

Evaluations

From the challenges some child helpline organisations are facing to learning about the different dynamics of the child helplines represented across their region, the 31 attendees at Child Helpline International Asia Pacific Regional Consultation shared a good deal of insight about their experience during the event.

On a scale of one to ten (with ten being “excellent” and one being “very poor”), the participants ranked the overall experience of the RC at 7.9 on average. This section provides an overview of the most important quantitative and qualitative points they shared during evaluations.

Effectiveness of the Regional Consultation

When asked whether the Regional Consultation met the participants’ expectations, 77% answered positively. Elaborating on why, many mentioned that sharing best practices, knowledge, and experience with other members was most effective. The RC has built “awareness of child helplines in the region and offered brief comparisons with the rest of the world”, according to one member. Awareness about what other helplines are doing in their region was another factor.

“We learn and share our experiences of activities which we have done, and learn new avenues to response in our country.” -- attendee

To What Extent did we meet the RC's objectives?	Fully agree	Somewhat agree	Do not agree
There was useful, in-depth information for child helplines	71.0%	29.0%	0.0%
We could network with other child helplines and organisations	77.4%	22.6%	0.0%
There was space for feedback and direction for CHI's work in assisting child helplines	67.7%	32.3%	0.0%

Of the many sessions on offer during the RC, the two most effective according to the surveys were: **1) child protection during emergencies/humanitarian efforts, and 2) child online protection.** “Child online protection will now be fully incorporated in our training programmes and workshops,” said one attendee. Many went on to say they would create awareness about both upon return to their countries. They would action training for online child protection as well as specific preparations in the event of large scale disaster.

While the group felt all sessions were helpful overall, they did suggest holding sessions next time on the following topics: issue-based discussions, action planning, future plan of action, practical sessions on referral and response, capacity building components, country presentations, fundraising training, and statistics on the different types of child online incidents.

<i>What did you think about the quality of the sessions?</i>	Fully agree	Somewhat agree	Do not agree
The presenters were knowledgeable	77.4%	22.6%	0.0%
The presentations were informative	80.6%	19.4%	0.0%
The sessions were interactive	61.3%	38.7%	0.0%

Networking is an important element of the RC, as a facilitator of enhancing local helplines toward a larger goal: “it's an avenue for learning experiences and promote amity among children’s helpline, which has one goal: to promote the best welfare of the children. Through this consultation, a referral network and pathways are possible across the Asia Pacific.”

Percentage of participants who feel the RC helped increase their knowledge about the role of child helplines in child protection systems

87%

Participants reported potential partnerships and the building of strategies as they have helped other members in their countries. The RC gives participants the opportunity to meet people with the same problems from different parts of the world and learn how they faced those challenges.

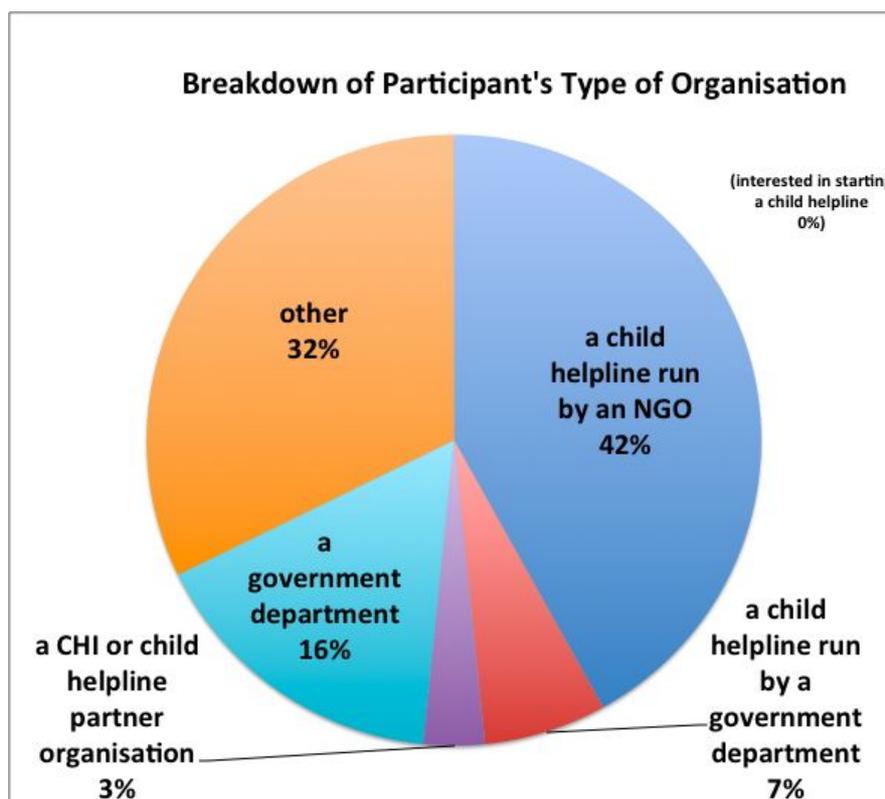
Carrying the information forward when returning to their organisations, attendees reported the intention to:

