free Press Unlimited, ICDI and Women Win. This alliance is comprised of organisations that recognise that gender equality and children's rights are interconnected and that gender-based discrimination is both a cause and a fundamental consequence of child poverty.

It is our mission to ensure that all girls and boys can enjoy their rights and fully participate in the social, economic and political development in their communities. This requires that we fight gender inequality and discrimination, and adhere to the human rights principles frameworks as outlined in the Convention on the Elimination of all Forms of Discrimination Against Women, and the Convention on the Rights of the Child.

Empowerment of girls and young women is a strategic investment for structural poverty reduction and overall human development.

The Girl Power Programme is the result of participative research and consultations at national, regional and international level with a broad representation of stakeholders. Its ten tailor-made country programmes and underlying contextual analyses, were developed in close cooperation with our southern partners. In each of the ten countries, CHI works through its member child helplines. The countries covered under the Girl Power Programme are Bangladesh, Bolivia, Ghana, Ethiopia, Liberia, Nepal, Nicaragua, Pakistan, Sierra Leone and Zambia: The programme was launched in 2011 and is scheduled to finish at the end of 2015.

This publication intends to capture best practices and lessons learned by CHI's members in the Girl Power Programme, analysing the capacity building work undertaken by CHI and its members during the implementation of the Girl Power Programme, specifically linked to gender. The document looks at different sources of data (CHI's data questionnaire, Girl Power Annual Reports, interviews with the helplines themselves and CHI staff).

The publication also intends to provide valuable feedback to CHI and its member child helplines, while highlighting the achievements both at country level and as group of Girl Power implementing partners.

Introduction

Child Helpline International (CHI), the global network of child helplines, was one of six Dutch alliance partners in the Girl Power Programme (GPP). During the period 2011-2015, the project supported the empowerment of girls and young women, and boys and young men, to advance gender equality. The programme was implemented across five regions: South and West Africa, South and Central America, and South Asia, in 10 countries: Bangladesh, Bolivia, Ethiopia, Ghana, Liberia, Nepal, Nicaragua, Pakistan, Sierra Leone and Zambia.

The overall objective of the report is to capture best gender practices of child helplines and the network of child helplines within the GPP for use by child helplines across the globe.

The specific objectives are:

- 1 To understand and analyse CHI's existing data in the GP countries from a gender perspective;
- 2 To collect and gather information to have a better understanding of the gender context in the GP countries; and
- 3 To compile best practices in relation to gender from CHI's perspective and the GP countries¹.

This report is based upon GP partner project logframes and the indicators set for the output and outcome level. The data is analysed and the report organised in line with the categories used to describe and measure progress of monitoring and reporting identified in the GPP template for qualitative reporting. Within the GPP, the thematic area relevant to the child helplines is Protection against Violence with three levels of interventions²:

- 1 Protection against violence at the individual level with two project outcomes:
 - a. Better Protection for girls and young women
 - b. Access by girls and young women to quality child protection systems
- 2 Protection against violence at the socio-cultural level, with one project outcome:
 - a. Values in communities do not allow violence against girls and young women and ensure protection
- 3 Protection against violence at the institutional level with one project outcome
 - a. Government acts for better protection of girls and young women

The report opens with a section on Organisational Development, also contained in the reporting template, because if gender relations in society are to change, there is a need for organisations to change. Organisational Development is analysed from a gender perspective and looks at key gender mainstreaming (GM) strategies.

Methodology

The methodology included a mix of three approaches:

- 1 A desk review of project literature;
- 2 Review and analysis of sex disaggregated helpline data;
- 3 Skype interviews with child helpline staff.

¹ CHI Terms of Reference Gender Publication Consultancy 2015

² Girl Power Programme Annual Reporting Template

The desk review included a review of key project documents and reports (qualitative and quantitative in nature) which informed the report framework and interview guide for discussions with child helpline staff.

A review and gender analysis of helpline data collected between 2012 and 2014 from seven of the ten Girl Power Programme (GPP) partners:

1. Aparajeyo Bangladesh – Bangladesh
2. Plataforma de Atención Integral a la Familia – Emergencia Línea gratuita de emergencia 156 La Paz - Bolivia
3. Enhancing Child Focused Activities (ECFA) – Ethiopia
4. Child Workers in Nepal Concerned Centre (CWIN) -Nepal
5. Línea 133, Ministry of the Family- Nicaragua
6. Madadgaar – Pakistan
7. Lifeline/Childline Zambia - Zambia

Four child helplines (namely, Lifeline/Childline Zambia, CWIN, Aparajeyo and Madadgaar) had helpline data for three year period; two child helplines (ECFA and Línea 133) had two years of data; and Línea Gratuita 156 from La Paz - Bolivia one year. Three child helplines had no data i.e. AMPCAN-Ghana, the Liberia Ministry of Gender, Children and Social Protection; Childhelp Sierra Leone had data for 2014 but it was not disaggregated by sex. The analysis incorporates **only** sex disaggregated data.

Each of the seven partner organisations collects and stores helpline data from a range of sources: telephone calls and responses; walk-in's to the child helpline centre; SMS, postal, chat and email responses, and, for some, outreach programmes in the communities and schools. The data is gathered in different manual and electronic ways from young women and young men, boys and girls, and men and women over the age of 25. The age range for data collected is disaggregated into the following categories between the ages of:

- 0-6
- 7-9
- 10-12
- 13-15
- 16- 17
- 18- 25
- Over the age of 25

The opening hours of the child helplines considered during this study differ between countries with some countries able to afford 24/7 helplines services and others yet to reach this optimal level of operations.

There are some disparities in the child helpline data within and between years in each country that cannot be sufficiently explained by coding information in the index or instructions. Consistencies such as the near gender parity in Zambia, also needs to be more deeply examined and understood. A small narrative on how data is collected and recorded in each country, including aggregation and disaggregation, is recommended. The absence of full coding notes that explain multiple categories of response for one call, the high volume of unknowns in response information and disparities resulted in a decision to identify gender patterns using only data disaggregated by sex³.

Skype interviews were conducted with staff and managers from five of the 10 Girl Power partner organisations in Zambia, Bangladesh, Pakistan, Sierra Leone and Ghana. It was decided not to interview the organisations in Nepal due to the earthquake emergency in April 2015: Liberia because the child helpline has not yet been launched and staff were newly appointed; Bolivia and Nicaragua due to language issues, and Ethiopia was unable to fit into the study timeframe. Skype interviews were conducted with four CHI staff including Programme Managers of each of the Regions for Africa, Asia and Latin America, and the Deputy Head of Programmes. One Skype interview was also conducted with the consultant who was developing a gender toolkit for child helplines.

Conceptualising Good and Promising Practices

The terms of reference requests a 'best gender practices' report without defining the organisations' concept of best practices. In literature the terms best practices, good practices, learning practices and promising practices are often used interchangeably⁴.

The European Institute for Gender Equality (EIGE) states that generally a good practice can be '*broadly defined as a practice that, upon evaluation, demonstrates success, has produced an impact which is reputed to be good, and can be replicated.*'

This report is neither an evaluation, nor is it based upon an evaluation; observations and conclusions have not been drawn using a baseline as a starting point and tracking indicators set to measure specific gender related changes that can be accredited to the GPP or the child helplines.

EIGE has compiled a list of definitions from various sources, which this report draws upon to distinguish between good, and promising, practices. It utilises the USAID definition of promising practice: "*A promising practice is a specific action or set of actions exhibiting inconclusive evidence of success or evidence of partial success. It may or may not be possible to replicate a promising practice in more than one setting*".⁵

This definition is used because of the ad hoc nature in which many of the activities were implemented. While planned, most were not conceptualised within a broad GM framework. The evidence is, as such, either inconclusive or partial.

The report draws upon two definitions of good practice, and the criteria set in each by the UN Inter-Agency Committee on Women and Gender Equality, and the Inter-Agency Steering Committee (IASC). A good practice:

- Leads to an actual change;
- Has an impact on the policy environment;
- Demonstrates an innovative or replicable approach;
- Demonstrates sustainability;
- An action or a set of actions that, based on quantitative and/or qualitative evidence;
 - Has been demonstrated to have had a positive and tangible impact on a given protection issue, problem or challenge, thus resulting in enhanced protection of, and respect for, the rights of persons of concern⁶.

GPP child helpline activities that have evidence of at least two of these criteria have been deemed as good practices.

⁴ European Institute for Gender Equality, (2011), *Good Practices in Gender Mainstreaming - Towards Effective Gender Training*, Lithuania, page 8

⁵ *Ibid*, page 9

⁶ *Ibid*, page 9

Child Helplines' Organisational Development

If gender relations in society are to change, then there is the need for organisations to change in order to contribute to wider change processes in society. Organisations are gendered in their knowledge, practises, relations and identities because they are part of the institutional setting within which norms and values are embedded. They therefore express and legitimise gendered divisions from the wider culture. They do this through, for instance, the way knowledge is defined and shared. Organisations are also the main constructors of gender relations and other social inequalities in societies. Analysing organisations from a gender perspective creates opportunities to identify systems, work norms and values that make it more difficult for women and men to be effective in organisations, but also for organisations to implement gender sensitive programmes.

GENDER MAINSTREAMING CAPABILITIES IN CHILD HELPLINES

A key strategy to achieve gender equality, the empowerment of and women and girls, and to facilitate change processes is gender mainstreaming. As a strategy, gender mainstreaming enables organisations to systematically consider differences in the conditions, needs, interests and issues of women and men, and boys and girls, and the relations between them (gender relations), which impact in their different situations.

Gender mainstreaming is identified as a programme activity by the Girl Power Programme with specific reference to the child helplines. The project proposal conceives of gender mainstreaming, alongside capacity building, to support one specific intervention strategy; '*Sustainable Economic Development and Direct Poverty Alleviation*' which is aimed at the empowerment of girls and young women.

Best practice identifies a number of critical ingredients for effective gender mainstreaming:

- 1 A gender strategy outlining the approach for gender mainstreaming; gender equality goals and objectives, gender mainstreaming entry points accompanied by specific performance measurement indicators;
- 2 A gender policy framework, the collection and use of sex disaggregated data and a gender analysis;
- 3 Gender equality capacities such as a gender specialist or technical assistance, gender equality tools and on-going capacity building;
- 4 A gender sensitive monitoring and evaluation system, stand-alone budget line for gender activities, and clear mechanisms of accountability for gender equality outcomes; and
- 5 Increases in the numbers of women in staffing and decision making in organisations and in public entities.

