



INTERNATIONAL CONSULTATION OF CHILD HELPLINES

27–29 SEPTEMBER 2022

STOCKHOLM, SWEDEN

RESILIENCE: CHILDREN AND CHILD HELPLINES IN TIMES OF CRISIS

LEARNING REPORT

SEPTEMBER 2022



Day one sessions

Thematic Plenary Session #1 Resilience: Children & Young People's Mental Health



In 2020, mental health and violence continued to be the two main reasons for contact reported by our Child Helpline Members globally. Over half of all counselling contacts were related to one of these two topics, clearly showing that it is our members who are at the forefront of addressing the global mental health crisis that children and young people are confronting.

The IC 2022 will focus on the resilience of children and young people, especially with regard to their mental health during the Covid-19 pandemic (social distancing, school closures and other fundamental changes in society), and during extreme crises such as the Russo-Ukrainian War (the devastation and the massive displacement of children and young people as a result); how can child helplines further strengthen children's resilience, and provide them with support to improve their situation in society?

This session will feature panel discussion among child helplines and other organisations.

This session will also be recorded and made available online.

Objectives:

1. To hear about the experiences of children and young people on the topic of mental health.
2. To showcase data relating to children and young people's mental health.
3. To hear from child helplines and other organisations who have best practices to support children and young people struggling with mental health issues.
4. To provide a space for delegates to pose questions to the panel.

Moderator:

- Stephen Blight, Senior Advisor for Child Protection, UNICEF HQ

Speakers:

- Klas Bergling, President, Tim Bergling Foundation
- Alisa Simon, Executive Vice President, Chief Youth & Innovation Officer Kids Help Phone
- Dumisile Nala, National Executive Officer, Childline South Africa



Day one sessions

Thematic Plenary Session #1 Resilience: Children & Young People's Mental Health



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day one sessions

Workshop 1) Impact and Quality



This workshop will break down our new Core Quality Standards methodology, as well as deep dive into how child helplines approach impact measurement through presentation of research conducted by Child Helpline International in 2021.

Objectives:

1. To increase understanding of how child helplines approach impact measurement through presentation of new research.
2. To present and breakdown our Core Quality Standards Framework (CQS) Framework methodology.
3. To present what has been done so far and the following steps.
4. To respond to any questions related to the CQS framework.

Moderators:

- Ronja Ulvfot, Regional Manager Europe, Child Helpline International
- Angharad Wells, Project Coordinator, Child Helpline International
- Lorleen Farrugia, Research Consultant, Child Helpline International

Speakers:

- Group discussion.



Day one sessions

Workshop 1) Impact and Quality



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day one sessions

Workshop 2) Promotion of children's rights and well-being: Evidence-based advocacy



This workshop will focus on global/regional/national evidence-based advocacy and campaigning.

We will both look back (previous campaigns and successes) and look forward (potential topics for future global CHI campaigns).

Child helplines can share their past evidence-based advocacy experiences (how they have successfully leveraged child helpline data to run advocacy activities) with the network and partners.

Objectives:

1. To share good practices about evidence-based advocacy on national and regional level from members and partners.
2. To discuss potential advocacy and campaign topics for 2023 CHI global campaigns.

Moderator:

- Jeroo Billimoria, Founder, Child Helpline International

Speakers:

- Roline de Wilde, Director, De Kindertelefoon
- Thomas Muller, Deputy Executive Director, ECPAT
- Rute Caldeira (PhD.), Senior Strategic Advisor, Ignite Philanthropy



Day one sessions

Workshop 2) Promotion of children's rights and well-being: Evidence-based advocacy



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day one sessions

Thematic Plenary Session #2 Resilience: The role of child helplines during times of crisis



The IC 2022 will also look at the resilience of our Child Helpline Members, who have shown tremendous fortitude in the face of global lockdowns, crises such as the Russo-Ukrainian War and other conflicts, and the significant impacts on how child protection services have been able to operate as a result of these events.

This session will also be recorded and made available online.

