Report of the
Outreach and Community Based Strategy Workshop

25 – 29 June 2012
Vavuniya, Sri Lanka
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Word of thanks...

CHI would like to especially thank the National Child Protection Authority (NCPA) in Sri Lanka for their great collaboration in co-organising and co-financing this workshop and for being a truly welcoming host. This workshop could not have been the success that it was without your support.

CHI would also like to thank all the participants and the resource persons of the Outreach and Community Based Strategy Workshop in Sri Lanka for their active participation and positive attitude. We look forward to continuing our collaboration and would appreciate any further updates about how this workshop has been of use to in your work.

A final thanks also to the Girl Power programme funded by the Dutch government (MFS-II) that made this workshop possible.
## List of acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>CBO</td>
<td>Community Based Organisation</td>
</tr>
<tr>
<td>CHI</td>
<td>Child Helpline International</td>
</tr>
<tr>
<td>CPS</td>
<td>Child protection system</td>
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<tr>
<td>CRC</td>
<td>Convention on the Rights of the Child</td>
</tr>
<tr>
<td>CWIN</td>
<td>Child Workers in Nepal</td>
</tr>
<tr>
<td>ECFA</td>
<td>Enhancing Child Focused Activities</td>
</tr>
<tr>
<td>FCSC</td>
<td>Family and Children Service Centre</td>
</tr>
<tr>
<td>Fgm</td>
<td>Female genital mutilation</td>
</tr>
<tr>
<td>ILO</td>
<td>International Labour Organisation</td>
</tr>
<tr>
<td>INGO</td>
<td>International non-governmental organisation</td>
</tr>
<tr>
<td>LHRLA</td>
<td>Lawyers for Human Rights and Legal Aid</td>
</tr>
<tr>
<td>MFS II</td>
<td><em>Medefinancieringsstelsel</em> (Dutch cofinancing system of the Ministry of Foreign Affairs)</td>
</tr>
<tr>
<td>MoU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>NCPA</td>
<td>National Child Protection Authority</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-governmental organisation</td>
</tr>
<tr>
<td>PCO</td>
<td>Public Call Office</td>
</tr>
<tr>
<td>UK</td>
<td>United Kingdom</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>UNICEF</td>
<td>United Nations Children’s Fund</td>
</tr>
<tr>
<td>VIP</td>
<td>Very Important Person</td>
</tr>
<tr>
<td>24/7</td>
<td>24 hours per day and 7 days per week</td>
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</table>
CHAPTER 1: Workshop Introduction

Background
Child Helpline International (CHI) is the global network of child helplines across the world. CHI works to strengthen existing child helpline members by offering them a platform to communicate, network and share their expertise with other child helplines and policy-makers. Child Helpline International (CHI) highlights the importance of an outreach service or programme for a child helpline.

In 2011, member child helplines in South Asia expressed their interest to increase their capacity in outreach and community based strategies. In response to this feedback, CHI established a partnership with its member child helpline, the National Child Protection Authority (NCPA) in Sri Lanka, to organise the first Outreach and Community Based Strategy Workshop on 25 – 29 June 2012 in Vavuniya, Sri Lanka. CHI organised the workshop’s participant’s invitations, travel and the main workshop programme and facilitation, while NCPA took responsibility for the workshop location, local transportation, and field visit.

Workshop objectives
The specific objectives of the Outreach and Community-based Strategy Workshop are:

- To provide a platform for sharing knowledge, experiences, and lessons learned on how to reach marginalized and difficult-to-reach children;
- To address the challenges and barriers faced in shaping outreach and community-based interventions and the ways to overcome them;
- To expose participants to the reality on the ground in the rural and post conflict areas of Sri Lanka.

Participants
The workshop brought together two representatives per child helpline from CHI members in the following countries:

- Afghanistan: War Child UK – Afghanistan
- Bangladesh: Aparajeyo
- Bhutan: National Commission for Women and Children
- Ethiopia: Enhancing Child Focused Activities and Plan International Ethiopia
- India: CHILDLINE India Foundation
- Maldives: Child Helpline 1412
- Nepal: CWIN
- Pakistan: Madadgaar Helpline for Children and Women
- Sri Lanka: NCPA and Don Bosco Lama Sarana

1 A full list of workshop participants with their contact details can be found in Annex 1.

About NCPA
The National Child Protection Authority (NCPA) in Sri Lanka is a member of CHI. NCPA Sri Lanka implements the national child helpline 1929. The child helpline was established in 2008 by the Ministry of Child Development and Women’s Empowerment.

www.childprotection.gov.lk
Resource persons and facilitators
The workshop was facilitated by CHI staff and Nicole Menezes, consultant and former Deputy Executive Director of CHILDLINE India Foundation. From CHI Secretariat, the following staff participated: Leen Decadt (Head of Programmes), Alice Mapenzi Kubo (Programme Manager for Africa), and Nadia van der Linde (Programme Manager for Asia Pacific). Maud de Graeve, intern at CHI, participated in the workshop at her own cost and provided generous logistical and other support to the workshop. Kandiah Mahendran, Programme Manager with Save the Children in Jaffna, Sri Lanka, contributed to the workshop as resource person especially in relation to the field visit.

Workshop location(s)
The workshop took place in Vavuniya, a five hour train ride north of Colombo. This location enabled a field visit to various villages in the area of Kilinochchi in Northern Province, a post-conflict area where NCPA has initiated pilot outreach projects to children through the establishment of community child club houses.

Agenda and Methodologies
The workshop agenda was developed specifically to respond to the needs and interests expressed by the participants through a questionnaire sent in together with the registration forms. The agenda was divided into various sessions addressing both ‘theory’ (reaching a common understanding on outreach and community based strategies) and ‘practice’ (learning from real examples and experiences from the child helplines themselves). The ‘practice’ sessions addressed the role of child helplines in areas affected by conflict or natural disaster; sharing examples of how to reach the ‘hard to reach’ children and young people; and providing practical experiences with various community based structures.

The workshop used several methodologies to facilitate the sharing of existing knowledge, experiences, and lessons learned on how to reach marginalized and difficult-to-reach children. Sessions included use of videos and photographs to visualize outreach work, presentations with case studies, statistics, and practical lessons learnt, plenary and group discussions, action planning, and field visits. All participants contributed to the workshop by giving a presentation and joining in discussion.

Budget
The costs of the workshop were covered by CHI under the Child Rights Alliance – Girl Power Programme, funded through the Dutch government’s co-financing modality for NGOs (MFS II). The total budget for the workshop was approximately 22,000 Euro, which was spent on the travel and part of the accommodation costs of the participants, resource persons, and CHI staff. NCPA made a substantial financial contribution to the workshop by covering the costs of the train travel, field visits, and majority of costs of the stay in Vavuniya.

Report
This report, developed by CHI with inputs from Nicole Menezes, aims to capture the main concepts, messages, and lessons learnt shared in the course of the workshop. It does not provide a day-to-day account of the sessions, but instead captures the core concepts and understandings from the presentations, discussions and field visit and compiles them in one of three chapters:

- **Chapter 2** provides a slightly theoretical grounding that is useful to better understand the role of child helplines and their outreach strategies in the child protection system;
- **Chapter 3** introduces all the child helplines participating in the workshop and highlights the good practices and innovative strategies used in relation to outreach and community based strategies;
• Chapter 4 summarizes the actions planned by the participants, inspired by the workshop.

