

**Child Helpline International
Second International Consultation
March 20-24, 2005**

KHF Executive Director's Report



Executive Summary

Child Helpline International is a relatively new organisation that is striving to provide stimulus and a focal point for the “movement” of helplines for children around the world. The second worldwide meeting of its members in The Netherlands in March 2005 was well-attended. Strong regional networks of childlines are forming, facilitated by the personal relationships that have grown through contact at the regional meetings and the worldwide gathering.

The Netherlands meeting dealt heavily with CHI work-in-progress on:

- developing these regional networks to facilitate the development of new and emerging childlines,
- developing agreed, common systems for collecting data on the calls received by childlines,
- developing an agreed statement on policies, standards and procedures that childlines should follow, and
- the governance and management of CHI.

It also included many elements to facilitate informal networking between delegates and an issues-focussed workshop led by consultants from McKinsey and Co.

Despite its newness, CHI has gained recognition at the UN Committee on the Rights of the Child and has an advocate in the European Parliament because of its access to child-centred data on children’s issues and conditions around the world.

The meeting had a very high level of participation by delegates, who worked hard towards the goals set out by CHI. Communication was vigorous, sincere and conducted with a spirit of goodwill that overshadowed any underlying national enmities.

What’s Up’s high standing among the global sweep of childlines was clear to see and links were made with key peers around the world that should prove useful for future benchmarking and information sourcing purposes.

I found the contact with colleagues highly stimulating and enjoyable and the meeting left me with many ideas and much motivation for steering What’s Up on its course of development.

Grant Taylor
Executive Director

Introduction

Child Helpline International (CHI) is a charitable foundation registered in the Netherlands with the aim of constituting a global network of telephone helplines and outreach services for children and young people. It was founded in 2003 following a meeting of interested parties, including a number of children's helplines and organisations funding children's services internationally. It currently has a membership of 66 established helplines in 55 countries and a number of other organisations in the process of planning children's helplines.

What's Up has been a member of CHI since 2003 and became actively involved this year with the Executive Director attending the Asia-Pacific Regional Consultation in Tokyo in January and the Second International Consultation in Amsterdam in March. What's Up was represented at the First International Consultation in 2003 by Trevor Carlyon, at the time a KHF Board member and the Executive Director of Kids Help Line in Australia.

The Executive Director's travel costs to these meetings were met by Jason Friedlander and the conference costs by the meeting hosts – the Zenseikyo Foundation in Japan and CHI in Amsterdam.

The Asia-Pacific Regional Consultation showed that New Zealand is a leader in the region and internationally in providing services for children using modern telecommunications networks. What's Up is at the forefront of service achievements and standards and looked to as an example of many aspects of best-practice by other helplines around the world. There was clear potential for What's Up to take an overt leadership role in the international community of children's helplines with consequent benefits for the profile and standing of What's Up in the New Zealand community. The Executive Director obtained KHF Board approval for What's Up to offer to host the Third International Consultation planned for 2007.

What's Up's potential contributions to the development of childlines around the world was also clear to the CHI executive, who strongly encouraged What's Up to participate in the Second International Consultation. The KHF Board approved the Executive Director's attendance at this meeting to further the proposal to host the 2007 meeting and to establish direct contact with helplines outside of the Asia-Pacific Region that were working with similar populations and technological capabilities to What's Up.

Meeting Programme and Content Summary

Sunday 20th March	Summary
<ul style="list-style-type: none">• Inaugural dinner• Address by Prof. Jaap Doek, Chair of the UN Committee on the Rights of the Child• Address by Ms Lissy Gröner, Member of	The first of many networking opportunities, the inaugural dinner saw a great deal of interaction between delegates from different helplines who were keen to meet new colleagues and find out about the work others are doing. By the end of the evening, I had spoken to representatives from Canada, Nigeria, Macedonia, England, Wales, USA, Zimbabwe and Latvia. Professor Doek's and Ms Gröner's addresses made it clear that CHI is recognised and respected as an important source of information and

