



Hello Childline

CHILDLINE : A project of the Ministry of Social Justice and Empowerment (GOI) in partnership with State governments, NGOs, the Corporate Sector, Plan and Concerned Individuals.

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Ministry of Social Justice and Empowerment, Department of Telecommunications, Ministry of Health, Railway Ministry, Department of Women and Child Development, Department of Social Defence / Social Welfare.

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BOOK POST

To,

Rani and her friends playing hop scotch on one of the picturesque sea shores of Nagapattinam is just one of the many happy signs of life creeping back to normal in the Tsunami devastated areas of South India.

CHILDLINE-the only help line for children in India responded immediately to the disaster caused by the giant killer waves of December 26th, 2004. Our efforts were geared towards ensuring the care and protection of children at all times. This issue of "Hello CHILDLINE" focuses exclusively on the activities and the role of CHILDLINE in the aftermath of the Tsunami.

Immediately after the disaster, CHILDLINE teams neighbouring the affected areas moved in to minimise the loss of life and provided relief materials to the survivors. CHILDLINE India Foundation worked in close collaboration with the district administration and local NGOs to initiate the CHILDLINE service in the affected areas. This involved conducting need assessment studies, mapping of children's requirements, providing counselling support, educational materials, nutrition supplements, and conducting therapeutic and recreational activities in the relief camps and temporary settlements. In the long run we aim to put in place a comprehensive child care and protection network that can provide safe shelter for orphaned/abandoned children, regular schooling and bridge classes for children out of school. This will minimise the occurrence of child labour and prevent trafficking of children.

None of this would have been possible without the timely support from the Ministry of social Justice and Empowerment-Government

CHILDLINE is ringing in 66 cities of India :

Agartala, Ahmedabad, Ahmednagar, Akola, Allahabad, Alwar, Amaravati, Aurangabad, Baroda, Bangalore, Bhopal, Bhubaneshwar, Chandigarh, Chennai, Coimbatore, Cuttack, Cuddalore, Delhi, District South 24 Parganas, East Medinipur, Goa, Guwahati, Hyderabad, Imphal, Indore, Jaipur, Jalpaiguri, Kalyan, Kanchipuram, Kanyakumari, Karaikkal, Kochi, Kolkata, Kollam, Kotta, Kozhikode, Kutch, Lucknow, Madurai, Mangalore, Mumbai, Murshidabad, Nadia, Nagapattinam, Nagpur, Nasik, Patna, Port Blair, Pune, Puri, Ranchi, Rourkela, Salem, Shillong, Sholapur, Thrissur, Thirunelveli, Thiruvananthapuram, Trichy, Udaipur, Ujjain, Varanasi, Vijaywada, Vishakhapatnam, Wayanad, West Medinipur.



of India, supplemented by assistance from Plan International, the corporate sector and numerous individual supporters of CHILDLINE. These partnerships have bolstered the local child rights and child protection networks by ensuring community based rehabilitation; need based sponsorships for children and thus preventing the exploitation of vulnerable children.

We would like to express our gratitude to our CHILDLINE teams from Chennai, Trichy, Salem, Madurai, Coimbatore, Trivandrum, Kochi and New Delhi. Their exemplary efforts in conducting rescue and relief operations saved many innocent lives.

Emerging from our experience is the urgent need for a National Disaster Management Plan and a manual on Disaster Management for CHILDLINE. We have begun work on these and invite your suggestions for the same. Meanwhile, we will continue to keep you updated on the rehabilitation efforts in the coming months.

What is CHILDLINE?

A national, 24-hour emergency outreach service, CHILDLINE is a free phone helpline for children in need of care and protection. The CHILDLINE number 1098 is a toll free number that is common in all the cities of India. Initially started in Mumbai in June 1996, CHILDLINE is currently operational in 66 cities. CHILDLINE aims to reach out to the most marginalised children between the age group of 0-18 years, and provides interventions of shelter, medical, repatriation, rescue, death related, sponsorships and, emotional support and guidance.

So if YOU see a child in distress, call 1098. NOW!