Finally, chapter 5 shares the main feedback received through the evaluations conducted during the workshop and some overall results of the workshop.

Top: handing out happy-sad boxes for children’s clubs

Right: inauguration of a children’s club near Kilinochchi

Right: group work
CHAPTER 2: Child Helplines and the Child Protection System

The following chapter clarifies concepts used in the workshop including child helplines, child protection system, and outreach. The clarifications and examples included in this chapter were shared in the workshop by facilitators, resource persons and participants.

Child Helplines
A child helpline is a telecommunication and outreach service designed for children and young people. It should be accessible to children whenever they require assistance or just need someone to talk to about issues that affect them. A child helpline places children and their protection as its core principle, providing assistance and linking children to relevant services. A child helpline is an important component of a child protection system that responds to and prevents violence and abuse of children. Child helplines also play an instrumental role in shaping, strengthening and filling in the gaps of existing national child protection systems.

Some of the key objectives of child helplines are to reach out to every child in need of care and protection and to ensure access to telecommunication services for the most marginalised children and young people.

Child Protection
Child protection is about measures and structures to prevent and respond to abuse, neglect, exploitation and violence affecting children. Prevention, intervention and rehabilitation are all part of child protection. All countries present at the Outreach and Community Based Strategy Workshop have signed the United Nations Convention on the Rights of the Child (UNCRC). This convention highlights that children are entitled to human rights, and includes numerous articles related to children’s rights to protection from abuse, neglect, exploitation and violence².

Child protection requires a multi-sectoral approach, working with a variety of stakeholders including from education, health, and justice departments as well as with children themselves. The State is the main responsible actor to protect its citizens and establish an effective child protection system. Communities

Box 1: What is Outreach?
The workshop participants engaged in a group discussion by sharing what comes to mind when we use the word “outreach”?

The consensus reached describes outreach as an activity that brings the work, experience, knowledge, information and inventions of an institution into the field, community or the wider world. The outreach component of child helplines takes child protection conversations into the community. The community includes children, families, the allied systems¹ and other concerned adults. Outreach aims to reach a specific group through a relevant medium and with a relevant message; it is not aimed at the public at large. Outreach also educates the child helpline on the child protection issues and concerns in the community.

and organizations (CBOs, NGOs, INGOs, UN) can contribute by filling in gaps and supporting the government to do a better job. **Child protection is everyone’s business.** Child helplines are part of the child protection system and play a role in creating that sensitivity among sectors and the general population.

**What is outreach?**  
Child helplines’ work can be divided into a broad range of components including: intervention, outreach, awareness, advocacy and research (see diagram 1). Intervention includes counseling, information provision, rescue and rehabilitation and is often considered the ‘core business’ of a child helpline. But outreach is equally important and should be considered an important complement to intervention.

Outreach is a medium through which the child helpline reaches out directly to children by meeting and speaking with them (box 1). Outreach focuses on reaching marginalized children: children who are most at risk and usually hard to reach through programmes and services aimed at the general public or children in general. It requires preparation and planning and demands a proper outreach program, including monitoring and follow-up to investigate and analyze the effects of the outreach.

*Diagram 1: The different components and outreach levels of child helplines.*
The ecological systems theory by Urie Bronfenbrenner\(^3\) facilitates segmentation of the community and society which surrounds a child. It places the child at the centre of a complex web of relationships that shapes and effects her or his growth and development. The theory holds that development of an individual (in this case: a child) reflects the influence of several environmental systems, Bronfenbrenner identifies five different environmental systems that an individual interacts with. A simplified version based on this theory was discussed in the workshop as presented in diagram 1 consisting of the following three levels:

- **Micro level**: children and the people closest to them like their family, peers and community.
- **Middle level**: the allied systems including teachers, health workers, police, media, transport providers, Telecommunications, Labour departments, etc.
- **Macro level**: the higher policy level of governments, Multilateral and international organisations, United Nations.

Child helpline outreach initiatives in the field will usually engage with communities at the micro and middle levels.

**Outreach Strategy and Implementation**

As emphasized by the ecological systems theory introduced earlier, it is important to make the child and the issues that concern him or her the centre of the child helpline’s outreach strategy and planning. It is important for child helplines to understand where they are positioned (in terms of the situation of children in their country) at the time of embarking on outreach planning. The questions in table 1 can provide guidance when developing an outreach strategy.

When discussing their responses to some of the questions in table 1 (next page), most child helplines in the workshop realized that the marginalized children in their country are hugely underserved by the child helpline services. In order to address this gap, not only do child helplines need to scale up their helpline and services, including their outreach programmes, but the capacities of the referral network would need to be hugely expanded as well.

### Table 1: Guiding questions for child helplines to understand their broader context

<table>
<thead>
<tr>
<th>Core questions</th>
<th>Sub-questions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What is the current status of your helpline?</strong></td>
<td>• What is the population in your country?</td>
</tr>
<tr>
<td><strong>What environment are we operating in?</strong></td>
<td>• What is the population of children in your country?</td>
</tr>
<tr>
<td></td>
<td>• What is the estimated number of vulnerable/marginalized children in your country?</td>
</tr>
<tr>
<td></td>
<td>• What percentage of vulnerable/marginalized children does your child helpline reach?</td>
</tr>
<tr>
<td></td>
<td>• What is the number of calls per year?</td>
</tr>
<tr>
<td></td>
<td>• Who calls your child helpline? What is the male/female break-up?</td>
</tr>
<tr>
<td></td>
<td>• What is the number of marginalized children calling?</td>
</tr>
<tr>
<td><strong>What is the tele-density status?</strong></td>
<td>• Are children able to access the telephone? Is it toll free?</td>
</tr>
<tr>
<td></td>
<td>• Are there connectivity issues?</td>
</tr>
<tr>
<td></td>
<td>• Is it easy short-digit number?</td>
</tr>
<tr>
<td></td>
<td>• Are there other strategies to reach marginalized children?</td>
</tr>
<tr>
<td></td>
<td>• What is the situation with the telecom providers?</td>
</tr>
<tr>
<td><strong>How would you rate your child protection system?</strong></td>
<td>• Does your country or the area accessible by the child helpline have a strong or weak child protections system?</td>
</tr>
<tr>
<td><strong>What is the governance system of your organisation? Of your country?</strong></td>
<td>• Is it a centralised or decentralised structure?</td>
</tr>
<tr>
<td></td>
<td>• What is the position of your organization on advocacy?</td>
</tr>
<tr>
<td></td>
<td>• Are you able to negotiate with the State?</td>
</tr>
<tr>
<td></td>
<td>• At what levels would you need to negotiate?</td>
</tr>
</tbody>
</table>

\(^3\) For more information: [http://www.des.emory.edu/mfp/302/302bron.PDF](http://www.des.emory.edu/mfp/302/302bron.PDF)
Outreach strategies involve the following core components, also visualized in diagram 2:

- **Secondary data on child protection:**
  Government published data, research studies, anecdotal information etc. Secondary data provides background information that facilitates an understanding of the local context of the district in which the outreach is being planned.