The gender mainstreaming programme activity of the GPP, and the child helplines, was not accompanied by a clear gender mainstreaming strategy with a comprehensive framework and common vision. This weakened both gender mainstreaming and the organisational gender-related capacities of CHI and the child helpline partners, for whom the concepts of gender and gender mainstreaming are new. That said, a number of gender mainstreaming activities were implemented in an ad hoc, unplanned manner and present opportunities for CHI and child helplines to build on, in the coming years. Four promising practices and two good practices were undertaken during the GPP. It is important to note that this report does not include a comprehensive gender assessment of each partner organisation and their gender mainstreaming approaches. Accordingly, some partner organisations may be much further along in their understanding of gender mainstreaming.

Promising Practice 1: Some child helplines have a gender policy to guide gender practice within organisations

Most partner organisations are aware of a gender policy as a concept or idea, but have different understandings of its purpose. Four organisations have a gender policy (i.e. Madadgaar, ECFA, CWIN and Childline Sierra Leone). Two organisations, namely, Lifeline/Childline Zambia and Aparajeyo, have gender embedded into other organisational policies. For instance, Lifeline/Childline Zambia has embedded gender into its human resources manual, and Aparajeyo refers to gender as a cross cutting issue in all policies and has adopted a gender equity approach. AMPCAN-Ghana has plans to develop a gender policy in the coming year with the assistance of Plan International Ghana. It should be noted that at the moment CHI does not have a gender policy. Integrating gender as a cross cutting issue into all organisational policies and processes is an approach to gender equality and is different than having a gender policy, the purpose of which is to provide a clear and consistent vision for the organisation's gender equality's work.

Good Practice 2: At the end of the five year project the majority of child helplines collect sex disaggregated data, a practice that was strengthened due to organisations association with the GPP

Sex disaggregated data is crucial to undertake a gender analysis and to plan, budget and monitor in a gender sensitive manner. Child helplines have an excellent opportunity to collect and use sex disaggregated data. Eight of the 10 GPPs reviewed have helpline data (Lifeline/Childline Zambia, Madadgaar, CWIN, Línea 156 from La Paz, Línea 133 Nicaragua, ECFA, Aparajeyo and Childline Sierra Leone). Seven of the eight have data disaggregated by sex: Lifeline/Childline Zambia, Madadgaar, CWIN, Línea 156 from La Paz, Línea 133 Nicaragua, ECFA, Aparajeyo). Childline Sierra Leone has helpline data for 2014 but it is not disaggregated by sex; the Ministry of Gender, Children and Social Protection Liberia and AMPCAN-Ghana do not yet have helpline data.

Half of those with sex disaggregated data - Lifeline/Childline Zambia, CWIN, Aparajeyo and Madadgaar - have sex disaggregated data for the three year period of 2012-2014; two child helplines, ECFA (2013 and 2014) and Ministerio de la Familia - Línea 133 (2012 and 2013) have sex disaggregated data for two years. One helpline, Línea 156 from La Paz, for one year, 2014. Data collection has improved during the life of the GPP with new tools and some training, it should still be noted however that there are weaknesses in the data in almost every country.

Promising Practice 3: Most child helplines use sex disaggregated data to inform the content of outreach, advocacy and training programmes

A number of child helplines highlight the use of issues raised by young women and men, and boys and girls to inform the content of awareness raising activities in school programmes and communities and in advocacy and in training. Some child helplines undertake a deeper analysis of some of the gender issues reported on by the helplines; for example, in 2014 Madadgaar produced a research report on Early Forced Marriages in Pakistan.

The use of sex disaggregated data is not yet a systematic approach in any of the GPP partner organisations, but a promising first step. Sex disaggregated data was weak in the narrative in most of the GPP annual country reports: many of the activities did not include sex disaggregated data numbers for those who participated. Parents, teachers, communities, community leaders, and counsellors represented clusters of people reported on in an aggregated form. When government agencies, police and journalists were trained, there was little or no disaggregation of data. Reporting in an aggregated form prevents a deeper gender analysis of activities and service response. For instance, a gender analysis can enable us to see the extent to which inequalities are being intensified and on-going or changing forms of discrimination. It can identify both the benefits and consequences of gender focused programming, including the continued reproduction of problematic internalised gender norms within, and by, service providers. Attention to gender can reveal problems in service response such as victim blaming of young women, girls and boys. Gender awareness and sensitivity can be strengthened through the regular use of sex disaggregated data in progress reports and in reflections on challenges and lessons learned.

No GPP child helpline partner interviewed undertook a specific gender analysis to inform the helpline activities during the GPP. Some organisations used existing gender analysis commissioned in the country or sub-region by other organisations including donors, research institutions and/or international NGOs i.e. UNWOMEN or UNICEF. Childline Sierra Leone utilised UNWOMEN data on teenage pregnancy rates, violence against women and girls and the rates of early and forced marriage, as well as stigma encountered by girls and women during the Ebola crisis. Aparajeyo has participated in, and used, gender focused research by UNICEF, the European Union (EU), non-government organisations (NGOs), and the Asian Development Bank (ASDB), as well as research done by other south Asian countries. The advantage of using other relevant research is cost saving both financially and in terms of human resources. Helpline staff may not be researchers, and to undertake research would detract from the important service provision being done. Research partnerships can be most useful in this way, enabling organisations to strengthen data collection and analysis. They can also enable child helplines to have questions of concern or interest to the helpline service included in research instruments examining a range of issues and topics.

Promising Practice 4: There have been some preliminary efforts made to build child helpline capacities toward a gender sensitive and gender informed response

There was recognition on the GPP, albeit very late in the project, of the need to build capacities to understand the gender concept and its relationship to child protection. A one off, three-day gender training in December 2013, organised and conducted by Plan Netherlands where a range of topics were discussed, including, 'sex roles, gender roles, gender issues, how do we address them as organisations and how gender issues relate to child protection'. The training was meant for the Dutch Alliance, who were expected to use the knowledge and expertise gained to enhance the programme implementation. The expectation that a one off training would create 'expertise' that can in turn be used to facilitate gender capacities is addressed later in the report.

CHI and other partners organised a training on Sexual and Reproductive Health Rights (SRHR) in Amsterdam in December 2014 which was attended by seven GP partner organisations (namely, Lifeline/Childline Zambia, Childline Sierra Leone, Línea 156 from La Paz, Linea 133 Ministerio de la Familia Nicaragua, ECFA, CWIN and the Ministry of Gender, Children and Social Protection - Childline Liberia). The training addressed an important gendered area and included the theme of gender and SRHR, and 'How to Question the Opposite Sex'; however, this was not a gender training. It did however serve to introduce important concepts and discussions looked at later in this report.

The absence of gender training for almost all GP child helpline partners, including CHI, weakened the gender approach in the implementation of project activities. It assumed gender capacities on the part of all the partner organisations at the inception of the project. The gender training late in the project recognised the need to address this critical gap.

Only one training during GPP specifically addressed gender as a capacity need in helpline response. Training of counsellors from a gender perspective was designed and implemented in Latin America. Attended by child helpline staff from the Línea 133 Ministerio de la Familia – Nicaragua, it aimed to strengthen response staffs’ capabilities to differentiate responses when boys and girls called the helpline. Facilitated by CHI’s child helpline member in Uruguay, Línea Azul, the training was entitled “Telephone Counselling with a gender perspective”.

While there is limited evidence of continuous gender-related training, some child helplines, including AMPCAN Ghana and Lifeline/Childline Zambia, have on-going/continuous counsellor training. For the Ghanaian child helpline, there is also continuous training within the referral network, in which there is some discussion of sex differentiation in issues and in response: *‘Continuous training may involve a full day session over the period of a number of weeks, training done in segments, training as a refresher and follow-up. The child protection teams meet regularly, during these quarterly or monthly meetings, issues are raised and taken up in the next training session. So the meetings seek feedback about the referral system and discussions to change things or address gaps* (Skype Interview June 2015 AMPCAN-Ghana). The lack of clarity about the content of the continuous training makes it difficult to draw a conclusion that this can be considered continuous gender training. The point is the best practice approach of continuous training is used, this approach should also be applied to gender training.

Aparajeyo describes its training and training of trainers (ToT) approach as a regular part of life, with content about child rights, counselling and handling trauma. Targeting girls and boys, young women and men, civil society organisations (CSOs), and local government officials and journalists, training has reached over 200 people. Lifeline/Childline Zambia, Aparajeyo and Madadgaar indicate that elements of a ‘survivor centred approach’ that strives for non-judgemental support come from continuous training.

A Training of Trainers (ToT) method is also used by some child helplines in outreach programmes in communities or schools. ECFA uses ToT in communities to facilitate on-going awareness raising about the helpline and children’s rights. For example, the Ministry of Gender, Children and Social Protection - Childline Liberia uses training and ToT for frontline service providers, and the Línea 156 from La Paz practices continuous refresher training about laws and human rights at the community level, as does Ghana’s alliance partner CRESCENT. The degree to which ToT methods are gender informed and contain gender content is unclear.

To reach a best practice level, gender training, and training from a gender perspective such as in counselling, should be situated within a clear conceptual framework for gender equality, and offered as part of a gender mainstreaming strategy. It should be offered on a continual basis, rather than as a onetime opportunity. Continuous gender training provides participants with depth in awareness, knowledge and practical skills. While gender training content differs widely, generally it helps staff to develop a stronger approach to gender equality work. It can modify people’s self-perceptions, the way they see and relate to others, their beliefs and values, what is identified as a problem and how to resolve it. This modification, in turn, may influence organisational and people’s behaviour. The key for effective gender focused capacity building and transformation is depth acquired over a period of continuous learning, application, critical reflection and application. This accumulated approach to knowledge development of the gender concept, gender mainstreaming and gender equality or

equity as an end goal has not yet begun for most organisations. Understanding of the implications of gender to child protection is embryonic.

Without depth and continuous critical learning with the same target group there are also issues of transferability, particularly when using ToT methods. Some annual reports describe one ToT activity and the expectation that persons trained will in turn facilitate learning and awareness raising. This is a common, albeit unrealistic expectation. It is based on the assumption that a minimum of exposure to a new way of gendered thinking and seeing results in immediate change. Sometimes this happens, those trained begin to observe the world in new ways, they distinguish between women and men in a way they did not before. This does not however, translate into a skill set for facilitating the development of gender capacities. As newly trained facilitators implement gender focussed activities and discussions, they can reinforce existing gender norms and myths and exacerbate resistance as they struggle to learn. Moreover, in terms of organisational change, the people who participate in training may not be in a position to implement change. For this reason, the CHI training on SRHR, which targeted decision makers in organisations was good practice (see page below for details).

Promising Practice 5: Taking the first step to introduce some decision makers in helpline organisations to the topic of Sexual and Reproductive Health Rights (SRHR)

In December 2014, CHI organised SRHR training for a number of helplines including seven GPP partners. The workshop responded to evidence showing 15% of calls to child helplines worldwide are about sexual and reproductive health.

