

# Child helplines

For the protection of children and young people

Regional Analysis: Characterisation and impact of child helplines  
in the Americas and the Caribbean region





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Regional Analysis: Characterisation and impact of child helplines in the Americas and the Caribbean region



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# Foreword

Violence against children (physical, psychological or sexual violence) is still surrounded by stigmatisation and silence. Violence is rarely reported, and, under many circumstances children are forced to hide it, particularly if the perpetrators are people they know and trust.

The World Report on Violence against Children recommends that States establish complaint mechanisms to report violence against children. This mechanisms should be safe, widely publicised, confidential and accessible for children, their representatives, and other people. It also indicates the need to have “helplines where children can report abuses, have access to a trained counsellor, and ask for support and advice”.

This has been a priority in my tenure, and to speed up the progress for its full implementation I submitted a report to the United Nations’ Human Rights Council in 2012. The report was about counselling, complaints, and the notification mechanisms that are accessible and suitable for children in order to address the levels of violence faced by them, break their silence and fight against impunity.

As the report highlights, child helplines are an exceptional mechanism for States to take actions in favour of children; consequently, they should be established by law. Additionally, child helplines are an essential component of an effective, robust and comprehensive national child protection system. Furthermore, child helplines are a vitally needed resource demanded by children since they provide information and guidance to prevent and respond to violence, to report incidents, and also help with the follow-up by corresponding authorities. Child helplines also provide important data and information for the analysis of multiple dimensions of violence against children, for the definition of priorities in the design of public policies, mobilisation of resources, and sensitisation of different stakeholders. Child helplines work as a referral system when children need counselling and support.

The State should take a leading role and ensure that child helplines have trained staff and the required resources to provide immediate, adequate, and high-quality services for

children who report violence through the telephone and through online services. Assistance and effective reintegration of child victims should be part of these services.

As a child protection mechanism, or as a civil society initiative, child helplines should have government support. They should work in conjunction with State bodies vertically (federal, state, provincial and local) and horizontally, including all government bodies with a responsibility for child protection.

The valuable regional child helplines analysis that was carried out by Plan International and Child Helpline International, reveals positive experiences in the Americas and Caribbean region; especially in countries like Bolivia, Brazil, Nicaragua and Jamaica. At the same time, it identifies the challenges that need to be overcome in order to strengthen the mechanism as the cornerstone of the protection system. For example, the involvement and active participation of boys, girls, and adolescents, and the access to child helplines in local languages using new communication and information technologies should be guaranteed. Innovation is a key aspect to provide services for more girls and boys, including for the most vulnerable groups of children.

In recent years, the promotion of child-focused mechanisms has emerged as a major theme, thanks to the recognition of the right to efficient and affordable resources in the international human rights instruments and case laws by the treaty monitoring bodies. The 25th anniversary of the Convention on the Rights of the Child in 2014 coincided with the entry into effect of its Third Optional Protocol which provides a communication procedure to receive and consider individual communication, giving children the possibility to submit complaints in cases of violation of rights. Child helplines have a key role in the promotion and setting up of this remarkable legal text, and represent a crucial dimension of its implementation process.



**Marta Santos Pais**  
*Special Representative of the  
Secretary General on Violence against Children*

# Message

Dear Readers,

Child helplines play a valuable and important role in supporting children and young people in the Americas and Caribbean. Studies of child helplines have shown that they succeed in having confidential conversations with children and young people that empower them. Statistical analysis of data from child helplines in the Americas and Caribbean region show that large numbers of children sought support in the last decade on issues such as abuse and violence.

This report, a joint action by Plan Regional Office for the Americas (Plan ROA) and Child Helpline International (CHI), is a step that both organisations applaud. Both Plan ROA and CHI have prioritised the creation of strategic partnerships on the issue of protection and intervention at the regional level.

The study undertook a document review of secondary sources, interviews with key people in the international arena, and case studies of existing helplines in four countries representing the different sub-regions including feedback from child helplines themselves, users (adults and children) and government officials.

We are happy with the results and the joint actions coming from this report that have been developed at country level in the region. Together we seek to create better conditions for children and young people to have access to community and institutional resources in situations where they need care and protection.

We hope that this publication will further highlight the challenges that child helplines are facing in protecting children against abuse and violence in this region. The study emphasises the important role that child helplines have in providing children and youth with an entry point to existing child protection systems, and the importance in ensuring that child helplines are accessible and equipped to provide services to children.

Child helplines not only empower children to take control of their lives and resolve problems, but they also function as an early warning system and social barometer for politicians and policy makers on changes that need to be made to protect one of society's most vulnerable groups. We have a duty to listen to our societies' next generation and act on their messages.

**Nenita La Rose**  
Executive Director  
Child Helpline International

**Matthew Carlson**  
Deputy Director for Programmes  
Plan Regional Office for the Americas



# Executive Summary

This study is part of a partnership between Child Helpline International (CHI) and Plan International, Regional Office for the Americas (ROA Plan), organisations concerned with the violence and abuse affecting children and youth. As part of this common interest, the two institutions considered it important to gather lessons learnt, the challenges of child helpline services and their impact on protecting children from violence from the perspective of systems and community protection mechanisms.

It is important to have communication channels for the generation of friendly and trusted environments, such as child helplines. “*Regional analysis of the characterisation and impact of child helplines in the Americas and Caribbean*” (hereinafter “Regional Study”) gathers data and information from secondary sources and from case studies<sup>1</sup> from 123Aló! (Instituto Noos) and SaferNet in Brazil, Línea 133 in Nicaragua (Social Welfare System from the Ministry of Family, Adolescence and Childhood), KARE-5273 in Jamaica (Jamaica’s Coalition of Children) and Línea 156 in Bolivia (Autonomous Municipality Government of La Paz in Bolivia).

Even though the key role of child helplines in the region is unquestionable, the international agenda, and the recommendations from the UNVAC Study, call for the contextualisation of institutional pathways and the challenges experienced.

The purpose of this analysis of the work done by child helplines was to make visible the efforts of the different non-governmental and governmental organisations in order to implement the recommendations from UNVAC, and from Child Rights Committee. This would then strengthen the protection systems and community mechanisms that allow for the prevention of violence and abuse conducted against children and youth.

The methodology used was to first review the existing legislation, international recommendations, systematisations and evaluations that provide information about regulations, best practices and lessons learnt. In addition to this, interviews with key stakeholders such as representatives from different institutions and groups of children, adolescents and their families, enabled the gathering of different perceptions about the benefits and support provided by child helplines.

## Main findings and lessons learnt

The research indicates the positive influence of child helplines in changing power relations into emotional relationships, where the mobilisation of public, private and community institutions responds to the vulnerability of those who require priority care and protection. It determines that child helplines are significantly meeting the recommendations of the UNVAC, especially in terms of accessibility and reliability; child helplines are the space where children and youth speak out and provide feedback on processes. It is important to highlight professional active listening, the role of the community, and the use of technology for the prevention and response to violence.

The Convention on the Rights of the Child is the international legislation that protects children and adolescents’ rights. Governments from the region have assumed global commitments, for example: the Violence against Children Study (UNVAC), which was the first UN official document that addresses the issue of violence against children.

The mentioned legislation leads us to determine that the legal frameworks (in the countries with child helplines examined in this Regional Study), are the basis for the promotion of protection of children and youth, followed by national systems and policies in place. The Regional Study also reveals the importance of institutional structures at a territorial level, such as the Municipal Defence Boards in Bolivia, and the Child Defence Board in Jamaica. As part of the legal framework, the Child Rights Committee included in its recommendations to Brazil, Nicaragua, Jamaica and Bolivia, the importance of strengthening institutions as cross-cutting elements for the implementation of actions in favour of children.

The Regional Study also highlights the important progress made by child helplines as mechanisms that mobilise and strengthen defence networks. The follow-up processes set up by child helplines contribute to the restoration of rights, such as the work done by 123Aló! and SaferNet in Brazil, or the importance of involving State stakeholders, such as Línea 133 in Nicaragua, and Línea 156 in Bolivia. Additionally, the Regional Study stresses the importance of the participation of volunteers in providing support

<sup>1</sup> The Study’s methodology was developed in successive stages: first, the regional desk review and interviews with institutions’ representatives, as well as authorities and leaders, parents, representatives from social institutions, international experts, in addition to focus groups with children and adolescents aimed at gathering their perceptions about helplines and potential use. The next stage was to prepare case studies, followed by systematisation and information analysis

in key moments, such as the work done by Kare-5273 in Jamaica.

Confidentiality is a key ethical principle for child helplines to ensure that children and youth can speak freely. It is also important to produce guidelines to support victims in order to provide an appropriate response to physical risks they may be facing. This is already done by Línea 133 in Nicaragua.

Also, links to Child Protection Systems are a key element in operating child helplines and responding to cases of abuse and violence. Referral, and counter-referral, systems are built with the implementation and use of social networks as innovative means to identify cybercrimes, and to have safe Internet practices, such as those promoted by SaferNet.

The use of playful methodologies enabled the gathering of opinions from children and youth about specific violence-related problems that they face every day. Such findings are confirmed by 123Aló!

The Regional Study shows evidence of the importance of having community mechanisms to ensure that child helplines interact with communities, families and local support networks as promoted by 123Aló! By working with the community, advocacy efforts for public policies to protect children from violence are strengthened through alliances with public entities at national or municipal level. 123Aló!, SaferNet and Línea 156 have been successful in achieving this. Furthermore, accountability is another key aspect that Línea 156 has demonstrated.

## Main challenges and recommendations

The sustainability of child helplines depends on the support provided by public entities, non-governmental organisations, and private companies as expressed by Línea 133, SaferNet and 123Aló! The political will of governments allows for the allocation of funds for the operation of child helplines, with the certainty of positive impacts in the life of children and adolescents, as recognised by the Nicaraguan government.

According to the Regional Study there are positive aspects and lessons learned about the work of child helplines, and recommendations for the different sectors of the State, society, and also for the helplines themselves to develop mechanisms that involve the community and families, and the creation of networks to demand better care and protection systems for children.

The case studies also made evident the weaknesses of the Child Protection Systems, to a varying extent depending on the country. It is fundamental that child helplines foster

the participation of children and adolescents, community organisations, and child rights protection networks so that ultimately, civil society will demand the improvement of protection systems. It is important that child helplines have planned and systematic processes for the articulation and strengthening of protection systems.

Child helplines have demonstrated their worth in the promotion of children's rights and the prevention of violence. The development of a regional advocacy strategy is recommended to ensure that governments allocate enough budget for child helplines (in those countries where this does not already occur).

## Conclusions

The use of research as an appropriate resource for the identification of vulnerabilities and modification of processes, will assist in collecting evidence to advocate for the modification of public policies. Regular monitoring and evaluation efforts will contribute to better decision making and project implementation. In addition to this, accountability mechanisms will also enhance citizens' participation and social control. The use of safe technologies will promote the defence and promotion of the right to a life free from violence, the adoption of Ethics of Conduct and the development of a Regional Advocacy Strategy will reinforce the role of child helplines in the prevention and response of violence against children and youth.

We hope that by reading this Regional Study, each person and organisation will recognise the importance of child helplines in implementing the recommendations of the UNVAC. The Regional Study also aims at raising awareness amongst governments and society for the creation and/or improvement of Community Mechanisms and Child Protection Systems to guarantee the participation of communities, families and mainly children and adolescents in inclusive processes.

**"No violence against children is justifiable, and all violence against children can be prevented"**

*Violence Against Children Study*

# Introduction

The “Characterisation and impact of child helplines in the Americas and the Caribbean region” study, hereinafter referred to as “*Regional Analysis*”, has been developed within the framework of the alliance between Child Helpline International (CHI) and Plan International Regional Office for the Americas (Plan ROA). The aforementioned alliance is motivated, in the first place, by the joint interest in strengthening the instruments that allow for the creation of secure environments for children. Secondly, CHI has identified violence and abuse in its annual report “*Connecting to Children*” (2012), as being the most common reason why children contact child helplines. Plan ROA has defined protection against violence as one of the strategic areas of intervention in strengthening child protection systems including community protection mechanisms.

Understanding the importance of child helplines in the region and their role in responding to the violation of children’s rights particularly those related to violence and

following the recommendations of the *United Nations Violence Against Children Report (UNVAC)*, five child helplines in the Americas and the Caribbean were defined as case studies. These child helplines are: 123Aló! of the NOOS Institute and SaferNet, in Brazil; Línea 133 of the Ministry of Family, Adolescence and Childhood (MIFAN), in Nicaragua; KARE-5273 of the Children’s Coalition of Jamaica (CCJ) and Línea 156 of the Autonomous Municipal Government of La Paz in Bolivia.

The findings of the report are divided into five sections: the first deals with general aspects of the regional analysis, followed by the second part, the methodological aspects. The third part covers the framework used for the analysis of the child helplines and the right to protection. The fourth section presents the features of the child helplines and finally, the fifth part contains the overall recommendations for the strengthening of the aforementioned child helplines as a privileged mechanism at a regional level.

## 1. General aspects

Five case studies in the Americas and the Caribbean were identified, with the purpose of defining child helplines and their action in response to violence against children and adolescents within a framework of Systems of Protection and community mechanisms. The five cases have provided an opportunity to have a sub-regional sample in South America, Central America and the Caribbean. The chosen organisations have developed significant contributions in the area of protection and prevention of violence through the child helplines in Brazil, Bolivia, Jamaica and Nicaragua.

**In Brazil**, 123Aló! is one of the many programmes of the NOOS Institute, a non-profit organisation which has an impressive track record in the implementation of social projects and research. The child helpline 123Aló! started its activities in 2009 in Rio de Janeiro. Its objective is to promote human rights as well as the prevention of violence through the trained professionals of 123Aló!, who listen, inform, advise and refer children and youth to specialised services according to the needs of each case.

**SaferNet Brazil**, is a non-profit organisation that was founded in 2005, and is dedicated to the defence and promotion of human rights on the internet. The organisation’s management and technical department have created a reporting system that is accessible and child-friendly, allowing children and adolescents to report any violation of

their rights. SaferNet receives reports of cybercrime against human rights and is operational across the whole of Brazil.

**In Nicaragua**, Línea 133 was set up in 2005 as part of the Social Welfare System of the Ministry of Family, Adolescence and Childhood (MIFAN). This child helpline is operated by a trained team that has created a service that is accessible and child-friendly, allowing children and youth to report any violation of their rights, so they can be effectively restored.

**In Jamaica**, the child helpline KARE-5273 is part of the strategies and actions of the Children’s Coalition of Jamaica (CCJ), which is made up of institutions that work for children’s rights, with experienced professionals. KARE-5273 began its activities in 2013 and offers the services of listening, advising and providing confidential guidance to children, adolescents and parents.

**In Bolivia**, Línea 156, in the Autonomous Municipal Government of La Paz, seeks to provide children and youth with a service that receives and works with reports of abuse and/or any type of violence against children and youth. The child helpline works 24 hours a day 7 days a week, in conjunction with the responsibilities assigned to the local government, and guaranteeing specialised care for children and adolescents who have been victims of abuse, or whose rights have been violated.

## 2. Methodological Route

The Regional Analysis followed the methods presented below:

*a. First Stage:* Review of the documents that help establish the framework of the study:

- Concept and literature review on the theme of child helplines in Latin America and the Caribbean (LAC), and other regions;
- Documents from each of the selected countries (reports, systematisation, best practices and lessons learnt);
- United Nations Study on Violence Against Children (UNVAC);
- Recommendations to the Member States of the Committee on the Rights of the Child (Brazil, Nicaragua, Jamaica and Bolivia);
- Document of Regional Mapping of South America, Implementation of the Recommendations of the Study on Violence Against Children;
- Regulations on rights of children in the countries that are part of the study;
- 2012 Principles, Standards and Practices of 123Aló and SaferNet in Brazil, and Línea 133 in Nicaragua.

*b. Second Stage:* Design of the field work, having defined the development of two techniques:

- Semi-structured in-depth interviews with adults involved in the process of design and implementation of activities, namely, executives of those institutions

responsible for taking actions, national and municipal authorities, local leaders, parents and representatives of social institutions;

- Interview with an international expert on the topic of child protection and children's rights;
- Focus groups with children and youngsters to obtain an insight into their perception of child helplines and their potentiality;
- Questionnaires and guides for the fieldwork were based on the principles and standards set out by CHI for the operation of child helplines. A time schedule for the fieldwork was agreed upon with the executives of those institutions that would take part in the study.