- **Resource Directory:**
  A directory of services and public amenities in the district must be developed and maintained. It must show where what services are available.

- **Mapping:**
  Mapping involves locating services, amenities, and vulnerability (locating groups of vulnerable children, child protection danger zones etc.) on a map of the district. It facilitates prioritization of areas, and communities, for outreach.

- **Consultation:**
  The mapping exercise must be conducted and discussed with children, key members of the allied systems and members of civil society organizations. Their insights must be incorporated into the outreach plan.

- **Planning:**
  A quarterly plan with monthly targets is helpful. It should outline the plan, the person/team responsible, the methodology, and the expected outcomes.

- **Implementation:**
  Conduct targeted outreach activities, using relevant methodologies for the identified target group.

- **Review:**
  A monthly review is necessary. On a quarterly basis the call statistics must be reviewed to see whether there is any impact of outreach on the calls received by the child helpline. Children, local organizations, and the allied system should be regularly consulted.

Diagram 2: core components of developing an outreach strategy

In economically developed countries, where a majority of children attend school, outreach conducted by child helplines is often school-based, making students aware of the service and encouraging them to call the helpline when in distress or when seeking assistance. Through school-based outreach, the helpline is able to reach those children that are more difficult to reach, like deaf children and children with learning difficulties. In economically
developing countries, street and/or community outreach is a medium through which the child helpline reaches out to children who need help but do not or cannot call the helpline due to lack of access to telephones, or due to poor telecommunications infrastructure, or unfamiliarity with telephones. For an outreach strategy to be truly effective and sustainable, community ownership is essential. Community involvement in mapping and planning of an outreach program is essential to understand the priorities in the target communities.

Table 2 shows some examples of methods, objectives and expected outcomes for three levels of target groups: children, the community, and the allied system.

Table 2: Different methods should be used for different target groups

<table>
<thead>
<tr>
<th>Target Group</th>
<th>Methods</th>
<th>Objective</th>
<th>Expected Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>Street workshops, one on one chats, child helpline, night visits, parties, awards, school programs, clubs, competitions, assembly address, workshops, audit campaigns, volunteers, consultation, focus group discussions</td>
<td>Orientation to rights and responsibilities; usage of helpline; trust; ownership; feedback; information about their lives and issues</td>
<td>Children and youth calling the child helpline when in crisis.</td>
</tr>
<tr>
<td>Community / concerned individuals (family, peers, neighborhood)</td>
<td>Local governance systems, festivals, fairs, Parent-Teacher Associations, religious leaders, youth groups, sports events, workshops, programs that benefits the community and acts as bait</td>
<td>Community to own the issue; Make the community proactive; vigilance groups; resource from the community for child protection,</td>
<td>Individuals call the helpline for children in crisis, volunteer services, contribute skills, donations and sponsorships.</td>
</tr>
<tr>
<td>Allied Systems (i.e. police, teachers, health system, transportation, media, etc)</td>
<td>Meetings, sensitization, training/ orientation (academies), multi stakeholder coordination meetings, recognition (awards), campaigns, advisory boards, use as resource persons</td>
<td>Awareness of helplines, understand issue, proactive and not dependent on helpline, child friendly procedure, awareness of special legislation</td>
<td>Child-friendly environment personnel will call the child helpline for children in crisis and assume responsibility for children.</td>
</tr>
</tbody>
</table>
Chapter 3: Experiences from the field

The following section provides brief introductions to the various child helplines participating in the workshop and includes useful case studies and experiences from these child helplines from across South Asia and Ethiopia.

PAKISTAN

Madadgaar Helpline
http://www.madadgaar.org/
Toll free number: 111-911-922

Madadgaar Helpline is a non-governmental organisation-run helpline for children and women suffering from violence and abuse. The service was established in 2001 and recently expanded to cover four provinces. It works with more than 1,000 referral partners (mainly NGOs) and with government agencies. Madadgaar coordinates their referral mechanism by signing Memoranda of Understanding (MoUs) with their referral organisations and renewing them every six months. Madadgaar Helpline is an initiative of Lawyers for Human Rights and Legal Aid (LHRLA) and provides legal aid and pro-bono services to women and children who need it.

Madadgaar Helpline conducts outreach through visits and partnerships with institutions like hospitals, burn centres, and prisons. They follow up on cases reported to them through their phone and walk-in services, through cases reported in the media and cases that are referred to them by the police.

The main challenges faced by Madadgaar Helpline are cases of violence due to forms of traditional cultural practices, as these are often not even reported in the media and it is difficult for Madadgaar Helpline to interfere. Forced marriage is one such example. Another challenge is the lack of shelters for boys in Pakistan, which means that males have to spend nights at the police stations.

Good Practice: Media tracking

Madadgaar Helpline conducts regular media tracking of 26 newspapers in three languages. Approximately 35 – 40 cases are reported (and recorded) daily. They maintain a huge database with cases of violence reported in the media.

This data enables them to:

- follow up (intervene) on specific cases when needed;
- keep the public (and decision makers) informed about incidents of violence against women and children; and
- analyze trends and incidents for adjusting their own organisational strategies. For example, outreach programmes by Madadgaar Helpline can be adjusted to include specific villages/ neighbourhood based on media reporting, or to increase focus on specific topics as needed.

Their strong media contacts also enable them to pro-actively use the media to bring their issues into the public sphere.
Child helpline Nepal was established by CWIN-Nepal in 1998. The child helpline has expertise in addressing child labour. Although many efforts have been made to reduce child labour, child labour is still common in Nepal. A number of factors impact child labour including poverty, unemployment (of parents), low literacy rates, and lack of political commitment to address it. Armed conflict has resulted in increased flows of child workers to urban areas such as Kathmandu. Changes in policies and enforcement in India have also led to an increase of child labourers moving (or being trafficked) from India into Nepal.

Some general statistics:
- The child population in Nepal constitutes 49% of the total population.
- 32% of children belong to extremely poor and socially excluded families.
- School attendance: 74% (girls) and 86% (boys).
- The 12 year armed conflict took the lives of 450 children; 8,000 children became orphans; 30,000 children were abducted; and 40,000 children are internally displaced.

Child labour statistics:
- Over 2.6 million children are engaged in child labour in Nepal, which means that more than 4 out of 10 children work.
- 34% of children aged 5-14 years are economically active (according to Nepal Labour Force Survey 2008).
- The majority (56%) of child labourers are girls.
- Child labourers in Nepal are involved in 80 different types of economic activities.

In 2000, the Government of Nepal, in consultation with employers and workers organisations, identified the following seven worst forms of child labour for Nepal:
1. children in bonded labour
2. child rag-pickers
3. child porters
4. child domestic workers
5. children in the carpet industry
6. children working in mines
7. children trafficked for sexual exploitation

4 The Government of Nepal has signed and ratified numerous international agreements (UNCRC and various ILO Conventions) and enacted various national laws, rules and regulations but enforcement is limited.
Child labour in carpet factories is only present in small factories: largely shady businesses, difficult to notice and even to reach because they are established illegally. Other areas of child labour include: embroidery, hotels and restaurants, entertainment sectors, transportation, and the circus. In 2006, CWIN conducted a study on child workers in the transportation sector in major urban centres of Nepal and concluded that the child workers were engaged in the worst forms of child labour.