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CHILDLINE Response to the Tsunami

CHILDLINE India Foundation adopted a multi-pronged strategy in response to the Tsunami disaster. This included providing immediate relief to the victims of the disaster, setting up of CHILDLINE service in the affected districts in partnership with the Ministry of Social Justice and Empowerment, Government of India and local NGOs, supplemented by support from Plan International and corporate sector. CIF also conducted capacity building of team workers from India and other affected countries and advocated for children's issues to be included in all the relief and rehabilitation efforts.

Specialized consultants were appointed by CIF to undertake the relief operations. A team of CIF members with Dr. Nilima Mehta (Chairperson CWC, Maharashtra) and Mr. Philip Abraham (Consultant, CIF) visited the affected areas to do damage assessment. Another team commenced the assessment process in the Andamans along with Ms. Preeti Bhat (Consultant, CIF).

Rapid assessment was done and a proposal was submitted to the Government of India to start CHILDLINES in the affected areas. At the local level, meetings with the District Collector and the Superintendent of Police, GM-Telecom and local NGOs, were held for establishing the service.

CHILDLINE has been established in 7 Tsunami affected areas:

- Kanchipuram, Tamil Nadu
- Cuddalore, Tamil Nadu
- Nagappattinam, Tamil Nadu
- Kanyakumari, Tamil Nadu
- Karaikal, Pondicherry
- Kollam, Kerala
- Port Blair, Andaman and Nicobar islands.

After the initial assessments and setting up of CHILDLINES, the main role of CIF has been to guide and facilitate the activities of the newly formed CHILDLINES. CIF is now in the process of providing long-term support to the CHILDLINE teams towards running the service on a regular basis. CHILDLINE is providing school uniforms, stationary, books etc. to children in the affected region.

CIF is also working towards addressing long-term issues both working at the field level with the local partners as well as taking these lessons to the policy-making bodies, mainly the state and central governments. These long-term issues are: community-based and non-institutional rehabilitation of children who have lost one or both parents, ensuring entitlements/ compensations for the affected children, ensuring continuity in children's education, repatriating missing/ lost children.



Highlights of the Workshop:

- Mrs. Sapna Ray, Joint Secretary, GOI, Ministry of Social Justice & Empowerment gave a brief account of how the Ministry has addressed child protection in Tsunami affected areas by providing support to CIF in setting up CHILDLINES.
- Ms. Jeroo Billimoria, CHI, spoke about the role of Helplines in helping children affected by disasters. She explained how the collaboration with the government in India has provided a good model for sustainable helpline services.
- Representatives from Indonesia, India, Sri Lanka and Thailand discussed the impact of Tsunami in their region and the steps taken by them to rehabilitate the children.
- Dr. Nilima Mehta took a session on post-disaster trauma counselling. She emphasised the need to prioritise and identify the most vulnerable groups and threw light on the fact that even care givers in disaster situations may need help as they work under conditions of extreme stress.
- Harinsh Pandya and Pankti Jog of Janpath, Nodal agency for CHILDLINE, Kutch shared experiences of setting up and running CHILDLINES in Kutch post the earthquake.
- Representative from the Social Defence Department, Government of Tamil Nadu addressed the group and extended his support to the newly set up CHILDLINES in the Tsunami affected regions.
- The participants expressed the need for a Disaster Management Manual.

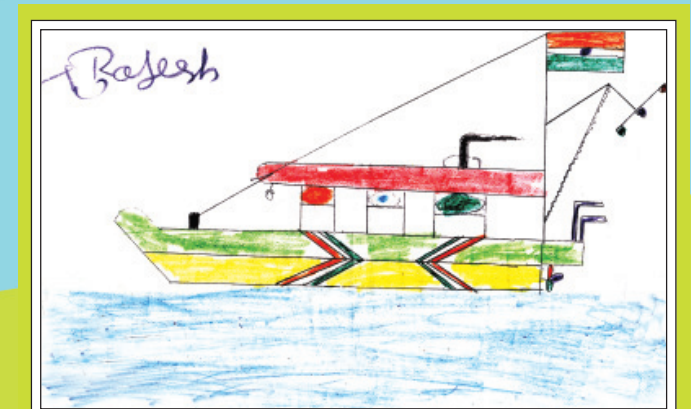
Role of Help lines in Tsunami Relief – a global perspective

The trail of death and destruction left behind by the tsunami has brought aid and relief materials pouring in to all the affected countries from all across the globe. These have provided some

solace to the many children who have been orphaned and are living alone or in camps. Even now, children are in need of shelter, clean drinking water and food, but they also need to talk to someone about the family they have lost, their fears of another disaster, nightmares they are having or need answers to practical questions on for instance, how to find surviving relatives.