*c. Third stage:* Fieldwork, in which the majority of participants that had been invited to take part in the study, were interviewed.

Equally, the opportunity arose to interview Jorge Freyre Director of REDLAMYC (Latin American and Caribbean Network for the Defence of Children's Rights). Mr. Freyre offered important recommendations for positioning child helplines as channels to strengthen public opinion in promoting children's rights and the prevention of violence in the region.

*d. Fourth Stage:* Analysis of the information obtained.

### 3. Framework for the understanding and analysis of the work of child helplines which address the right to protection

The 20th century has witnessed deep-rooted and accelerated processes in the recognition and protection of the rights of children and youngsters, the highpoint of which was the adoption of the 1989 Convention on the Rights of the Child (UNCRC). Within the framework of the United Nations, there has been significant improvement towards an Integral Protection Doctrine which is based on five fundamental principles: Non-discrimination, Best interests of the child, Survival and development, Protection and Participation.

The Convention has been the basis for policy-making related to the exercise of children and youngsters' rights by guiding and limiting Member States. It also imposes on them the duty of creating adequate legal, institutional, social and economic conditions that guarantee the full enjoyment and exercise of rights contained within, highlighting their role as guarantor of these rights.

As part of the whole package of basic rights, the right of children to enjoy a violence-free life is an ethical imperative that forces the States that have signed and ratified the Convention, to take action that is successful in establishing preventive measures and restoring those rights when they have been violated.

In 2001, in line with the same driving force of concern over the fulfilment of children's rights following the recommendation of the Committee on the Rights of the Child, the General Assembly asked the Secretary General to elaborate an in-depth study on the issue of violence against children. This study would expand on recommendations that Member States should consider, with the aim of encouraging appropriate measures to be taken.

The Report that was submitted in 2006, entitled 'World Report of Violence Against Children (UNVAC)', offered recommendations that provide the framework for regional action (in order to guarantee the effectiveness of the protection of children's rights), and highlight the importance of child helplines.

The UNVAC will become one of the main references to accomplish the objective of the Regional Study as a tool regarding the prevention of violence against children and youth within the framework of the Systems of Protection and Community Mechanisms, allowing the identification of:

- How appropriate, accessible and dependable these services are; which mechanisms have been used to implement them; as well as their levels of security, confidentiality and promotion.
- The technological procedures for the reporting system, such as virtual networks; the level of training of service operators and systems in place for confidentiality and data protection.
- The level of responsibility of professionals and the role of the community in handling the complaints.
- Real level of participation of children and adolescents in the design and implementation of the services.
- The knowledge and credibility of children and their parents using child helplines.

In this context, the following principals and recommendations of the UNVAC have been selected, and will serve as a guide for this Regional Analysis, although, throughout the document additional mention will be made of other more specific recommendations:



- The main efforts for preventing and responding to violence against children and youth should be multisectoral and properly adapted to the nature of the violence, environment and perpetrators in each context. In this sense, despite the measures taken, the best interests of the child will always be the priority.
- Member States have the primary responsibility of assuring the rights of children and adolescents: the right of protection and access to the services that support the capacity of families to provide care in a secure environment; as well as exerting pressure on governments, regarding their legislative, administrative, judicial and political functions and services.
- All children, including those in guardianship and in judicial institutions, should be aware of the existence of reporting systems. The UNVAC also points out that “mechanisms should be established, such as telephone helplines where abuse can be reported, as well as the possibility of having confidential conversations with trained counsellors, providing advice and support” and “the creation of other means of reporting abuse thanks to new technologies should also be considered”.
- “Certain groups of professionals have a legal obligation of informing of possible cases of violence through a mandatory information system. In some countries citizens have the same legal duty”.
- Governments should revise their current reporting systems and be involved in the task of assessing children and young adults who have made use of protection services: “The real level of participation of children and adolescents will be known thanks to these reviews or implementation of services”.
- The States should guarantee the active participation of children and respect their opinions in all aspects regarding prevention, response and surveillance of violence against them. General Comments on “The Right of the child to be heard” on the Committee on the Rights of the Child (2009): “The Committee also draws the attention of States parties to the recommendation in the Secretary-General’s Study on Violence against Children to support and encourage children’s organisations and child-led initiatives to address violence and to include these organisations in the elaboration, establishment and evaluation of anti-violence programmes and measures, so that children can play a key role in their own protection”.
- In any given place or environment, there should be well publicised and easily accessible services with the aim of investigating complaints as well as signs or suspicion of violence against children. Children’s access to these services, where they can speak openly about anything that might worry or hurt them, should be guaranteed.



## 4. Child helplines in the Region - Case Studies

### 4.1 Brazil

#### a. Regulatory Framework and Child Protection System

##### *Statute of the Child and Adolescent*

It guarantees the fulfilment of the rights of children and adolescents. It highlights some principles regarding the institutional aspect of the implementation of these rights: the promotion of the Rights of the Child will be carried out through the integrated systems of government and non-governmental actions of the Union, the States, the federal district and the municipalities (Art. 86). In other words, the three levels of political organisation and administrative levels: Federal, state and municipal.

- Public services planned, carried out and controlled by governmental or non-governmental organisations should be based on the rules of priority attention and respect regarding the rights of children and adolescents (Art. 4).
- Creation of municipal and state councils of children and adolescents' rights (Art. 88).

The Statute of the Child and Adolescent establishes as a nuance, regarding budgetary resources needed, the creation and maintenance of funds (national, district, state and municipal –Art. 88. IV), related to the respective Councils for Children and Adolescents' rights, aimed at financing programs focusing specifically on children and adolescents who are under threat or whose rights have been violated.

Finally, in regards to the existence of a national institution of children's rights, although Art. 141 of the Statute of the Child and Adolescent guarantees the access to an Ombudsman, the aforementioned public offices are only present in 796 municipalities. On this matter, the United Nations Committee on the Rights of the Child expressed its concerns over the lack of an independent national mechanism, in accordance with the Paris Principles, to regularly supervise and evaluate the application of the Convention, with the authority to receive and process individual complaints made by children (United Nations Committee on the Rights of the Child, 2004, paragraph 19).

##### *The Constitution of Brazil*

Article 227 establishes the rights of the child as an absolute priority, specifically regarding the right to life, health, food, education, play, culture, dignity and freedom.

##### *Brazil's ratification of the International Convention on the Rights of the Child in 1990*

The Brazilian government assumes the task of asserting the fundamental principles of the treaty for all children, without any type of discrimination.

The Protection System of Brazil that guarantees the rights of the child, is defined as a set of laws, institutions, services and mechanisms that integrate the three powers of the State, as well as civil society, which forms part of the system and is involved in its supervision.

There are three levels of intervention and implementation. The *first level* of the system integrates the basic social policies for all children and adolescents, and the competent bodies for the adoption and application of policies. At this level, the executive power intervenes, as well as joint bodies that include government and civil society. The *second level* deals with the defence and protection of the child whose rights have been violated, and this corresponds with

justice, security and subsidiary bodies (specialised courts on protection of minors, Public Ministry, Federal Police and the child protection police). Others include the Statute of the Child and Adolescent, such as Protection Boards and Children's Advocates. Finally, the *third level* of intervention comprises social control of policy implementation and the use of the public resources related to children's rights. This control is performed by Rights Councils that form part of the civil society as well as the government.

The importance of the three levels of intervention is acknowledged within the child protection system, as in many cases it is the main source of entry for a plethora of reports on the abuses of the rights of children and adolescents.

# Case study of 123Alô!



## b. Key features

123Alô! was created on the 25th of May 2009, and is part of the NOOS Institute, a non-profit organisation dedicated to the investigation and implementation of development programmes. 123Alô! co-ordinates its actions according to national and international regulations, as well as guidelines from the UNVAC, promoting and advocating for the rights of children and developing technically responsible mechanisms that are in line with the quality standards established by CHI. 123Alô! provides secure services that are accessible to children, adolescents and those people within their environment, such as parents.

123Alô!'s goal is “contribute to improving the well-being of children and adolescents who can exercise their rights thanks to the free and confidential internet and phone line system that offers quality and attentive listening, information and reference, whilst guaranteeing their rights”.

123Alô! is a “free channel of communication via phone and internet, particularly aimed at a young audience, allowing them to express their position, emotions, doubts, requests for help, information and guidance, in order to seek solutions for their demands and forge links with other specialised attention services where necessary. The service is also an instrument for mobilising and promoting defence networks and human rights of children and adolescents, including sexual rights, as well as compiling information to support policies for this segment of the population”.<sup>2</sup>

The main activities of 123Alô! are the following:

- The selection and training of 123Alô! operators raises awareness and prepares personnel to provide a high quality service. It is formed by a co-ordinator, a shift supervisor and an advisor.
- Investigations and the work done by 123Alô! are shared annually with the aim of connecting these to

“Behind each call there is a technical team – professional, experienced, with real-life experience, aspects that are important. Listening, listening, listening is important and crucial, and it is even more important for children, they need to know that they are getting in contact with a trustworthy place, somewhere they’ll want to come back to and they’ll talk about it to their friends at football and school. This is why the training must be serious, substantial and constant. Team-work is the key to solving the possible questions and situations that may arise”.

*Jorge Bergallo,  
Member of the Board of Directors of the NOOS Institute*

the accomplishment of government and society goals for subsequent evaluation and decision making.

- For the communications strategy and the organisation’s brand logo, 123Alô! proposed a qualitative and quantitative study with the aim of adapting the project to the reality of the region by listening to children and adolescents<sup>3</sup>, as well as their parents, about the problems generated by violence. Rebouças & Associates, a company specialised in the design and implementation of social research, was responsible for offering technical advice.

The process of the study followed recommendations on the “Production of Knowledge” by the UNVAC,<sup>4</sup> which intends to promote research to understand better the contexts in which violence is used against children. The findings of the study were useful for raising awareness in the community, as well as for lobbying processes in public policies.

<sup>2</sup> Mentioned in the registration form of the Observatorio de boas práticas e projectos inovadores en direitos da criança e do adolescente. 2010. [www.obsciancaeadolescente.org.br](http://www.obsciancaeadolescente.org.br)

<sup>3</sup> Recommendations of the Regional Study on Violence Against Children and Adolescents in Latin America. Policies to promote the participation of children and adolescents. Document, organise and disseminate the experiences of children and adolescents involved in the prevention of violence, and the formation of mechanisms to put an end to violence against children. The participation of children and adolescents, as well as the process of documentation and organisation should be done in an ethical and responsible way in order to prevent exposing children and adolescents to additional risks.

<sup>4</sup> Recommendations of the Regional Study of violence against children and adolescents in Latin America. Production of knowledge: investigation and systems: Promoting investigations with quantitative and qualitative techniques and instruments, in order to understand better the contexts in which violence is manifested, so that policies and programs are designed bearing this in mind, and inputs make it possible to deal with the various different causes. From the UN Study on Violence against Children. Paulo Sergio Pinheiro, 2006.

**Figure 1: Pictures of children, showing situations of violence that they experience**



The study managed to bring to light the thoughts, expectations and needs of children, adolescents and parents. For example; it demonstrated the existence of a wide communication gap, as well as a breakdown in relationships between parents and children; and on a different note, the concern of parents around education.<sup>5</sup>

123Alô! regularly promotes its services in schools and other institutions through graphic material in the mass media (the materials include its coverage, availability, means of contact and opening hours).

**Figure 2: Promotional posters**



### c. Coordination of the protection systems and referrals

123Alô! has strengthened a network of organisations and has made strategic alliances (Table No. 1) that allow, on one hand, the promotion of the rights of the children, and on the other hand, the attention to the demands of children and adolescents in need of specific support, thereby assuring an appropriate and effective referral when needed.

With this aim in mind, 123Alô! implemented a Statute for the Mapping (resource directory) of networks of services, projects and programmes directed at childhood and adolescence in the Municipality of Rio de Janeiro, the objective being to organise the information of institutions (certified projects and programmes) with geographical references. The mapping was done with the Municipal Council on Child and Adolescent Rights (CMDCA) and other institutions that focus on the Rights Guarantee System.

**Table No. 1: Networks of organisations and strategic alliances**

Network No Peque Eduque		Child Helpline International
Human Rights Councils		Guardianship Councils and Municipal Rights Councils
Network ASHOKA		Forum for the Rights of Children and Adolescents- Rio de Janeiro
Network Rio Criança		Security Authorities
Management and Advisory Board		Secretariat for Human Rights
Public Prosecutor's Office		Governmental Secretariats
Public Defender/Ombudsman		Universities
Children's Courts		Governmental Secretariats
Management and Advisory Board		ECPAT <sup>6</sup>

<sup>5</sup> Recommendations of the regional consultation on violence against children and adolescents in Latin America. Media. 1. Protection of the rights in the public agenda. (d) Establishing alliances (friendly, with work carried out together) with the media, that will reach the positioning mentioned, a method that has offered good results in gradual processes, it is the creation of a certain type of productions and contents.

<sup>6</sup> ECPAT-Brazil is a coalition of 23 organisations that work towards fighting commercial sexual exploitation in the country. The coordination of the group is shared between three organisations: Mulher Vida Colective (Recife), Associação Curumins (Fortaleza) and IBISS (Rio de Janeiro). The coalitions are led by the National Committee for the Fight against Sexual Exploitation of Children and Adolescents. The activities take place in all of the states of Brazil. Events that evaluate the national action plan for violence against children and adolescents are organised by them.

### **Management of the principle of confidentiality**

123Aló!'s team, and especially the counsellors, are capable of maintaining the principle of confidentiality throughout the process of contact with users. They provide a secure environment based on guidelines, principles, standards and legal resolutions that take into account the protection, confidentiality and promotion of the rights of the child and youth, especially those that are detailed in the Statute of the Child and Adolescent. As part of this basic principle of confidentiality, the counsellors inform the users in which circumstances what they say or report will not be kept confidential or private, such as in threatening situations. In these cases, identification is requested as well as basic information that would be passed on to protection bodies to make it possible to locate the user.

“Our attention policy doesn't ask children to identify themselves. It's very discreet and only in violent situations do we contact the protection area of the Guardianship Council when the child agrees to identify him or herself, this anonymity is the norm”.

*Ricardo Salles Molnar,  
Counsellor of the 123Aló! Helpline*

## **d. Participation of children and adolescents**

123Aló! bases its procedures on advocacy towards the fulfilment of policies in line with national programmes. The participation of children and adolescents in 123Aló! is possible through direct access to the service, as well as through different spaces where activities are organised with them. A clear example was the participation of children and adolescents in the initial stage through the implementation of a quantitative and qualitative study that had the aim of adapting the project to the local reality by listening to children and adolescents with violence-related problems.

Nowadays, 123Aló! chooses appropriate recreational activities to work with children, making it easier for them to take part in the processes of awareness, promotion and evaluation of different activities on themes of violence prevention and exercising their rights. Groups led by adolescents

voluntarily visit schools and institutions with the intention of strengthening participation in different ways.<sup>7</sup>

Another strategy of the team is the association with groups of young voluntary leaders that visit schools, institutions that work with children to increase child participation in different modalities, known as Health RAP. They also collaborated in the printing of booklets and leaflets, ways of making enquiries and talking about violence, as well as the possibility of obtaining protection.

### **Children and adolescents' opinion of 123Aló!**

During the Regional Study, the opinions of children and adolescents who participate in the activities of the Xuxa Meneguel Foundation were requested. According to these users, they found 123Aló! to be a useful service when dealing with certain situations that have taken place, or may take place, in their lives.

Conversations with mothers about 123Aló! revealed that they found it to be a very useful service, although they point out it is also important to work closely with families so they can understand their children's needs.

“I have a friend who was being bullied. She thought the best way out of it was to stay quiet, but then things got worse and she would always turn up with bruises. I had to talk to her, and it helped her a lot. But not all adolescents have those friends and the child helpline could play a similar role to stop these situations”.

*14 year old child from the Xuxa Meneghel Foundation*

## **e. Community mechanisms and accountability**

An important milestone in the history of 123Aló! was its alliance with the Secretary of Municipal Education of Rio<sup>8</sup> de Janeiro and Multi Rio . This alliance was based on the promotion of the helpline's work within Rights of the Child<sup>9</sup> in order to:

- Encourage the promotion and protection of the rights of children and adolescents in the school environment;

<sup>7</sup> Recommendations of the Regional Consultation on Violence Against Children and Adolescents in Latin America. Policies, programmes and resources for the prevention of violence. 2. Policies: education and culture. \* Promoting the participation of children and adolescents in the process for the establishment of public policies of prevention in the manifestation of all types of violence.