Objectives:

1. To hear about the experiences of child helplines who have persevered through times of crisis.
2. To hear from child helplines and other organisations who have best practices in remaining operational to their best of their abilities during times of crisis.
3. To provide a space for delegates to pose questions to the panel.

Moderator:

- Jeroo Billimoria, Founder, Child Helpline International

Speakers:

- Najat Maalla M'jid, Special Representative of the Secretary-General on Violence against Children, United Nations



Day one sessions

Thematic Plenary Session #2 Resilience: The role of child helplines during times of crisis



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day two sessions

Workshop 1) Staff wellbeing



The past couple of years has seen child helplines having to overcome enormous pressures in the face of the COVID19 pandemic, conflict, forced displacement, drought, political instability and other crises. During these difficult times, child helpline staff have had to cope with unique challenges; remaining operational, working from home and responding to increased numbers of calls including those relating to violence against children and mental health, to name a few.

Child helplines couldn't do their work without their amazing staff and protecting the health and wellbeing of counsellors, managers, supervisors and volunteers is central to ensuring quality services.

This session hopes to provide a space for all child helpline staff to reflect on the challenges faced during these crises, specifically on the impact to staff wellbeing. It hopes that child helpline members will find value in sharing common experiences, as well as identifying good practices and solutions for ensuring staff wellbeing is promoted and protected both now and during future crises.

Objectives:

1. Provide a space to reflect on staff wellbeing challenges during COVID-19 and other recent crises.
2. To foster stronger connections between members, through sharing of experiences.
3. To exchange best practices surrounding promotion and protection of child helpline staff's wellbeing.

Moderators:

- Angharad Wells, Project Coordinator, Child Helpline International
- Laura Holliday, Learning Coordinator, Child Helpline International

Speakers:

- Group discussion.



Day two sessions

Workshop 1) Staff wellbeing



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day two sessions

Workshop 2) Accessibility and Inclusive Practice of Child Helplines



In this inclusive practice workshop, participants will build practical knowledge on how child helplines can increase accessibility of their services to reach minority groups who are more difficult to reach or support using regular approaches.

The presenting members will showcase their expertise through practical examples and experiences of targeting and developing their services for minority populations in their professional and national context, followed by an interactive reflection and discussion exercise.

Objectives:

1. To gain knowledge from members and partners with experience in inclusive practice.
2. To explore obstacles to increasing accessibility.
3. To explore opportunities around increasing accessibility.

Moderator:

- Ronja Ulvfot, Regional Manager Europe, Child Helpline International

Speakers:

- Michele Giordiano, Senior Vice President of Digital Crisis Services, The Trevor Project
- Alisa Simon, Executive Vice President, Chief Youth & Innovation Officer, Kids Help Phone
- Stefanos Alevizos, Psychologist, The Smile of the Child



Day two sessions

Workshop 2) Accessibility and Inclusive Practice of Child Helplines



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Global Update Plenary



In this short plenary session, Child Helpline International will share global updates on the following areas of work:

- Core Quality Standards
- Data collection and data collection tool
- Programmes and projects including: Ukraine crisis response, CHIQUAL, LLESA and Empowering to Protect
- #Youth
- Learning and Knowledge
- eLearning
- Membership overview and updates
- HR

Objectives:

1. To share global updates from Child Helpline International.

Moderator:

- Patrick, Executive Director, Child Helpline International

Speakers:

- Child Helpline International staff



Day three sessions

Global Update Plenary



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Workshop 1) The future of the #Youth at Child Helpline International



The origins of Child Helpline International's Youth Advisory Council, also known as #Youth, dates back to the 2008 IC in Jordan, where the first #youth representatives attended. It was then at the 2012 IC in Durban that participants agreed that a stronger focus on child participation was important for the membership. In 2014, the #Youth was born in order to increase youth participation and strengthen youth voices within the Child Helpline International and its network. The #Youth have been involved in various projects and have played different roles since 2014, including: 2 co-chairs sitting on the Supervisory Board as silent observers, conducting a research project on youth participation practices among the network, social media takeovers, Regional and International Consultations, thematic reports contribution, eLearning development, organisational strategy contribution, speakers at online meetings, events and campaigns.