To provide the children with this essential service, the Child Helpline International has been working with existing help lines and other children's NGO's to initiate emergency child help lines in the regions hit by the tsunami. Sri Lanka, India, Thailand, The Maldives, and the Indonesian region of Aceh are all working towards initiating and sustaining an emergency help line for children in the affected areas.

The help lines community around the globe has mobilised resources to help with the relief and rehabilitation efforts. The UK NSPCC is sending a team to work with the Thai government to provide child protection, interviewing and debriefing training; The Czech Republic Child Foundation is financially supporting a mobile Czech hospital in Southern Sri Lanka; Childline South Africa is working with therapists in India and Australia has set up an emergency line for victims. Many more help lines are also working to provide aid to the areas that have been so devastated by this disaster.



Plan- Reaching children through CHILDLINE

Plan International has been actively involved in the Tsunami relief activities throughout the affected countries. As part of its global mandate, Plan has been supporting help lines for strengthening the child rights and child protection network in every country. In keeping with this mandate, Plan India has partnered with CHILDLINE India Foundation to supplement CHILDLINEs efforts in 40 villages in each of the six most affected districts of Chennai, Nagapattinam, Cuddalore, Kanyakumari, Karaikkal (Pondichery) and Port Blair. Through these CHILDLINE centres the children are being provided with food, medical assistance, recreational and educational materials.

Together with the local partner NGOs, the relief efforts are aimed at ensuring that

- Lost and missing children are repatriated to their families
- Children gain the rightful compensation they are entitled
- To provide long term sponsorship and follow up for children who have lost one or both parents
- To develop intervention strategies and modules on trauma counselling for children and their caretakers.

As Mr. Bruno Oudmayer, country director-Plan India says: " We have prioritised the issues that Plan will support and these will concentrate on getting children back to school and in ensuring that appropriate care and counselling is available to them."

Computer Associates India Supports CIF

Computer Associates (CA) partnered with CHILDLINE India Foundation to provide relief materials and aid to the affected persons.

They contributed an amount of Rs. 7 lakhs for the relief work through the contribution of one day salary from employees with a matching grant from CA.

Says Mr. Ninad Karpe, Managing Director, Computer Associates. "The tsunami has had a devastating impact on millions of people

throughout Asia and Africa, as well as the rest of the world. At Computer Associates, our hearts go out to all those affected, but particularly the children who will have the most difficult time coping with this tragedy", he added.

Thank You

Mr Felix A Fernandes	Mr Tanweer A Khalfay
Mr Srikant Nagaraj	Mr SR Balasubramaniam
Mr NA Soonawala	Mrs Kamalini & Mr Harshad Bhansali
Mrs HM Billimoria	Mr Sanjay Jain
Mrs Varsha & Dr Rajendra Kanjarla	Mr S Keswick Rockcliff
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Mr Yazdi Tantra	Alfa Laval
Mrs Jaya & Mr Sunil Bhansali	Argosy Partners
Dr Jose R de la Torre	Jersona
Mr Anand Prakash Shaw	

CHI Develops a Joint Strategy for SE Asia

A workshop was jointly organised by Child Helpline International (CHI) - a Global Network of Telephone and Outreach Services for Children and Young People, and CHILDLINE India Foundation (CIF) from 28th February to 1st March 2005.

The workshop was inaugurated by Dr. Armaity Desai (CIF Trustee). She emphasised the need for paying special attention to vulnerable groups like orphans and children left with a single parent as a result of disaster.

Southern CHILDLINEs Reach Out...

As an emergency outreach help line service, CHILDLINE 1098 has played a crucial role in providing relief to the affected persons, especially children. The existing CHILDLINE teams neighbouring the affected areas were the first ones to rush in with aid and relief material. Here is an overview of their activities in the affected cities/districts-

Chennai

The Directorate of Social Defence (DSD)-Nodal organization of CHILDLINE Chennai was instrumental in ensuring the care and safety of children in the ongoing relief and rehabilitation operations in the Tsunami affected areas of Tamil Nadu. They coordinated the relief work carried out by the NGOs and the government departments -Department of Social Welfare, Government of Tamil Nadu and the Special Relief Operations Unit. The Director of Social Defence had been overseeing the relief work on the field. It ensured the provision of quick aid and relief materials, preventing the spread of disease and guaranteed that compensation was provided to the affected persons.