<sup>8</sup> A Municipal Company specialising in multimedia that has been working in education and culture for 19 years.

<sup>9</sup> Recommendations of the Regional Consultation on Violence Against Children and Adolescents in Latin America. 2. Policies: education and culture: a) Promote the participation of children and adolescents in the development of public policies for the prevention of all types of violence; b) Promote educational policies of respect and tolerance for differences; c) Promote social investment in the prevention of violence against children and adolescents with actions that will allow the increase of social capital.

- Contribute to facilitating an approach of the education system to the local services of attention, promotion and accountability;
- Contribute to the training of schools, children and adolescents and citizens in promoting activities related to 123Aló! which involved the direct participation of the public and volunteers.

“An initial way of gauging the opinions and level of satisfaction of children is when they call after having used the service to thank, congratulate and give us an update on their lives after the conversations they have had with us. Nevertheless, it’s necessary to create other mechanisms of feedback for them and, as an institution, inform young people about our results, as a way of accountability”.

*Cacilda Accardo, Counsellor of 123Aló!*

## **f. Advocacy actions for the inclusion of measures in public policy addressing child protection against violence**

123Aló! is part of the protection network for childhood, and takes an active role in events to raise awareness, promote and influence public policy related to the protection of childhood against violence.

One of the main impacts of 123Aló! is the alliance with the Human Rights Secretariat of the Republic Presidency (SDR/PR), which financed the ‘National Study on helplines for Public Purposes and Social Interest’. This study has described the potential of national helplines in preventing violence. The aforementioned study also understands 123Aló! as a child helpline that receives calls, provides attention and follows up on the cases that they receive. The study further highlights the importance of helplines and their contribution to children and adolescents, so that they can express themselves as part of the development of public policy.

In 2013, 123Aló! was recognised by the Observatory of Good Practices and Innovative Projects in Children’s and Adolescent’s Rights Issues in Brazil.

## **g. Financial and programmatic sustainability**

The executives and coordinators of 123Aló! carried out important actions for the financial and programmatic sustainability of the child helpline. There is a constant search for new funding sources, whilst the programmatic part consists of the work with non-governmental and governmental associations, as well as private companies.

Embratel<sup>10</sup>, supports 123Aló! With landlines, as well as mobiles and internet. This contribution, is just one part of all the operations carried out by 123Aló! The Director of the Embratel Institute gave his opinion on aspects related to sustainability:

Fundraising is one of the most important areas that should be strengthened. The executives of NOOS and the team of 123Aló! have agreed on the lessons learnt regarding fundraising and sustainability:

“I believe the most important part of 123Aló! is that they have presented their data to the Secretariat of Human Rights, and that this information has become public, contributing towards the elaboration of public policies for the protection of children... All possible efforts should be made to explore all channels in order to ensure sustainability: more visibility, more contacts with international organisations. An important fact is that 123Aló! has been financed by the National Human Rights Secretariat, they work very closely together. It’s great to find these strategies to remain connected with the government, as this can help contribute financially.

... I consider it necessary to have a strategy that attracts the attention of financial institutions, private companies, and the government, making it well known how important the project is for the well-being of youth”.

*Luiz Bressan Filho, Director of the Embratel Institute*

<sup>10</sup> Embratel is a non-profit organisation based in Rio de Janeiro, founded by Telefónica and Celular, as part of their Social Responsibility programme, with the goal of promoting cooperation in the establishment of educational, scientific and social programmes.

“Not depending on just one source of funding and being able to count on one or more professionals who dedicate their time to the development of a project according to the parameters of the different sources of funding – obviously, within the directives and institutional mission of the services themselves.

To count on an administrative team for the process of specific fundraising (not necessarily a large team) to present tangible and coherent documents that are easy to understand and visualise, in which accountability should be included as one of the established parameters.

The ideas for sustainability will emerge from constant and systematically supervised work, with ongoing training and dialogue between coordinators and supervisors of the operating team. Promoting and fostering the team to actively propose ideas and changes that would enhance the quality of the service, based on their proximity to users.

“Another condition that ensures long-term sustainability is maintaining constant proximity and face-to-face availability with children and adolescents, and paying attention to their needs, ideas and proposals, striving to put them into practice whenever possible and feasible at any time of the service”.

*Vania Izzo de Abreu, 123Aló! Co-coordinator*



## Case study of SaferNet- Brazil



### b. Key features

SaferNet is a civil non-profit organisation that has no political, religious or racial affiliation. It is dedicated to the prevention of, and action against, crimes, and particularly those crimes carried out online. It operates via chat, from 13:00 to 19:00 Mondays to Fridays, and via email, using the dynamics of a virtual service, without the need for contact in real time as users can leave messages and check their replies later. It operates on a national scale with alliances to cover specific requests. It has also offered guidance on an international level through their website [www.helpline.org.br](http://www.helpline.org.br)

SaferNet has adapted to new technologies based on the free software available on the web. When it receives a complaint, the child helpline works so the content is withdrawn from the internet, contributing directly to the restoration of the right of the injured party.

The service also seeks to grant total accessibility to every child and adolescent in the country, although there are still

existing areas where the internet has not yet reached, and therefore, many children still do not know how to use it. The primary motive of the team at SaferNet is solving the problems of those who use the service and who are then able to verify that the offensive content reported has been removed from the web. They also explore the possibility of developing new projects and start-ups within the framework of the respect for all rights.

“All of our services are addressed to children, however, due to current regulations, parents’ authorisation is needed for psychological support which makes the job more difficult. I believe that the authorities should have more knowledge on the services of the child helpline, since due to these limitations we can’t help the children as much as we would like”.

*Blanca, SaferNet operator*

SaferNet solely offers help through the internet, email or chat. It is a virtual service, offering information and guidance, as well as being an online reporting portal in the case of violation of human rights over the internet, when individuals, especially children and adolescents, believe they have to take measures to protect their rights.

The main actions developed by SaferNet are detailed below:

- Training of state authorities: police and court officials, and especially teachers and educators on human rights, safe use of the internet, prevention of violence in virtual network services as well as other emerging issues. SaferNet has developed suitable training material adapted to the needs of each type of user.
- Implementation of virtual training sessions for trainers, supported by video images -mainly for teachers - thereby making it accessible for those professionals who cannot personally attend or take part in the sessions.
- Development of the material to increase awareness, as well as information for children and the population in general. Part of the material was developed during the period of alliance with Petrobras.
- Participation in major events with the promotion of SaferNet and the dissemination of themes related to safe internet use and human rights..

### c. Coordination of the protection systems and referrals

Cybercrime is coordinated directly by the federal bodies responsible to deal with these types of crimes, while other non-virtual crimes are passed on to the corresponding bodies and are not followed through or counted as reports to the service..



Figure 3: SaferNet's homepage

To refer cases to other services, there is a mapping of virtual networks, at a national and international scale, when there is overlap with Brazil's borders. When the user's complaint cannot be responded to, the case is passed on to other collaborating bodies, as they have information of the 351

guardianship councils registered online. The user's identity remains anonymous.

SaferNet has the support of the National Cybercrime Centre, the only one in Latin America, operated by this organisation and other bodies of the state of Brazil.

They may also suggest that an individual seeks assistance in person, not only information or guidance, but for any situation that the subject may be experiencing that might require this help. This is another use of the mapping system.

### d. Coordination of the child protection system

#### *The service operates in the following way*

1. The person, who may be a child, adolescent or adult, files a complaint to SaferNet or an associate organisation that examines the contents (most of the complaints made by adolescents are related to private content posted on the internet without their consent).



2. SaferNet studies the case and collects evidence, prepares the official report if there is sufficient evidence to do so, and the report is then sent to the provider responsible, the competent authorities, or an international "hotline".



3. The authorities can either open an investigation, or the service provider can remove the content from the web. In this way, the activity stops and the violation of rights is ended. The reports, depending on the case, are then passed on to the following alliances:



Federal police  
To one of the 14 public Ministries  
Chamber of Deputies  
Federal Senate  
Human Rights Secretariat of the Presidency of the Republic

To report a site that contains evidence that human rights are violated, a form should be filled out. The form can be found on the official SaferNet website or any of the state partner sites. Once the report is received, the SaferNet team will guide or redirect the case to other services that can make themselves available for a personal interview (this will depend on the case). The map of associates offering this particular support is used for these situations.

“Our site and the totality of the psychological service in Brazil have this guidance to offer, with the federal seal of psychology. The psychologists should be accredited and they need to get authorisation to offer the service. They can offer a service of guidance and reconciliation, but as a team of psychologists, they must have the authorisation from a professional board, a lot of the information had to be organised according to the demands of the board...”

*Juliana, SaferNet, technical department*

The system has a call register with its respective classification and monitoring system, from the moment the site is accessed, the register is activated. Likewise, the report or complaint is registered, as happens with SaferNet’s reply and the number of times the user visits the site.

The service has an automatic system that also identifies the level of satisfaction of users, which is useful for tracking the opinion of those using the service.

#### **Use of the principle of confidentiality**

In relation to confidentiality, there is a subheading on the SaferNet website that clearly informs, in straightforward language, about the confidentiality and reliability of the service.

The team of professionals who are in contact with users is made up of psychologists. As an organisation, there is not a proper ethical code of conduct, however, their job is developed within the framework of the professional psychologist’s ethical code.

The SaferNet website establishes a clear and straightforward commitment to privacy and confidentiality. However, it is established that when a child or adolescent is in danger, it must be made clear to them the importance of passing on the information to another body, thereby concluding the confidentiality stage, in order to seek the help needed. The bodies referred to will be based on the mapping system of collaborating organisations.

### **e. Participation of children and adolescents**

The phenomenon of social networks as an instrument of civil participation has gradually gained importance. The access to internet and the proliferation of mobile telephones make it easier for citizens to take part and, as a result, their opinions on social, cultural, economic, political, and many other issues, can be made known.

Within this reality, SaferNet has managed to find a place as one of the most important experiences in Brazil, in the promotion of the safe and correct use of the internet, addressed to children and adolescents, in a friendly, flexible and innovative way. On the other hand, SaferNet has successfully established a system of direct conversation with children and adolescents, making it possible to know their needs.

The Regional Analysis regards SaferNet as a leading institution that establishes a channel to successfully obtain new ways of youth participation through social networks.

The promotion of the child helpline is also carried out by children and youth, as they spread the word on its existence, highlighting privacy and confidentiality factors.

The involvement of children and youth in spreading the use of the helpline counts as the participation of children and adolescents, since they provide a channel that raises awareness of the existence of the service, especially highlighting its confidentiality policy.

“The first phase was getting the service started. The child helpline operators had to restructure the “Pool of Answers” to reply to requests via email. The whole system had to be re-adapted to the people using it. The team had to create and change everything for the new internet system. It is still in the works, which started round about August of last year, and we started a link in September, with a national campaign...”

*Rodrigo Nejm, Director of SaferNet*

### **f. Community mechanisms and accountability**

Due to the features of the child helpline, it does not have community mechanisms of accountability.

### **g. Advocacy actions for inclusion of measures in public policy addressing child protection against violence**

Advocacy actions for inclusion of measures in public policy addressing child protection against violence

- Defence and responsibility: Dissemination aimed at the actors and subjects on the rights of their daily life.
- Prevention and training: Creation of online resources on education and prevention to be used by educators, children and adolescents. SaferNet has become a

government ally in the practical training in cybercrime investigation of different governmental bodies: authorities, federal and civil police, public officials, federal police delegates, key players of the judicial system and judges.<sup>11</sup>

- Research: Innovation in lobbying efforts and justification of the different actions for implementing public policies.
- Social mobilisation: SaferNet uses this means of advocacy to influence the creation or strengthening of public policy focusing on the protection of children against violence. Likewise, it has managed to involve the main suppliers of virtual systems and other important municipal, government and state networks in such a way that they are the main allies of the initiative.

“The Public Prosecutor’s Office oversees the fulfilment of the Statute of the child and adolescent in these themes. SaferNet helps us to adapt our public policies in order to deal with these new crimes. We’re proposing that SaferNet starts up a curricula programme to train lawyers, teachers, including children and adolescents, without having to make them the leading players”.

*Rossana Mendoza, Public Ministry Official*

The child helpline has the support of Red Globo, the most important television channel in Brazil, for positioning the theme in the public agenda. This collaboration enables the creation of programmes that are free of charge, as a part of this company’s corporate social responsibility.

SaferNet has also established alliances with companies such as Facebook and Google, so that when there are reports on the inappropriate use of the internet, or the violation of children’s rights, they can remove the images or reported contents.

Likewise, SaferNet has international allies, such as the Internet Governance Forum (IGF), INHOPE, INSAFE.



**Figure 4: Presentation of the themes being developed**

## h. Financial and programmatic sustainability

SaferNet’s advocacy efforts are acknowledged, as it is the only organisation in Brazil that performs this specific role related to the protection and restoration of rights that have been violated over the internet.

“In relation to sustainability, SaferNet, has a long experience in the administration of public funds, those from the State, international organisations and private companies, as well as fundraising for specific projects. In addition they also leverage additional funding for approved projects. They point out that the hardest thing is the payment of professional fees, due to work requirements established in the current laws in Brazil”.

SaferNet’s progress on the safe use of virtual networks for the protection of children, has been acknowledged as unique by both civil society and government. As a result of this, there are institutional plans to continue strengthening the strategies and actions that respond to the emerging needs in virtual networks.

SaferNet has no plans to transfer the project to the State, but rather strengthen the alliance that has been built up to date.

The service has a strategy and contingency plans to remain operational and accessible for children in case of technical communication failure

<sup>11</sup> Information on the following websites: [Twitter.com/safernet](https://twitter.com/safernet); [Facebook.com/safernetbr](https://facebook.com/safernetbr); [www.safernet.org.br](http://www.safernet.org.br); [Unidospelainfancia.org.br](http://unidospelainfancia.org.br); <http://www.SaferNet.org.br/site/Weblines/Infografico>

## 4.2. Nicaragua

### a. Regulatory framework and established protection system

#### *The Constitution of Nicaragua*

Article 71- Establishes that children shall receive special protection. The Convention of the Rights of the Child is fully enforced in this regard.

#### *Law 287 establishes the Code of Children and Adolescents (1998)*

Article 56 - Defines that the National Policy of Attention and the Integral Protection of the rights of children and adolescents are public in nature and will be formulated and executed through a Multisectoral Council established by the State, of shared responsibility between the government and different segments of organised civil society.

The National Policy of Comprehensive Attention comprises basic social policies that are characterised by universal services that children and adolescents have the right to access; aid policies for children and adolescents who are living in conditions of extreme poverty; special protection policies for those whose rights are being threatened, and Safeguard Policies, that grant rights in relation to the specialised criminal justice system (Art. 57), which will promote its implementation in a decentralised way, in self-governing regions, municipalities and communities (Art. 60).

In Article 83, a series of protection measures are mentioned, that should be applied by the administrative authorities, in those cases where there is evidence that the rights of children and adolescents have been violated. This protection includes admission into a programme of psychological and psychiatric treatment, as well as reintegration back home with or without specialised psychosocial or judicial supervision. Additional measures can include: rehousing, inclusion in a programme of rehabilitation and guidance for children and adolescents with problems of addiction, and providing shelter, amongst others. A special regulation regarding the restitution of the rights of children and adolescents has been drawn up in the form of special protection measures, designed as a response to the different situations in which children's rights are violated or are at risk of being violated. This regulation is an official document that sets out the administrative procedure to be followed in order to restore rights, as well as offering the special protection, granted by the Ministry of Family, which led to the setting up of the child helpline 133, as one of the means through which the reported cases are identified.

#### *Law 287 creates the National Advisory Board for Comprehensive Care and Protection of Minors*

Comprised of governmental and civil bodies (Art. 62). Its organisation is regulated by Act 351 of the National Assembly and in July 2000, the law was approved through Decree 63-2000, the General Regulation of this law.