In this IC session, we will reflect on the past and present purpose of the #Youth, and will also brainstorm new ideas for the future of the #Youth in various forms.

Objectives:

1. To better understand the role of #Youth from 2014-2022;
2. To discuss the needs of the members when it comes to youth participation; and,
3. To brainstorm the role and composition of the #Youth from 2023 onwards.

Moderator:

- Cathryn Anila, #Youth co-Chair, Child Helpline International

Speakers:

- Teun, #Youth member, Child Helpline International



Day three sessions

Workshop 1) The future of the #Youth at Child Helpline International



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Workshop 2) Technology



In this session we discuss the use of technology solutions in the network.

We provide an opportunity for willing child helplines to present their success stories in terms of tech innovations. Focusing on the work conducted by the working group on Technological innovations, we present the results from the network survey on tech solutions; we discuss and identify key topics of interest for future peer-to-peer knowledge exchange sessions.

Objectives:

1. To showcase successful implementation of technological innovations by child helplines
2. To discuss the results of the network survey on the use of technological solutions by child helplines
3. To identify key topics of interest in terms of technological solutions
4. To discuss challenges and opportunities with current technological solutions

Moderator:

- Andrea Pereira, Head of Data and Research, Child Helpline International

Speakers:

- Andrea Pereira, Head of Data and Research, Child Helpline International
- Michael Marwa, Director of Tanzania National Child Helpline (C-Sema) & Anna Juusela, CEO of We Encourage & Valtteri Tuppurainen, Director of Strategic Partnerships
- Deepak Tewari, CEO, Privately SA
- Dr. Maryam Ibrahim Al Malki – Qatar AMAN Protection and Rehabilitation Centre – MENA Deputy Regional Representative
- Jim Fruchterman, Founder/CEO, Tech Matters
- Khaled Mahmud, ICT Manager, ICT Innovation, UNICEF



Day three sessions

Workshop 2) Technology



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Workshop 3) Children & Young People's Mental Health and Wellbeing



Research shows that boys and young men are less likely than girls and women to seek mental health help for depression, substance addiction, and stressful life events, including anxiety and trauma. This is reflected in the data surrounding child helpline contacts, with girls accounting for 42.1% of all counselling contacts whilst boys only accounting for 33.4%.

This session will explore in more depth, why there is such a discrepancy between male and female contacts to child helplines, the mental health vulnerabilities boys and young men face, the barriers in reaching out for help and how child helplines can best support them.

Objectives:

1. Identify a set of core issues relating to boys/young men's mental health;
2. Exchange practices, experiences, theory and thoughts on how to support boys mental health and encourage them to reach out to child helpline services
3. Document and define ideas, good practices and discussions as a basis for upcoming capacity-building initiatives.

Moderator:

- Angharad Wells, Project Coordinator, Child Helpline International
- Laura Holliday, Learning Coordinator, Child Helpline International

Speakers:

- Karolina Jackson, Counselor, Bris



Day three sessions

Workshop 3) Children & Young People's Mental Health and Wellbeing



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Regional Space 1) Africa



These sessions are an opportunity for members to come together in their regional groups, and to discuss aims and ambitions, projects and plans, advocacy initiatives and other activities that can be taken forward following the IC 2022.

The agenda is guided by each Regional Representative and Deputy Regional Representative in consultation with their regions.

Objectives:

1. To briefly share regional updates.
2. Forward planning: regional advocacy needs and planning.
3. Forward thinking: regional learning needs and planning.

Moderator:

- Florence Chileshe-Nkhuwa, Regional Representative Africa
- Michael Marwa, Deputy Regional Representative Africa
- Rahel Seife Hassen, Regional Manager Africa Child Helpline International

Speakers:

- Group discussion



Day three sessions

Regional Space 1) Africa



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Regional Space 2) Americas & The Caribbean



These sessions are an opportunity for members to come together in their regional groups, and to discuss aims and ambitions, projects and plans, advocacy initiatives and other activities that can be taken forward following the IC 2022.