Don Bosco, the collaborative organisation of CHILDLINE Chennai identified strategic locations among 3 worst hit places. They put up Assistance Booths at Pattinabakkam, Kasimedu and near Ennore to help the children in need of shelter and medical assistance. They have been providing counselling assistance to traumatised children.

The Indian Council for Child Welfare (ICCW), Tamil Nadu, another collaborative organization of CHILDLINE Chennai adopted Cuddalore district. It included - providing educational material, setting up an assistance centre to focus on counselling children and their parents to overcome the trauma. Subsequently, the CHILDLINE service was initiated in Cuddalore in partnership with ICCW.

Nesakkaram SEEDS a support organisation from Chennai, covered the affected coastal villages of Thiruvalluvar and Kanchipuram districts in Tamilnadu. The team participated in relief activities from the very initial stages by removing the dead bodies and debris at the affected sites. The organisation also distributed basic items like food, water, clothing's etc to children and adults in the affected areas.

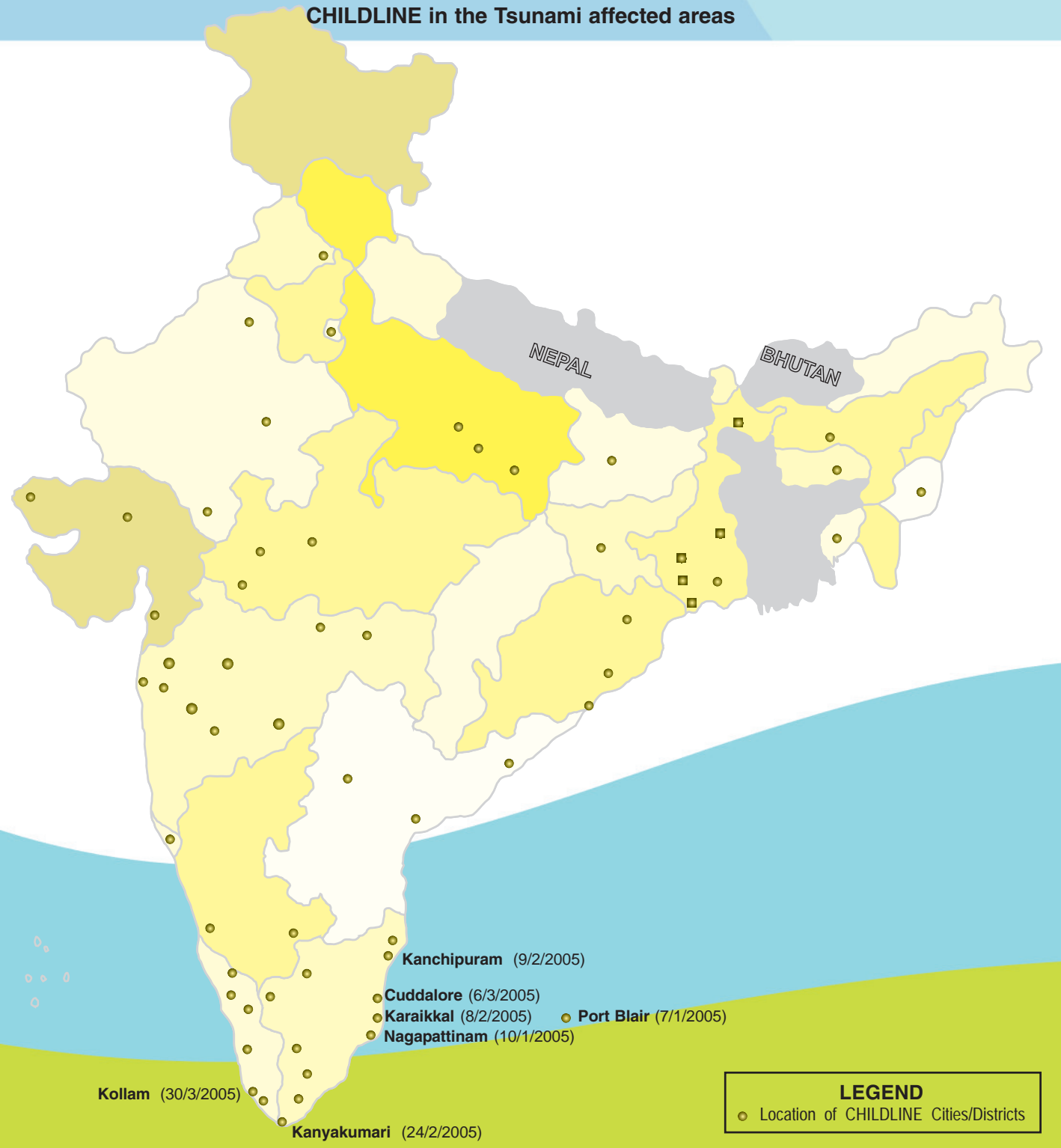
Asian Youth Centre-another support organisation of Chennai, conducted relief operations in the coastal areas of Kanchipuram district. They supplied livelihood materials –such as fishing nets and also set up temporary shelters for affected persons. Subsequently, they partnered with CIF in setting up the CHILDLINE service in Kanchipuram.