#### *Act 351*

The National Advisory Board for Comprehensive Care and Protection of Minors is the governing body that establishes and coordinates the implementation of the national policy regarding the care and comprehensive protection of children and adolescents. The Board is under the Presidency of the Republic and serves as a means of liaison between governmental institutions and coordination with other powers of the state, and organised civil society.

#### *Act 290 of February 2007 and the Presidential Agreement No. 157-2007, of March 2007*

The responsibility for the implementation of comprehensive actions for the benefit of vulnerable groups in society, amongst which children are included, is reassigned to the Ministry of Family.

Regarding this change, the Committee on the Rights of the Child pointed out in their final observations that the National Advisory Board for Comprehensive Care and Protection of Minors (CONCAPINA) forms part of MIFAN, which will have repercussions on its general coordination with civil society, amongst others.

The Committee recommended to Nicaragua that the Children and Adolescents Code should continue to be part of the general judicial framework. It is also complemented by new specific laws, such as the new Family Code, that has not been adopted as of yet. They were also advised to assign the appropriate human, technical and financial resources necessary to enable the full application of the Children and Adolescents Code, as well as the laws related to the protection and promotion of the rights of the child (Committee 2010, Nicaragua paragraph 9).

# Case study of Línea 133



## b. Key features

Línea 133 was set up in 2005 and is part of the current Social Welfare System MIFAN, wherein its actions are developed in the framework of the Information and Guidance Centre (CIO), in order to achieve the restitution of the rights of children and adolescents. The service is available to any citizen that might need help or that wants to report physical or psychological abuse, as well as human trafficking. It is available across the whole of Nicaragua.

The child helpline is a public body under the aegis of a governmental institution, the gender policy driven by the government has full force and effect. Therefore, the child helpline selects its staff based on: ability and merit, gender equity, equal opportunity and rights, as well as non - discrimination.

The child helpline operators coordinate with different institutions including the Ministry of Women, National Police, Public Ministry, Ministry of Interior, and the department for Forensic Medicine which depends on the court system. Calling the child helpline is free of charge from any telephone or mobile phone, and reports can be personally filed at the MIFAN's offices, although this measure is usually taken by adults. MIFAN has an official website where the work of the child helpline is promoted.

The creation of Línea 133 also responds to the recommendation of the UNVAC on the responsibilities and measures that the State should take in establishing new ways of reporting, and the setting up of accessible and adequate services for children and adolescents to report any violation of their rights.

The child helpline offers secure, confidential and accessible services for children, adolescents and other family members, with the aim of offering guidance and information to the general population. They also intervene in different situations in which rights are violated such as child abuse, abandonment, human trafficking, commercial sexual exploitation, parental negligence, and pensions for the re-establishment of family relationships.

The child helpline's goal is to inform and offer guidance to the general population and intervene in situations when rights are being violated within the household.

The main actions developed by the child helpline are the following:

- The helpline operators coordinate with other institutions of MIFAN, as well as external actors that can collaborate when there are cases of violation of the rights of children and adolescents.
- The helpline has an induction plan for helpline operators. The technical team and the operators are very aware and well prepared for their task of offering a service that is inclusive and respects diversity, and that values the emotional health, self-esteem and respect towards childhood.
- There is a plan for mass communication aimed at the population for the prevention of violence that is implemented throughout the year via mass media, and other smaller scale communication means.
- The child helpline has a system with its respective tools for the gathering of information in order to achieve the restitution of rights, and monitor the development of each one of the cases. There is a call logging system for classification and monitoring. Also, there is a Guide for Attention to Victims that offers quality, protection and confidentiality throughout the whole process.

“We, as the Ministry of Family, Adolescents and Childhood, have faced a big challenge in maintaining a standard of quality and uninterrupted service. We have always worked on improving the instruments we work with. In our first stage, we worked on the strengthening of human talent. In the second one, we are strengthening the systems of statistical control, focusing on improving our instruments; we are working in the short and medium-term, on the creation of a new instrument to guide and help the task of our analysts, such as Information Centre technicians. These steps start the moment the phone is picked up; how to give guidance and assistance over the phone, active listening and having assertive communication to get the information across to the citizen in the best possible way. We certainly have an instrument that deals with the procedure, but we consider that the process needs to be enriched to resolve some remaining problems, this is the challenge”.

*Katya Jaentschke. Director of Rights Restitution MIFAN*

- There is a strict procedure for the selection of candidates during the recruitment process, in order to reduce the danger of hiring the wrong personnel.

Línea 133, being part of MIFAN, shows the commitment and political goodwill of the State, showing its responsibility in implementing the recommendation of the UNVAC and what is established by CHI.

### c. Coordination of the protection system and referrals

“I believe that if we observe the protection systems, from the institutional point of view, its work should be coordinated and have different means of access so that children can submit reports on situations that they experience in places such as schools or sports centres. The recognition of the value of a child having the possibility to exercise his or her right to make a statement, complain or report a situation, is really not being taken seriously enough by the adult world. In this context, I believe telephone child helplines that have been established and developed in many countries, are a very good initiative, whether private or public, depending on the country”.

*Jorge Freyre, REDLAMYC Director*

MIFAN has an organic structure divided into departmental delegations, which answer in a coordinated way to victims of violence. The personnel has knowledge on the Convention of the Rights of the Child, the UNVAC and the protocols that are to be followed in each case.

Línea 133 is fully coordinated with the protection systems and its technical operating team works with institutions such as the National Police and their specialised units dedicated to the restitution of rights in the legal and administrative framework of Nicaragua. The child helpline has collaborating associates in different organisations of civil society for the same purposes.

According to the regulation of the restitution of rights and special protection for children and adolescents of MIFAN, a manual has been developed highlighting the types of cases that the child helpline answers, the flow of the help given, and a resource directory. In the document, an intercultural approach can be noticed, bearing in mind the importance of respect to culture, ethnic background, religion, as well as the condition of disability.

As part of the referral and counter-referral systems, instruments have been developed for application throughout the procedure to grant protection and confidentiality to the caller. One of these instruments is the form for referral and counter-referral for the Comprehensive Care and Protection of Children, Youth and Adults:

#### **Use of the principle of confidentiality**

The child helpline acknowledges the fundamental principle of anonymity for those who report any infringement, more so for children and adolescents. The services respect confidentiality within the legal and administrative regulations of Nicaragua, but also according to the protocols established by CHI. Therefore, confidentiality is guaranteed by the action protocol in line with the UNCRC and the laws of childhood protection. Each one of the professionals (lawyers, psychologists and social workers) are prepared to respond to emerging issues, and are trained in the norms and the procedures to offer a fast, effective and confidential reply.

#### **Flowchart of cases**

A report is received from the National Police, Departmental or District Delegations – Legal Aid, Ministry of women – Line 118 (police) - Public Ministry – Departmental Headquarters – Organised Crime and Narcotics Unit – Ministry of the Family, Adolescence and Childhood – Departmental or district delegations.



Channelling of complaints through the child helpline 133 depending on the case, the following actions take place:



Immediate checking of the report and help and care for the child or adolescent.  
National Police and Public Ministry intervention.  
Rescue, care and investigation; application of criminal legislation and instruments of established procedure at an institutional level.  
Referral to the Ministry of Family, Adolescence and Childhood.  
Adoption of urgent protection measures (admission to a NGO Protection Centre, return home or ideal family resources).  
Comprehensive emergency medical and psychological care.  
Accompanied access to an Institute of Legal Medicine or health centre.

“We are in constant communication, which allows us to act uniformly. We have created the most precise instruments. As soon as we have knowledge of a report, a form with all the data is sent via email to the territorial delegation, who monitor the situation... all of this is included in a report that is handed in by a public officer at the end of their shift: from that moment onwards, everything that happens in 24 hours is registered”.

*Child helpline 133 Operator spokesman*

Being consistent with the legislation and procedures, the requests for support through the child helpline are received by MIFAN, and then the respective advice given, the support, monitoring and evaluation of individualised plans for the restitution of rights and family strengthening programmes to ensure an optimal reintegration are managed by them.

## **d. Participation of children and adolescents**

A significant amount of contacts received do not come from children or youth. Mostly, it tends to be adults who use the service.

Even though there is currently a team of young people who warn about cases of possible violation of rights or abuse, the executive and technical team of the helpline have highlighted the need to implement useful methods that increase the contact with children and youngsters. Currently, the child helpline does not have a plan to promote increasing child participation, which would be reflected in their involvement in the various stages of needs diagnosis, activity planning or even how to monitor and evaluate in an enforceable way.

## **e. Community mechanisms and accountability**

There is an institutionalised practice at the Línea 133 to coordinate with local bodies, and with the municipal commissions of childhood which have an interinstitutional, multisectoral and community network. Within this structure, different municipalities work to plan actions for the rights of the child.

## **f. Advocacy actions for inclusion of measures in public policy addressing child protection against violence**

The State of Nicaragua has fulfilled the recommendations of the UNVAC, creating Línea 133. It now works alongside the civil society, having made progress in the creation of instruments such as the “Guide for Attention to Victims”<sup>12</sup>.

It is important to highlight the political will of the State of Nicaragua in assuring that the Línea 133 will continue offering its service, improving the quality of its services according to the parameters set out by CHI.

## **g. Financial and programmatic sustainability**

Línea 133 is financially and programmatically sustainable, as it forms part of the child protection system of the State. Also, this stability exists due to the effectiveness in its achievements in promoting the protection and rights of the child.

The government of Nicaragua has shown political will to work on the planning funding that allows for the normal functioning of the child helpline 133, whilst also seeking other funding sources. These include the process of approval of the MIFAN Project, financed by the International Organisation for Migration, which will also directly support the strengthening and improvement of Línea 133.

“...so in the case of Granada, we have been working to strengthen the children’s defender’s office, coordinating with child helpline 133 on the issue of protecting of the rights of the child. Strengthening consists of the prevention, protection, defence, sanction and social control of the rights of the child. A commission, for example, started to work with the referral system based on that of the MIFAN that has been implemented for a few years, specifically focused on the rights of the child. It is important to mention that within the commissions, meetings and training take place where all the organisations and citizens can take part in if they wish, with no distinction being made between them... The commission is open to everyone and is fully inclusive”.

*Municipal Commission of Childhood of Granada*

<sup>12</sup> This instrument serves the purpose of gathering initial information in order to accomplish the restitution of rights, as well as being used for the permanent monitoring of what takes place in each of the cases attended or known.

## 4.3. Jamaica

### a. Regulatory framework and established protection system

#### *Convention on the Rights of the Child*

Jamaica has ratified in the Convention on the Rights of the Child. However, as in most of the States of the Commonwealth, ratified treaties do not have a binding effect at a State level, even if these are related to human rights, unless they are incorporated within domestic law. Therefore, the Convention on the Rights of the Child and other ratified human right treaties of Jamaica are only valid if they are incorporated into their legislation. Equally, the application of the provisions in the treaty fall out of the scope of the courts of Jamaica, unless these provisions are included in domestic regulations (UNICEF, 2004).

#### *Child Care and Protection Act*

With the idea of incorporating the Convention into domestic law, the Parliament adopted the Child Care and Protection Act, 2004. Additionally, an amendment of the Constitution was made in April 2011, through which there was an adoption of the Charter of Fundamental Rights and Freedoms, where the specific protection of children as well as free nursery and primary education was included.

The Law covers some aspects related to the rights recognised by the Convention on the Rights of the child, specifically those related to children who require care and attention due to abandonment, victims of abuse, child labour, as well as adolescents and youths with legal and justice problems, but the laws don't deal with the rights of the child and adolescence in their entirety, rather in a fragmented and one-dimensional way (O'Donnell, D., 2004).

Worse, is the fact that the current law establishes principles that contravene the standards of human rights and the rights of the child, such as Section 24, that grants parents the power of taking their children before the juvenile justice system when they consider them "unmanageable". In such a situation the court can see fit to either; send them to a juvenile correction facility, place the child in the care of another person other than the parent or guardian, or release the child or youth under the supervision of a probation officer.

#### *Children's Advocate*

Regarding the institutional framework created by the 2004 Law, it is important to highlight the establishment of the Children's Advocate, created as a parliamentary committee. Two years after the law was implemented, in early 2006, the Advocate started operating. One of the main duties of the Advocate is the legal representation of children when Ministries, departments or governmental bodies violate their rights. Other services of the Children's Advocate include:

- Providing legal representation for children who would not be able to acquire it any other way.
- Supervision of the legislation regarding the rights and best interests of the child.
- Offering legal advice and making recommendations to Parliament, or any other Ministry, regarding matters related to the rights and best interests of the child.
- Taking legal action – of a non-criminal nature - in any Court of Justice, related with any law practices that might affect the rights and best interests of the child.
- Intervene in any proceedings before a court as *amicus curiae* (friend of the court), in any case related to the rights and best interests of the child.

#### *Office of the Children's Registry*

The Law of Childcare and Protection also created the Office of the Children's Registry (Article 5), which keeps a register according to the legal obligation of presenting reports whenever there is information, or the suspicion of a child that has been, is or is in danger of being abandoned, neglected, physically or sexually abused, or in need of care or protection (as defined in Article 8 of the Law). The Office of the Children's Registry began its activities in 2007. A group of people, depending on the task they perform, have the obligation of attending children and adolescents, these are: doctors, nurses, dentists, mental health professionals; health centre administrators; school headmasters, teachers and other education professionals; social workers and other professionals that offer social services; owners, operators and employees of nurseries and other children's institutions, and any other person that by virtue of their work or occupation, has the responsibility of attending to the care of children.

### **Child Development Agency**

In 2004, the Child Development Agency was set up, originally dependent on the Ministry of Health, and recently on the Ministry of Youth and Culture. The implementation of the Law of Childcare and Protection is the responsibility of this agency, which also is in charge of the development of strategies for the implementation, coordination and regulation of the policies and national programs that promote the rights of the child.

The creation of the aforementioned agency has reduced the level of fragmentation and allows a systemically centred approach. However, according to the information obtained from interviews carried out for the purpose of this Regional Analysis, the agency does not have the characteristics or competencies necessary for it to become the governing body with powers of coordination and articulation of policies and programs for children and adolescents in Jamaica. Its main function is related to the legal responsibility of children in need of care and protection, in other words, those who have been abused, neglected or abandoned, as well as children with behavioural problems.

### **Children's Advisory Panel**

Regarding to the right of participation, the creation of the Children's Advisory Panel is remarkable. The group is formed by 15 members who range in age from 12 to 17, and was set up to offer their vision and guidance to the agency on many different themes. These include national policies centred on children, and emerging issues that affect children and adolescents. The members of the panel serve for two years, having been selected by a large sector of society.

### **Latest report of the Committee on the Rights of the Child**

Based on the information given by Jamaica in its latest report before the Committee on the Rights of the Child, the government has not yet established a recognisable governmental body for the coordination of all the activities related to the application of the Convention on the Rights of the Child, in accordance to the recommendation made by the Committee in their final observations in 2003 (Child Development Agency, 2011).

## Case study of **KARE-5273- Jamaica**

### **b. Key features**

KARE-5273 is part of the Children's Coalition of Jamaica (CCJ), an inter-institutional organisation that began its activities in 2009. CCJ was created after a series of discussions at a national level leading to the conclusion that there was a need for a coordinating group to support the work of organisations that serve the children of Jamaica, to deal with issues related to the strengthening of opportunities and public education and advocacy. One of these actions was the proposal of re-opening the child helpline that would be named KARE-5273; a child helpline that existed previously, but disappeared due to financial reasons.

KARE-5273 can be accessed via landlines and mobile phones by any child or adolescent who is aware of the services of the child helpline, and who wants to be listened to or receive counselling on any issue. The child helpline KARE-5273 identifies children and adolescents as the main focal point of their activity.

The principles of KARE-5273 are aligned with those of CHI, to the extent that children, adolescents and their families, can enjoy the right of having a professional, individual and



confidential service at their disposal that respect cultural sensibilities, and are timely in nature.

The main actions developed by this child helpline are the following:

- The child helpline works from 9:00 to 17:00. The child helpline has received phone calls from children as young as the age of 6, as well as parents. According to the child helpline's team, the calls deal with different issues. Some children call to talk about day-to-day matters, difficulties with their studies, emotional relationships and problems with their parents.
- The helpline operates from the premises of the RISE<sup>12</sup> Life Management Services Institution, due to an inter-institutional agreement with the Children's Coalition of Jamaica. The association with RISE shows the importance of work in co-operation with institutions, which contribute to the smooth running of KARE-5273.
- In order to offer guidance through the child helpline, a Counselling Protocol and Handbook for Helpline Volunteer Counsellors has been developed. The

13 RISE is the acronym of the Educational Institute "Reaching Individuals through Skills and Education", an institution in association with KARE-5273.