The workshop had three objectives:

- 1 To increase the knowledge and understanding of SRHR amongst child helpline counsellors, including international legal and human rights frameworks;
- 2 To improve communication on SRHR including dealing with personal views and feelings; and
- 3 To identify issues helplines face dealing with SRHR⁷.

As mentioned earlier, this was not a gender training. In fact, the glossary of terms assumes a certain level of knowledge of the gender concept.

The targets for the training were not counsellors but rather directors/heads of helplines, in other words, those who have the power to implement change within their organisations. The workshop report provides the most telling examples of why child helplines need a practical understanding of gender and gendered approaches. It reveals some of the struggles inherent in gender training, learning and unlearning gender norms internalised from birth. Internalised gender assumptions were exposed in one exercise about rape when participants assumed the victim was a girl. It also revealed some of the many myths and victim-blaming patterns rooted in gender norms and gendered moralities about women. The SRHR training reinforces the need for a continuous learning approach because attitude change and unlearning take time. The workshop report concluded that *“engaging in discussions about SRHR builds confidence and in turn can open communication”⁸*.

⁷ Child Helplines International (CHI), (December, 2014) Sexual and Reproductive Health Rights (SRHR) Workshop Report, page 3

⁸ Child Helplines International (CHI), (December, 2014) Sexual and Reproductive Health Rights (SRHR) Workshop Report, page 19

Promising Practice 6: Supporting exchanges and learning between organisations in the global south, and learning to utilise gender expertise from the global south when training partner organisations

The Lifeline/Childline Zambia - AMPCAN-Ghana training in which staff of the Zambia helpline facilitated training of Ghana staff, and Madadgaar's hosting of a number of helplines from the Asia-Pacific region, namely: Nepal, Afghanistan and Indonesia, are examples of south to south learning and use of expertise from the 'global' south, including gender expertise, to learn. It shifts the thinking that all knowledge comes from the global north and that all capacity needs and gaps are in the global south. Assessing gender mainstreaming practices challenges this myth and highlights that capacity needs are global.

South to south learning enables countries working in similar contexts with, similar socio-cultural and gender norms to think, strategise, experiment and strengthen collective organising in the region and sub-region. For instance, visits by other helplines to Madadgaar and regional meetings have resulted in collective organising and planning such as the use of the same helpline number (1098) across a number of South Asian countries. Elsewhere, Aparajeyo has gender expertise that can be used both in the sub-region and globally: its Executive Director has an academic background in gender and development and has worked with the ASDB and UNICEF, as well as gender and development institutions in Bangladesh. She has also facilitated a number of gender trainings.

Promising Practice 7: All child helplines recognise that young women, men, boys and girls have different needs and concerns, and most have introduced preliminary mechanisms to make services appropriate, accessible and available to both young women and men, boys and girls

Distinguishing between young women and girls, and men and boys

An important step for gender-based services is to recognise that young women and men, and boys and girls may have different needs and issues. All helplines in the GPP programme distinguish between girl and boy children, and young women and men who use the helpline services.

"Counsellors are able to tell differences between girls and boys in approach, they examine the needs of the child taking into account gender sensitivities. They have learned how to get information from boys and girls by probing; asking what is wrong in the house or the community. They have undergone training to understand how to communicate and respond". Skype Interview June 2015 Lifeline/Childline Zambia

"Counsellors are trained to respond to boys who call in with questions about girls, and girls who call about boys. We use the 'relationship tool'. We have more men than women calling, many with questions about women. Our GPP learning agenda acknowledges boys and girls as different with different needs. GPP has discussed issues of boys and men as contributing to the empowerment of girls and young women. We use the helpline as way to encourage empowerment and get girls calling about being groped or bullied". Skype Interview June 2015 AMPCAN - Ghana

Female and male staff

One key mechanism that all child helplines have in place to provide appropriate support to young women and men, boys and girls when they call or walk-in, is having a mix of male and female staff. Many child helplines have a female bias in the number of counsellors and staff. More than half (53%) of the approximately 2000 staff and volunteers in Aparajeyo are female. The organisation is committed to gender equity (50-50) in its hiring policy, with a positive bias toward hiring women (Skype interview June 2015 Aparajeyo).

Approximately 60% of staff and lawyers in Madadgaar are female; AMPCAN-Ghana has both male and female counsellors; of the 9 counsellors who work on the helpline and do follow-ups 3 are men and 6 are women; 4 others, 2 women and 2 men, work in the centre and respond to calls and walk-ins. Childline Sierra Leone has 23 volunteer counsellors on the child helpline answering calls, *“two thirds are female and one third male. Some boys prefer talking to women but some prefer talking to men and the same for girl callers. Most prefer talking to women, but some like men. We have a mix of both. This is backed by a policy that prioritises women and girls, more than boys and men. Lifeline/Childline Zambia has 11 men and 19 women counsellors”* (Skype interviews June 2015 Madadgaar, Childline Sierra Leone and Lifeline/Childline Zambia).

Stigma is a gendered problem: young women and girls, and young men and boys may face stigma for different reasons. For instance, the rape or defilement of a young woman or girl may have immediate social consequences related to family honour and the marriageability of the girl; whereas for a young man or boy the stigma may be related to sexual identity and notions of masculinity. Both boys and girls may, however, experience stigma. Talking through stigma, callers may want to talk with someone of the same sex, or the opposite sex. Child helplines ensure that with a mix of staff, both sexes are welcomed when they call. Dealing with gendered stigma necessitates extra measures in training to ensure counsellors respond in a safe, supportive and non-judgemental way.

Safety Mechanisms

Depending on the issue being reported, young women and girls, or young men and boys for that matter, may face danger if the report becomes public knowledge. Safety is an issue for everyone - callers and responders - regardless of sex. Madadgaar has a range of tools including ethical guidelines, Standard Operating Procedures (SOPs) and a confidentiality clause to address safety issues. Aparajeyo has a follow-up policy and system in place; *“after 6 months and up to 2 years, Aparajeyo follows-up to ensure they are not exploited. This is when girls or boys have been placed with an employer or rehabilitated into a family, we check to see how they are behaving and how the employer is behaving”* (Skype interview June 2015 Aparajeyo). CWIN has a strict policy in sharing information about children's cases and follows the procedure prescribed by the Nepalese government on case management and structural decision-making.

Expanding Access

Access to services is gendered: women and girls may have restricted access to services due to restrictions on their freedom to move around outside the family home. Many child helplines offer a range of options to facilitate access to services and/or information about services. Many of these options have a positive gendered impact despite not being planned. In Bangladesh for instance, *“The social centre has a big role to play, as do the counselling booths in heavily trafficked areas such as the city bus terminal, boat terminal, and market places, the mobile teams and referral services. Aparajeyo also has Memorandum, of Understanding with all police stations and high courts to arrange the release of any children from jail. These are very comprehensive packages”* (Skype interview June 2015 Aparajeyo).

Protection against violence individual level

The sex disaggregated data collected by seven child helplines (Lifeline/Childline Zambia, Aparajeyo, Madadgaar, CWIN, ECFA, Línea 133 Ministerio de la Familia - Nicaragua, and Línea 156 from La Paz) enabled a gender analysis of the differential use of helplines by young women and men, boys and girls. It is situated within the individual level of the protection against violence theme as it suggests individual actions taken by, or on behalf of, young women and men, boys and girls. While not all of these actions can be attributed to the GPP, some can, as evidenced in the observations by helplines of the direct link between outreach programmes and helpline use. The section includes highlights of gender trends across seven countries in which eight key gender trends are identified, and a gender analysis of helpline data in each of the seven countries.

GENDERED USE OF THE CHILD HELPLINES⁹

Key Gender Trend #1: Generally, young women and men, boys and girls from all age groups¹⁰ in each of the GPP countries call or use helpline services

Overall, in the seven countries with child helpline data disaggregated by sex (Lifeline/Childline Zambia, Aparajeyo, CWIN, Madadgaar, ECFA, Línea 133 Ministerio de la Familia – Nicaragua and Línea 156 from La Paz) young women and men, boys and girls used the helplines. Generally, young women and men, boys and girls from all age groups¹¹ in each of these countries call or use helpline services. There are some exceptions to this general pattern. At CWIN and Línea 156 from La Paz in 2014 no one over 25 called. While at Lifeline/Childline Zambia in 2012 no one from the oldest and youngest age groups (0-6 and +25) called, and in Línea 133 Ministerio de la Familia – Nicaragua in 2012 there were callers from all but youngest age group.

⁹ Data for key gender trends collected between 2012 and 2014 from helplines in Zambia, Bangladesh, Pakistan, Ethiopia, Bolivia, Nicaragua and Nepal

¹⁰ Age groups include 0-6, 7-9, 10-12, 13-15, 16-17, 18-25 and +25

¹¹ Age groups include 0-6, 7-9, 10-12, 13-15, 16-17, 18-25 and +25

Key Gender Trend #2: There is some gender differentiation in use of the child helplines; these trends should be monitored on a regular basis and addressed¹²

Only Bangladesh had more boy than girl users of the child helpline in all three years whereas only Pakistan had more girl than boy users of the helpline in all three years. Three countries, Nepal, Ethiopia and Nicaragua, had changes in the predominance of girl and boy callers over a two or three year period, with more boy callers in Nepal in 2014 and 2013, and in Bolivia in 2014. More girls than boys used the helplines in Ethiopia in 2013, and Nicaragua in 2012.

The only country with a significant and consistent gender gap in the use of the child helpline was Bangladesh with a consistent level of 70% boys and 30% girls in 2014 and 2013, and 80% boys and 20% girls in 2012. Pakistan and Ethiopia show significant gender gaps in 2013 where calls are predominated by girls 63% and boys 37% (Pakistan) and girls 73% and boys 27% in Ethiopia. The country closest to gender parity in the use of helpline is Zambia, over a three year period.

Key Gender Trend #3: Gender and age patterns are country specific, with the heaviest female and male users varying in different contexts

There is little consistency between countries in the age groups that use the helpline services most. In Pakistan and Bangladesh, the lines are consistently used most by older male and female callers between the ages of 18 and 25 and over 25 in 2012 and 2013. This changes in 2014 in Bangladesh when male and female callers between ages 10-12 predominate.

Key Gender Trend #4: For the majority of child helplines with sex disaggregated data, abuse and violence is a common and persistent reason for contact and requests for support, by both boys and girls

Among the six countries with 2014¹³ sex disaggregated data, five countries¹⁴ had abuse and violence in the top three reasons for calls. Girls predominate heavily in Bangladesh (80%) and Bolivia (56%) in abuse and violence calls, whereas boys predominate in calls in Pakistan 55%. Zambia has similar levels of boys and girls calling about abuse and violence 48% boys and 52% girls, whereas Ethiopia has 42% boys and 58% girls.

