

# 2024 REGIONAL CONSULTATIONS: TERMS OF REFERENCE AND CALL TO HOST

APRIL 2023



# 1. TERMS OF REFERENCE

## WHAT IS AN 'IC' / 'RC'?

An International Consultation, or IC, is an event that Child Helpline International organises together with one hosting child helpline once every three years.

A Regional Consultation, or RC, is a similar event and usually occurs one year prior to the IC in Child Helpline International's governance calendar. Five Regional Consultations run consecutively for each one of Child Helpline International's five regions: Africa, Americas & The Caribbean, Asia-Pacific, Europe and Middle-East & North Africa.

Both the IC and RCs are co-hosted between a local child helpline member and Child Helpline International.

## OBJECTIVES

The main objectives for an IC or RCs include:

1. Facilitate the sharing of ideas, learning, experiences, and best practices with one another, and,
2. Create a regional / international platform to discuss how child helplines are integral to child protection and to prevent and respond to violence against children.

## OUTCOMES

Many significant achievements have been made possible with thanks to past ICs and RCs, including:

- Enhanced recognition of the role of child helplines as essential services in providing frontline support to children and young people
- An expansion of the assistance provided to children
- Creation of new child helplines

## WHO ATTENDS?

Both the IC and RCs are primarily targeted towards their member child helplines.

The IC is open to all members globally, while RCs are targeted to their regions.

Both events are also open to prospective members, child protection and children's rights organisations, youth organisations, government representatives, regional and international bodies, telecoms and technology industry partners, foundations, intergovernmental entities, philanthropic organisations and other partner organisations of Child Helpline International, the co-hosting child helpline and other participating child helplines.



## PROGRAMME - THEME, CONTENT AND FORMAT

The overarching theme of the event is explored and agreed between the hosting child helpline together with Child Helpline International.

The programme agenda should be based on the needs of child helpline members. Typical sessions include:

- Plenary sessions: Keynote speeches made by members, partners and hosts on a specific theme of the event.
- Workshop sessions: Workshops are practice- and discussion-based sessions that encourage learning and knowledge exchange between child helplines.
- Site visit(s): Usually, an IC or RC includes a site visit to the local helpline. We also make time for visits to local attractions.

Usually, both an IC and RC are three-day events with both plenaries and workshops throughout.

- Day 1: Formal opening and networking dinner.
- Day 2: Field visits, attractions, and the official dinner.
- Day 3: Event closure and any agreements (such as the Stockholm Declaration) are presented on this day.

## ROLES AND RESPONSIBILITIES: OVERVIEW

Both the IC and the RCs require a lot of organisation! Responsibilities are divided across the hosting child helpline and Child Helpline International. The host member may wish to engage an events manager, at their own cost.

	Role	Organisation
OVERALL	Event Director	Child Helpline International
	Coordination Meetings support	Child Helpline International
REGISTRATION AND VISAS	Registration Host	Child helpline
BUDGET AND FUNDRAISING	Fundraising Coordinator	Child Helpline International & child helpline
	Onsite support	Child Helpline International & child helpline
	Sponsorship Coordinator	Child Helpline International
VENUES	Onsite Venue Coordinator	Child helpline
	Offsite Venue Coordinator	Child helpline
LOGISTICS	Logistics support	Child helpline



PRODUCTION	Production / Tech coordinator	Child Helpline International & child helpline
TRANSLATION	Translation coordinator	Child helpline
DELEGATES	Delegate coordinator	Child Helpline International
	Delegate logistics	Child Helpline International & child helpline
PRESS AND COMMUNICATIONS	Press Liaison	Child Helpline International & child helpline
AGENDA	Agenda Coordinator	Child Helpline International & child helpline
INFOPACK	Infopack Coordinator	Child Helpline International & child helpline
MODERATORS AND SPEAKERS	Moderator and Speaker Liaison - Plenary and Workshops	Child Helpline International
REPORTING	Reporting Coordinator	Child Helpline International & child helpline
IMPACT EVALUATION	Impact Coordinator	Child Helpline International

## ROLES AND RESPONSIBILITIES: DEEP DIVE

Overall coordination, detailed logistics and management of finance and funding will be the responsibility of both the Host and Child Helpline International. This will be discussed in detail during the planning stages, also taking into account local tax obligations. The Host will create a detailed budget at least one year ahead of the IC or RC.

**Budget and expenditure:** Both Child Helpline International and the hosting child helpline will be responsible for raising funds to contribute to the cost of producing the IC or RC. There is a conference fee for participants to attend. This fee usually includes 3 nights of accommodation and all meals and coffee breaks from evening dinner on the first night to lunch on the third day. The conference fee does not include transfer in/out from the airport to the hotel or any additional nights' stay.

**Sponsorship:** Some attendees can be sponsored by Child Helpline International. Sponsorship will be determined by a variety of factors such as membership requirements and funds available. Partners are not generally eligible for sponsorship.

**Branding:** As early as possible in the organisation of the IC or RC, the Host and Child Helpline International shall agree upon and devise specific branding for the event which will appear, inter alia, on the Child Helpline International website, presentational materials, displays (including roll-ups and other signage), gift materials, etc.

**Invitations and mailing:** The invitations will be on a joint letterhead from Child Helpline International and the Host, signed by the Executive Director of Child Helpline International and the relevant representative of the Host. Invitees will be invited to register their participation online. Child Helpline International will send out invitations. The Host should



contact local NGOs and other relevant stakeholders no later than seven months before the event.