“In the past, the Jamaica Foundation for Children operated a child helpline for children and adolescents, but it stopped its activities in 2006. From 2009 to 2011, the Children’s Coalition of Jamaica worked on the National Policy of Parents and the National Framework for Childhood. In this operation the Children’s Coalition of Jamaica agreed to take up the activities of the child helpline. Since January 15th 2013, the Children’s Coalition of Jamaica offers the services of the child helpline 1888-429-KARE-5273 for children and adolescents, as well as their parents. This is a confidential service that offers referrals, and is available and accessible for both children and Jamaican families who may require the service.

The child helpline KARE-5273 fully subscribes to the recommendations of the UNVAC, regarding the responsibilities and actions that should be taken by the State to create reporting systems, as well as providing accessible and adequate services that allow children and adolescents to file reports on violations of their rights.

We are working hard to make KARE-5273 a service with the mechanisms necessary to guarantee access to secure and confidential services, accessible for children, adolescents and people in their environment.”

*Brigette McDonald Levy, CCJ Private Sector Collaborator*

document was created with reference to the principles and standards of CHI, but also relied on the contributions of other institutions and professionals. Technical support was given by RISE, an institution that works with adolescents and youth to foster healthy life styles, the child helpline in Canada and the professional members of the Children’s Coalition of Jamaica. The document was financed by the Grace Kennedy Foundation.

- The child helpline has approximately 60 volunteers who offer counselling in the evenings, from 18:00 to 22:00. There is a lot of interest shown by young professionals who are willing to offer their services voluntarily, knowing that the child helpline KARE-5273 is a service working mainly for the prevention of violence against children.
- The service can be accessed either by landline or mobile phones. An agreement exists between the child helpline and LIME and Digicel<sup>14</sup>, the telecommunication companies that provide their services free of charge. The service is also expected to be available via the internet in the near future. The support of LIME and Digicel are the result of the advocacy and promotion efforts by the Children’s Coalition of Jamaica to raise awareness of the need for KARE-5273 in Jamaica. This was achieved by targeting the social responsibility departments of different

institutions, and encouraging them to take part and enable freephone calls to be made to the child helpline.

- Thanks to the rigorous system of staff selection, the CCJ only hires experienced counselling professionals, people aware of the situation of children in Jamaica, the human rights approach, as well as the social, economic, and cultural reality of the country.

*“I have worked here for two and a half months, more or less. I have experience working as a child and adolescent counsellor, but in person, not through the child helpline.*

*As soon as I started working, I was trained in potential themes that I’d be dealing with through the helpline. I was given a Protocol and Handbook for counsellors<sup>15</sup> which is clear and specific regarding the potential cases that may come up on the helpline, such as an abuse report. The Protocol and Manual also contains the main goals and principles of the child Helpline, difficult situations that may arise and the communicative skills I should continue to develop and improve on a daily basis.*

*In order to always have a relevant answer for each case, there is always the option for me, and other volunteers, to get in contact with a supervisor or professionals in different specialised areas that form part of Children’s Coalition of Jamaica.”*

*Anarie Blair-Hamilton  
Counsellor at child helpline KARE-5273*

## **b. Coordination of protection systems and referrals**

The child helpline KARE-5273 has a directory of institutions to which they can refer relevant cases. There is an obligation to call the institutions that have received referrals in order to monitor those cases that are referred to them.

Due to the careful selection of institutions that form part of the referral system for specialised counselling, the KARE-5273 team has full confidence in the quality of the services they have to offer.

With regards to those cases that are referred onto protection systems, although there are channels through which to refer those cases that require it is still necessary to establish interagency protocols to ensure case referrals. This requires a process of sustained advocacy.

### ***Use of the principle of confidentiality***

The child helpline KARE-5273 guarantees the protection of children, and the confidentiality of the user. The child helpline informs each child or adolescent about the circumstances

<sup>14</sup> LIME and Digicel are the cable and telephone services that operate in Jamaica that enable users to make calls to KARE-5273 free of charge.

<sup>15</sup> Counselling protocol and Handbook for Helpline Volunteer Counsellors. Children’s Coalition of Jamaica. Grace Kennedy Foundation.

under which the information would no longer be kept confidential; for example, in cases of child abuse or when a threatening situation exists for the child, in which case the authorities will be notified so they can manage it.

The child helpline ensures that none of the information provided by the user will be divulged or used for the promotion of their services, advocacy or fundraising. However, in order to guarantee the confidential service, KARE-5273 is developing a short-term protocol in order to protect the information obtained.

“When we go to schools to promote our services, we have materials to distribute. We are always welcomed by the children, adolescents and teachers. In the visits, we promote the child helpline, inform how to get in contact with us, the respect for confidentiality and promotion of the rights of the child.”

*Anne Blair-Hamilton, KARE-5273 Counsellor*

#### **d. Participation of children and adolescents**

At present, KARE-5273 promotes their services in schools. The messages are centred on how to contact the child helpline, ensuring it is secure and confidential.

In the short term, a methodology is planned that will lay out how to bring together children and adolescents from different educational institutions, to involve them in the diagnostic phase of requirement analysis, design and action planning, along with monitoring and evaluation.

Parallel to this, there is the intention of making children, adolescents and the community part of a process that would influence public policy on issues regarding the prevention of violence. The child helpline team, and members of the Children’s Coalition of Jamaica, acknowledge that this aspiration will be achieved in the medium or long-term, depending on the management of strategic alliances and innovative agreements.

#### **e. Community mechanisms and accountability**

At the time this study was carried out, there was no a plan for community mechanisms and accountability. However, talks were held with a group of mothers who unanimously

“The existence of this child helpline, I believe, helps many children, many of whom probably want to talk about their problems and, although it may not seem that way, adolescents are the ones that have more problems. They don’t want to talk to their parents, communication might have disappeared and then the child helpline comes in useful. If we know the child helpline intends to improve the situation, we will demonstrate in order to demand that organisations and authorities maintain and improve these child helplines”.

*A mother*

stated that the child helpline should be valued as a resource that solves many situations regarding the demand for counselling children and adolescents. They mentioned that once it is shown that KARE-5273 effectively helps to prevent violence, and therefore protects children’s rights, they would then be motivated to take an interest in demanding improvements and delivering effective results.

#### **f. Challenges and potential<sup>16</sup>**

The child helpline KARE-5273 has the advantage of functioning as part of a coalition of institutions that have a lot of experience with children’s rights, including programmatic aspects (design, implementation, monitoring, evaluation and advocacy), as well as with administrative and financial aspects, meaning that the child helpline KARE-5273 is being built on a firm foundation.

Although it might seem premature, it is important that KARE-5273’s team reviews the principles set forth by CHI, Standards and Practices, which will pave the way for the consolidation of a quality system. On a different note, it is important that the child helpline KARE-5273’s team takes note of the lessons learnt from other child helplines in the region, which have consolidated their good practice and can serve as an example to follow.

It is important that the participation of children and adolescents and their adult environment is strengthened. This should start from the planning stage and continue up to implementation, monitoring and evaluation. It should become the foundation on which community mechanisms and accountability can be realised, from children and their communities, through to organisations and local and national governments.

<sup>16</sup> Para conocer sobre los retos y potencialidades de KARE 5273, durante el Estudio Regional se entrevistó a Mary Clark de Children’s Advocate, institución jamaicana que forma parte del Comité Técnico de CCJ. La Sra. Clark fue además Directora del Instituto de Desarrollo Social y Género de Jamaica.

## 4.4 Bolivia

### a. Regulatory framework and protection system

#### *Political Constitution of the State*

Art. 60. Indicates that it is the duty of the State, society and families to guarantee the priority of the best interests of children and adolescents, regarding the importance of their rights, priority in receiving protection and relief in any circumstance, priority of attention in public and private care, and the access to the proper administration of justice with personal specialised attention.

#### *Code for children and adolescents (Law 2026 – October 1999) regulated by the Supreme Decree No 27443, 8th April of 2004*

Originally, it stipulated that the state entity in charge of policies for children and adolescence was the Ministry of Sustainable Development, a duty of the Vice-Ministry of Gender Issues. However, it is currently a responsibility of the Ministry of Justice, falling on the Vice-Ministry of Equal Opportunities and the Directorate-General for Children, Youth, Adults and the Elderly.

The Code does not set out commitments or specific percentages of budgetary resources that should be allocated for institutional operations and what should be included as activities within public policies. As a result, the Committee recommended that the Plurinational State of Bolivia should allocate the resources necessary for children, on a national, departmental and municipal level, pursuant to Article 4 of the Convention and to ensure a transparent and participatory budgetary process, based on dialogue and involvement of the public, particularly children (Committee for the Rights of the Child, Bolivia, 2009, paragraph 16).

#### *Supreme Decree N° 29894*

It modifies the organisational structure of the executive body of the Plurinational State established by the constitution of the Vice-Ministry of Equal opportunities, as part of the Ministry of Justice. This regulation in Article 83 determines the capacity of this Vice-Ministry, among others, to lead the process on a national scale, allowing the rights of children and adolescents to be guaranteed through the Directorate for Children. In the same way, Offices for Children's Advocates are set up, which are a free municipal service for the protection and socio-legal defence, dependent on each municipal government that is responsible for safeguarding the protection and fulfilment of the rights of children and adolescents.

#### *Law 2028 - Municipalities Act (1999)*

It states that the municipal government will be responsible for sustainable human development, the defence and protection of children and adolescents and the organisation and regulations of ombudsman offices (ECLAC – Collection of documents for projects. National systems of comprehensive child protection). According to Bolivia and to replies on the presentation of the report before the Committee on the Rights of the Child, the setting up and resulting operation of Children's Advocates throughout Bolivia has had a very strong impact. There are now currently 339 municipal Children's Advocate offices.

Beyond the regulatory framework existing in Bolivia, based on the information provided by the State, the low level of institutionalism of the municipal Children's Advocate in the region is a challenge, since the quality and sustainability of the service is not guaranteed. The technical and management capacities are limited with regards to the protection and restitution of rights, as well as the actions of promotion of rights and prevention of social risk (Bolivia Report, 2009).

# Case study of Línea 156- Bolivia

## b. Key features

The child helpline 156 has jurisdiction and scope in the municipality of La Paz and is part of the Municipal Plan for Children developed from 2013 to 2023, during which the helpline operation was included. The child helpline 156 is part of the Programme on Emergency Comprehensive Care of the Family and is a permanent free municipal service of comprehensive psychosocial and legal care for children, adolescents and/or victims of domestic or intra-family violence, integrated in the Children's Advocate<sup>17</sup> and the Comprehensive Legal and Municipal Service.

With the creation of this child helpline, the UNVAC recommendations have been taken on board, since there is now a space where children and adolescents can file their reports. The direct coordination with the Children's Advocates means that they are now responding to some extent to the restitution of rights. However, these advances are still in the early stages.

The main objective of Línea156 is to offer the population of the municipality of La Paz a service that can receive and channel reports on violence and abuse, to the extent that the competences of the Municipality are now involved in setting up the Children's Advocate as well as offering a Comprehensive Legal and Municipal Service with regards violence against women.

The child helpline 156 does not come under a specific directive, but rather depends on a lineal and functional management within the Municipal Government of La Paz. The management of the municipal advocate is dependent on the Human Development Office, where there are five departments, one for education, one for sports, one for gender and generational affairs, and the Municipal Advocate. The latter acts as a Child Advocate and offers Comprehensive Local and Municipal Services through a unit that offers comprehensive attention to families. Within that of the Child Advocacy, apart from the seven advocates, a type of emergency advocacy is set up, known as Línea 156, the number that must be dialled to access the services offered.<sup>18</sup>

The creation of the child helpline 156 had two phases; in the first one, back in 2005, the child helpline did not operate 24 hours a day and its phone number was different. The second, took place in 2009, when, due to the high demand, the child helpline started operating 24 hours seven days a week, and its phone number changed to 156.

“Since we approached CHI through Plan International, we've tried to ensure that the personnel that attend the calls are specialised in responding to emergencies, as the helpline differs from other platforms in the municipality, as in the past the personnel rotated between the child helpline and the ombudsman. The new approach is to have a team who are well prepared, and have received training, based on the recommendations of CHI, and improve the helpline with the experience of trained personnel that know how it operates”.

Marcelo Claros,  
Director of the Municipal Children's Advocate

The interdisciplinary technical team of the child helpline is formed by a coordinator and 8 professionals organised into three teams, each team working every 24 hours; with changes of shift every three days, meaning that every team that does a shift is interdisciplinary.

In relation to the training of the operators, the child helpline's team was not specifically trained as helpline counsellors. Over the last few years they have attended training courses and obtained certificates on themes of the rights of the child, general rights approach, legal counselling, conventions, as well as international and national regulations.

The main actions developed by Línea 156 are:

- **Specialised care.** Guarantee specialised and personalised care and attention for children and adolescents, as well as victims of abuse and/or domestic and intra-family violence, 24 hours a day, 7 days a week, 365 days a year.
- **User's satisfaction.** Ensure users' satisfaction with the provision of guidance, emergent care and attention, according to the needs of each case in need of protection or the restitution of rights.
- **Interdisciplinary support.** Offer interdisciplinary support to the Temporary Municipal Shelter<sup>18</sup>, Municipal Shelter, sharing the responsibility of the care of children and adolescents staying there.
- **Specialised attention.** Provide specialised and timely care through the child helpline, upon receipt of reports of violence and/or abuse and interdisciplinary guidance.

## c. Coordination of the child protection system and referrals

The system for case referrals and counter referral are clear, and the role of the child helpline is to pass on the identified cases to the Children's Advocate for monitoring.

In relation to the promotion of the work done by the child

<sup>17</sup> Child's Advocate- initiative called for by the Law 2026 to protect children and adolescence.

<sup>18</sup> Temporary Municipal Shelter. Set up by law to take in children and adolescents, victims of abuse, passed on from municipal children's advocates.

helpline, this is managed as part of the Children's Advocate, as a comprehensive pack where the advocacy deals with straightforward cases, whilst the child helpline deals with emergencies. It is disseminated through different forms of mass media (television and radio), as well as in Sunday Fairs where the community takes part, and also in the preparation of violence prevention campaigns. The events take place in districts and the neighbourhood associations take part.

The area of social work receives phone calls and reports; it offers emotional support when required which is performed by a professional psychologist on the child helpline. In case of rescue procedures, in serious cases or of rights violation, the judicial authorities or the Public Ministry are contacted immediately, and the legal aspects come into play.

"This year we had to hire personnel exclusively to answer calls, we are buying a central switchboard with two lines, allowing for two more phone calls at a time. In this case, the calls will be answered by a professional social worker. The ideal scenario would be to hire operators, but, for financial reasons, this objective hasn't been accomplished. The most frequent cases are those of physical and psychological abuse, sexual violence, human trafficking, exploitation, abandonment and/or neglect and violence at schools."

*Marcelo Claros, Director of the Children's Advocate*

#### **d. Participation of children and adolescents**

The strengthening of the networks of children and adolescents has not been promoted. Currently they are in the process of listening to the demands of children and adolescents in order to act accordingly. It is important to design a plan that has the active involvement of children and adolescents, so that they can exercise control over the process and demand accountability.

In some cases, children and adolescents access the child helpline, but most of the time it is generally adults who speak on behalf of a child or adolescent whose rights have been, or may be, violated.

There is still a risk that exists for children after contacting the child helpline, since they may have to go back to the same environment after the analysis of the case. For this purpose, coordinated work is carried out between the different advocates, with the support of social work for the monitoring of the cases after the child goes back to his or her environment. The challenge is to strengthen the system to achieve the best guarantee regarding the protection of children or adolescents and the protection of their rights, making sure their well-being is not at risk, or they risk being subject to any act of retaliation.