Coimbatore and Salem

Don Bosco Anbu Illam - the collaborative organisation in both Coimbatore and Salem jointly conducted relief operations in Nagapattinam and Kanyakumari district. Don Bosco Anbu Illam is in the core committee of the Tsunami Relief and Rehabilitation Coordination Council, which will advocate for child rights, gender issues and dalits rights in the relief work. The team has started counselling (individual and community based) in several affected villages. They also trained social work students and teacher trainees on crisis intervention and trauma relief.



CHILDLINE in the Tsunami affected areas



Trichy

SOCSEAD-the collaborative organisation of Trichy, rushed in to Nagapattinam and Velankanni on the day following the disaster. The team was involved in removing the dead bodies and in supplying the food, clothes and medicines to the needy. They set up the CHILDLINE booth at the Nagapattinam bus stand and conducted awareness about the service in the community even before 1098 connectivity was established. They also provided training and guidance for the freshly appointed team of CHILDLINE Nagapattinam. The students and staff from the nodal organisation Bishop Heber College conducted need assessment studies in the affected area.

Tirunelveli

Tirunelveli Social Service Society (TSSS), the collaborative organization of CHILDLINE Trinelveli conducted relief and rehabilitation work in Kanyakumari district along with the Kottar Social Service Society-which is based in Kanyakumari itself. The most pressing need was to find suitable long-term rehabilitation for orphaned and semi-orphaned children.

Madurai

The collaborative organisation-Grace Kennet Foundation Hospital was involved in conducting capacity building programs for the aid workers. They conducted several training programs on Basic Counselling Skills for the grass root level social workers, ICDS staff, government teachers and personnel of the Social Welfare department on the request of the government of Tamil Nadu.

Kochi

The collaborative organisation-Don Bosco Sneha Bhavan partnered with other local NGOs and formed a network group named ' Together' that is working for the rehabilitation of children affected by the Tsunami in the district of Ernakulam.

The network aims to prevent school dropouts, rehabilitate the homeless and orphans, and provide professional psychosocial help to the children. 'Together' worked with the Government of Kerala for providing educational materials like books, uniforms and other materials to children.

Trivandrum

In Trivandrum, team members from Don Bosco Nivas- the collaborative organisation visited the affected places and made an assessment of the situation. The team members were actively involved in evacuating about 1 lakh people from the coastal areas and placing them in relief camps in the city. The Government has promised to provide textbooks, notebooks and uniforms to the children affected by the tsunami.

New Delhi

Prayaas-the nodal organisation of CHILDLINE New Delhi rushed with aid materials to the far-flung island of Andaman and Nicobar, soon after the disaster. The CHILDLINE service was set up in partnership with them at Port Blair .It was formally inaugurated on 7th January 2005 by the Honourable Union Minister for Social Justice and Empowerment, Ms. Meira Kumar. Based in Port Blair, at present '1098' extends assistance to all vulnerable groups, especially destitute women and senior citizens and not just children, because of the crisis period.



LEGEND
○ Location of CHILDLINE Cities/Districts