Key Gender Trend #6: A slightly higher percentage of boys than girls contact the child helplines about legal matters, albeit in varying degrees across the different countries

Legal matters also predominate in the top three reasons for calls in Ethiopia and Bolivia in 2014, and in Nicaragua, Ethiopia and Bangladesh in 2013. A higher percentage of boys than girls contact the lines in 2014, albeit in varying degrees, in all but Ethiopia, where 55% of contacts are from girls. Legal matters are more frequent in the calls in 2014 than in 2013 and 2012 and the gender composition changes: more girls than boys call for legal matters in 2013 in Nicaragua and Ethiopia, whereas more males called in Bangladesh in 2013 and Nicaragua in 2012.

¹² This takes into consideration the sex and age of the concerned child

¹³ Bolivia, Ethiopia, Pakistan, Nepal, Bangladesh and Zambia

¹⁴ Bolivia, Ethiopia, Pakistan, Bangladesh and Zambia

Key Gender Trend #7: Girls predominate in contacting child helplines about commercial exploitation and discrimination

Commercial exploitation contacts are in the top three reasons for calls in Zambia and Bangladesh in 2014, where the majority of callers are girls. The situation is different in Nepal, the only other country to have commercial exploitation calls in sufficiently high numbers to make it into the top three reasons for calls. In 2012, in Nepal, more boys (56%) than girls (44%) called, and 2013 more girls (52%) than boys (48%) called. Discrimination is in the top three reasons for calls twice over the three years: Pakistan in 2013 and Zambia in 2012; in both countries girls predominate as callers; 83% in Zambia and 64% in Pakistan.

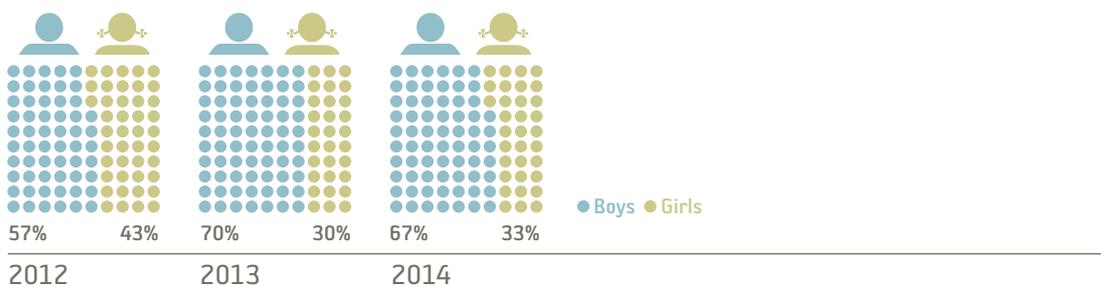
Key Gender Trend #8: Gender parity in calls about bullying

Bullying appears in helpline data for the first time in 2014 and the Zambia helpline has almost an equal number of boys and girls calling.

COUNTRY SPECIFIC GENDER ANALYSIS OF HELPLINE DATA

Aparajeyo Bangladesh Observations Over Three Years¹⁵

Figure 1. Total calls to the helpline by boys and girls over three years



The helpline data indicates more boys than girls called the helpline in each of the three years, but the gender gap increases in 2013 and 2014 where calls to Aparajeyo from boys equated to: 57% of calls in 2012, 70% in 2013 and 67% in 2014. The lower numbers of girls engaging with the helpline is despite the emphasis on, and targeting of, girls in adolescent empowerment programmes and awareness raising in schools.

The heaviest users of the Aparajeyo helpline, both males and females, were over the age of 25 in both 2012 and 2013. This changes in 2014 when this age group did not engage with the helpline at all. In 2014, the heaviest users of the helpline are much younger, between the ages of 10-12 for both boys and girls.

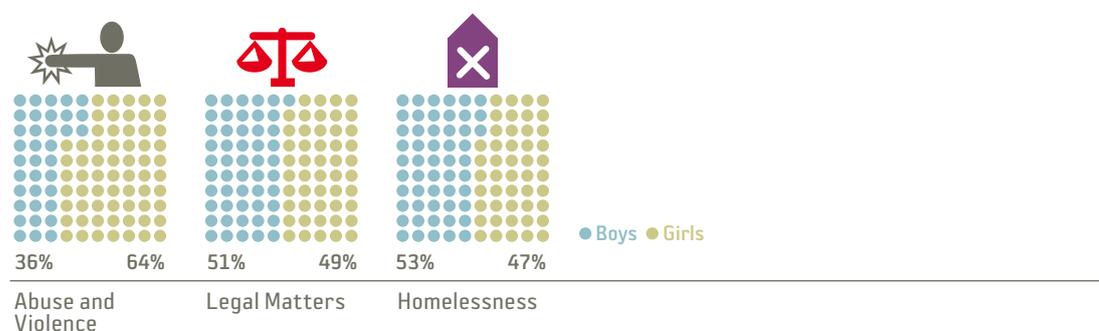
The most frequent calls over all three years were information seeking, and more boys than girls called each year: 78% in 2012, 71% in 2013 and 81% in 2014.

Despite the much lower level of reporting for girls, they are disproportionately represented in cases of abuse and violence, and commercial exploitation in 2014. There are however a large number of cases not disaggregated by sex in the categories of abuse and violence, and commercial exploitation. This increase may be associated with campaigns against gender-based violence (GBV) and child exploitation. Homelessness is a consistent issue for calls to the helpline over the three years and, within this category all calls about missing children are also captured.

Línea 156 from Bolivia Observations in One Year¹⁶

The Bolivian child helpline was used by young women and men, boys and girls from all ages, except those over 25 in 2014. There were more boy than girl callers in every age group except in the 13-15 and 18-25 age ranges. The heaviest users of services for both females and males were in the 0-6 age range. Abuse and violence calls made up over one third (36%) of the calls to the helpline of which 36% were boys and 64% girls. While more girls than boys called about physical and sexual abuse, almost equal numbers of boys and girls called about emotional abuse. Females predominated as the perpetrators of physical abuse, which could be a reflection of the higher number of girls calling about the issue. All perpetrators of sexual abuse were male and either a father or stepfather, whilst both male and female perpetrators were identified in calls about emotional abuse.

Figure 2. Top three reasons for contact in 2014



Legal matters and homelessness also predominated as reasons for calls to the line. Most of the calls about legal matters were related to harmful traditional practices, and there were calls from both males, 44%, and females, 56%. Slightly more males than females called about legal matters, 51% and 49%, and homelessness, 53% and 47%. Almost all calls with known reasons for contact within the homelessness category were about missing children, (131) 64% boys and 36% girls; 11 about seeking shelter - 82% males and 18% females, and eight calls about abandoned children (38% males and 62% girls). The most notable gender gaps were in calls about child sexual abuse and commercial exploitation, female callers predominated in both.

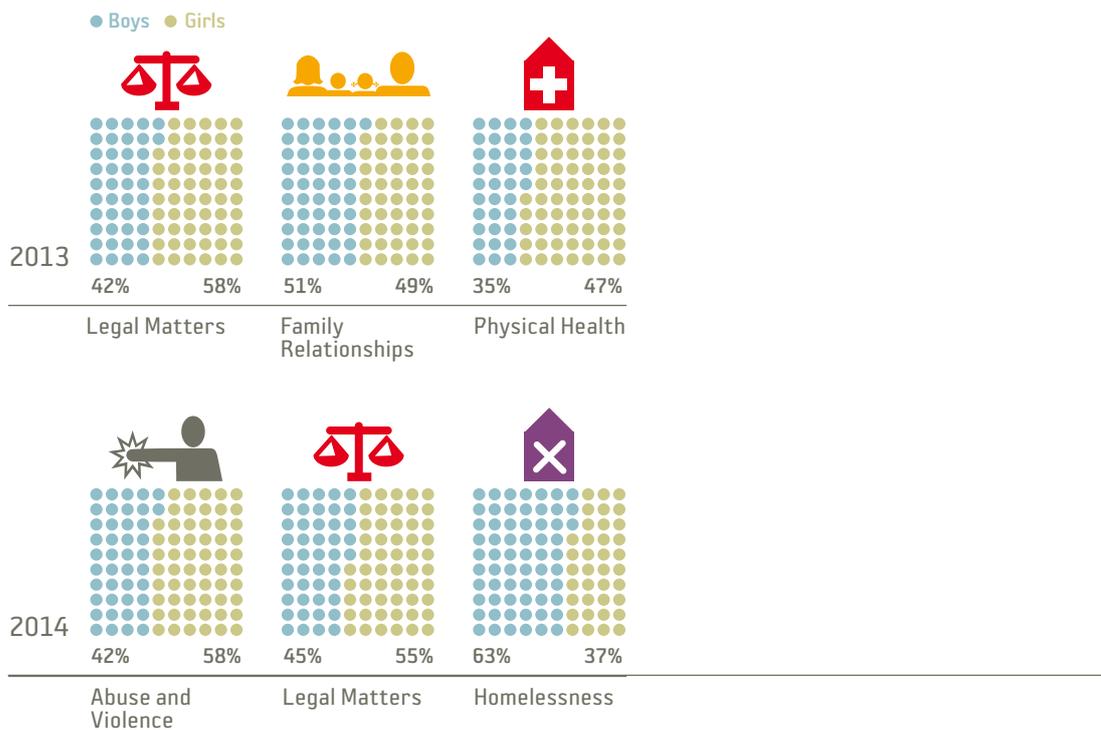
¹⁶ Línea 156 from La Paz helpline data collected in 2014

Ethiopia Observations Over Two Years¹⁷

The helpline data indicates both that girls and boys called the helpline in each of the two years although it changes from one year to the next in the predominance of boys or girls. More boys (41%) called in 2014 and more girls (53%) in 2013.

The heaviest users of the helpline in 2014 for both boys and girls were the youngest age group between 0-6. In 2013, the heaviest users for girls were older, 16-17, than the heaviest male users at 10-12. Girls between the age group of 16-17 shifted from being the heaviest users to the fewest users over the two year period. The gender gap in the response of the helpline swung from 4% higher for girls in 2013 to 18% higher for boys in 2014.

Figure 3. Top three reasons for contact over two years



The most frequent calls over the two years changed each year. Abuse and violence was the top reason for calls in 2014 with more girls (58%) than boys (42%). Both girls and boys report physical and sexual abuse, although girls do so in higher percentages: 58% physical abuse and 63% sexual abuse. There are male and female perpetrators of both forms of abuse. Legal matters also predominate in the reasons for calls over both years with higher percentages of girls calling: 55% in 2014 and 58% in 2013. The third reason for calls in 2014 was homelessness, 63% of which were calls from boys, and family relationships in 2013, 51% of which were from boys and 49% from girls.