"From the moment there was certainty about the accuracy of the report, and after going to the home from which the child made the call, the child had to be rescued, meaning that, in the case of social workers, they will have to determine if the child should return to his/her parents, verify the child's situation, the conditions in which he/she lives, and start permanent monitoring until the child's situation becomes stable. This is also complemented by work in the psychological area, because, if the information given by the child is verified, for example, regarding a violent mother, the child will need psychological support and a monitoring of the progress of the mother's therapy. If the case was more serious, there would be work done in the legal area, taking recourse to the courts, and, depending on the case, when there's an absence of any impairment or injury sustained for more than 8 days, which is determined by a forensic doctor, in this case we'd have to go to the Court for Children and Adolescents. In more serious cases, we'd have to go to the Public Ministry, where court action is initiated. The monitoring of the case is made through these three ways".

*Edgar, Psychologist Helpline 156*

#### **e. Community mechanisms and accountability**

The authorities consider that strengthening the accountability and transparency for the community, including children and adolescents, will, as a result, strengthen the protection systems of the municipality, but also that of Línea 156. For the time being, a report is published periodically, but not as a part of an accountability plan.

There are still no instruments to measure the satisfaction of the users. It is important to highlight that it is mostly the parents who use the child helpline and, in many cases, they feel affected.

#### **f. Advocacy actions for inclusion of measures in public policy addressing child protection against violence**

The authorities and public officials of the Municipal Government have a policy of measures and objectives that are assigned to the child helpline, but also the willingness to improve the conditions in which they operate, the accomplishment of having well trained personnel, and of making the necessary efforts for a service that sets out to achieve the standards and principles established for the smooth operation of this kind of child helpline.

Although there is no strategic advocacy plan, the authorities responsible for the child helpline 156 consider that this experience is important for the development of public policies.

The authorities and technicians count on general data on the vulnerability of children with regard to violence, in addition to the data of the child helpline 156 and the cases of the Children's Advocate. This data contributes to an internal strengthening of the systems and leads to the development of public policies.

## g. Financial and programmatic sustainability

The budgetary aspect does not form part of Línea 156, as the finances of the children's advocate and municipal comprehensive legal services are managed by the Municipal Government.

# 5. Overall recommendations

The development of the Regional Analysis offers insight on the different components and the efforts made by institutions that support the work of child helplines with the aim of preventing and reporting violence against children and adolescents, as part of the protection systems for children. This is specifically with regard to the recommendations of the UNVAC and the Committee on the Rights of the Child for each of the countries, as well as the existing legislation and procedures in each one. With the work of the Regional Analysis concluded and within the proposed objectives of the study, the following recommendations are made:

## To Governmental Authorities, of the different countries:

### **Promote the strengthening of community mechanisms**

Based on the idea that it is necessary to develop and strengthen the factors of protection of children at different levels (such as family, the community and the different bodies and levels of the State), an idea which fits the ecological models of child development that highlights the importance of the social environment where family is the first and fundamental source of attention and protection for children. The community could be a potential source of support, represented in the form of friends, neighbours, the elderly, teachers, groups of young adults and others<sup>19</sup>. At a final level, which includes the different levels of the State and Government as guarantors of their rights.

Therefore, it is recommended that the institutions that operate the child helplines –whether private or governmental - should look for strategic alliances to consolidate an efficient technical system based on the norms of child protection, that will also promote community mechanisms that should be organised, according to their uses and customary practices, and intervene in an active way in the protection of the rights of the child.

As a part of the community mechanisms, it is vital to extend the network of allied community organisations; schools and other institutions, with the goal of integrating them through

strategies belonging to a network to promote child helplines, or messages that promote rights and prevent violence against children. The messages, in addition, should also promote child helplines as a friendly service where identity and conversations are confidential, as well as the protection of the users.

### **Strengthening Child Protection Systems**

Based on the qualitative information provided by the teams of each of the countries visited for the Regional Analysis, the weaknesses of the Protection Systems have become obvious – at different degrees depending on the country. Knowing that child helplines guide children and adolescents in cases that are relevant to Protection Systems, it becomes a priority to establish new strategic alliances with organisations that work for the rights of the child in order to look for the problems that arise in the process of the restitution of children's rights.

Another strategy is the involvement of communities, including that of children, to take part in the processes of participatory management that culminates in the demand for an improvement of systems, which are obligations of the States.

Similarly, for the strengthening of the protection and referral systems, it is recommended that a careful selection of the institutions that will take children and adolescents under their wing is carried out, as well as the signing of formal agreements, the development of inter-agency protocols, the strengthening of the monitoring system and the evaluation of quality is also recommended.

## To Child Helplines

### **Promote the participation of children and adolescents**

Although the participation of children and adolescents with child helplines is a reality, be it by telephone, mobile phone or via the internet, each child helpline should analyse the importance of involving children at various stages. This would include; diagnosis of the situation, definition of necessities and the prioritising of cases, as well as the planning,

<sup>19</sup> What Are We Learning About Protecting Children in the Community? - An inter-agency review of the evidence on community-based child protection mechanisms in humanitarian and development settings. Mike Wessells. Save the Children International. November. 2009.

“I believe the problem is that child helplines are being created as a complementary service, not properly integrated into the system. There should be a clear line of work between the different actors (authorities, technicians, NGO and others) up until the moment the report is made, to be able to guide or pass on the case, and receive and monitor it adequately. Any other way, the process is interrupted. When one talks to a child helpline operator, they feel satisfied when they offer guidance or pass on the case, but some technicians show a big deal of frustration when they feel helpless about a situation in which they cannot control the outcome or effect the restoration of rights. On reaching this point, a reflection should be made; you can't pass on the case to someone that can't solve the problem. For example, governmental institutions that don't have a quality protection system. From the rights point of view, a lot of work still must be done regarding channels of communication and articulation, or a quality referral system should be implemented”.

*Jorge Freyre, Director REDLAMYC*

monitoring and evaluation of actions. Children could even potentially be involved in the process of enforceability for the fulfilment of their rights and prevention of violence.

### ***Take action to influence and develop legal changes in the Child Protection Systems***

A worrying aspect is that none of the regulations studied includes the existence and usefulness of child helplines, so a process of regional advocacy should take place in order to incorporate this service in their regulations.

The inclusion of child helplines as a platform for filing reports on the lack of protection mechanisms should be included amongst the current national frameworks. While the actions of child helplines are supported by the regulation of each country, in none of these is there a proper recognition of the importance of child helplines as instruments for the promotion of the rights of children and adolescents.

### ***Articulation and strengthening of National Child Protection Systems***

Some child helplines have systematic and clear procedures with organisations that form part of the State. These child helplines have a responsibility as State mechanisms to respond and restore the rights of children and youth. However, the challenge is that the entire group of networks and institutions can respond to the cases referred to above, thus, it is important that child helplines have a systematic way of working, in order to ensure the coordination and strengthening of protection systems in the contexts in which they are currently immersed.

### ***Dissemination of services and communication strategies***

Although some of the child helplines have plans for communication that include dissemination campaigns through mass media (mainly TV), smaller scale media (booklets, brochures, posters and other printed materials) and interpersonal means such as information sessions for children and adolescents,

there are also child helplines that do not include an ongoing communication strategy in their plan. Instead they have an intermittent approach, meaning that it is important for these to develop a constant communication strategy for the promotion of child helplines and their work.

It should also be kept in mind that with an increase in the promotion of child helplines, there will probably be an increase in demand, which the systems and personnel should be ready for in order to offer an appropriate service.

### ***Guarantee that all children and adolescents have access to child helplines***

To operate child helplines with a rights based inclusive approach it should be planned to reach out through different mass media to the various descendent populations (e.g. such as those of African origin), different nations or indigenous ethnic backgrounds that have generally settled in rural environments or in the migrant population (rural-urban area). This fact will obviously mean strengthening interagency ties and community mechanisms in order to meet demands.

With indigenous communities, awareness and promotion campaigns in their own languages will be necessary, and pooling efforts with municipal government authorities, non-governmental institutions and community institutions including children and adolescence organisations, in order to achieve the promotion of child helplines in Child Protection Systems to these communities as well.

### ***Research to improve quality and demonstrate evidence***

It is recommended that research should be developed as a resource to detect the needs and adjust the processes, in order to strike a balance and improve service quality. At the same time, carry out research to demonstrate impact, and have evidence of the contribution of child helplines for the purposes of promoting the rights of children and preventing violence. Furthermore, the evidence of the need for child helplines contributes towards influencing public policy and obtaining funding.

### ***Monitoring and evaluation***

Different progress achieved in child helplines has been detected in terms of fulfilling the quality standards established by CHI. Differences can be seen in terms of level of experience and the time managing the child helplines, financial resources and others, there is a difference between each one of the helplines. It is necessary to establish a monitoring and evaluation plan, and plan midterm or impact evaluations, and then, based on that, make decisions to improve implementation. The use of PSA (Principles, Standards and Practices) annual self-assessments is a good way to demand quality within each institution.

### ***Actions in favour of public accountability***

In recent decades the importance of accountability has become the subject of political relevance as well as an important

factor in accounting for the degree of well-being and development of a society. The idea of good governance can be broken down into three issues: transparency, accountability and citizen participation<sup>20</sup>. On this basis, and on the specific issue of promotion of the realisation of children's rights, the recommendations for Nicaragua and Bolivia, who have child helplines as part of their systems of national and municipal government, will be directed at their practice of accountability as part of their obligations to society on the issue of children's rights;

In addition, linked to the issue of accountability, are the issues of participation and social control, recognising these as the practice in which civil society exercises control, seeking to strengthen the management of public institutions (e.g. municipalities) in a democratic setting, where principles of effectiveness, efficiency, coherence and transparency are special requirements for institutional strength<sup>21</sup>.

### **Sustainability**

Sustainability can be achieved in several ways, but it is suggested that from advocacy processes, State organisations recognise that child helplines are channels through which they can prevent violence and that they consider them an integral part of their protection systems.

It is also recommended to work within the framework of community mechanisms so that communities take ownership of the process, feel it is useful for protecting children from violence, and also experience a collective responsibility to be part of the solution to the problem, and to demand that the child helplines should be part of a communities' child protection systems.

## **To agencies and international bodies with an interest in the support of child helplines**

### **Dissemination of the technological patterns for reporting systems in virtual networks**

SaferNet's experience through virtual networks is dedicated to the defence and promotion of human rights through the internet, thus promoting the prevention of abuse and violence in different countries in the region. Coordination with SaferNet across the region is recommended in order to offer similar services as part of a regional child protection strategy.

Support SaferNet in the development of a directory which is disseminated to all regional organizations working on the issue of violence on the internet. This would encourage people to work together using materials that have already developed, and websites which are already established, and make a service expansion more efficient.

**Motivate child helplines to develop specific codes of ethics** for staff, and design protocols in all helplines.

### **Develop a regional advocacy strategy**

Whereas child helplines deliver important strategies for promoting children's rights and the prevention of violence, developing a regional advocacy strategy is recommended in order to achieve the introduction of budget for child helplines at the state level (in countries where it is not yet achieved), as part of the support system for the protection of children, or as part of Public Safety.

### **Convention on the Rights of the Child**

To achieve greater consistency in the awareness and enforcement of rights, child helplines must be clear and visible in the legislation of different countries. This will highlight and raise awareness of the importance of child helplines as an effective means of listening to children and adolescents about their needs. Therefore strategies must be planned that respond to these needs, and that are aimed at the prevention of violence. This strategy should be directed at both the general population and decision makers.

### **Conduct advocacy with good governmental practices**

Share good practices of child helplines managed by the state and disseminate these to different countries, so that governments can learn and apply it in their own countries.

### **Training of operators/counsellors**

Each of the child helplines has an initial induction and training process for its directors/operators and in most cases there are standards and attention protocols. It has also been possible to demonstrate that counselling through the child helpline is in all cases technically professional, friendly, and with a respectful treatment to the user/client. However, it may show that most child helplines do not have an ongoing training plan that can motivate directors/operators, but at the same time is part of a strategy for continuous improvement of the system. It could be an interesting strategy to develop virtual meetings in the form of working groups to exchange innovations or discuss topics relating to of child helplines.

### **Hold virtual meetings**

Organise virtual meetings between different levels of actors of the child helplines, so that they can become familiar with the realities, dynamics, lessons learnt and best practices from their peers. CHI should create a space where the different child helplines can share their best practices, lessons learnt and challenges, design strategies of communication, training, and production of materials, methods of community mobilisation and participation of children. All these actions can be minimal in terms of cost but deliver substantial benefits.

<sup>20</sup> Transparencia, rendición de cuentas y participación, una agenda común para la cohesión social y la gobernanza em América Latina. Joaquin Tornos Mas, et al. Urb-All-III-Unión Europea. Barcelona. 2012..

<sup>21</sup> Participación y Control Social-Guía para el ejercicio efectivo de la ciudadanía. Fundación Jubileo. La Paz. Bolivia. 2012.



# Annex1.

## Comparative table of case studies

### 1. Policy Frameworks and Protection Systems

Country	Brazil	Nicaragua		Jamaica	Bolivia
<b>Child helpline</b>	<b>123Aló!</b> <i>SaferNet Brazil</i>	<b>Línea 133</b>		<b>Help Line KARE-5273</b>	<b>Línea 156</b>
	<p>Brazilian Constitution Article 227 establishes the rights of the child as an absolute priority, specifically regarding the right to life, health, food, education, play, culture, dignity and freedom.</p> <p>The Child and Teenager Statute guarantees the fulfilment of children's and teenagers' rights. Following are some principles regarding institutional requirements to fulfil those rights:</p> <p>The promotion of the Rights of the Child will be carried out through the integrated systems of government and non-governmental actions of the Union, the States, the federal district and the municipalities (Art. 86). In other words, the three levels of political organisation and administrative levels: Federal, state and municipal.</p> <p>Creation of municipal and state councils of children and adolescents' rights (Art. 88).</p> <p>Public services planned, carried out and controlled by governmental or non-governmental organisations should be based on the rules of priority attention and respect regarding the rights of children and adolescents (Art. 4).</p>	<p>Nicaraguan Constitution Article 71 - Establishes that children shall receive special protection. The Convention of the Rights of the Child is fully in force in this regard.</p> <p>The Act 287 establishes the Childhood and Adolescence Code (1998) Article 56 - States that the National Policy of Attention and the Integral Protection of the rights of children and adolescents are public in nature and will be formulated and executed through a Multi-sectorial Council established by the State, with shared responsibility between the government and different segments of organised civil society.</p> <p>The National Policy of Comprehensive Attention comprises basic social policies that are characterised by universal services that children and adolescents have the right to access; aid policies for children and adolescents who are living in conditions of extreme poverty, special protection policies for those whose rights are being threatened, and Safeguard Policies, that grant rights in relation to the specialised criminal justice system (Art. 57), which will promote its implementation in a decentralised way, in self-governing regions, municipalities and communities (Art. 60).</p> <p>In Article 83, a series of protection measures are mentioned, that should be applied by the administrative authorities in those cases where there is evidence that the rights of children and adolescents have been violated. This protection includes admission into a programme of psychological and psychiatric treatment, as well as reintegration back home, with, or without, specialised psychosocial or judicial supervision. Additional measures can include: rehousing, inclusion in a programme of rehabilitation, and guidance for children and adolescents with problems of addiction, and providing shelter, amongst others. A special regulation regarding the restitution of the rights of children and adolescents has been drawn up in the form of special protection measures, designed as a response to the different situations in which children's rights are violated, or are at risk of being violated.</p> <p>Law 287 creates the National Advisory Board for Comprehensive Care and Protection of Minors. Comprised of governmental and civil bodies (Art. 62), its organisation is regulated by Act 351 of the National Assembly, and, in July 2000, the law was approved through Decree 63-2000, the General Regulation of this law.</p> <p>Act 351: The National Advisory Board for Comprehensive Care and Protection of Minors is the governing body that establishes and coordinates the implementation of national policy regarding the care and comprehensive protection of children and adolescents. The Board is under the Presidency of the Republic and serves as a means of liaison between governmental institutions and coordination with other powers of the state, and organised civil society.</p> <p>Act 290 in February 2007, and Presidential Agreement no. 157- 2007, of March 2007: the responsibility for the implementation of comprehensive actions for the benefit of vulnerable groups in society, amongst which children are included, is reassigned to the Ministry of Family.</p>		<p>Convention on the Rights of the Child Jamaica has ratified the Convention on the Rights of the Child. However, as in most of the states of the Commonwealth, ratified treaties do not have a binding effect at a State level, even if these are related to human rights, unless they are incorporated within domestic law. Therefore, the Convention on the Rights of the Child and other ratified human rights treaties of Jamaica are only valid if they are incorporated into their legislation. Equally, the application of the provisions in the treaty fall outside the scope of the courts of Jamaica, unless these provisions are included in domestic regulations (UNICEF, 2004).</p> <p>Child Care and Protection Act: in 2004, the Parliament adopted the Child Care and Protection Act. Additionally, an amendment of the Constitution was made in April 2011, through which there was an adoption of the Charter of Fundamental Rights and Freedoms.</p> <p>The Law covers some aspects related to the rights recognised by the Convention on the Rights of the child, specifically those related to children who require care and attention due to: abandonment, victims of abuse, child labour, as well as adolescents and youths with legal and justice problems. However, the laws don't deal with the rights of the child and adolescence in their entirety, rather in a fragmented and one-dimensional way (O'Donnell, D., 2004).</p> <p>Worse, is the fact that the current law establishes principles that contravene the standards of human rights and the rights of the child, such as Section 24, which grants parents the power of taking their children before the juvenile justice system when they consider them "unmanageable". In such a situation the court can see fit to either; send them to a juvenile correction facility, place the child in the care of another person other than the parent or guardian, or release the child or youth under the supervision of a probation officer.</p> <p>Two years after the law was implemented, in early 2006, the Children's Advocate started operating. One of the main duties of the Advocate is the legal representation of children when Ministries, departments or governmental bodies violate their rights. Other services of the Children's Advocate include:</p> <ul style="list-style-type: none"> <li>• Providing legal representation for children who would not be able to acquire it any other way.</li> <li>• Supervision of legislation regarding the rights and best interests of the child.</li> <li>• Offering legal advice and making recommendations to Parliament, or any other Ministry, regarding matters related to the rights and best interests of the child.</li> <li>• Taking legal action – of a non-criminal nature - in any Court of Justice, related with any law practices that might affect the rights and best interests of the child.</li> <li>• Intervene in any proceedings before a court as amicus curiae (friend of the court), in any case related to the rights and best interests of the child..</li> </ul>	<p>Bolivian Constitution Art. 60. Indicates that is the duty of the State, society, and families to guarantee the priority of the best interests of children and adolescents, regarding the importance of their rights, priority in receiving protection, and relief in any circumstance, priority of attention in public and private care, and access to proper administration of justice with personal specialised attention.</p> <p>Code for children and adolescents (Law 2026 - October 1999) regulated by the Supreme Decree no. 27443 of the 08 April 2004. Originally, it stipulated that the state entity in charge of policies for children and adolescence was the Ministry of Sustainable Development, a duty of the Vice-Ministry of Gender Issues. However, it is currently a responsibility of the Ministry of Justice, falling on the Vice-Ministry of Equal Opportunities and the Directorate-General for Children, Youth, Adults and the Elderly.</p> <p>The Code does not set out commitments or specific percentages of budgetary resources that should be allocated for institutional operations nor what should be included as activities within public policies. As a result, the Committee recommended that the Plurinational State of Bolivia should allocate the resources necessary for children, on a national, departmental and municipal level, pursuant to Article 4 of the Convention. Also, to ensure a transparent and participatory budgetary process, based on dialogue and involvement of the public, particularly children (Committee for the Rights of the Child, Bolivia, 2009, paragraph 16).</p> <p>The Law 2028 of Municipalities (1999): states that the municipal government will be responsible for sustainable human development, the defence and protection of children and adolescents, and the organisation and regulations of ombudsman offices (ECLAC – Collection of documents for projects. National systems of comprehensive child protection). According to Bolivia, and to replies on the presentation of the report before the Committee on the Rights of the Child, the setting up and resulting operation of Children's Advocates throughout Bolivia has had a very strong impact. There are currently 339 municipal Children's Advocate offices.</p>