The main problems faced by children and young people in the child labour environments are: labour exploitation, torture/violence, child sexual abuse, corporal punishment, child trafficking, child marriage, illness, accidents, and deaths.

In many cases, parents do not want to report cases because they sent their children to work to generate money for their families. Children often do not say that they have been trafficked but that they willingly chose to work. The traffickers pay parents money, a sum the parents are not able to pay back to the traffickers if the girls were to be repatriated.

CWIN conducts various outreach and promotional programs and has regular programs for child labourers and children as risk. CWIN makes use of various media channels including TV, radio (a weekly 30 minute program), public service announcements, print media, stickers, flyers, etcetera as well as schools campaigns and street theatre.

**Good practice: Partnerships to Rescue Child Labourers**

CWIN works in partnership with the Government of Nepal, various NGOs and the corporate sector to locate and rescue children in risky labour situations. They also work with Village Child Protection Committees to settle cases and educate families on the issue of trafficking.

Information about child labour, for example in a carpet factory, circus, or as domestic worker, reaches CWIN through their child helpline. CWIN then follows up to rescue the children in collaboration with the police. Most of the times such cases are settled at community level. CWIN supports the children throughout the process; if needed, CWIN will support the children in court cases.

Child labourers and others calling the helpline know about the helpline from their TV and radio programs and announcements on, for example, bus tickets. In addition, several cases have been recorded of Indian children working or facing other forms of violence in Nepal have called the child helpline, thanks to the Nepal child helpline having the same number as CHILDLINE India (1098).

**SRI LANKA**

**National Child Protection Authority (NCPA) – Childline Sri Lanka 1929**

http://www.childprotection.gov.lk/

Toll free (24/7) number: 1929

Childline Sri Lanka was established in 2008 by the Ministry of Child Development and Women’s Empowerment is housed by the NCPA. The National Child Protection Authority (NCPA) has worked on preventing and addressing violence against children in Sri Lanka since 1998. NCPA uses a multi-stakeholder approach that involves various government ministries (including health, law, and education) and NGOs.

Sri Lanka’s 26 year civil war between the Liberation Tigers of Tamil Eelam (better known as Tamil Tigers or LTTE) in the north and east of the country and the government ended in 2009. The conflict has led to an estimated 80,000 deaths. Over 1 million people have been displaced during the course of the war; at least half of them are children. In addition, Sri
Lanka faced the devastating effects of the Tsunami in 2004, which left over 25,000 people dead.

In dealing with children affected by the war, NCPA has tried to categorize the different direct and indirect stresses that children show through their symptoms in order to design effective programs:

**Direct war stresses faced by children include:**
1. Injury due to shelling, attacks or bombardments
2. Detention
3. Torture
4. Death of a relation (leading to abandoned children, posing extra risk for trafficking and recruitment into armed forces)

**Indirect war stresses faced by children include:**
1. Separation from family
2. Displacement of children
3. Economic problems
4. Lack of basic necessities (shelter, food, clean water, health care)
5. Disruption of school

**Promising practice: Community Child Clubs**

NCPA recently started piloting a children’s clubs program in marginalized communities in villages affected by the war. Communities can participate by building their own children’s club, a physical space in their village for children.

There is no fixed template; children and village leaders decide themselves how to establish it and run it. Many local community members are involved, including local organizations, teachers, local leaders, and of course children of different ages. The activities are geared towards promoting child participation and to give them a venue to share ideas, learn from each other, have fun, do homework, etc.

Different forms of counseling and therapy will be provided at these clubs, as well as other sports, recreational and educational activities and materials. A manual for the child clubs is being developed by NCPA. The child clubs will provide great opportunities for NCPA to reach out to children in marginalized rural communities.

![One of the newly inaugurated Children’s Clubs in the Kilinochchi area in Sri Lanka](image1)

![‘Happy-Sad’ boxes (complaint boxes) for the Children’s Clubs in Kilinochchi area](image2)

One of NCPA’s programs addresses economic empowerment of children by providing those who care for children (from extended family or others) with livestock, cash grants, and educational materials to support their school going. This program is being implemented in three districts in the north of Sri Lanka and reaches around 300 families, with a waiting list of over 1000 families. Monitoring and assessment of impact is a challenge. Is the economic support actually used to support the child? Is the child supported well and not abused for domestic labor?
A main challenge for all the mentioned programs is sustainability in terms of funding, as the programs depend heavily on external donors. A campaign is planned to advocate with the government to make the program a national scheme supported through government funds and to call for foster parents.

**SRI LANKA**

**Don Bosco Lama Sarana**

Toll free number: 011 2332332

Don Bosco Lama Sarana is the child helpline implemented by Don Bosco in Sri Lanka. There is one call center located in Don Bosco headquarters in Dungalpitiya. Lama Sarana has 4 telecallers (multilingual) and a “tie line” system, a phone available in the twelve Sri Lankan Don Bosco centers that directly connects to the child helpline.

Many children and adults come to Don Bosco centers for educational purposes (remedial classes, vocational training), recreational activities, sports, cultural events, and religious activities. During their visit they can easily contact the child helpline using the available hotline (“tie line”).

Don Bosco Lama Sarana provides referrals to Don Bosco centers, or hospitals and police as relevant, and follows up. Vehicles are available at Don Bosco centers to pick up children as needed. Many Don Bosco centers offer counseling and boarding facilities where children in need can stay for short or longer periods of time. There are plans to introduce e-mail counseling.

**AFGHANISTAN**

**Child helpline “Voices of Children 199” in Herat**

Telephone number: 199

War Child UK in Afghanistan implements the child helpline 199 in Heart, Afghanistan. It is supported by UNICEF, and implemented in partnership with several government ministries, including the Department of Religious Affairs. The plan is for the child helpline to be based within a government department, with War Child merely overseeing the helpline and managing the finances.

The war and insecurity in Afghanistan greatly affects services in the country. Major parts of Afghanistan are not accessible for staff due to the conflict. Many children go to madrasahs (Islamic schools), if they go to school at all. Corporal punishment is common in madrasahs and child marriage is widespread.

In some cases in areas that are not accessible for child helpline staff or even for police, mullahs conduct monitoring and respond to cases. Trained mullahs may be requested by the child helpline to visit a child or family and report back to the helpline. Religious and community leaders will usually speak with the parents to make them feel more responsibility and behave better towards their child.

Promising practice: outreach to marginalized boys

Don Bosco mostly reaches children from communities near Don Bosco centers, including children from broken families and who have faced abuse. Outreach is conducted in villages near Don Bosco centers, but targeted outreach also takes place for example on the beaches of Negombo to reach out to beach boys and in a juvenile facility.
Large behavior change programs and campaigns against child marriage are also implemented in the country, including through educational support and cash transfers.

