**Helpline** 

1. **Project Overview**

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| **Project info**  | **Guidance**  |
| **Location** | Oromia regional state, Ethiopia | Strengthen Child Helpline Services, In Oromia Region, Adama, Assela, Bishoftu, Metehara and Shashemne.  |
| **Duration** | Three Years  | July 1st 2018-June 30th 2021 |
| **Target Population** | 226,800 Children & girls and young women | Total direct beneficiaries 129,600 children (95,400 M & 97,200 F, 0-18 years of age). Indirect beneficiaries: 50,000 M & 75,500 F community. |
| **Budget** | **7,776,000.00** | Direct & Indirect cost |

**2. Situation Assessment**

**2.1. Background**

Enhancing Child Focused Activities (ECFA) is an indigenous, non-profit, non-governmental organization working in Ethiopia’s Oromia region to prevent all forms of violence against children and youth with holistic service delivery and the creation of an informed and enlightened target community. ECFA was established and legally registered by the Federal Ministry of Justice in 2006 under the name Ethio Child Focused Association. Following the issuance of the Civil Society Organizations and Nongovernmental Organizations law in 2009, ECFA was re-registered as an Ethiopian Residents Charity Organization, with registration number 0308.

**Vision:** ECFA envisions all Ethiopian children growing up healthily and safe, with respect for their basic rights, protection from all forms of abuse, and the ability to pursue educational and occupational opportunities.

**Mission:** ECFA seeks to work in partnership with community, national, and international partners, including families, local leaders and government agencies, to prevent abuse and ensure the physical, mental, and social well-being of children and youth in Oromia Ethiopia.

* 1. **Efforts to establish child helplines in Ethiopia**

Government of Ethiopia has ratified UNCRC, incorporated child rights in its Constitution. Ethiopia has expressed commitment to establish a functional child protection system; Child helplines - a crucial tool for protecting children from abuse and violence. Establishment of child helplines is incorporated in the GTP 2. In November 2012 children’s representatives attending the African Union’s "Third Pan-African Forum on Children" in Addis Ababa, Ethiopia, demanded from the governments to establish child helplines in every regions. (Plan of Action Towards Africa Fit for Children). In 2012, child helplines adopted the "Durban Resolution" at the 6th International Consultation of Child Helpline International. The resolution calls upon governments, United Nations and the private sector to ensure that every child in need of care and protection should have access to a child helpline. Often, policy makers mention paucity of data to formulate appropriate policies. Child helplines provide this data.

ECFA has piloted a child helpline intervention since (2007), ECFAs child helpline centre which was established in Adama city is the only one in the country by providing access for children victims of abuse to report their cases confidentially without fear of the perpetrators’, families, relatives and etc. ANPPCAN has also tried to establish helpline in Addis Ababa and Hawassa, Daro and Wondo Woredas (2006-2017). Some coordinated efforts similarly made by ACPF-legal support centre and CHI to establish a child helpline in Ethiopia. Again, a corresponding effort by MoWCA and UNICEF, ACPF, PIE and ECFA. The government has given consideration to establish helpline in the different regions of the country, in the GTP 2.

**2.3 Operating Context**

Ministry of women and children Affairs office give more emphasis to decreases violence against children and girls and young women in the GTP-II. Accordingly, put in the policy and implementation plan, child helpline in each region should be established. Hence has given directions for the regions, establish helplines operating with short digits and linked to one stop centres. But, no region has a functional/consistent helpline except the one established by the collaborative efforts of PIE, ECFA and the Oromia women and children Affairs office and targeted city Women and children Affairs office. ECFAs child helpline has better than the helplines piloted in the different regions, this was witnessed and appreciated by the ministry of women and children Affairs office. ECFA has been working in a close collaboration with the Oromia and city women and children Affairs office to strengthen the child helpline services.

**3. Concept Description**

* 1. **Background and Rationale to the Concept**

Ten years of CHI data from African child helplines show that the highest numbers of contacts focused on areas of: abuse and violence (29%), sexuality and sexual awareness (12%), homelessness (10%), HIV/AIDS (7%) and commercial exploitation. However, this data has not being manipulated nationally in our cases to reveal our situations. ECFA has been trying to show the evidence/data why we need to implement child helpline intervention so that helpline needs to be built and gives services throughout the country. The existence of the Adama child helpline centre allowed a large number of victim children, girls and families to present their case and get the appropriate protection and rehabilitation services. In the period from June 2007-December 2017 the centre received 4996 cases reported through telephone line and by coming in person to the centre.

