

Session 55 – Burundi

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

Recommendations

Burundi needs a 3-4 digit, toll-free, 24-hour national helpline for children. If the government of Burundi supports the establishment of this service, a helpline has the potential to answer more than 22,000 calls annually with the current technological infrastructure¹.

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 is working with Unicef Angola and Unicef ESARO to establish a child helpline in Burundi. A recommendation 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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¹ According to an estimate of McKinsey. Data used from ITU (2009) and Unicef (2008)