

## Session 59 – Vietnam

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

*Prepared by Child Helpline International and Plan Vietnam - September 2011*

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#### **Background:**

The Child Helpline in Vietnam was established in May 2004 with the support of Plan Vietnam and the Vietnam Commission of Population, Family and Children. The Child Helpline operates 24 hour daily since November 14, 2010. According to the Child Helpline Vietnam's annual report, since its inception in April 2005, the Child Helpline received 116,165 calls requiring interventions and follow-up. The Child Helpline can be reached nationally/ through the toll free number 18001567. Fifty percent of the Child Helpline budget has come from the Vietnamese government. Main issues raised by callers include: peer relationship, abuse and violence, reproductive health and family relationships.

#### **Recommendation 1**

Allocate a short and easy to remember, 3-4 digit telephone number, and at the same time explore the application of ICT's to ensure that the Child Helpline is more accessible and free for every child all over the country.

- The government should allocate appropriate financial and technological resources to support long-term activities of the helpline including training and capacity building for telephone counselors to meet international quality standards
- The government should increase its awareness raising about the Child Helpline with more focus on reaching children in need of special protection and those working with children.

#### **Recommendation 2**

Ensure that the Child Helpline has an outreach component to work with marginalised children and those at risk of having their rights violated.

- Early intervention and prevention are essential to protect the rights of all children. Outreach, to work with children who are at risk, is pivotal in this process.
- Allocate appropriate resources to cover costs of outreach activities, build capacity and train counsellors.

#### **Recommendation 3**

Having recognised the Child Helpline as a vital tool of the Child protection system, the governments should work closely with the Child Helpline to maximise its functions.

- The government should institutionalise the Child Helpline as an effective tool to remedy child rights violations and stimulate (governmental) child protection agencies to do the same.
- The government should provide funding to expand calling centers and the intervention network across the country so that marginalised children can access the service and obtain interventions.

#### ***If you wish to receive further information please contact Child Helpline International:***

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