**Good practice: Working with Religious Leaders**

In establishing the child helpline in Herat, War Child UK in Afghanistan immediately started working with religious leaders to raise their awareness on child rights and make them allies of the helpline. Mullahs may be child rights violators as they regularly accept and support child marriage or even abuse children themselves. But Mullahs also have power in the communities and the ability to reach many people in places where child helpline staff cannot come themselves.

Mullahs are provided with training and sensitization about harmful traditional practices, **which they will identify themselves in the training** (this is important; it has to come from within the community, not dictated by outsiders). Not all mullahs will accept working on this area, but many mullahs will. The often acceptable angle to addressing child rights issues is by taking a medical perspective instead of starting with human rights. By explaining the medical complications of child pregnancy, mullahs are more likely understand and accept the importance of preventing child marriage. More educated mullahs are more accepting and work as an advocate towards other mullahs.

Although circumstances are challenging, there are positive outcomes. For example, one child was hit by the mullah after he made a mistake in his recital of the Koran. His father called the child helpline (199) after seeing his son's injuries. The child helpline brought the child to the hospital and brought the case to the government departments and police, who followed up with the respective mullah. In order to prevent such forms of abuse, trainings of mullahs on alternative teaching methodologies, without use of violence, are being conducted regularly. Mullahs are also sometimes successful in delaying a child marriage by talking to the parents.

**ETHIOPIA**

**Adama Child Helpline**

Enhancing Child Focused Activities (ECFA) has been running a local child helpline, Adama Child Helpline, since 2006. In 2012, the Adama Child Helpline has expanded to cover additional towns in Oromia regional state. The helpline receives cases through their telephone line as well as through face to face contacts.

The child helpline receives different types of cases such as sexual and physical abuse related cases, abduction, trafficking, early marriage, labour exploitation and alimony related cases. The helpline offers a variety of services such as education on child abuse, telephone and face to face counselling (8 hours a day, 5 days a week). The child helpline also gives concerned members of the public an opportunity to report suspected cases of abuse and refers reported cases of suspected child abuse to the Women and Children Affairs Office and other concerned bodies.
Good practice: Community Conversations

Community Conversations is a low-cost technique used in many different countries and circumstances to facilitate and promote community engagement. Community Conversations can address any topic. ECFA implements Community Conversations on the topic of child protection.

The Conversations take place once a month for about a year in a specific community. Throughout the process, the participants of the Conversations stay the same and should include as much as possible influential people from the community. Facilitators for the Conversations come from the community and receive a five-day training. Communities themselves decide on the dates and topics for the conversations. Initially, participants often expect incentives to participate, but after a couple of sessions they become motivated as the technique provides them with opportunities to identify their own burning issues and address them. It does help to offer some cultural ceremony (like a coffee ceremony in Ethiopia) or local drinks and snacks as part of the meetings.

One of the results of the Community Conversations is that ECFA now works with 200 community volunteers working at village level, who report cases of abuse to the helpline and raise awareness.

BANGLADESH
Child Helpline Bangladesh – Aparajeyo Bangladesh
Toll free (for landlines), 24/7 number: 1098

Aparajeyo Bangladesh is a National Child Rights Organisation founded in 1995 which runs the Child Helpline 1098 in Bangladesh. The helpline works with many partners at central level including the City Cooperation, Ministry of Social Welfare, Department of Social Services (DSS), Ministry of Women and Children Affairs (MoWCA), Ministry of Home Affairs, Ministry of Local Government, Ministry of law and justice, telecommunication providers, Bangladesh Bar Association and its Legal Education Training Institute. The child helpline has one call center in Dhaka and provides many additional services including a social center, shelter, mobile group, and vehicle to pick children up as needed.

Aparajeyo makes use of many media channels to promote children’s rights and the child helpline including through broadcasts on national TV. They work together with many other organisations and participate actively in Centre Management Committees. Their school outreach programs include school quizzes, Child Ambassador Teams, and awareness campaigns.

A challenge identified by Aparajeyo is that they are not much reaching out to disabled children. They could start with doing some research and analysis and a mapping of available service for disabled children and their needs.

Good practice: Outreach to marginalized children

Aparajeyo implements many targeted outreach activities to reach the most marginalized children and young people in the city of Dhaka including:

- Rescue booths at bus terminals and train stations
- Field visits at midnight by mobile teams
- Message dissemination through mosques (on Fridays by the Imam)
- Interactive theatre
- Activities at factories
- ‘Spot’ meetings (ad hoc, unplanned meetings in places where children hang out)
followed by training their staff in this area and conducting targeted outreach and awareness activities.

**Good practice: Helpline Birthday Party**

A successful strategy of CHILDLINE India has been to organise child helpline birthday parties with children and communities. These parties have become great promotional events in which also birthdays of all children who don’t know their birthday or never get a birthday party are celebrated. They are relatively easy to organize, and highly appreciated by children and communities.

**INDIA**

**CHILDLINE India**

http://www.childlineindia.org.in/

Toll free (24/7) number: 1098

CHILDLINE India was initiated in 1996. It has transformed from a crisis intervention programme starting in one city, Mumbai, into a national programme on child protection (a child helpline) of the Government of India covering 213 locations (cities/districts) with over 150 partners. It is now the largest child protection network in the country. CHILDLINE India has one central call centre for all of India. In 2010, over 2 million calls were recorded.

CHILDLINE India has a myriad of public awareness and targeted outreach methods that they use, depending on the target group, location, and other circumstances. Examples include:

- Childline kiosks at markets
- Music, theatre and puppet shows
- Rallies
- Wall paintings (cost effective)
- Festivals
- Se Dosti (friend) campaign, including through handing out friendship bands to people on the streets and to Very Important Persons (VIPs)
- Competitions (drawing, etc)
- School awareness program
- Distribution of materials at police stations, juvenile justice boards
- Childline expressions and links on government websites and materials

CHILDLINE India also initiates national campaigns to sensitize other organisations

**Good practice: Open House**

The ‘Open House’ methodology is an open forum for children associated with CHILDLINE India to address conflicts, assess, review, and evaluate the child helpline service. It allows space for the CHILDLINE team along with the children to identify solutions to problems. The meetings:

- Are conducted regularly (monthly)
- Take place in a location that is easily accessible to children (like a playground, park, railway platform)
- Often include games and food to help break the ice
- Focus on issues raised by the children.

It is important for the helpline to follow up as much as possible on issues raised in the Open House, and communicate that back to the children.

For more information:

and make child protection everybody’s business. Corporate engagement and media as allies can be successful as well, including by having their name and number promoted through telephone bills and having Bollywood actors endorse and promote CHILDLINE.

During their outreach activities, CHILDLINE India gets children to actually practice calling the helpline and testing public phone booths and offices (Public Call Offices or PCO) to ensure their free access to the child helpline. The increase of mobile phones has led to a reduction of PCOs, posing a challenge to ensure accessibility of the helpline to street children. Alternatives that are being tried out are free hotlines (phones that automatically and without cost transfer to the child helpline) in areas where there are many street children.

