

## Session 55 – Nicaragua

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

*Prepared by Child Helpline International and Línea 33 – April, 2010*

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#### **Background:**

Línea 133 child helpline is operated by Ministerio de la Familia and it is available on a 24 hour basis. The national child helpline is toll free from landlines. A fully equipped and resourced child helpline, with current technologies and infrastructure, has the potential to answer more than 131,000<sup>1</sup> calls.

#### **Recommendation 1**

Ensure that this number is toll free for the child and the child helpline

- The government should allocate appropriate financial and technological resources to support long-term activities of the helpline including for training and capacity building of counselors to meet international quality standards
- The cost of call should not be paid from resources previously allocated to the child helpline
- The government should cooperate with the child helpline in ensuring that the child helpline is accessible 24hrs per day.
- The government should raise awareness about the child helpline with target groups 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 those children most at risk, is pivotal in this process.
- Allocate appropriate resources to cover costs of outreach activities, build capacity and train counsellors.

#### **Recommendation 3**

The governments should cooperate with the child helpline and recognise it as a vital tool for child protection

- The government should recognise the child helpline as a source of information for policy and legislation on children's issues
- The government should cooperate with the child helpline to remedy child rights violations and stimulate (governmental) child protection agencies to do the same.

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

Johan Martens

Advocacy Officer, Child Helpline International

johan@childhelplineinternational.org

Tel: + 31 (0)20 528 9625

Fax: + 31 (0)20 638 7655

[www.childhelplineinternational.org](http://www.childhelplineinternational.org)

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