The agenda is guided by each Regional Representative and Deputy Regional Representative in consultation with their regions.

Objectives:

1. To briefly share regional updates.
2. Forward planning: regional advocacy needs and planning.
3. Forward thinking: regional learning needs and planning.

Moderator:

- Errol Zebeda, Regional Representative Americas & The Caribbean
- Diego Riveros, Deputy Regional Representative Americas & The Caribbean
- Andrea Pereira, Head of Data and Research, Child Helpline International

Speakers:

- Group discussion



Day three sessions

Regional Space 2) Americas & The Caribbean



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Regional Space 3) Asia-Pacific



These sessions are an opportunity for members to come together in their regional groups, and to discuss aims and ambitions, projects and plans, advocacy initiatives and other activities that can be taken forward following the IC 2022.

The agenda is guided by each Regional Representative and Deputy Regional Representative in consultation with their regions.

Objectives:

1. To briefly share regional updates.
2. Forward planning: regional advocacy needs and planning.
3. Forward thinking: regional learning needs and planning.

Moderator:

- Madhav Pradhan, Regional Representative Asia-Pacific
- Richard Ombono, Director of Programmes, Child Helpline International

Speakers:

- Group discussion



Day three sessions

Regional Space 3) Asia-Pacific



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Regional Space 4) Europe



These sessions are an opportunity for members to come together in their regional groups, and to discuss aims and ambitions, projects and plans, advocacy initiatives and other activities that can be taken forward following the IC 2022.

The agenda is guided by each Regional Representative and Deputy Regional Representative in consultation with their regions.

Objectives:

1. To briefly share regional updates.
2. Forward planning: regional advocacy needs and planning.
3. Forward thinking: regional learning needs and planning.

Moderator:

- Magnus Jägerskog, Regional Representative Europe
- Piji Protosaltis, Deputy Regional Representative Europe
- Ronja Ulvot, Regional Manager Europe, Child Helpline International

Speakers:

- Group discussion



Day three sessions

Regional Space 4) Europe



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Regional Space 5) Middle East and Northern Africa



These sessions are an opportunity for members to come together in their regional groups, and to discuss aims and ambitions, projects and plans, advocacy initiatives and other activities that can be taken forward following the IC 2022.

The agenda is guided by each Regional Representative and Deputy Regional Representative in consultation with their regions.

Objectives:

1. To briefly share regional updates.
2. Forward planning: regional advocacy needs and planning.
3. Forward thinking: regional learning needs and planning.

Moderator:

- Ohaila Shomar, Regional Representative Middle East and Northern Africa
- Maryam Al Malki, Deputy Regional Representative Middle East and Northern Africa
- Helen Mason, Director of Operations, Child Helpline International

Speakers:

- Group discussion



Day three sessions

Regional Space 5) Middle East and Northern Africa



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Day three sessions

Reporting back from Regional Spaces



This penultimate session is a space for regions to come together and briefly report back on their discussions from the Regional Space.

Objectives:

1. To report back in plenary based on the discussions had in each Regional Space.

Moderator:

- Richard Ombono, Director of Programmes, Child Helpline International

Speakers:

- Florence Chileshe-Nkhuwa, Regional Representative Africa
- Errol Zebeda, Regional Representative Americas & The Caribbean
- Madhav Pradhan, Regional Representative Asia-Pacific
- Magnus Jägerskog, Regional Representative Europe
- Ohaila Shomar, Regional Representative Middle East and Northern Africa



Day three sessions

Reporting back from Regional Spaces



What were your key learning outcomes?

Were there any recommendations and follow up?

What key tools and resources did you or will you find helpful?

Additional notes



Share your learnings

Care to share?

We are curious to hear about what learnings you took away from this event.

If you're happy to do so, you can share this document and your notes with Child Helpline International. Remember to save your notes before sending!

laura@childhelplineinternational.org



Evaluation

Thank you!

Help us to reflect on the successes of event, and how we can improve for next time.

You can access the survey by clicking the link below or scanning the QR code.

<https://www.surveymonkey.com/r/DYPXZVZ>