**Good practice: Mapping**

City or community mapping (also referred to as vulnerability mapping or problem mapping) is an essential component of planning for an outreach programme. The outcome of the mapping exercise needs to be a map that shows where the children in need are and where particular high-risk areas are (think of bus and railway stations, slums, red light areas, mines, tourist spots, garbage dumps, etc), as well as what services are available where (health services, police stations, supportive organisations, etc), and any other relevant information. A mapping exercise should be conducted together with children (and others) from the communities you intend to reach.

*Example of a village or community map from CHILDLINE India:*

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**MALDIVES**

**Maldives Child Helpline 1412**

Toll free (24/7) number: 1412

The national child helpline in Maldives (Child Helpline 1412), established in 2009, is run by the Child and Family Protection Division of the Ministry of Gender, Family and Human Rights. During the day, all calls are answered by the Child and Family Protection Division based in the capital city. After office hours the call response is rotated between the Family and Children Service Centres (FCSCs) that are situated in the various atolls. The population of the Maldives is small (about 330,000) and there are usually very few calls at night.

For matters requiring urgent follow up, the person responding to the call can reach staff from FCSCs at any time on the other atolls. As relevant, cases will be referred to police, hospitals or other available services. The child helpline collaborates with a number of NGOs, especially in relation to advocacy and awareness raising on issues such as child abuse.

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5 An atoll is a group of islands that, together, form a district. Maldives consists of 20 atolls (or districts).
Each atoll has its own shelter or drop-in center, and there are three additional centers run by different government departments where children can be referred to:

- Children’s home or orphanage (0 – 9 years)
- Educational Training Center (boys 9 – 18 years)
- Juvenile center

A women’s center (shelter) will be set up for girls and women soon.

The Family and Community Development Department under the Ministry of Gender, Family, and Human Rights conducts public awareness campaigns and outreach, like celebrating children’s day. The FCSCs conduct awareness raising campaigns and outreach in their atolls.

**BHUTAN**

*The National Commission for Women and Children of Bhutan is in the process of establishing a child helpline with number 1098.*

Bhutan currently does not have a functioning child helpline. Various child protection initiatives are in place, including counselling in school settings.

Schools in Bhutan are in the process of establishing crisis response teams. Such teams would include: an information manager (responsible for communicating with parents), media focal person, health focal person, rescue team and psychosocial support. They will follow the model presented in the graphic on the right in case of a disaster/emergency. The psychosocial recovery activities use the “return to happiness” strategy that has been used with support from UNICEF in many other countries before. Activities include play therapy, art activities, and others. Child friendly spaces are part of this model.

The National Commission for Women and Children (NCWC) of the Royal Government of Bhutan and RENEW, an NGO working for women and children especially on domestic and gender based violence conducted a survey as part of a mapping and assessment of child protection in Bhutan following the enactment of Child Care and Protection Act in 2011. The mapping was conducted in collaboration with other NGOs, different government agencies, private sector, and civil society organisations. Information was gathered from partners, service providers, as well as from adults (parents) and children separately through questionnaires. The outcomes clearly show that most people in Bhutan have no idea about child protection. The report is currently being finalized and will be presented to the National Assembly, proposing to them to establish a national child helpline and an organisation which will focus on child protection and care.
CHAPTER 4: ACTION AND RESULTS

Participants of the workshop gained understanding, knowledge, and inspiration to improve their own outreach and community based strategies or try something completely new. Each country team develop a draft action plan highlighting what they would like to improve in their respective child helpline, and what actions and support are needed to do it.

The section below presents some highlights of inspirations shared during the workshop and the practical actions plans developed at the end of the workshop for each country in alphabetical order. The examples clearly demonstrate the high level of exchange and cross-country learning that took place during the workshop.

**Afghanistan**

*Inspiration shared: They like the Community Conversation methodology presented by Ethiopia, the potential of using parent-teacher meetings (like in India), and children’s and youth clubs (like in Sri Lanka and Pakistan).*

Planned actions by War Child UK in Afghanistan:
- Increase outreach work by facilitating more community engagement in outreach work through Community Conversations.
- Coordinate networking and collaboration between different government departments and non-governmental organisations working on child protection.
- Strengthen the monitoring and documentation of the child helpline, ensuring all referred cases are followed up on and documented.

**Bangladesh**

*Inspiration shared: The team is thinking about establishing child friendly villages or spaces (like in Sri Lanka) and include “happy sad boxes” (complaints boxes) in schools in urban areas.*

Planned actions by Aparajeyo-Bangladesh:
- Increase outreach to street children by establishing more rescue booths.
- Strengthen the capacity and awareness of the allied system, including by developing joint plans of action.
- Improve documentation by developing relevant software.

**Bhutan**

*Inspiration shared: They would like to share the experiences of the child helplines with other stakeholders in their own process of establishing a child helpline.*

Planned actions in Bhutan:
- Set up a national child helpline by: a) first conducting a problem mapping and resource mapping exercise and involving stakeholders; b) supporting collaboration between agencies working on child protection in the country; and c) identifying an agency willing to take the lead role in implementing the child helpline.
**Ethiopia**  
*Inspiration shared:* They like the idea of hotlines for places without a telephone (like in India).

Planned actions by ECFA:
- Strengthen the partnership with the Ministry of Women, children and Youth Affairs through: a) sharing experiences from South Asian child helplines and b) exposure visits of Ministry officials (preferably to the CHI International consultation in South Africa in October 2012)

**India**  
*Inspiration shared:* They like the experience of media tracking (from Pakistan) and would like to improve the involvement of all stakeholders in their children’s clubs.

Planned actions by CHILDLINE India:
- Increase use of media including by introducing media tracking and conducting comparative analysis of data collected through media and the child helpline.
- Introduce more outreach and interventions targeting child labourers

**Maldives**  
*Inspiration shared:* They are interested in the use of drama in outreach (like in India and Bangladesh).

Planned actions by Childline 1412 in the Maldives:
- Establish a separate call center for Childline 1412.
- Raise awareness on the child helpline and child protection with different government and non-governmental agencies and other stakeholders.
- Improve the coordination between related agencies by developing multi-sectoral guidelines.

**Nepal**  
*Inspiration shared:* They would like to improve their networking mechanisms and like the idea of using nice looking complaint box and the local children’s club houses (like in Sri Lanka).

Planned actions by CWIN-Nepal:
- Increase coverage of the child helpline through a) introducing one-to-one chat and b) conducting school campaigns.

**Pakistan**  
*Inspiration shared:* would like to revive Madadgaar’s children’s clubs (like in Sri Lanka) in schools in addition to the youth clubs recently initiated.

Planned actions by Madadgaar Helpline:
- Involve more youth in the helpline’s outreach, including through radio programs.
- Increase outreach at jirga level (the local parallel legal system) by sensitizing the local jirga leaders (feudal lords, elders) about Pakistan laws and children’s rights.
Sri Lanka

**Inspiration shared:** The NCPA team would like to do more on school awareness and outreach programs (like in India and Pakistan).

**Planned actions by NCPA:**
- Develop an inter-agency database and appropriate mechanisms for monitoring.
- Develop Standard Operating Procedures (SOPs) for the child helpline.
- Develop and implement a fundraising strategy to support the long-term sustainability of the child helpline.