- approach regional partners for cases of online abuse,
- advocate through campaigns,
- begin youth advisory roles and peer support groups,
- call for more support from their government and private stakeholders,
- conduct a survey of school children about online safety

Attendees also requested more support or research from CHI in these areas:

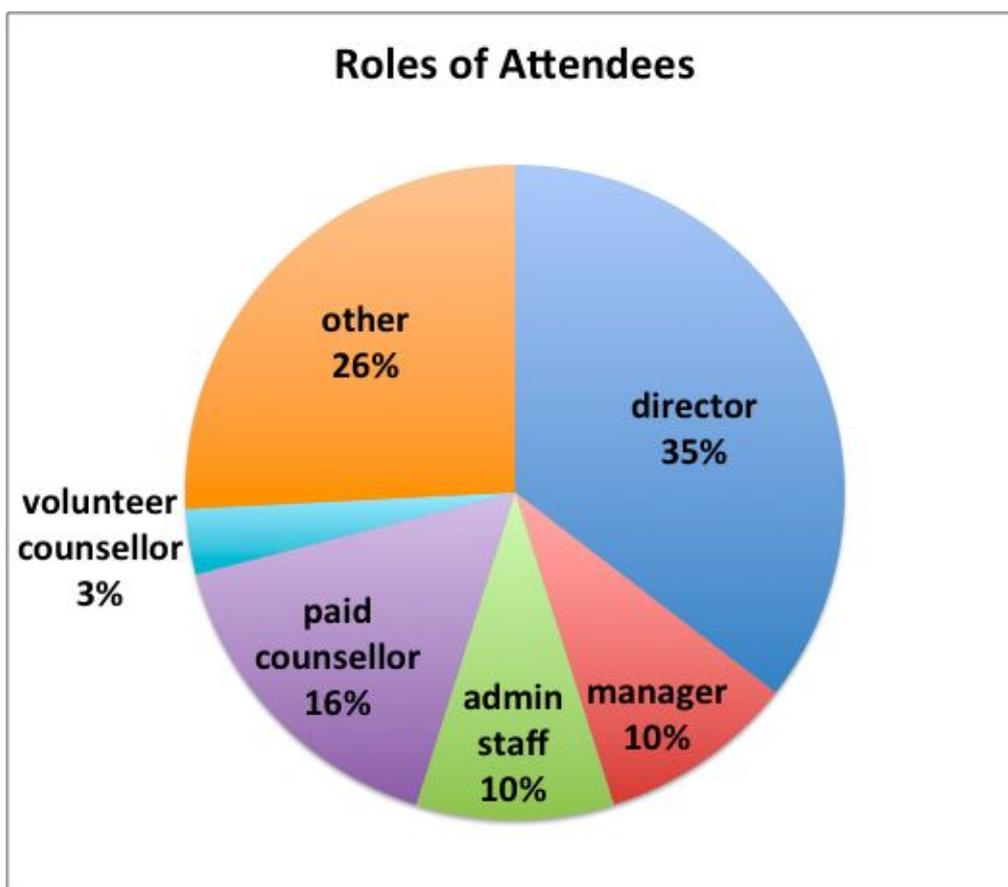
- an assessment with participants, to set up an agenda and content
- Asia Pacific regional office may give more guidance and coaching, for all child helplines in the region
- strengthen referral networks at the ground level
- lead or coordinate the development of regional mechanism for complaint and response on the issues of online protection and abuse
- tips on how to sustain a child helpline's resources, finances, technology, and staff
- a comparative analysis of the Africa, MENA, Asia Pacific regions
- child online protection and technology
- advocacy/lobbying government on strict policies and penal codes
- advocating court jurisdictions to prosecute perpetrators from outside courts' control
- Training/interactive workshops
- setting up youth participation
- develop a cross bordered cross country response mechanism/guideline

Who were the attendees?



While the majority of participants come from a child helpline run by an NGO (42%), the second largest group (“Other”, 32%) indicated a diverse set of workplaces: a religious community, an unregistered NGO advocating child rights and creating safe spaces for children, EPCAT International, a multilateral organisation, or a cyber-security group.

Together, 17 of their organisations have existed for more than five years (55%), and six have been active between two and five years (19%). This means the majority come from well-established organisations, however, only 12 of the 31 attendees hold full CHI membership and two associate-build membership. The rest either did not know their level of membership or did not indicate it.



Half of the participants hold upper-level positions in their organisations. Of these 31 participants, 11 are directors, three are managers, three belong to administrative staff, and six are counsellors. One founder, a capacity building officer, advisor, researcher, child protection specialist, and a hotline supervisor also attended the RC.