To complement the helpline activity/service, ECFA has been working in association establishing referral networks that collaborates with the helpline with other focused NGOs law enforcing bodies such as police, court and health and social welfare systems to enhance its intervention and thus to convince presenting data revealing the value of the intervention. But, ECFA has been challenged with the cost of the incoming and outgoing charges for the telephone. To solve this problem, ECFA has been insisting the Ethio-telecom, to cover core costs and to waive the cost of calls on a permanent basis.

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| S/n | **Stakeholders** | **Involvement in the Project** |
| 1 | Oromia/City Women children  | * Project appraisal and signing agreement
* Coordinate the (organization) and the stakeholders at Town level including establishing partnerships
* Monitor and evaluate the project together with the relevant bodies

Provide Technical support |
| 2 | City Finance and Economic Development  | * Provide technical support
* Monitor and evaluate the project together with the relevant bodies
* Participate at different levels of the project implementation stages
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| 3 | Police and justice system/law enforcing bodies  | * Work with ECFA to aware the community
* Provide legal support for victims
* Monitor and evaluate the project together with the relevant bodies
* Provide Technical support
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| 4 | CBOs and Iddirs | * Participate on awareness programs
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| 5 | Schools  | * Prevention and awareness raising activities
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| 6 | Kebeles | * Referral, counselling, reporting and awareness
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| 7 | Ethio-telecom  | * Cost sharing
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**4. Project Rational**

**4.1 The need for implementing child helpline activities: -** Protection of children is at the heart of the program of ECFA’s since its establishment 2006.To addresses the protection needs of children ECFA uses effective strategies that are tested through piloting. Child helpline service is one of these strategies that ECFA runs after piloting for three years in Adama city. ECFAs child helpline centre which was established in Adama city is the only one in the country by providing access for children victims of abuse to report their cases confidentially without fear of the perpetrators’, families, relatives and etc. The centre using a toll free (free for caller) and three digits “919” telephone line receive calls from victim children, families and the community members who need to report incidents of violence anonymously and provide online counselling and referral access for medical, legal, rehabilitation and reunification services. By understanding the effectiveness of Child helpline for tracking and providing protection services for children many countries have established the service. More than 30 countries are running child helpline canters in Africa only. ECFA in partnership with child helpline international (CHI) a global network of child hiplines based in Amsterdam (childhelplineintenational.org) was advocating for regional and national child helpline in Ethiopia. As a result of this effort currently the Ethiopian government recognized child helpline in GTP II.

Currently ECFA in partnership with the Oromia women and children affairs office and Plan international Ethiopia is working to scale up the capacity of the Adama child helpline centre through; equipping it with latest technology that can receive up to 35 calls at a time either from mobile or land line phones, assigning professional counsellors that are able to respond for the requests of the callers and expanding its coverage to more than five cities of the region. And also, within the three years period ECFA will finish the preliminary works and make the helpline a national. This project is therefore, designed to support the above-mentioned initiative.