CWIN Nepal Observations Over Three Years¹⁸

Data indicates that the child helpline is heavily used each year by both boys and girls. However, more boys than girls were responded to in both 2014 and 2013 - 57% and 56%. The heaviest users of the child helpline in Nepal, in all three years, are between the ages of 13-15, followed by 10-12 for both girls and boys.

The most frequent calls over all three years were information seeking and were mainly from boys each year (50% in 2012, 70% in 2013, and 60% in 2014). Homelessness predominates as a reason for calls in 2014 and 2013, and more boys than girls report the issue - 59% and 63%.

Figure 4A. Percentage of contacts made by girls and boys on sexual abuse

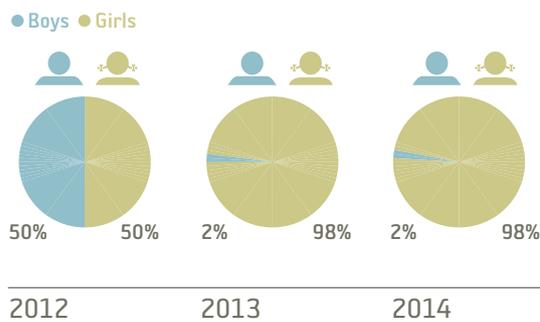
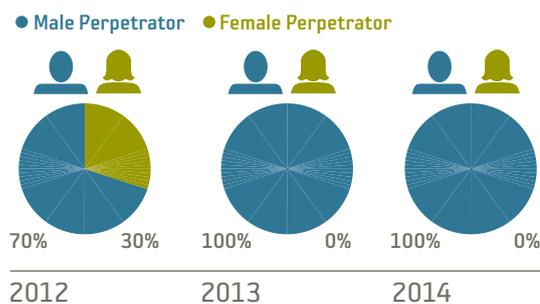


Figure 4B. Perpetrators of sexual abuse by gender



Whereas almost all cases of child sexual abuse reported in 2014 and 2013 are from girls (98%), 50% of sexual abuse reports in 2012 were from boys. Males predominate as perpetrators of sexual abuse in almost all cases in 2013 and 2014, however both male and female perpetrators are reported in 2012 (30% female and 70% male).

Almost equal numbers of boys and girls report physical abuse in 2012 and 2013 with male and female perpetrators in different proportions each year - 2013, 80% male and 20% female, and in 2012 53% female and 47% male. There are more reports of child trafficking from boys.

¹⁸ CWIN helpline data collected from 2012 - 2014

Línea 133 Ministerio de la Familia Nicaragua Observations Over Two Years¹⁹

Línea 133 –Ministry of the Family- was used by young women and men, boys and girls from all ages, except those under the age of six in 2012. The heaviest users of services for both females and males in 2013 were aged 10-12, a change from 2012 where the heaviest users for both males and females were aged 13-15. Telephone response support increased from 88% in 2012 with more girls, 60%, than boys, 40%, to 95% in 2013 with more boys, 62%, than girls 38%. More boys than girls walked into the clinic in 2012 (67% and 33%), and more girls than boys in 2013 (34% and 66%).

Figure 5A. Telephone response support over two years

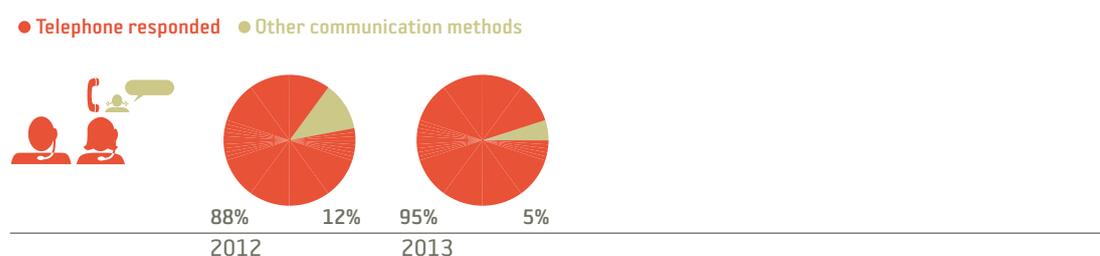
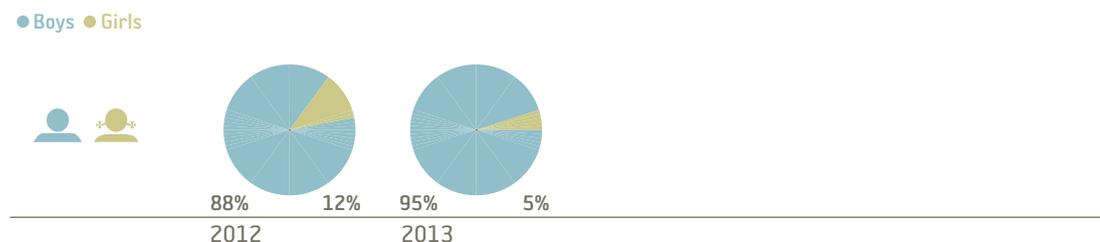


Figure 5B. Total calls to the helpline by boys and girls over two years



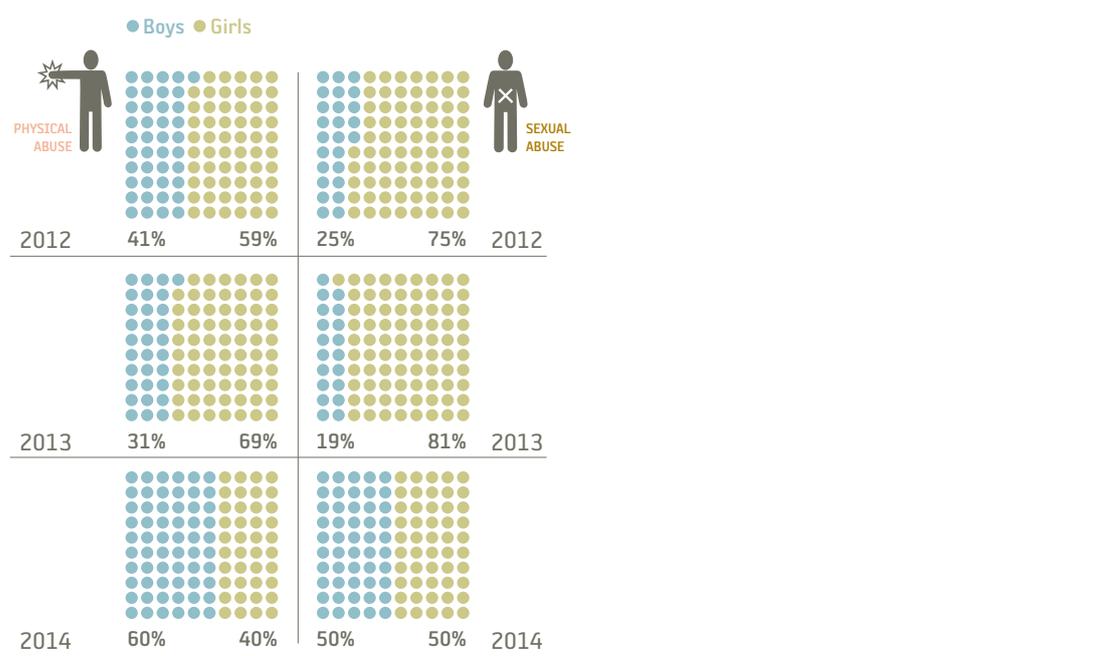
There was a huge spike in the number of callers seeking information between 2012 (5% of calls - 67% boys and 33% girls) and 2013 (55% of calls - 60% boys and 40% girls). More boys than girls called seeking information in both years. More than 80% of calls about sexual abuse were from girls in 2013. Girls also predominate in contacts about commercial exploitation and only girls called about child trafficking, prostitution and pregnancy, but more boys than girls called about contraception and STI's/STD's. Boys predominate in calls about missing children - two thirds of the calls about missing children are about boys (63%).

Madadgaar Pakistan Observations Over Three Years²⁰

The child helpline data indicates more girls than boys called the helpline in each of the three years: 55% of calls in 2012, 61% in 2013, and 57% in 2014. There was a significant increase in the number of calls from 2012 to 2013, said to be directly related to the multi-media campaign that launched the helpline number. This suggests the campaigns were effective.

The most frequent users of the line in 2012 and 2013, for both young women and men, were between the ages of 18-25 and over 25. This changed slightly in 2014 when the heaviest users for females were 18-25, followed by 16-17 and for boys 16-17 followed by 18-25.

Figure 6. Percentage of boys and girls who reported physical and sexual abuse in 2014



Abuse and violence are amongst the top reasons for calls over all three years. There was a huge hike in calls about abuse and violence from 2012 (9% of calls to 43% of calls in 2013). In both years more girls than boys reported abuse and violence, whereas in 2014 more males than females reported. Boys and girls reported sexual abuse in 2014 in equal numbers; this differs from 2012 and 2013 when more girls than boys report. More girls than boys reported physical violence in 2012 (59%), and 2013 (69%), whereas more boys (60%) than girls (40%) did so in 2014. Males predominate as perpetrators of all forms of abuse and violence, more so in sexual abuse reports where 100% of perpetrators are male. Females were the reported perpetrators in 26% of physical abuse cases in 2014, 35% in 2013, and 13% in 2012. This suggests that programming should target both women and men in messaging about abuse and violence, legal frameworks and children rights education.

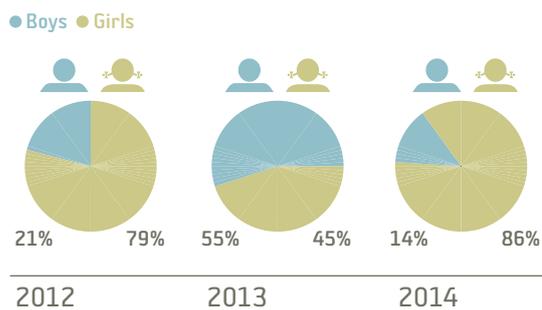
²⁰ Madadgaar helpline data collected from 2012 - 2014

There is a notable shift from 2012 to 2013 in calls about harmful traditional practices; in 2012 all the calls were from girls, and in 2013 57% of the calls were from boys and men. The majority of child marriage calls in 2012 were from girls (76%), as were the calls about pregnancy and contraception. Girls also predominated in calls about Sexually Transmitted Infections (STIs) in 2013. There are consistent gender patterns in calls about sexual and reproductive health issues over the three years, i.e. only girls call about pregnancy suggesting this is considered a female matter with boys and young men not having to assume responsibility for the issue.