**Inspiration shared:** The Don Bosco Lama Sarana team is inspired by the nice looking happy-sad boxes (letter boxes) for children to share questions, ideas, and complaints.

**Planned actions by Don Bosco Lama Sara:**
- Introduce letter drop boxes in Don Bosco centers and follow up through Open House style meetings with children.
- Organise camp fires and drama performances.
- Establish/Improve children’s clubs by conducting area mappings to select the target groups.
CHAPTER 5: Evaluation and Results

A brief anonymous written evaluation of the workshop was conducted half way through the workshop, and a detailed written evaluation took place at the closing of the workshop. The following section summarizes some of the main findings and learnings from these evaluations in order for CHI and its member child helplines to learn from the experience of the Outreach and Community Based Strategy Workshop that took place in Sri Lanka in June 2012.

Main findings from the evaluation
The majority of the participants had never had any form of training on outreach or community based strategies before. Participants generally regarded the workshop very highly and on average the workshop received a rating of 8,9 (with 0 being bad, 10 being perfect). The workshop objectives were clear to all the participants and the session were generally considered interactive and inspiring. All participants would recommend this workshop to other child helplines.

The presentations and sharing of other helpline’s working increased my knowledge.

Different models from different countries having the same cultural background were discussed which was very helpful.

I met many excellent, passionate people who shared their experiences from the field that I will be able to take back to my helpline and implement.

I have learned a lot!

The majority (78%) of the participants felt their expectations were completely met. The rest mentioned their expectations were partially met with the gaps identified focusing on: wanting more details on how other child helplines function or are structured; wanting more details about the best practices presented. Several participants mentioned that presentations from other child helplines should be more focused and one participant was sad to have missed the second field visit that had been cancelled.

The theoretical sessions and the presentations from other child helplines were considered the most useful sessions of the workshop. Many participants highlighted the usefulness of the session addressing the various concepts and the session that provided a ‘child helpline framework’, facilitated by resource person Nicole Menezes. Other highly valued sessions mentioned include the field visit, the action planning, plenary discussions, and the joint dinners.

Citations from the mid-week evaluation

I liked...
- the whole programme and difference experiences of different countries.
- the field visit which is directly related to the subject that we are discussing.
- the flexibility of the workshop which really feels good to participate and contribute freely.
- the lively participation from everyone.
- all the members who participate with us.
- the cultural activities.
- the sharing of country experiences.
- the accommodation.
- to learn.
Even though the first workshop day actually started at 6 am in order to catch the train to our workshop location, and the second day ended after midnight due to a delay returning from the field visit, the majority of participants did not feel the days were too long. Participants mention that they liked the workshop environment and appreciated the high level of participation and experience sharing by all participants and facilitators.

The suggestions on how to improve the workshop were:
- Make the workshop longer
- Ensure that presentations by child helplines are more focused and within the time given
- Include more time to understand the structures and functioning of the other child helplines
- Have more time to discuss best practices in detail
- Include more group work
- Include more and more diverse field visits, with time in the field to discuss and assess the functioning of the programme
- Organise more such workshops

<table>
<thead>
<tr>
<th>Citations from the mid-week evaluation</th>
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<tbody>
<tr>
<td>I learned...</td>
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<tr>
<td>- how we can improve our outreach strategy for Helpline, which it will be useful and benefit the children with different situations.</td>
</tr>
<tr>
<td>- about children’s clubs – a best experience to reach children in their locality</td>
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<tr>
<td>- about child protection systems and different child helplines in different countries</td>
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<td>- about the cultures and values of other countries</td>
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<td>- about the working mechanisms of other countries’ helplines</td>
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<td>- the concept of outreach and how it is more strategic and structured compared to awareness</td>
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<td>- the usefulness of having one helpline number in a country</td>
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<td>- the relevance of involving media</td>
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<td>- the importance of mapping and collaborating with stakeholders</td>
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<tr>
<td>- that there are more dynamic and creative strategies to protect children through helplines</td>
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<tr>
<td>- about the model used in India that could be useful in my country.</td>
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<td>- how to speak in front of an audience</td>
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<tr>
<td>- in post war situations, children will be at high risk. In that situation, such strategies [child clubs] will be effective. This is useful in my country.</td>
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<td>- how to reach different communities.</td>
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</table>
Results
Overall, the workshop produced a number of results for the CHI members as well as the CHI staff. The participants from child helplines in South-Asia and Ethiopia have a better understanding of each other’s work, successes, challenges and best practices, especially in relation to outreach and community based strategy. All the participants developed a concrete action plan for their child helpline based on experiences and knowledge gained at the workshop.

The workshop brought the South-Asia partners together and it was a way of laying a foundation for future and better collaboration especially between the South-Asia partners. The partners are now familiar with each other’s work and can easily collaborate easily which strengthens their relationships and enhances the spirit of sharing.

The exposure visit provided the team from Ethiopia with the opportunity to learn about how some child helplines in Asia-Pacific conduct their outreach and community-based programmes as well as more general information about how they work and are structured.

The CHI Staff gained a better understanding about the work of the CHI members; their achievements and good practices and the challenges they face. This makes the CHI Secretariat better equipped to advice other CHI members on successes and challenges on outreach and community-based approaches for child helplines.
## Annex 1: List of Participants

<table>
<thead>
<tr>
<th>PARTICIPANTS</th>
<th>ORGANISATION</th>
<th>POSITION</th>
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<tr>
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<tr>
<td>Prabashanie Kotikawattage</td>
<td>Don Bosco Lama Sarana</td>
<td>Tele caller</td>
<td>dpраб<a href="mailto:dashi@yahoo.com">dashi@yahoo.com</a></td>
</tr>
<tr>
<td>Ann Jayamahamudalige</td>
<td>Don Bosco Lama Sarana</td>
<td>Tele caller</td>
<td><a href="mailto:annesadal@yahoo.com">annesadal@yahoo.com</a></td>
</tr>
<tr>
<td>Nirasha Perera</td>
<td>NCPA</td>
<td>Project Coordinator</td>
<td><a href="mailto:nirasha.p@gmail.com">nirasha.p@gmail.com</a></td>
</tr>
<tr>
<td>Indika De Alwis</td>
<td>NCPA</td>
<td>1929 Call Centre Officer</td>
<td></td>
</tr>
<tr>
<td>Anuradhani Yasarathna</td>
<td>NCPA</td>
<td>1929 Call Centre Officer</td>
<td><a href="mailto:vidsara_2009@yahoo.com">vidsara_2009@yahoo.com</a></td>
</tr>
<tr>
<td>Ganga Iddamaligoda</td>
<td>NCPA</td>
<td>Project Manager</td>
<td><a href="mailto:g.iddamal@gmail.com">g.iddamal@gmail.com</a></td>
</tr>
<tr>
<td><strong>RESOURCE PERSONS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nicole Rangel</td>
<td>Resource Person (previously with CHILDLINE India)</td>
<td></td>
<td><a href="mailto:rangel.nicole@gmail.com">rangel.nicole@gmail.com</a></td>
</tr>
<tr>
<td>Mahen Mahendran</td>
<td>Resource Person (Save the Children Sri Lanka)</td>
<td></td>
<td><a href="mailto:mahen@savethechildren.lk">mahen@savethechildren.lk</a></td>
</tr>
<tr>
<td><strong>CHI SECRETARIAT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leen Decadt</td>
<td>Child Helpline International</td>
<td>Head of Programmes</td>
<td><a href="mailto:leen@childhelplineinternational.org">leen@childhelplineinternational.org</a></td>
</tr>
<tr>
<td>Nadia van der Linde</td>
<td>Child Helpline International</td>
<td>Programme Manager Asia Pacific</td>
<td><a href="mailto:nadia@childhelplineinternational.org">nadia@childhelplineinternational.org</a></td>
</tr>
<tr>
<td>Alice Mapenzi Kubo</td>
<td>Child Helpline International</td>
<td>Programme Manager for Africa</td>
<td><a href="mailto:alice@childhelplineinternational.org">alice@childhelplineinternational.org</a></td>
</tr>
<tr>
<td>Maud De Graeve</td>
<td>Child Helpline International</td>
<td>Intern at CHI</td>
<td><a href="mailto:maud@childhelplineinternational.org">maud@childhelplineinternational.org</a></td>
</tr>
</tbody>
</table>
## Annex 2: Workshop Programme

