

## Session 55 – Angola

### *Recommendations to the UN Committee on the Rights of the Child for the review of Angola under the Convention on the Rights of the Child*

*Prepared by Child Helpline International – April 2010*

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### **Recommendations**

Angola needs a 3-4 digit, toll-free, 24-hour national helpline for children. If the government of Angola supports the establishment of this service, a helpline has the potential to answer almost 350,000 calls annually with the current technological infrastructure<sup>1</sup>.

To reach this number of children, the government should:

- Collaborate with NGOs willing to work towards establishing a helpline.
- Provide support, including resources, to establish and maintain the service.
- Ensure the helpline receives a toll-free, 3-4 digit number so that neither the helpline nor the child needs to pay for accessing helpline services. Preferably this is the harmonised number for child helplines in Africa 116
- Ensure the child helpline is a 24-hour service.
- Ensure the child helpline primarily caters to the needs of children.
- Facilitate the collaboration of the helpline with other child-focused NGOs and state alliances, such as the police, health and social welfare systems to enhance its intervention and follow-up model; thus, ensuring the long-term rehabilitation of children in need of care and protection.
- Ensure the child helpline has an outreach component for the most marginalised child and allocate funds to provide services in remote areas.
- Collaborate with NGOs to ensure that children are aware of and can access the helpline.

### **Background Information**

CHI has established contacts with the Angola Ministry for Telecommunication and Unicef Angola. Both are eager to cooperate with CHI to establish a child helpline. Ways to do this will be explored in 2010. A recommendation on this matter by the Committee on the Rights on the Child would greatly expedite our efforts.

### ***If you would like further information please contact Child Helpline International:***

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<sup>1</sup> According to an estimate of McKinsey. Data used from ITU (2008) and Unicef (2008)



Child Helpline International