European Parliament	advocacy for children at both the UNCRC and European Parliament, being in a special position to assemble worldwide information on children's issues from the point of view of the children themselves.
Monday 21st March	Summary
<ul style="list-style-type: none"> • CHI Secretariat report 	CHI has been achieving well in engaging member helplines, developing an agreed set of principles, standards and practices and a uniform data collection format. It has also paid close attention to its own organisational issues, particularly regarding governance structure and strategic planning. Part of this has been achieving pro bono support from McKinsey and Co, Price Waterhouse Coopers and J Walter Thompson, although the latter was recently lost due to urgent business priorities arising for JWT.
<ul style="list-style-type: none"> • Reports from Data, Corporate Liaison, Standards, and Telecoms Taskforce Chairs 	The Corporate Liaison Taskforce has not been very active following Trevor Carlyon's resignation from Kids Help Line, as Trevor was one of the key members of this group.
<ul style="list-style-type: none"> • Regional group meetings to update progress since Regional Consultations • Regional Coordinators' plenary reports 	<p>Many helplines face challenges in obtaining freecall numbers in their countries and CHI has been lobbying at both the International Telecommunications Union and local telco levels regarding this, although its leverage is not great in this area.</p> <p>A good indication of the strength of common purpose evident at the meeting was the decision of the delegates from Yemen, Egypt, Palestine, Israel and Lebanon to form a Middle East/North Africa regional group.</p>
<ul style="list-style-type: none"> • Exhibition by participating childlines and 1:1 "dates" for detailed information sharing 	The exhibition was well populated with various information and marketing materials and many copies of What's Up's charity profile, statistical summary, stickers, balloons and pamphlets were taken. I sought and had 1:1 meetings with other helplines using a paid-counsellor model: Austria, Italy, Canada and NSPCC in the UK. There was enthusiasm among these helplines for remaining in correspondence and we have already benefited from the experience of the Austrian helpline with effective call centre queue management. I also met with the Iceland delegates, with whom New Zealand shares a similar world view as a small, relatively affluent island nation.
Tuesday 22nd March	Summary
<ul style="list-style-type: none"> • Presentation on effective management structure by McKinsey & Co 	The McKinsey presentation was a recapitulation of their suggested model that we saw at the Regional Consultation in January. Essentially this divides members countries into five groups based on the stage of development of their helplines. Of greatest significance to What's Up was their observation that the "establishment" group, to which What's Up belongs, is not being

	well served currently by CHI. Their suggested focus for this group is on facilitating dissemination of best practices, organisation of workshops on key themes such as funding or marketing, development of the CHI website as a repository for best practices information, an lobbying for regional funding, corporate partnerships, and advocacy of children's issues.
<ul style="list-style-type: none"> • Plenary discussion of proposed model for governance structure of CHI 	The governance structure is driven by the status of CHI as a foundation ("Stichting" in Holland) that specifies that Board elections can not be held. CHI has resolved to follow a consensus approach in its governance that involves participation by member helplines, donors, UN bodies, CHIs corporate partners and focussed on the needs of its members. The Board must contain a minimum of 3 and a maximum of 17 members. It is composed of a Daily Board comprising the Chair, Vice Chair, Secretary and Treasurer plus regional representatives, a representative of the key funder (Plan Netherlands), a representative of any corporate partner, and special representatives without voting rights from UNICEF, UNCRC and the chairs of the CHI taskforces. Membership is divided into Associate Members (helplines in the planning stages) and Full Members (established helplines).
<ul style="list-style-type: none"> • Regional group meetings to discuss regional management structures and Board representation 	There was considerable concern from regions outside Europe about the predominance of European members on the Board and the Board was challenged over this. The response was quite dismissive of these concerns and did not embrace the suggestion of the Asia-Pacific Region that the Vice-Chair should be from outside Europe, even when it put forward a highly qualified candidate, Dr Armaity Desai from India who has served on the CHI Board until recently. This is a potentially divisive issue within CHI and in my opinion, the CHI Board will have to learn to think more internationally or alter its structure to become a more democratic organisation within the next five years if CHI is to retain the long-term commitment of its members in the Asia-Pacific, African and Latin American regions.
<ul style="list-style-type: none"> • Presentation and discussion of the proposed international data proforma and data collection systems 	There is a fairly high level of acceptance of the data proforma developed so far and this will be finalised in the near future. There are clear advantages in being able to compare data between helplines in terms of benchmarking performance and What's Up will look at resolving the few areas of incompatibility between the final proforma and its own data collection format in due course.
<ul style="list-style-type: none"> • Presentation and discussion of the draft Principles, Standards and Practices document 	The Principles, Standards and Practices document is quite compatible with What's Up's own PSP and there are unlikely to be any significant difficulties in What's Up subscribing to this once it is finalised.