## 2. Characterisation

Country	Brazil		Nicaragua	Jamaica	Bolivia	
<b>Child Helpline</b>	<b>123Aló!</b>	<b>SaferNet Brazil</b>	<b>Línea 133</b>	<b>KARE-5273</b>	<b>Línea 156</b>	
Place/ Coverage	Brazil – Rio de Janeiro	All Brazil	All Nicaragua	Jamaica – Kingston	Bolivia – La Paz	
Hours of operation	It operates 6 hours a day, 5 working days a week, from Monday to Friday, except for public holidays.	It operates via chat from 1:00 p.m. to 7:00 p.m., from Monday to Friday and, via e-mail through a virtual service, where no contact in real time is required, as there is an automated messaging mechanism for offensive content to be reported.		It operates 24 hours a day, 365 days a year.	It operates from 9:00 a.m. to 5:00 p.m. and the second shift from 5:00 p.m. to 10:00 p.m.	It operates 24 hours a day, 365 days a year.
Structure	123Aló! is part of Instituto NOOS. It consists of Director and an Executive Board ensuring the programme, administrative and financial quality of the organisation. 123Aló! consists of a coordinator, an operations supervisor and a counsellor.	It is formed by: a Directorate, a Directorate President, a technical team that develops projects, and psychologists that answer the helpline.		It is part of the Ministry of Family, Childhood and Adolescence (MIFAN). It has an organic structure decentralised in departments, along with a child helpline manager and operators.	KARE 5253 is part of the Children's Coalition of Jamaica-CCJ. KARE 5253's operational team is formed by a collaboration from CCJ responsible for managing the programme and finances, a counsellor and volunteering counsellors.	Línea 156 is part of the Local Protective Services for children and teenagers. It is formed by a cross-discipline team made up of a coordinator and 8 professionals, organised in 3 teams: legal, social workers and psychologists.
Mission	123Aló! intends to contribute to children and youth's welfare by providing a free-of-charge and confidential communication channel through the internet and phone. It offers quality listening, information, and resources.	SaferNet intends to promote the safe use of information and communication technologies by children in order to ensure an effective protection of their rights. SaferNet contributes to teach children, teenagers and adults to build up healthy and safe relationships through appropriate use of technology.		Línea 133 intends to provide an accessible, child-friendly service that allows children and youth the opportunity to report any violation of their rights, so they can be effectively restored.	KARE-5273 intends to: 'Achieve a Jamaica where all children live in a safe and supportive environment, supporting their growth and the fulfilment of their rights, including the right to take part in activities and processes concerning their lives.'	Línea 156 is part of the local Protective Services, which intends to 'Promote a free-of-charge, public and permanent service, to carry out preventive programmes according to their rights and duties, and to socially and legally defend their rights when they have been infringed'.
Goal	To promote human rights and prevent violence through 123Aló! with skilled professionals that listen, inform, advice, and direct children and teenagers to specialised assistance services according to their needs.	To develop documents, tools, and software applications, undertake studies, and research the development of alternative technologies, products and broadcast information, develop different academic actions, exchange technical know-how, and attend different events, promote campaigns, and receive reports for rights infringement on social networks.		To provide confidential and accessible services to children and teenagers, as well as people in their environment, in order to guide and inform people, intervening in different cases of rights infringement.	To provide a way for children, teenagers, and their parents to be listened to and receive information, as well as provide guidance.	To provide the population from La Paz with an alternative to turn to. A service that receives and channels infringement and battering reports.
Self-definition	123Aló! is a service promoting human rights and preventing violence by listening, informing guiding, and, in some specific cases, directing children and teenagers to specialised attention services.	SaferNet Brazil is an institution fighting against human rights crimes, and infringements, on the internet. It has been institutionally strengthened, both in the country and worldwide, due to the capability to mobilise, articulate, and produce content and technology to combat cybercrime whilst signing collaboration agreements with governmental bodies such as the Federal Public Ministry. It is a virtual service, offering information and guidance, as well as being an online reporting service in the case of violations of human rights over the internet.		Línea 133, is part of the Social Welfare System, the (MIFAN), and works within the framework of the Information and Guidance Centre, as a way to reinstate rights to children and teenagers. The service is available to any citizen in need of help or intending to report battering, psychological abuse, or human trafficking. It works across the whole country.	KARE-5273 is a helpline available to all children and teenagers, no matter their location. Until 10 p.m., they can dial KARE-5273 from any phone on the Digicel or Lime networks, free of charge.	Línea 156 is a 24 hour service responding to reports from the population, providing psychological and legal efforts until their rights are reinstated. The child helpline provides assistance concerning the local Protective Services for children and teenagers, as well as local and comprehensive Legal services related to domestic violence.
Actions	123Aló! has a protection policy based on the UNCRC. <ul style="list-style-type: none"> <li>• It ensures a system to guarantee actions are safe and confidential.</li> <li>• It follows the standards, methods, and principles, of CHI.</li> <li>• It implements a process to promote child participation.</li> <li>• It has a mapping of organisations for case referral when required</li> <li>• It carries out (qualitative and quantitative) participatory research involving children.</li> <li>• It trains 123Aló! counsellors to provide a quality and confidential service (the training consists of two modules: theoretical and practical).</li> <li>• It has a monitoring and assessment system as part of the accountability of the child helpline.</li> <li>• It implements a communication strategy promoting 123Aló! and raising awareness about violence prevention.</li> <li>• It has an advocacy strategy that influence state policies to prevent child violence.</li> <li>• It uses strict recruitment procedures before hiring, in order to mitigate the risk of employing the wrong people</li> <li>• It has an agreement with Embratel, a telecommunication company, covering free access to their services.</li> </ul>	SaferNet has a protection policy based on the UNCRC. <ul style="list-style-type: none"> <li>• It trains State authorities such as police officers, judicial officers and teachers on the following topics: human rights, safe internet use, violence prevention on virtual networks, and other current issues..</li> </ul> <p>SaferNet has developed material concerning the different information that people might need.</p> <p>It implements virtual training sessions, supported by video, in order to offer access to professionals or experts who are unable to attend in person.</p> <p>It develops the following activities as part of the strategy:</p> <ul style="list-style-type: none"> <li>• It disseminates awareness raising material and information for children and general population. Part of this material was developed during the alliance with Petrobas.</li> <li>• It takes part in mass events to promote SaferNet, and inform the community on issues related to safe Internet use and human rights.</li> <li>• It is part of a national and international network devoted to reporting cybercrime.</li> </ul>		MIFAN's, Línea 133 adheres to national child protection policies and the UNCRC. <ul style="list-style-type: none"> <li>• Child helpline's counsellors coordinate other requests from MIFAN as cases of child and adolescence rights' infringement.</li> <li>• The technical staff and operators are very aware of issues and skilled in providing an unbiased service, as well as understanding their importance to emotional health, self-esteem, and respect for children.</li> <li>• There is a mass communication to prevent violence. It is implemented during the year through mass and local media.</li> <li>• It utilises a system to gather initial information and achieve a restitution of rights, and carries out permanent monitoring of each case.</li> <li>• There is a call recording system and call classification to make monitoring possible.</li> <li>• It also has a Guide to looking after Victims intended to provide quality, protection,</li> </ul>	KARE-5273 is developing its protection policies based on the UNCRC. <ul style="list-style-type: none"> <li>• It makes sure its system satisfies the child's needs, and guarantees actions, based on a Protocol and an Advice Handbook for counsellors and volunteers.</li> <li>• It follows the standards and principles of CHI.</li> <li>• It identifies institutions that can handle referrals for those cases that require them.</li> <li>• It has a selection and qualification system for operators and volunteers.</li> <li>• It has strategic allies such as the RISE, an organisation that strengthens healthy lifestyles.</li> <li>• It has 60 volunteers; young professionals who are motivated by offering their volunteer services through KARE-5273.</li> <li>• It has an agreement with LIME and Digicel, telecommunication companies covering free access to their services.</li> </ul>	Línea 156 supports national child protection policies and the UNCRC. <ul style="list-style-type: none"> <li>• It guarantees personal and specialised attention to children and teenagers, as well as victims of domestic violence, 24/7, all year round.</li> <li>• It follows standards and procedures to assist with every right infringement situation.</li> <li>• It provides the user with guidance and attention, according to each case, in order to protect and return the infringed rights.</li> <li>• It provides cross-discipline support, (social, psychological, legal), to children and teenagers that sought out temporary Municipal Shelter.</li> <li>• It follows strict selection procedures for hiring employees, in order to mitigate the risks of employing the wrong civil servants.</li> <li>• It relies on a reference and cross-referencing system for child protection for local and department entities</li> </ul>

Country	Brazil		Nicaragua	Jamaica	Bolivia
Child Helpline	123Aló!	SaferNet Brazil	Línea 133	KARE-5273	Línea 156
Actions				<ul style="list-style-type: none"> <li>and confidentiality during the process.</li> <li>It uses strict selection procedures for hiring personnel, in order to mitigate the risk of employing the wrong people.</li> </ul>	<ul style="list-style-type: none"> <li>KARE-5273 expect to also have an on-line service in the future. The support of a private company comes from the legal and promotional actions that members of the CCJ carry out to make KARE-5273's need visible, and mobilise social responsibility areas in private entities to offer all calls to KARE-5273 free of charge.</li> <li>It follows strict selection procedures when recruiting staff and volunteers, in order to mitigate the risks of employing the wrong people.</li> </ul>
Data system	<ul style="list-style-type: none"> <li>A computerised data registry system guarantees reliability and validity.</li> <li>The collected data is stored and treated in order to guarantee confidentiality, and fulfil the relevant local laws, and national and international standards.</li> <li>The staff is qualified to manage data.</li> <li>The data is analysed to make decisions and improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>The data systematisation is carried out automatically through a computerised programme.</li> <li>The collected data is stored and treated in order to guarantee confidentiality, and fulfil the relevant local laws, and national and international standards.</li> <li>The staff is qualified to manage data.</li> <li>The data is analysed to make decisions and improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>It has a Registry or daily report that shows the most urgent situations requiring immediate attention, as well as those to be monitored until they are resolved. They create a file of the legal case under the current law. There is a record of attended situations.</li> <li>The data is filed and treated in such a way in order to guarantee confidentiality and fulfil the relevant laws.</li> <li>The staff is qualified to manage the data collected by the child helpline.</li> </ul>	<ul style="list-style-type: none"> <li>A computerised data registry system guarantees reliability and validity.</li> <li>The collected data is stored and treated in order to guarantee confidentiality and fulfil the relevant local laws, and national and international standards.</li> <li>The staff is qualified to manage data. The data is analysed to make decisions and improve service quality.</li> </ul>	<ul style="list-style-type: none"> <li>The information systematisation is computerised in the Protective Services Information System (SID).</li> <li>The collected data are filed digitally, and data and statistics created from it are available.</li> <li>The staff is qualified to manage the data collected by the child helpline.</li> </ul>
Awareness raising	123Aló! is part of the child protection networks. It is active in implementing strategies to sensitise, promote and influence public policies related to protecting children against violence. 123Aló! contributes to building services that are accessible and suitable for reporting child violence and with components that are technically responsive and that work on safe, confidential and accessible services to children and teenagers being promoted	SaferNet has an outstanding alliance with Red Globo to position this topic on the public agenda. Red Globo is the most important TV channel in Brazil. This alliance makes possible to broadcast programmes and ads made by SaferNet for free, within the company's social responsibility framework.	Línea 133 operates within MIFAN's framework, so their dissemination strategy is allied to MIFAN's strategy. Sensitisation and helpline service availability are broadcast on national TV.	As part of the Children's Coalition of Jamaica (CCJ), KARE-5273 organises public awareness activities regarding children's rights and violence prevention either through TV, or visiting schools and communities in intervention areas.	The awareness raising of Línea 156 services fall under the Child and Teenager Protective Services. The promotion is shown as a whole package where the Protective Services carry out standard protecting and rights returning actions, and where Line 156 attends emergencies. The promotion is carried out through mass media (radio and TV) and Sunday fairs in which the community takes part. Campaigns to prevent violence are carried out too. The events are by district with the participation of the Neighbourhood Council and general population.