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| Overall Objective | Reached out to children in need of care and protection.  |
| Specific Objectives |  |
| 1 | Responding to serious and dangerous situations reported on the helpline 919.  |
| 2 | Creating child friendly environments by generating awareness on the rights of children.  |
| 3 | Providing services to rescued children |
| 4 | Strengtehn the existing helpline and enable it become a national helpline. |
| Outputs |  |
| 1 | 256,800 children in dangerous situations accessed child helpline  |
| 2 | 5 functional referral child protection actor’s networks strengthened in the five cities.  |
| 3 | 3 child helpline counsellors trained on the terminology and taxonomy of online counselling as well as ongoing training on online issues and platforms in general.  |
| 4 | Capacity of program staffs and counsellors built to disseminate information and advice to children, young people, and all audiences on the dangers of child abuse and promote child helpline services.  |
| 5 | protocol developed for handling and referring cases of abuse and exploitation.  |
| 6 | Messages transmitted depicting the overview of the child helpline, child exploitation, helpline activities and operations in the local FMs.  |
| 7 | WCAO office supported to organize awareness raising forums on children's wellbeing for the communities at all level in their towns.  |
| 8 | Trainings provided for 5 the child helpline call centre focal persons and 20 staffs from key actor’s office on referral and management of child abuse and exploitation.  |
| 9 | Provide psychosocial support for 150 victims and create a follow up mechanism to get feedbacks.  |
| 10 | 3 days experience sharing visit conducted for 3 counsellor and 2 service providers at Zimbabwe child helpline.  |
| 11 | Feasibility study condcuted in regional level on the intervetions.  |
| Interventions |  |
| 1 | Accessing toll free telephone line for callers |
| 2 | Strengthening child protection referral network among the call centre and child protection actors working in the five cities.  |
| 3 | Providing training for child helpline counsellors on the terminology and taxonomy of online counselling as well as ongoing training on online issues and platforms in general. |
| 4 | Providing capacity building training for program staffs and counsellors disseminate information and advice to children, young people, and all audiences on the dangers of child abuse and promote child helpline services. |
| 5 | Prepare and or adapt protocol for handling and referring cases of abuse and exploitation. |
| 6 | Transmit messages depicting the overview of the child helpline, child exploitation, helpline activities and operations in the local FMs. |
| 7 | Support WCAO office to organize awareness raising forums on children's wellbeing for the communities at all level in their towns. |
| 8 | Provided trainings for the child helpline call centre focal persons and staffs from key actor’s office on referral and management of child abuse and exploitation |
| 9 | Provide them with psychosocial support for victims and create a follow up mechanism to get feedbacks.  |
| 10 | Conduct 3 days experience sharing visit for 3 counsellor and 2 service providers at Zimbabwe child helpline.  |
| 11 | conducted study to assess the past, present, discover potentials, limitations and put way forwarding to the future” plan to launch national helpline.  |
| 12 | Develop strategic plan, a road map to implement child helpline services at the national level.  |
| 13 | Conduct regional Level feasibility study on the intervetions to increase the cathment area.  |

1. **Implementation Summary**

The project period for this helpline project is 1st of July 2018-30th of June 2021. ECFA is proposing PIE will support this endeavour through funding. The main stakeholder and partner will be the five city Women and Children’s Affairs, Kebele Administrations, health facilities and schools, youth centres etc. At community level religious leaders, Iddirs and community at large will be recommended and at the grass root level a committee consisting of kebele leaders, health extension workers and development agents will be identified as main stakeholders.

The call centre will provide services with a capacity that can receive up to 35 calls coming from mobile and landline telephones at a time. The call centre is designed to receive calls from 5 cities of Oromia region for the first three years and to expand its coverage to other selected areas in the next periods. The child helpline service is anticipated to contribute a lot for the protection of vulnerable and abused children. Children will have a confidential access to report their cases, to get online counselling and referred for other services.

The helpline operates 14 hours, provide a toll-free telephone services, work and link outreaches programs. The child helpline will respond to a contact by counselling or refer the case to appropriate services. Existing child protection services will play a great role in follow up and attend to the specific needs of the child. Finally, handle contacts and manipulate well organized data.

1. **Activities Monitoring**

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| **Activities** | **Indicators** |
| Accessing toll free telephone line for abused children.  | No. of victim children supported  |
| Strengthening child protection referral network among the call centre and child protection actors working in the five cities. | No. of referral networks supported in each city.  |
| Providing training for child helpline counsellors on the terminology and taxonomy of online counselling as well as ongoing training on online issues and platforms in general. | No. of staffs trained  |
| Providing capacity building training for program staffs and counsellors disseminate information and advice to children, young people, and all audiences on the dangers of child abuse and promote child helpline services. | No. of staffs trained  |
| Prepare and or adapt protocol for handling and referring cases of abuse and exploitation. | Protocol adapted  |
| Transmit messages depicting the overview of the child helpline, child exploitation, helpline activities and operations in the local FMs. | No of minutes aired  |
| Support WCAO office to organize awareness raising forums on children's wellbeing for the communities at all level in their towns. | No of office supported  |
| Provided trainings for the child helpline call centre focal persons and staffs from key actor’s office on referral and management of child abuse and exploitation.  | No of staffs trained  |
| Provide them with psychosocial support for victims and create a follow up mechanism to get feedbacks.  | Children supported  |
| Conduct 3 days experience sharing visit for 3 counsellor and 2 service providers at Zimbabwe child helpline.  | Experience sharing visit conducted  |
| Conduct study to assess the past, present, discover potentials, limitations and put way forwarding to the future” plan to launch national helpline.  | The study document produced |
| Conduct regional Level feasibility study to broden the cathment area.  | The study document produced |
| Develop strategic plan, a road map to implement child helpline services at the national level.  | Document produced  |