**Registration process:** The Host will organise a registration portal (such as EventBrite) prior to the invitations being sent out.

**Visa application process:** Participants requiring visas will be confirmed by the Host. The Host is expected to facilitate a smooth process for obtaining visas, including providing visa application support letters and liaising with embassies and consulates as required. Visa requirements will be communicated to invitees and information collected at the point of registration, including details such as: passport numbers; full name(s), nationality, and birth dates of registrants; places and dates of issue and expiry dates of passports.

**Infopack:** An infopack containing all the logistical details for the Host's city and country will be made available to participants via the Child Helpline International website. The update will be compiled by Child Helpline International and the Host and will include topical details such as weather, public transport, currency information and sightseeing. The infopack will also include information about any health considerations prevalent at the time of the IC or RC, and the Host's alcohol policy. In principle, the infopack will be an electronic document, available as a download; if any printed copies are to be produced, the Host will organise this locally.

**Flight bookings:** Travel arrangements are the responsibility of the participants, except where a participant is being sponsored to attend, by either the Host or Child Helpline International, and the sponsoring party therefore has a financial interest in the fares being booked.

**Hotel bookings:** The Host oversees all hotel bookings for participants and liaises with the hotel before, during and after the event. This includes:

- Reserving the approximate number of rooms required (including arrangements for alternative hotel accommodation in the event of unavoidable overflows);
- Agreeing a deadline with the hotel for final confirmation of room numbers; and,
- Ensuring a cost-effective package for delegates, and that the group rate remains available for any additional days required by delegates before and after the meeting (for example, due to travel arrangements necessitating extra nights' accommodation at the venue).

**Programme:** Child Helpline International will lead on the development of the agenda (in consultation with the Host and the wider membership) and will convene the sessions. Unless otherwise agreed with the Host, Child Helpline International will be responsible for delivering all of the programme (opening and closing ceremonies, plenary sessions, workshops, regional spaces etc.) This includes inviting additional guest speakers and organising plenaries, workshops and regional spaces. National dignitaries attending the event (such as Royal Family, Members of Government, etc.), and any local partners (national NGOs, telecoms etc.) will be invited by the Host, and their attendance will be coordinated by the Host. All other guest speakers (including other dignitaries participating in, for example, the



Opening Ceremony, plenaries or other sessions) will be invited by Child Helpline International, and their attendance will be coordinated by Child Helpline International.

**Field visits and sightseeing:** At least one field visit is desirable as part of the overall programme of activities. Field visits will be the responsibility of the Host. Field visits may include visits to the Host's centre of operations, other relevant child protection centres, or affiliates of the Host. Any dedicated sightseeing activities decided and agreed upon between Child Helpline International and the Host (for example, guided tours of the Host's city or to other sites of interest) will be the responsibility of the Host to organise.

**Lunches and dinners:** Lunches and dinners shall be organised by the Host as part of the package agreed with the hotel (or other venue) where the IC or RC is to be held. This package shall include an evening meal on the day before the opening of the event, all breakfasts and lunches (including morning and afternoon coffee breaks) for the duration of the event, and evening meals on the first two days of the IC (unless covered by official dinners at a specialised venue). The Host will be responsible for gathering information about any dietary requirements (including allergies) from the participants at the point of registration for the event. In addition, at least one official dinner at a specialised venue (i.e. other than the hotel or other venue where the event is to be held) is desirable. Such official dinners will be the responsibility of the Host, and may take place, for example, at a City Hall, local museum or other venue of cultural interest.

**Interpreters:** The consultation will be conducted in English. Interpreters (English/Spanish, English/Arabic, English/French) will be contracted by the Host. Translation of event materials (agenda, infopack, etc.) will be the responsibility of Child Helpline International.

**Conference production (including printing, displays, reception and IT):** The Host will ensure that the event is properly served by receptionists and IT technicians, and will be responsible to produce all display materials (including paraphernalia such as name badges, lanyards, document dossiers, "goodie bags" etc.).

**Media:** Appropriate media coverage (including the hiring of a professional photographer), local press releases and local press conferences will be coordinated by the Host. Appropriate international press releases and international media coverage will be coordinated by Child Helpline International.

**Reporting and Evaluation:** Child Helpline International will undertake a satisfaction survey for participants at the event, and will be responsible for capturing information from plenaries, workshops and/or regional spaces that require broader reporting among the membership and partners, or follow-up action; this may also include the development of any learning reports for delegates, and other means of evaluating the programme and/or the event.

**Reimbursement logistics:** Child Helpline International will be responsible for coordinating any reimbursements after the IC or RC.



## 2. CALL FOR HOSTS

In 2024, we will co-host the 11th Regional Consultations of Child Helplines. The Regional Consultations of Africa and also Middle East and Northern Africa will be co-hosted by Childline Botswana in September 2023. This is a call to host three Regional Consultations in 2024:

1. The Americas and the Caribbean;
2. Asia Pacific; and,
3. Europe.

Potential hosts must be a full member of Child Helpline International and are subject to the approval of Child Helpline International's Supervisory Board.

All applications must be submitted to the Executive Director, Patrick Krens.

See the Terms of Reference above for more information around what goes into coordinating an International Consultation or Regional Consultation.

For more information, please contact [patrick@childhelplineinternational.org](mailto:patrick@childhelplineinternational.org)