Lifeline/Childline Zambia Observations Over Three Years²¹

The helpline data indicates almost equal percentages of boys and girls were responded to in both 2014 and 2013, representing a shift from 2012 when the helpline responded to more girls (55%) than boys (45%). The helpline data suggests that external activities have been effective in the targeting of both boys and girls, either through its own awareness raising activities, or through partnerships with other NGOs, with information about the helpline and sexual and reproductive health and rights.

Figure 7. Percentages of boys and girls who reported sexual abuse over three years



The youngest and oldest age groups did not use the helpline in 2012. This changes in 2013 and 2014 when all age groups are represented amongst both young male and female callers. The heaviest users for girls were between 16-17 in 2013 and 2014, and 13-15 in 2012; boys between 13-15 were the heaviest users over all three years.

The most frequent calls over all three years were information seeking and more girls than boys called each year. Abuse and violence calls are amongst the top three reasons for calls from 2012-2014. Slightly more girls than boys report physical abuse ranging from 50% in 2012 to 42% in 2013 and 52% in 2014. Of note, are the almost equal numbers of male and female perpetrators of physical abuse. These figures contrast with sexual abuse, the figures for which shift significantly from year to year with majority of reports from girls in 2014 (86%), boys in 2013 (55%) and girls again in 2012 (79%). Male perpetrators dominate (from 76% to 95%) but not exclusively in reports of sexual abuse.

Acknowledging both male and female perpetration of violence is essential for prevention programming. More boys than girls report emotional abuse in 2013 and 2014, with almost equal numbers reporting in 2012. There are almost equal numbers of male and female perpetrators of this form of abuse each year. Indeed, there is consistency in the prevalence of both male and female perpetrators of physical and emotional abuse within the nuclear and extended family, and in particular within new family compositions.

There is consistent use of the helpline for sexual awareness issues over the three years by both girls and boys. Girls are, consistently, the only ones calling about pregnancy, suggesting they are left to deal with the problem. There is an increase in calls about contraception after 2012; in 2013 there is equal interest amongst boys and girls, by 2014 this interest is dominated by girls.

In 2014 boys are disproportionately represented in calls about addiction, suicide and adoption issues, and girls in calls about discrimination and pregnancy. Boys are over represented in calls seeking employment.

Protection against violence individual level

Section three examines the services in place to enable use of the helplines. The section has two components related to the two expected individual level outcomes of the GPP. Each highlights promising and good gender practices.

EXPECTED PROJECT OUTCOME: ACCESS BY GIRLS AND YOUNG WOMEN TO QUALITY GENDER RESPONSIVE CHILD HELPLINE SERVICES

Promising Practice 8: Most child helplines provide a comprehensive range of services through referral networks with multiple government and non-government agencies. The gender responsive capabilities of referral partners and referred to agencies are not clear

All child helplines recognise the need for a coordinated effort between service providers and network members to create a holistic response to the needs of young women and men, boys and girls using the helplines. As Lifeline/Childline Zambia notes, *“We may be the first contact organisation, but we cannot provide everything so we have to refer to other partners. For instance, if a child is raped we will ask partners to do the rescue and take the child to hospital”*. Madadgaar notes, *“A child may need up to ten referrals before they have received all the support they need”* (Skype Interviews June 2015 Madadgaar and Lifeline/Childline Zambia).

Many offer a wide range of services to address the different needs and concerns of young women and men, boys and girls through the active use of a referral system established to access these services. Referral involves making contact with other service providers such as the police/judiciary and health practitioners, among others, to ensure support for each case, prioritise response, and move beyond systemic barriers in the delivery of response services. A referral system between service providers’ assists’ survivors/victims to access services they might otherwise be unable to find. Generally the range of services includes police and legal support, trauma counselling and medical support. More extensive networks also have shelter, long-term counselling, financial support, legal aid for a range of issues, rehabilitation and vocational and education training opportunities.

Madadgaar, Aparajeyo and Lifeline/Childline Zambia have extensive networks and offer a wide range of support for young women and men, boys and girls. The referral system developed and nurtured by Madadgaar is recognised to have 230+ organisations. Within it, young women and men, and boys and girls across the country can access legal aid and advice, a Psychological Assessment of Children, shelter, medical aid, psychological counselling, economic empowerment, services, protection by the police and telephone counselling. Madadgaar has a Memorandum of Understanding (MoU) with police

to respond to risky situations. Similarly, the Aparajeyo service and network offers counselling and information, a 24-hour mobile rescue team that responds to urgent calls, shelter and medical aid support, counselling and legal support, as well as a panel of lawyers and journalists to help find lost children and to enable birth registration. Lifeline/Childline Zambia primarily offers psycho-social counselling, mobile and face-to-face trauma and continuous, longer term, counselling. They refer for legal (i.e. justice and police) and health services, and for cases involving education. They have a report-back mechanism in place with all referral partners enabling them to follow-up on the status of the child. Through the GPP, Lifeline/Childline Zambia has developed a referral directory with specific contact information.

What is unclear, is the gender sensitivity and gender specific capacities of the service providers within the referral network, and whether there is a common gender sensitive framework that governs response. These matters, for instance, a common definition of gender or GBV helps to establish a common understanding for response, prevention, advocacy and training. A different understanding of GBV and sexual violence will create challenges in communication and response, as well as in data collection and analysis. Within the Madadgaar helpline, the Women's Crisis Centre was identified as organisation that deals with all matters concerning women. A common framework would help Madadgaar to discern if this organisation uses a gender approach or mistakenly interprets gender to be about women only. The advantage of networks with organisations that have gender capabilities is that they help to build capacity and knowledge amongst members.

A number of child helplines describe known gender informed approaches such as a survivor-centred or empowerment approach, although they are not named as such. Aparajeyo provides details of a survivor-centred approach *"When we rescue the girls we take them to a safe home/shelter, comfort and support them and give them food before we begin to probe. We build a rapport and then provide counselling. If a girl's case is sensitive and breaches the law, but she does not have a clue how to take legal action, we will circulate the case amongst our team and network. We are cautious with our work so the girl does not have to repeat her story of abuse, we get the story once. People in our shelter home are trained to deal sensitively with such issues. It is a continuous learning process, training happens over and over all year"* (Skype interview June 2015 Aparajeyo). The SRHR training, noted on pages 14-15, uses a child-centred approach, also known as the Empowerment Approach, in which children are in control of the discussion on the helpline. For some child helplines, notably those in Central America, this approach was known, and, for others, it was new.

EXPECTED PROJECT OUTCOME: BETTER PROTECTION FOR GIRLS AND YOUNG WOMEN

Women's and girls' empowerment and gender equality are intricately interlinked. Empowerment is both a process and an impact. As a process, it is the means through which women and men are able to take control of their lives with knowledge, confidence, skills, self-esteem, and self-respect. Enhancing the capacity of individuals to make choices, and transform those choices into action, are central features of empowerment.²² For instance, enhancing the capacity of young women and men, and boys and girls to protect themselves and/or to earn an income. As an impact, it is the change that takes place at the individual (i.e. knowledge, self-confidence, abilities, education and wellbeing) and societal level (i.e. laws, job opportunities, numbers of women in public life, etc.) that should be tracked.

Promising Practice 9: Using participatory and creative practices to foster knowledge of rights and services and to build the confidence of young women and men, boys and girls

Awareness Raising and Advocacy Activities

Many organisations reinforce helpline services with activities fostering a knowledge of rights and services, and observe a direct relationship between the two. Links between awareness raising (prevention) and use of (direct service) are described by ECFA as a holistic approach to programming. There is an observed cause and effect, *"more cases are being reported in 2014 compared with previous years....because the awareness and ability...to manage such issues by the community has improved"* (Skype interview June 2015 ECFA). The same direct relationship is described by Madadgaar who define the increase in calls as a proxy indicator of the increasing empowerment of girls.

'We feel that women and girls are more empowered because they are raising their voices against gender discrimination and calling the helpline'. Madadgar uses television to advertise the helpline and the evidence that it has worked, is the numbers of calls to the helpline afterwards. There has been an increase in the use of the helpline over the course of the programme'. Skype Interview June 2015 Madadgaar

The content of awareness raising and training programmes changes within and between countries depending on the target group. Women and girls have been prioritised in many, but not all, programmes. The broadest programme content covers child rights, national laws against gender based violence, child marriage, and other harmful traditional practices; sexual and reproductive health rights; and details about helpline services and how to make contact.

"You cannot have a helpline without advocacy; the two are inter-connected. Issue based advocacy and awareness raising results in 100s of calls to the child helplines. In the month of May, 2015, Madadgar did a one-hour television show about a girl beaten up by her husband, he also shaved her hair. The helpline got hundreds of calls afterwards. The calls showed that violence is rampant" Skype Interview June 2015 Madadgaar". >>

» *“It is not enough to have just a helpline. In order for it to be sustainable (i.e. the helpline) we need to do work on education. Aparajeyo gives information on the toll free number 1098 and advises how they can get support. Aparajeyo advertises and gives them in-depth understanding of how they (children) can benefit and be supported by other children”. Skype Interview June 2015 Aparajeyo*

School Outreach Programmes

School outreach/programmes have been particularly effective spaces to access large numbers of children and youth, of both sexes, with helpline information and prevention campaigns. In order to publicise the services of Línea 133 Ministerio de la Familia in Nicaragua, talks were held in primary and secondary level schools. Similar school programmes were implemented across 54 schools in Oruro in Bolivia offering guidance to children and adolescents, of both sexes, ‘so they know what a violation is, and where to go in case of any violation of their rights’.

“The immediate response of school awareness raising programmes is that children start calling the helpline, first to see if it exists, then they begin to ask questions; my father did not give me money for food, what should I do? We see a difference between boys and girls. More girls than boys call because in the school presentation we discuss body parts. Girls have questions about how boys touch them” (Skype Interview June 2015 AMPCAN-Ghana).

Life Skills Workshops and Vocational Training

Knowledge of rights and services is one approach used to build and deepen the confidence of young women and girls; and it has been reinforced with a range of other strategies. CWIN Nepal conducted Life Skills workshops for adolescent girls, Educatic in Bolivia conducted self-protection workshops, and ECFA in Ethiopia vocational training and scholarship opportunities to address empowerment of girls. Aparajeyo works in the southern part of Dhaka City supporting girls who have dropped out of school and who are not earning an income. They offer *“training on human /child rights and life skills; highlight the child labour laws and provide information about where to go if girls need help; offer vocational training in tailoring and how to make jute bags and other skills development to enable girls to earn an income. More than 49 girls were trained on tailoring, then they were provided with sewing machines. Now, girls are sewing at home and earning money from people in the community. People are using their service and they are earning money for the first time and can be self-reliant. The family is supported because of the income from the girls, the community and religious leaders and local government are very happy. Now, they want more and different kinds of work for girls. We are working jointly with the child affairs ministry”* (Skype Interview June 2015 Aparajeyo).