1. **Exit strategies**

ECFA will focus on government ownership and management where government staff will fully operate, manage and lead the Helpline operations. ECFA realizes that the level of ownership will vary depending on which city is chosen to move forward with developing the program. For smooth transition and sustainability, exit strategies will be prepared which include capacity building of the government stakeholders, preparation of implementation guidelines and the strengthening of referral networks.

1. **Risk Assessment**

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| Risk | Likelihood | Impact | Rating | Mitigating Measure |
| Political in stability | 1 | 1 | Low |  |
| Policy change of the government | 1 | 2 | Medium  | Involvement of stakeholders throughout the project life |
| Inflation | 2 | 1 | Medium  | Re-planning/Amendments. Additional funds from donors  |
| Resistance on community contribution | 1 | 2 | Medium  | Proper orientation, awareness raising, ownership of the communities.  |

1. **Detailed Budget**

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| **Activities** | **Budget in ETB** | **Total**  |
| **Y1** | **Y2** | **Y3** |
| Accessing toll free telephone line for abused children.  | 886,000.00 | 886,000.00 | 886,000.00 | **2,658,000.00** |
| Strengthening child protection referral network among the call centre and child protection actors working in the five cities. | 82,000 | 82,000 | 82,000 | 246,000.00 |
| Providing training for child helpline counsellors on the terminology and taxonomy of online counselling as well as ongoing training on online issues and platforms in general. | 45,000 |  | 45,000 | 90,000.00 |
| Providing capacity building training for program staffs and counsellors disseminate information and advice to children, young people, and all audiences on the dangers of child abuse and promote child helpline services. |  | 36,000 |  | 36,000 |
| Prepare and or adapt protocol for handling and referring cases of abuse and exploitation. | 35,000 |  |  | 35,000 |
| Transmit messages depicting the overview of the child helpline, child exploitation, helpline activities and operations in the local FMs and Broadcast TVs. | 100,000.00  | 350,000.00  | 350,000.00  | 800,000.00 |
| Support WCAO office to organize awareness raising forums on children's wellbeing for the communities at all level in their towns. | 75,000.00  | 75,000.00  | 75,000.00  | 225,000.00 |
| Provided trainings for the child helpline call centre focal persons and staffs from key actor’s office of the respective targeted cites, on referral and management of child abuse and exploitation.  | 80,000.00 | 80,000.00 | 80,000.00 | 240,000.00 |
| Conduct 3 days experience sharing visit for 3 counsellor and 2 service providers at Zimbabwe child helpline.  | 210,000.00 |  |  | 210,000.00 |
| Provide them with psychosocial support for victims and create a follow up mechanism to get feedbacks.  | 79,000.00 | 79,000.00 | 79,000.00 | 237,000.00 |
| Conduct regional Level feasibility study to broden the cacthment  | 120,000.00 |  |  | 120,000.00 |
| study conducted to assess the past, present, discover potentials, limitations and put way forwarding to the future” plan to launch national helpline.  |  |  | 150,000.00 | 150,000.00 |
| Promote the child helpline using different information outlates | 50,000.00 | 150,000.00 | 150,000.00 | 350,000.00 |
| Develop strategic plan, a road map to implement child helpline services at the national level.  |  | 120,000 |  | 120,000 |
| Attend regional and global conferences.  | 90,000.00 | 90,000.00 | 90,000.00 | 270,000.00 |
| **Total Program**  | **1,852,000.00** | **1,948,000.00** | **1,987,000.00** | **5,787,000.00** |
| **Adminstration cost** | **619,000.00** | **619,000.00** | **751,000.00** | **1,989,000.00** |
| **Grand total**  | **2,471,000.00** | **2,567,000.00** | **2,738,000.00** | **7,776,000.00** |