<table>
<thead>
<tr>
<th>TIME</th>
<th>SESSION</th>
<th>FACILITATOR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WORKSHOP DAY 1: Monday 25 June 2012</strong></td>
<td></td>
<td></td>
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<tr>
<td>6.00 – 12.30</td>
<td>Group travel by train from Colombo to Vavuniya, Northern Province</td>
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<tr>
<td>13.00 – 14.00</td>
<td>Lunch in Hotel Vavuniya</td>
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<tr>
<td>14.00 – 15.30</td>
<td><strong>Session I: Opening Session</strong></td>
<td>CHI &amp; NCPA Alice</td>
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<tr>
<td></td>
<td>• Welcome, Introductions, Logistics &amp; volunteers</td>
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<tr>
<td>15.30 – 16.00</td>
<td>Coffee/Tea Break</td>
<td></td>
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<tr>
<td>16.00 – 17.00</td>
<td><strong>Session II: Introduction to Outreach and Community Based Strategies for child helplines</strong></td>
<td>Nicole Alice</td>
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<tr>
<td></td>
<td>• Ensuring we have a common understanding of concepts</td>
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<tr>
<td></td>
<td>• Discussion about who are “difficult to reach” or “marginalized” children</td>
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<tr>
<td></td>
<td>• Brainstorm of challenges faced by child helplines to reach them</td>
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<tr>
<td><strong>WORKSHOP DAY 2: Tuesday 26 June 2012</strong></td>
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<tr>
<td>10.00 – 12.00</td>
<td><strong>Recap from day 1</strong></td>
<td>2 participants Leen</td>
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<td><strong>Session III: Community based strategies in areas affected by conflict</strong></td>
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<tr>
<td></td>
<td>• Afghanistan <em>working with community &amp; religious leaders</em></td>
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<td></td>
<td>• Sri Lanka <em>Don Bosco /NCPA/Save the Children</em></td>
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<tr>
<td></td>
<td>Discussion</td>
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<td></td>
<td>• Introduction to planned field visits during the week</td>
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<tr>
<td>12.00 – late evening</td>
<td><strong>FIELD VISIT 1</strong></td>
<td>NCPA</td>
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<tr>
<td></td>
<td>Field visit to Kilinochchi in Northern Province by bus.</td>
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<td></td>
<td>• Inauguration of new children’s clubs</td>
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<td></td>
<td>• Community meetings</td>
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<td></td>
<td>• Outreach activities</td>
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<tr>
<td><strong>WORKSHOP DAY 3: Wednesday 27 June 2012</strong></td>
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<td></td>
</tr>
<tr>
<td>10.00 – 11.00</td>
<td><strong>Recap from day 2 &amp; field visit feedback / discussion</strong></td>
<td>2 participants Nadia</td>
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<tr>
<td></td>
<td><strong>Session V: Reaching the hard to reach</strong></td>
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<tr>
<td></td>
<td>Sharing experiences from the field by:</td>
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<tr>
<td></td>
<td>• Pakistan <em>working with burn centers, media tracking</em></td>
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<tr>
<td></td>
<td>• Nepal <em>reaching child labourers</em></td>
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<td></td>
<td>Discussion</td>
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<tr>
<td>11.00 – 11.30</td>
<td>Coffee/Tea Break</td>
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<tr>
<td>11.30 – 12.30</td>
<td><strong>Session V: Reaching the hard to reach</strong></td>
<td>Nadia</td>
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<td>…continued</td>
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<tr>
<td>13.30 – 13.00</td>
<td>Lunch, followed by an afternoon off to explore the town</td>
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<tr>
<td><strong>WORKSHOP DAY 4: Thursday 28 June 2012</strong></td>
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<tr>
<td>9.00 – 10.30</td>
<td><strong>Recap from day 3 &amp; field visit feedback / discussion</strong></td>
<td>2 participants Alice</td>
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<td></td>
<td><strong>Session VI: Community Based Structures</strong></td>
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<tr>
<td></td>
<td>Sharing experiences from the field by:</td>
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<tr>
<td></td>
<td>• Bangladesh</td>
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<td></td>
<td>• India <em>Open House programme</em></td>
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<td></td>
<td>• Ethiopia <em>community conversations</em></td>
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<td></td>
<td>Discussion</td>
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<tr>
<td>10.30 – 11.00</td>
<td>Coffee/Tea Break</td>
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<tr>
<td>11.00 – 12.30</td>
<td><strong>Session VII: Filling in gaps</strong></td>
<td>Nicole</td>
</tr>
<tr>
<td></td>
<td>‘Theory’ session that aims to respond to additional questions from participants, fill in gaps, address any parking lot issues, and further increase participants’ understanding of how to plan for, implement, and monitor effective outreach and community based strategies for their child helpline.</td>
<td></td>
</tr>
<tr>
<td>12.30 – 13.30</td>
<td>Lunch Break</td>
<td>Nicole</td>
</tr>
<tr>
<td>13.30 – 15.00</td>
<td><strong>Session VII: Presentations by Maldives and Bhutan</strong></td>
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</tbody>
</table>
### WORKSHOP DAY 5: Friday 29 June 2012

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Facilitator</th>
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</thead>
<tbody>
<tr>
<td>15.00 – 15.30</td>
<td>Coffee/Tea Break</td>
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<tr>
<td>15.30 – 17.00</td>
<td><strong>Session VIII: Action Planning</strong></td>
<td>Nadia</td>
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<tr>
<td></td>
<td>Group work</td>
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<tr>
<td>9.00 – 11.00</td>
<td>Recap from day 4</td>
<td>2 participants CHI &amp; NCFA</td>
</tr>
<tr>
<td>(at pool side)</td>
<td><strong>Session IX: Closing session</strong></td>
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<tr>
<td></td>
<td>• Present highlights of action plans</td>
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<td></td>
<td>• Evaluation</td>
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<tr>
<td></td>
<td>Travel back to Colombo</td>
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</table>