<ul style="list-style-type: none"> • Meetings of the Data, PSP, Telecoms and Corporate Liaison Taskforces 	<p>The Corporate Liaison coordinator, Paul Gilligan from Ireland, stepped down from this role and I agreed to take it up in conjunction with Novella Pellegrini from Italy who has a background in corporate communications, with secretarial support from Paula Conaghan at the CHI secretariat. What's Up has among the strongest relationships with corporate sponsors of any helpline in the world and our connection with Griffin's, as part of Danone, puts us in a good position to assist CHI with the development of a corporate relationship plan on an international scale. Novella and I have agreed to develop a full business plan for CHI corporate relations as a first step. Although I am technically now a member of the CHI Board, I do not expect to attend any Board meetings in person and this work will all be conducted by email or occasional teleconferencing. I am confident that this will not be a troublesome workload demand and will be congruent with What's Up own corporate relations work.</p>
<p>Wednesday 23rd March</p>	<p>Summary</p>
<ul style="list-style-type: none"> • Presentation by Paulo David from the UN Committee on the Rights of the Child • Presentation by Amaya Gillespie from the UN Global Study on Violence Against Children 	<p>The UNCRC presentation underlined the value recognised in CHI's ability to provide the CRC with child-centred information on children's issues internationally and country-by-country. Similarly, childlines around the world can contribute to the Study on Violence Against Children by identifying and quantifying forms of violence that are reported by children. I am liaising with UNICEF in NZ to see whether What's Up can contribute its data to this study.</p>
<ul style="list-style-type: none"> • Regional group meetings to develop regional action plans • Plenary presentations of regional strategic plans to inform CHI action plan for the next year 	<p>The Asia-Pacific Region group appointed Zia Arwan from Pakistan as Regional Coordinator to sit on the Board, assisted by Karjol Menon from India, Tina Palma from the Phillipines, and Lee Ho Kyoong from Korea to represent the South Asia, South-East Asia/Oceania, and East Asia sub-regions respectively. The members of this region are aware of the diversity amongst them and place a high level of importance on participation and consultation. An early priority is the establishment of an internet-based regional discussion group so that all members can be involved in information exchange and cooperation and ensure that Zia is well-briefed on regional issues for CHI Board meetings. It was also decided to hold future Regional Consultations at times and places that facilitate lobbying of regional political meetings of relevance, such as the Asia-Pacific Children's Ministers meeting held in Bangkok in March.</p>
<p>Thursday 24th March</p>	<p>Summary</p>
<ul style="list-style-type: none"> • Workshop on enhancing organisational efficiency conducted by McKinsey & Co 	<p>This workshop proved to be a fairly basic walk-through of business planning and a balanced approach to organisational management that was perhaps of more direct usefulness to less well-established helplines. The small group discussions facilitated by McKinsey personnel generated stimulating and interesting sharing of experiences and ideas on specific helpline operational issues. An example was the high level of interest in</p>

	What's Up's methods of monitoring and maintaining consistency in how Counsellors record call data. Similarly, I found the discussions of setting and reviewing organisational performance measures, strategic planning and service quality monitoring very thought-provoking.
<ul style="list-style-type: none"> • Special session on the Indian Ocean tsunami 	I did not attend the Tsunami session because of my departure schedule and my attendance at a similar symposium at the Asia-Pacific regional meeting in Tokyo.