Sports Programmes

Lifeline/Childline Zambia describes a process of self-actualisation amongst the girls who participate in awareness raising events through sports programmes. *The Zambia helpline partnered with another local organisation that runs popular sports programmes with a focus on empowering young women and girl. The project aims to produce self-assertiveness in girls by increasing their capacity to make independent decisions and reduce vulnerability through sport. Participants engage in competition and team building exercises and are introduced to discussions about health. The partnership enabled the Zambia child helpline to raise awareness about the issues of early / child marriage, SRHR and GBV”* (Skype Interview June 2015 Lifeline/Childline Zambia). The partnership offered the helpline an opportunity to extend the reach of the prevention side of the programme, educating girls. Many other child helplines have learned about Zambia’s sports programmes to access and educate girls. CWIN participated in a training entitled ‘Goal Curriculum: Empowering through Sports’ to learn the method and has since begun implementing it. Bolivia Educatic, Ministry

of Gender, Children and Social Protection - Childline Liberia and ECFA use the method in different ways, all to attract and educate young women and men, girls and boys.

Girl Specific Programmes and Learning Spaces

Child helplines have used two different approaches in facilitating girls' empowerment specific programmes in separate spaces, and programmes that target girls and boys together. 'Girl-specific programs' were used to focus on girls' voices, concerns and realities. These programmes vary according to context (i.e. geography, background, target issue(s), or situation) yet they are all generally designed to affirm girls' experiences and initiatives, and to provide room to explore their thoughts and understandings. Aparajeyo and Madadgaar worked with girls in spaces of their own. Madadgaar undertook *"awareness raising and skills building sessions with women and girls in the community in places where they gather, madrasas (i.e. Islamic seminaries in Pakistan) and educational institutes to equip them with knowledge on reproductive rights, GBV early marriage, first aid, and where to go for protection as a means of protection and prevention"* (Annual Report 2014). Childline Sierra Leone facilitated awareness raising with girls and boys together in meetings, workshops, and discussions to enable empowerment, discussing *"ways of living together within their environment"* (Skype Interview June 2015 Childline Sierra Leone).

Youth Leadership

Some GPP partner organisations have been building a core of young female youth leaders. Aparajeyo uses 'Girls Federations'. 'Through training girls become advocates against discriminatory behaviour, breaches of rights, and are empowered to reach out to other groups of girls. Every day, and every week, they are monitoring to see if there are cases or violations at home or outside in society. Once trained, girls quickly take action' (Skype Interview June 2015 Aparajeyo). Young women and men also work on the school protection committees and the girls' and young women forums provide opportunities for young women to speak. Nicaragua has also set up school protection committees, made up of students, teachers and parents. None of the reported information provided sex disaggregated data. In Ethiopia, youth groups are organising themselves after ECFA has worked with them, which is a sign of their empowerment and confidence to take action. In Ghana, girls are also self-organising after training and awareness raising and going back to their community to talk, *"you are a woman, you have a right to say 'no' to sex and to early marriage"* (Skype Interview June 2015 AMPCAN - Ghana).

Other notable creative and participatory approaches used by child helplines to attract young women and men, girls and boys, and raise awareness on laws, rights and issues like child marriage, included; street drama, role playing, theatre for development techniques, Intergenerational Dialogue, and girl-friendly content.

Promising Practice 10: Child helplines are receiving calls about sexual and reproductive health rights issues from young women and men, boys and girls, and some are learning how to provide supportive, non-judgemental information. A key gap in the referral networks may be the availability of services responding to some SRHR issues

In many areas of the world, expectations about gender dictate that young men gain experience in sexual matters before marriage, while young women remain virgins until marriage. As a consequence, young women often receive little sex education. At the same time, young men may receive limited information on HIV/STIs and condom use. Education on reproductive matters may target girls, leaving young men with no sense of responsibility in this area, and a lack of information on issues such as contraception, emergency contraception, the risks of early pregnancy and unsafe abortion. In short, adolescents often learn that reproductive matters are the responsibility of either men or women exclusively.

http://data.unaids.org/Topics/Gender/BestPractices_en.pdf UNAIDS

Sexual Reproductive Health (SRH), and rights campaigns have been taken up in both schools and communities by a number of the child helplines. For some, Madadgaar, it was a project supported outside the GPP, but with significant impact on the helpline services. Indeed, this makes an important point about the inter-connectedness of multiple programmes in organisations like Madadgaar, within which the child helplines is one area of focus. Advocacy and awareness raising programmes funded by other sources have given leverage to some of the gendered results of the GPP. Best practice programmes have a combination of service response and prevention programmes, and there were insufficient funds in the GPP for a holistic programme.

All child helplines with sex disaggregated data received calls about sexuality and sexual awareness from both young women and young men. Calls to the Zambia helpline from 2012 to 2014 suggest girls take primary responsibility for pregnancy; over 90% of all calls about pregnancy were from girls. In 2013, there was a shift, 23% of the calls about pregnancy were from boys. Still in Zambia boys predominated in calls about STIs/ STDs in 2014 (69%) and 2013 (63%), in 2012 almost equal numbers of boys and girls called. The number of calls about contraception changed each year. In 2014, 76% of the calls about contraception were from girls, in 2013, 50% were from boys and 50% from girls, while in 2012 there were no calls about contraception. The majority of all calls about masturbation are from boys in all 3 years, suggesting this is a topic girls are not comfortable talking about. Contact with the Madadgaar helpline showed very different patterns. In 2012, there were only 9 calls about sexuality and sexual awareness, all from girls; in 2013 there was a big hike in the number of calls to 481 - 22% from boys and 88% from girls. All calls about pregnancy were from girls, 93% of the STI/STD calls were from girls and all contraception calls were from girls. In Bangladesh, where boys predominate in calls, there were no calls about sexuality and sexual awareness in any of the three years.²³ In the workshop report from the SRHR training, participants indicate they may not be able to access services for all SRHR issues, namely, services responding to sexual identity and/or abortion services.

²³ Data from Zambia, Pakistan and Bangladesh helplines collected between 2012 and 2014

Protection against violence socio-cultural level

Section four examines, in greater depth, outreach and awareness raising programmes targeting communities, practitioners, the general public and CSOs to change attitudes and values about women and girls, gender inequality and gender relations. The section describes three good and promising practices related to one expected outcome at the socio-cultural level.

EXPECTED PROJECT OUTCOME: VALUES IN COMMUNITIES DO NOT ALLOW VIOLENCE AGAINST GIRLS AND YOUNG WOMEN AND ENSURE PROTECTION

Promising Practice 11: Child helplines strengthen services with gender focused advocacy addressing specific forms of discrimination reported on the helpline. Observed evidence from community based advocacy approaches indicate positive outcomes.

The selection of early and child marriage as an area of focus was both tactical and strategic, and had what the AMPCAN-Ghana calls 'positive side kicks'. They raised visibility of a particular form of gender discrimination and abuse, and gave increased visibility to child helplines in all countries. Campaigns were both national and regional within and beyond the GPP helpline partnership, and they gave flesh to the intersection of child protection and gender issues. Concrete issues such as this have helped to solidify national and regional activist networks in Pakistan, Bangladesh, Zambia, Sierra Leone and Nepal.

Aparajeyo reports that the organisation stopped more than 15-20 child marriages each year through the life of the project: *"Many of the saved children are now living in shelters and going to school rather than being brides. This was a very clear helpline issue and our approach was comprehensive. Aparajeyo trained Imams, marriage registrars and CBOs, all key targets to prevent and stop child marriage. The community then took the lead and declared a child marriage free zone, supported by the religious leaders, journalists and traditional leaders. The registrar requests documentation when people get married that enables them to identify early marriage and they refuse to marry them"* (Skype interview June 2015 Aparajeyo). Childline Sierra Leone describes an increase in the levels of knowledge amongst young women and men, boys and girls about the issue of early/child marriage.

Other examples of gender focused campaigns impacting girls and boys differently included: a discriminatory school re-entry policy for girls after pregnancy in Zambia, and in Nepal, CWIN challenged citizenship laws that threatened to make some children stateless by refusing citizenship to children born to women who married 'foreign' men. The AMPCAN-Ghana programme notes the consistent talking about the issue of teenage pregnancy in the pilot community for the programme and in the associated school outreach programmes. *They note a shift in attitudes in the pilot community - where there has been a significant drop in teenage pregnancy. The girls are saying: 'lets focus on education and finish school', the boys are saying: 'this is a school girl let me not touch her'. There have been major observed changes in those communities. Teenage pregnancy has virtually stopped in the one district, Akwapem North after the one year pilot project* (Skype interview June 2015 AMPCAN - Ghana).

CWIN undertook a massive outreach campaign in communities to generate awareness on child protection issues, child labour, and child marriage: *"Child labour earlier used to be a pride, but have changed now and people are in agreement not to employ children as child labourers. Parents now understand that child marriage is harmful and that they do not largely force their children to get married before 18"* (Nepal GP Annual Report 2014).

Awareness raising campaigns in Nicaragua have resulted in changes in the way the population thinks about violence toward children. It is no longer universally accepted that parents have right to mistreat their children: *"Currently the population rejects violence and reports any situation of violence that children live with in any institution"* (Nicaragua GP Annual report 2014). They have also empowered young girls and boys with knowledge about their rights and how to report any violation of their law: *"Girls made more use of the child helpline to report cases of physical, sexual and emotional violence, which corresponded with the GP campaigns"* (Nicaragua GP Annual Report 2014). This is the first of many steps toward transforming behaviour, it does not automatically result in the desired change.

Promising Practice 12: Many child helplines have used new gender messages to strengthen prevention, and, in the process, have contributed to changing the conversation about women and girls and gender relations. A general gap in reporting is the resistance encountered in work to change gender relations

More men and boys are calling on behalf of girls and women, calling for the protection of girls and young women. For example - a man is taking a 14 year old girl as a concubine and is defiling her. There are more calls about problematic men. The community and children are more aware of what is wrong. (Skype Interview June 2015 AMPCAN-Ghana).

Best practice programmes make concerted efforts to gain the support of community leaders and community members for gender equality and women/girls empowerment. Change that is supported by the local community has a greater chance of success. For instance, assistance and advocacy from community members can help a team to overcome obstacles. Included in this are the adult intermediaries who enable and facilitate young women and men, and boys and girls to access services such as, training provided for parents, teachers and development workers in order that they can understand the need for a gender based approach. Aparajeyo provides an example of how this was accomplished in a Dalit community in Dhaka City.