### 3 Integration to Protecting System and Case Referrals

Country	Brazil		Nicaragua	Jamaica	Bolivia
Child helpline	123Aló!	SaferNet Brazil	Línea 133	KARE-5273	Línea 156
	123Aló! has strengthened a network of organisations and strategic alliances that allow, on the one hand, the promotion of children's rights and their services and, on the other hand, provide attention to children and teenagers' requiring more specific support. In this way, it can ensure suitable and efficient referrals when required. For this purpose, 123Aló! conducted a study for service networks, projects and programmes for children and teenagers in Rio de Janeiro. The goal of the mapping was to organise information geographically (indexed bodies recognised projects and programmes) delivering services to children and teenagers in Rio de Janeiro From this the network for attention to support children and teenagers contacting 123Aló! was established or strengthened. The mapping was designed together with the local council for children and teenagers' rights (CMDCA), and other bodies focused on the Rights Guaranteeing System.	IT crimes are dealt with directly by SaferNet, and coordinated with the federal authorities in charge of these crimes. When any other kind of crimes that are not virtual, they are forwarded to the relevant authorities and the case is not monitored, since they are not actually known as registered reports. In order to refer cases, it has a virtual networks map, covering the national territory and the international areas bordering Brazil. In cases where it cannot respond as required, it forwards the case to the relevant authority from the collaboration map, which includes information from capitals of the country and the 351 registered guardian councils. They are on-line and it is completely anonymous. The National Headquarters for Cybernetic Crime Reports are the only ones in Latin America managed by this organisation, together with the Brazilian state authorities. SaferNet has managed to make direct alliances with Facebook, Google and other companies. When there are reports of inappropriate internet use, or human rights infringement, they manage to remove the reported content or image straight away.	The child helpline is the access point to the national protection system. Línea 133 is fully articulated with the protection systems and, thus, its technical operational team carries out the coordination with institutions such as the national police and its specialised departments. It is associated with different civil society organisations with the same goals. In order to respond the cases, it has designed a handbook indicating the kind of case, flow, and partners map within the Standards for Returning Rights and Special Protection for MIFAN's children and teenagers. It has a gendered approach to cross-culture, viewing the importance of respect for culture, ethnic group, religion and/or disability.	KARE-5273 has a list of bodies to which it can refer relevant cases, although not many cases have been yet referred. Once a case is referred, the child helpline will call the referral partner that has received the reference to monitor as required. Due to the careful selection of bodies that form the referral system of the helpline, KARE-5273's team is positive about the quality of their services. Regarding forwarding cases to the protection system, although there are channels to forward the cases that require it, there is still no need to establish cross-institutional protocols to guarantee the referrals, which requires a supported advisory process.	There is a cross-discipline team working at the child helpline. The professionals are meant to support on-line but also support the victim once they are identified and refer them to the lodging Albergue Transitorio de la Defensoría de la Niñez. The support is complete - social support to the victim and family; emotional support and psychological containment of the area and if necessary, legal support in cases of serious action rights infringement, the judicial authorities or the public ministry will be immediately contacted. Then, the legal part will be included.

## 4. Participation

Country	Brazil		Nicaragua	Jamaica	Bolivia
<b>Child Helpline</b>	<b>123Aló!</b>	<b>SaferNet Brazil</b>	<b>Línea 133</b>	<b>KARE-5273</b>	<b>Línea 156</b>
	<p>123Aló! has a strategy promoting child participation in designing, planning, and implementing the services of the helpline. Children and teenagers' participation in 123Aló! is possible either through direct access to the service and/or in different times of activities. Implementing the quality and quantity research was a strategic moment at the beginning, with the participation of children and teenagers.</p> <p>The main goal was to adapt the project to the local reality from listening to violent situations described by children and teenagers. This material was the base to define the name and logo for 123Aló!, along with the communication and qualification strategy for counsellors.</p> <p>123Aló!'s management and technical team intend to increase child participation.</p> <p><b>Community Mechanisms and Accountability</b> The alliance with the Local Education Secretary of Rio de Janeiro and Multi Rio, was an important process for 123Aló!<sup>1</sup> in order to promote support lines within the child's rights to:<sup>2</sup></p> <ul style="list-style-type: none"> <li>• Encourage within the school environment, the everyday practice of promoting children's and teenagers' rights protection.</li> <li>• Contribute to bringing school systems closer with local networks of attention, promotion and accountability.</li> <li>• Contribute to training school children and teenagers to propose actions related to 123Aló! comprising direct participation from the general public and volunteers</li> </ul>	<p>The social network phenomenon as a tool through which the population can participate, is growing strong worldwide. Internet access and the increased use of mobile phones will enable greater participation, and allow citizens to share their opinion about lots of topics in social and cultural areas, economy, and politics.<sup>3</sup> Therefore, the Internet has become a basic right in several countries. To the UN's *eyes, Internet access has been added to the inalienable rights list. On the other hand, the Internet also helps in materialising some traditional rights like the right to freedom of speech, participation, meeting, free association, information, rights spreading and guarantees, recreation and play. We can add an identity right into cyberspace where each person has an identity and an address to interact in that environment<sup>4</sup>.</p> <p>Within this context, SaferNet has positioned itself within the main lessons learned in Brazil in the development of guidance for children and teenagers promoting safer Internet use and communicated in a friendly, flexible and innovative way. In addition, it has also established a conversational system that enables direct "chat", with children and teenagers, so that their needs can be known.</p> <p><b>Community mechanisms and accountability.-</b> At the moment, and due to the helpline characteristics, it does not have community and accountability mechanisms, However, it is necessary to review existing networks in the world that combine virtual networks, traditional community mechanisms and enforcement of accountability (or even each individually) as they can become instruments or processes having an impact on community accountability mechanisms.</p>	<p>The Help Line 133 has a young team working in pairs. They spread MIFAN's work, and raise the alarm early in some supposed cases of violence and battering.</p> <p>Moreover, although an important amount of children and teenagers report, most of the reports come from adults.</p> <p>The executive and technical team expresses the need of designing strategies and implementing methods to promote significant participation from children on needs diagnosis stages, activity planning and even monitoring and assessment, promoting, in this way, an enforceability for accountability in children and teenagers.</p> <p><b>Community Mechanisms and Accountability</b> The coordination with local authorities is evident (according to each place's community structure). The Line coordinates local child commissions that are an inter-agency and multi-sectorial articulating authority and, as well as the aforementioned mission, there are many local commissions in the country. These are authorities intending to encourage the support for children's rights, and they are working on returning the rights in an agreed articulated way.</p>	<p>At present, KARE-5273 promotes services in schools of the focus area. It is expected to shortly implement, a method to meet children and teenagers in organised groups from educational institutions in order to get them involved in needs detecting stages, design, planning, monitoring and assessment of the Line's actions.</p> <p>In addition, it is intended that children and teenagers, together with the wider community are part of a process of enforceability for accountability, and influence in public politics to prevent violence. KARE-5273 team and members of the CCJ admit this goal is a process to be achieved in a medium-long term and will depend on the strategic alliances of management and innovations, as well as deepening the approach to rights on KARE-5273's actions. .</p> <p><b>Community Mechanisms and Accountability</b> At the moment of the Regional Research, there was no design or actions planned from community mechanisms and enforceability processes for accountability. However, from the conversation with groups of teenagers, young adults and mothers, most of them showed interest and saw value in the community participation to protect children from violence and implement enforceability, in order to improve the State child protecting systems, as well as initiatives from society like the Help Line KARE-5352.</p>	<p>Strengthening children and teenagers networks has not been encouraged.</p> <p>They are currently listening to children and teenagers in order to act as required by their reports. The team admits the importance of designing a leading participation plan for children and teenagers, so that they can take over processes and demand accountability.</p> <p><b>Community Mechanisms and Accountability</b> The authorities assert the local government and child Protective Services encourage the strengthening of community mechanisms such as activating neighbourhood councils and other similar organisations. Additionally, accountability and transparency processes are institutionalised from the local governments. However, the authorities admit it is necessary, for the helpline purposes, to strengthen community mechanisms in order to make communities recognise the helpline as part of the child protection system, and also to request improvements in the service.</p>

## 5. Influencing Actions

Country	Brazil		Nicaragua	Jamaica	Bolivia
<b>Child Helpline</b>	<b>123Aló!</b>	<b>SaferNet Brazil</b>	<b>Línea 133</b>	<b>KARE-5273</b>	<b>Línea 156</b>
	<p>123Aló! guides its influence procedures towards fulfilling policies and national, state and local benchmark programmes looking to promote child rights in each of its units, as articulated in international agreements. However, it influences more regarding the National Plan Confronting Sexual Violence (2006). 123Aló! contributes with the foundations: Mobilisation and articulation, defence and responsibility; attention, prevention and child-youth leadership, the latter with three objectives<sup>5</sup></p> <p>To encourage child and teenager participation in policies confronting sexual violence.</p> <p>To increase young participation opportunities for guaranteeing rights.</p> <p>To promote the idea of institutions working with young people in order to ensure the child-youth leadership.</p>	<p>SaferNet's work and influence towards three governmental levels is recognised, since they indicate it is the only organisation in Brazil carrying out this work regarding protection and the return of rights that are infringed on the internet. They are developing the following strategies and actions related to protection from violence, which are considered the key in the influencing process of public policies: Defence and responsibility. - In which it spreads information through the Internet system for the different actors and subjects of everyday life regarding rights that must be respected.</p> <p>Research. - In which research is carried out at the work place in order to obtain evidence and add new influence to topics in public policy agendas.</p> <p>Social mobilisation.- Used as an advisory way to influence the creation or strengthening of public policies proposed to protect children against violence.</p> <p>The line counts on an outstanding alliance with Red Globo to position the subject on the public agenda. Red Globo is the most important TV channel in Brazil. This alliance makes it possible to broadcast programmes and ads made by SaferNet for free, within the framework of the company's social responsibility.</p> <p>In addition, it has involved the main virtual system suppliers on this network and other important ones on a local, state and government level, so that they are the main allies of the initiative.</p>	<p>Nicaragua has followed the recommendations by the UNVAC, creating Help Line 133 and is now working together with civil society, achieving developments in building tools for work. The main ones are the Victims Attention Guide, the tools to gather the initial information in order to get rights returned and to permanently monitor all occurrences in each known or attended case.</p> <p>The State political willingness can be highlighted as long as it keeps providing services and continues to improve their quality as part of the control system regarding the standards established by CHI to improve service quality</p>	<p>CCJ-KARE-5273 expect, in the medium term, to implement a way to involve children and teenagers in organised groups from educational institutions, to get them engaged in planning, monitoring and appraising actions.</p> <p>It is also intended that children and teenagers, as well as the community, are part of an influencing process in public policies regarding the prevention of violence. KARE-5273 team and members of the CCJ admit this intention is a medium-long term process and will depend development of strategic alliances and innovations that CCJ and KARE-5273 staff make when designing actions for this purpose.</p>	<p>The local government and Child Protective Services, as one of its most important departments, consider the Help Line as one of their key strategies to listening and subsequent prevention or return of rights to children, teenagers and the community.</p> <p>The Child Protective Services make important efforts so that the Support Line can fulfil the national and international standards regarding children's rights protection, and, also, to make their strategies and actions progressively improve their quality. Therefore, the help line's achievements are shared in accountability processes for the community.</p>

1 A MultiRio - Multimedia local company developing educational and cultural subjects for 19 years now. It looks for new languages and products in different spaces committed with the educational project of Rio de Janeiro.

2 Recommendations of the Regional Research about violence against children and teenagers in Latin America. 2. Policies - culture and education. 2. Policies - culture and education: a). Encouraging direct participation from children and teenagers to build up preventing public policies for all kinds of violence against them; b). Encouraging educational policies promoting respect and tolerance to differences; c). Promoting social investment in preventing violence against children and teenagers on a local level by acting in a way the local economy can increase.

3 Handbook for a safe and responsible use of information and communication technologies. Project 'Skills development to protect and guide children to

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4 Protecting children against harmful content. Andrea Millwood Hargrave. Report prepared for the Council of Europe's Group of Specialists on Human Rights in the Information Society by Andrea Millwood Hargrave. Strasbourg, June 2009

5 From the document 'Observatório de Buenas Prácticas y Proyectos Innovadores em Derechos de la Niñez y Adolescencia' (good practices and innovating projects about childhood and adolescence rights). Carlos Zuma, Director of NOOS Institute and Vania Izzo de Abreu, Coordinator for 123Aló! 2013.

## Annex 2 - Interviews

Country	Persons that were contacted	Organisation	Position	Type of contact made	
Nicaragua	Katia Zelda Jaentschke Acevedo	Ministry of the Family, Childhood and Adolescence	Director General of Reinstitution and Guarantee of Rights	Interview	
		Municipal Committee of Granada		Focus group	
		Representatives of Solidarity Programme		Focus group	
		Fathers and mothers from Schools of values and/or family counsellors		Focus group	
	Aldo González	MIFAN	Director of the line	Interview	
		Casa Alianza	Director of Casa Alianza	Interview	
	Argentina Martinez	Plan International Nicaragua	Head of Programmes	Interview	
		Children selected from the different centres for protection		Focus group	
Brazil (27th-28th-29th May, 2013)	Carlos Eduardo Zuma	Instituto NOOS (NOOS Institute)	Executive Director	Group Interview with NOOS Executive Committee/123Aló! (Comité Ejecutivo NOOS 123Aló!)	
	Vânia Izzo de Abreu	123Aló!	Coordinator of the line 123/Aló-Instituto NOOS (NOOS Institute)	Interview	
	Anna Carla	Instituto NOOS (NOOS Institute)	Communications Coordinator	Interview	
	Dilma Cupti de Medeiros	Consejo Municipal de los Derechos de la Niñez y Adolescencia (CMDNA), (Municipal Council for the Rights of Children and Adolescents)	Representative of the CMDNA	Interview	
	Jorge Bergallo	Instituto NOOS (NOOS Institute)	Founder of the Institute Steering NOOS	Interview	
	Cacilda Accardo	123Aló!	Counsellor 123Aló!	Interview	
	Ricardo Molnar	123Aló!	Counsellor 123Aló!	Interview	
	Luis Bressan Filho	Instituto Embratel (Embratel Institute)	Director of Instituto Embratel (Embratel Institute)	Interview	
	5 Adolescents volunteer leaders RAP group (men and women) linked to 123Aló! for purposes of promotion of rights, prevention of violence and health, together with their partners	Group of teenage leaders RAP	Teen volunteer leaders RAP group linked to 123Aló!	Focus group	
	10 Adolescents between 12 to 14 years	Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	Adolescents who participate in extra-curricular activities in Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	Focus group	
	6 Adolescents between 15 to 17 years	Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	Adolescents who participate in extra-curricular activities in Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	Focus group	
	5 Mothers with children who attend Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	5 Mothers with children who attend Fundación Xuxa Meneguel (Xuxa Meneguel Foundation)	Focus group	
	SaferNet Brazil 27th-28th-29th of May, 2013)	Rodrigo Nejm	SaferNet Brazil	Director of Prevention and Care	Interview
		Thiago Tavares	SaferNet Brazil	President	Interview
Jamaica (21th-22th July, 2013)	Brigette Levy	Children's Coalition of Jamaica (CCJ)/KARE-5273	Collaborator of the Private Sector of CCJ for KARE-5273	Group interview to Representatives of the CCJ	
	Annette Robotham	Children's Coalition of Jamaica (CCJ)	Representative Member of CCJ	Interview	
	Madge Shirley	Children's Coalition of Jamaica (CCJ)	Representative Member of CCJ	Interview	
	Carol Lawrence	Children's Coalition of Jamaica (CCJ)	Representative Member of CCJ	Interview	
	Anarie Blair-Hamilton	Children's Coalition of Jamaica (CCJ)/KARE-5273	KARE-5273 Child Helpline counsellor	Interview	
	Mary Clarke	First Children Advocate	Representative Member of CCJ	Interview	
	Shelly Ann O'Connor	LIME Foundation	Representative Member of CCJ	Interview	
	Wayne Steward	Ad Council of Jamaica	Executive Ad Council of Jamaica	Interview	
	Everton Evelyn	Rise Life Management Services	Adviser at Rise	Interview	
	Anetta Campell	In Educational Institution "Reaching Individuals through Skills and Education" (RISE)	Housewife	Focus group	
	Paulette Ferguson	In Educational Institution "Reaching Individuals through Skills and Education" (RISE)	Housewife	Focus group	
	Gwendolyn Foster	In Educational Institution "Reaching Individuals through Skills and Education" (RISE)	Housewife	Focus group	
	Bolivia (July 2013)	Marcelo Claros	Línea 156	Public Defender Municipal Director of childhood and adolescence-SLIM-Arm Social	Interview
		Liliana Torrico	Línea 156	Coordinator of Línea 156 - Defender of Children and Adolescents	Interview
Janeira Lopez Salgueiro		Línea 156	Lawyer Línea 156-Ombudsman of Children and Adolescents	Interview	

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