Aparajeyo includes a number of different gender messages in its community and awareness raising work with young women and men; “we want equal numbers of boys and girls in planning and they should have equal access to resources”. Introducing new ways of relating to one another, ‘respect’ is a theme used in discussing relations between young women and men, and boys and girls. Working with community leaders and community members in Dhaka City they formulated a message identifying the potential for positive outcomes from the change they were aiming for: “Girls can be major stakeholders in economic development” and “Girls should be in school rather than being brides”. In their work with girls they tell them, “you have potential and it’s ok to dream, something some of the girls will be hearing for the first time”. These new messages are not without resistance, typical of all gender equality work. Resistance requires continuous critical reflection/monitoring of activities being implemented and collective strategic thinking of ways to address it. Below Aparajeyo describes an approach that worked:

The Aparajeyo team was working in a very restrictive area in South Dhaka City. There is a sub-culture in the area. Community leaders were saying: ‘this is our community we control it, don’t come to our community’. They were resisting the Aparajeyo team saying that ‘our women and daughters are not allowed to go out of the house, not allowed in the community, at school or work because they are confined’. Their attitude was males are working and females should be at home. Lots of women are working in Bangladesh, not all are in the home. Some issues are when women work, most of the money is taken by the husband or male member of the family. The men buy drinks and drugs with the money, it does not go to the house. Also many families are headed by the females because of diseases. Aparajeyo slowly built relationship with local community religious and traditional leaders. We used messages about education and knowledge and the value of women learning and working for the family. We said women can still earn money at home and they can be an asset to the family if they are working. The team went to all the individual house owners, shop owners, mosques, schools, reached all 2500 houses. The way we reached all spaces the community leaders demanded what kind of NGO are you? You are entering our houses and rooms who are you? We want to see your place. They invite all community leaders to Aparajeyo, 16 came to our headquarters and we talked together. It was very successful (Skype interview June 2015 Aparajeyo).

Awareness raising programmes in Nicaragua and Bolivia also suggest alternatives ways for young women and men, boys and girls to relate to one another. In Nicaragua “The government works with families and, through family counselling, introduces new models, new values for the upbringing of children in the family. They advocate the strengthening of values such as respect, communication, love and equality with the objective of achieving harmonious household family relations”. A specific campaign in Bolivia worked with the message “For a school free of violence” supported by violence prevention workshops with young women (GP Annual Report 2014).

Child helpline prevention includes actions that focus on a range of issues:

- Influencing changes in socio-cultural norms through awareness raising and behaviour change strategies, particularly targeting community and traditional leaders, and young men and boys;
- Facilitating empowerment of young women and girls;
- Strengthening family and community structures and support systems;
- Designing safe, accessible survivor oriented government and non-government GBV services;
- Integrating gender based violence response and prevention programs into government policy, planning and budgeting processes;
- Working with formal legal and traditional systems to ensure that their practices conform to human rights standards;
- Advocating for gender and child sensitive polices and laws aligned with international human rights standards; and generating sex disaggregated evidence base of issues affecting women and men, and boys and girls, and monitoring it to identify achievements and problem areas.

Promising Practice 13: Implementing a key recommendation of the Girl Power's Mid-Term-Review (MTR), that child helplines work with boys and men in the efforts to advance gender equality and women and girls empowerment

Work with men and boys

It is universally accepted knowledge that gender equality cannot be achieved without the involvement of men and boys, and that there are different methods of engaging them, some more effective than others. Staff from the Zambia helpline note *"the GPP helped us to focus on boys, before GPP, we focused only on girls. Now boys can be calling more than the girls; sometimes they call for themselves and sometimes for girls. The GPP has a project involving the boys and the promotion of human rights. There have been massive and persistent outreach programmes"* (Skype interview June 2015 Lifeline/Childline Zambia). Similarly, Aparajeyo indicates the programme *"began with a focus on girls and women training. Aparajeyo targeted boys and men in the third year after the MTR, which identified critical changes needed at mid-point in the project. They/child helplines, needed to deal with boys and men. We must provide them with education, make them aware of their rights. In the environment, men and boys must live with women and girls. In our traditional society, men and boys are the decision makers so they must be brought into the discussion"* (Skype interview June 2015 Aparajeyo). In Nepal, the 'Men Engage Symposium' provided training and discussions on how to engage in men and boys in gender equity and women and girl focussed interventions. CWIN is a member of a men engage network of CSOs and participates in strategic planning to engage men and boys (GP Nepal Annual Report 2014).

Male Leadership with Gender Equality Messages

In Pakistan, which has a deeply entrenched patriarchal system, messaging to millions through print and electronic media about ending violence against women and girls has been undertaken by the male leaders of Madadgaar. This has been an important programme.

Institutional level support for gender informed child protection

This section examines institutional level support for gender responsive child protection through the actions of government. The section describes one good practice related to one expected outcome.

EXPECTED OUTCOME: GOVERNMENT ACTS FOR BETTER PROTECTION OF GIRLS AND YOUNG WOMEN

Good Practice 14: The introduction or use of gendered legislation, nationally, regionally and internationally to advocate for positive change in gender relations and discriminatory practices

Gender Specific Legislation

Through the life of the GPP there has been notable progress on gender specific legislation. Legislation is considered a good-practice/example in gender mainstreaming as actions that can lead to positive change. All countries within which the child helplines reside have gender specific legislation. Some had legislation introduced during the timeframe of the GPP, others used legislation already in place.

Childline Sierra Leone utilised three gender bills introduced into law in 2007: *the Domestic Violence Act*, *the Registration of Customary Marriage and Divorce Act* and *the Devolution of Estates Act*, to improve the position of women in Sierra Leone. Earlier Sierra Leone also had new legislation introduced criminalising female genital mutilation (FGM). Throughout the GPP project the helpline utilised *'The Registration of Customary Marriage and Divorce Act'*, which provides that children cannot marry below the age of 18 and introduces the requirement that both parties must consent, to report cases to the 'appropriate authorities' for action. The Executive Director notes however, "if you stop a girl to marry early (sic), you must have an alternative, or you will end up having more of that. The same if you stop people to mutilate girls, you must provide financial assistance to generate income as they always pay them to do so. If you want to stop teenage pregnancy, you must provide alternative means, such as health education and assistance in form of cash for basic learning, otherwise the same will keep happening. All of these are issues of concern that still come into the helpline". In 2012, "I took up an FGM matter, whereby the husband who did the FGM sponsoring was arrested and put in prison for four days. The FGM bush where it happened was burnt down and the cutters were imprisoned also" (Skype interview June 2015 Childline Sierra Leone).

Madadgaar utilised the 'enabling environment' created with the introduction of the '*Sindh Child Marriages Restraint Act 2013*', to create awareness and build the capacity of lawyers and law enforcement agencies. They have also engaged in public interest litigation and made use of the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) to lobby in the absence of local laws and policies.

The activities in child helplines such as CWIN have been constrained by laws. Nepal's law on sexual abuse "*only allow the helpline to register cases in the court within 35 days of the incident. They are unable to register cases reported after 35 days*". This gap in the legislation was identified through helpline calls (GP Nepal Annual Report 2014).

The child helplines in Pakistan, Sierra Leone, Zambia and Ghana have undertaken activities to ensure the enactment of existing gender legislation; for instance, a Gender Based Violence Act in Zambia, and a *Domestic Violence Act* in Ghana. In both Sierra Leone and Ghana, advocacy activities focused on government financing and budget allocations to implement gender legislation.

Government Mechanisms for Child Protection

Madadgaar and Aparajeyo are members of new government mechanisms (i.e. working groups or advisory committees) aimed at supporting the implementation of legislation. '*Madadgaar is now part of a government/non-government working group looking, in depth, at the issue of child protection.*' (Skype interview June 2015 Madadgaar). Aparajeyo has aligned with the Government of Bangladesh (GOB), rather than compete, in what they call a "*joint venture referral system made up of CSOs and GOB. This has improved for girls and young women victims of violence*". (GP Bangladesh Annual Report 2014) Similarly, Pakistan is "*working with government at both the local and national level on the issues of child marriage and GBV, opening up taboo area and having more public discussion*" (GP Pakistan Annual Report 2014). In Ghana, the child helpline has been integrated into the National Children's policy. In Ghana and Liberia, the Ministries responsible for child protection have a dual focus that included gender and may provide some important examples of gendered approaches in the implementation of child related policies (GP Annual Reports 2014).

In Nicaragua, the state policy for the prevention of violence, Law 779, aligned with a specific Ministry (Familia) with a mandate to implement the policy, is good practice. The government of Nicaragua has also introduced institutionalised response tools (i.e. protocols of care, and a reference 'referral' system) for the helpline to support a consistent response. An interagency committee against violence coordinated by the Nicaragua Ministry of Family, includes multiple relevant sectors to ensure on-going dialogue about child protection issues (i.e. Women's Police Station, Prosecutor, Supreme Court of Justice, Legal Medicine, and the Ministry of Health) (GP Annual Reports 2014).

Conclusion

The activities of the GPP and the child helplines were at times implemented in an ad hoc, unplanned manner weakening, but not completely eliminating gendered outcomes. Indeed, from within this unplanned approach 14 promising and good practices are evident. The helpline partners implemented 12 promising and 2 good gender practices over the life of the GPP. All of the promising practices are identified as such because there is little evidence of the gendered purpose of the action and little or no evidence of impact. Specifically, the gender focussed activities are identified as such because a gender lens was used to examine the five year project. They are not a result of a comprehensive framework with a specific gender equality vision and purpose on the part of CHI or the helplines. This is also true of the gender mainstreaming activities such as the gender policies and the collection and use of sex disaggregated data. This is not unusual for organisations learning about the gender and gender mainstreaming concepts for the first time. All discover that there are technical processes needed to implement gender sensitive programmes; that gender mainstreaming is a strategy to facilitate these processes; that gender mainstreaming must fit into a larger framework to make sense and enable strategically planned gender interventions that build upon each other.

All of the 14 promising and good practices present opportunities that CHI and its helpline partners can build upon in the coming years to strengthen the gender responsiveness of the helplines. A critical first step in the near future could consider the participatory development of gender mainstreaming strategy within CHI and amongst its helpline partners. The newly developed gender toolkit should be situated within this strategy, as should the associated gender training.

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Child Helpline International (CHI) is the global network of 192 organisations in 145 countries (October 2014). In ten years together child helplines in the network received more than 126 million contacts from children and young people in need of care and protection. CHI supports the creation and strengthening of national toll free child helplines worldwide and uses child helpline data and knowledge to highlight gaps in child protection systems and advocate for the rights of children.

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This publication is based on the analysis of information from the Girl Power countries. The conclusions and statements are based on this information and they do not capture the full scope of practices and policies of all countries and cases handled by child helplines and other child protection organisations at the national level. The contents of this publication are the sole responsibility of Kathy Cusack and can in no way be taken to reflect the views of Child Helpline International.

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