



International Women's Rights Center "La Strada-Ukraine"

Experience of hotlines as a constituent of the national system of protection of children from violence

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International Women's Rights Center "La Strada-Ukraine"

In 2004 La Strada-Ukraine became one of the founders and member of the [La Strada International Association](#), network of 9 independent human rights NGOs from 9 countries of Central and Eastern Europe:

La Strada Belarus

La Strada Bosnia and Herzegovina (*membership has been temporarily suspended*)

La Strada Bulgaria, Animus

La Strada Macedonia

La Strada Moldova

La Strada Netherlands

La Strada Poland

La Strada Ukraine

La Strada Czech Republic

In 2008 La Strada-Ukraine became a coordinator of the All-Ukrainian network against commercial sexual exploitation of children which includes 26 NGOs in Ukraine.

In 2009 La Strada-Ukraine became a member of [Coalition for the Safe Internet for Children](#)

In the beginning of 2010 La Strada-Ukraine became a National partner of [TheCode.org](#) in Ukraine

In 2010 La Strada-Ukraine became a member of the [European NGO Alliance for Child Safety Online \(eNACSO\)](#).

Since 2010 La Strada-Ukraine collaborates with the [international organization Innocence in Danger \(Innocence en Danger\)](#)

International Women's Rights Center “La Strada-Ukraine”

Improvement of state policy and research

- ▶ researches on human trafficking, sexual exploitation of children, violence, discrimination and human rights
- ▶ participation in the development of international legislation
- ▶ expertise of legislation
- ▶ improvement of national legislation
- ▶ cooperation with governmental, non-governmental and international organizations

Prevention and education

- ▶ work with children and youth
 - ▶ trainings, workshops, conferences, round tables for specialists
 - ▶ development, publishing and distribution of informational materials
 - ▶ development, publishing and distribution of manuals, guidelines, workbooks, scientific materials
 - ▶ cooperation with governmental, non-governmental and international organizations to develop common strategy of prevention activity in human trafficking and violence
-




International Women's Rights Center "La Strada-Ukraine"

Informational activity

- ▶ work with media
- ▶ informational campaigns
- ▶ production and promotion of social advertising
- ▶ web-site administration
- ▶ regular update of news on human trafficking, violence and child rights protection
- ▶ development and distribution of electronic digests

Social assistance

- ▶ social assistance to victims of human trafficking (medical, psychological, legal, shelter, social guiding, referral etc) and their relatives
 - ▶ social assistance to victims of domestic violence, sexual harassment at work place and other forms of violence
 - ▶ social assistance to children-victims of trafficking, sexual exploitation and violence
 - ▶ assistance in search people missed abroad and in return to Ukraine
 - ▶ cooperation with diplomatic authorities of foreign countries in Ukraine and diplomatic authorities of Ukraine abroad to provide social assistance
 - ▶ cooperation with governmental, non-governmental and international organizations in Ukraine and abroad to provide social assistance to victims of trafficking
 - ▶ development, publishing and distribution of informational materials for people suffered from human trafficking and violence
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International Women's Rights Center “La Strada-Ukraine”

National Toll Free Hotline on Human Trafficking Counteraction

National Toll Free Hotline on Domestic Violence Prevention and Child Rights Protection

Internet hotline on child pornography counteraction



National Toll Free Hotline on Domestic Violence Prevention and Child Rights Protection

0 800 500 335

(free within Ukraine)

386

(free for clients of Kyivstar, Life:), MTC)

www.la-strada.org.ua

On-line consultations: info@la-strada.org.ua



Consultations provided on the hotline

- ▶ Social and psychological, legal, informational consultations for victims of domestic violence;
- ▶ Consultations on gender discrimination;
- ▶ Consultations on child rights violation (including child prostitution, child pornography and child abuse)
- ▶ Useful contacts



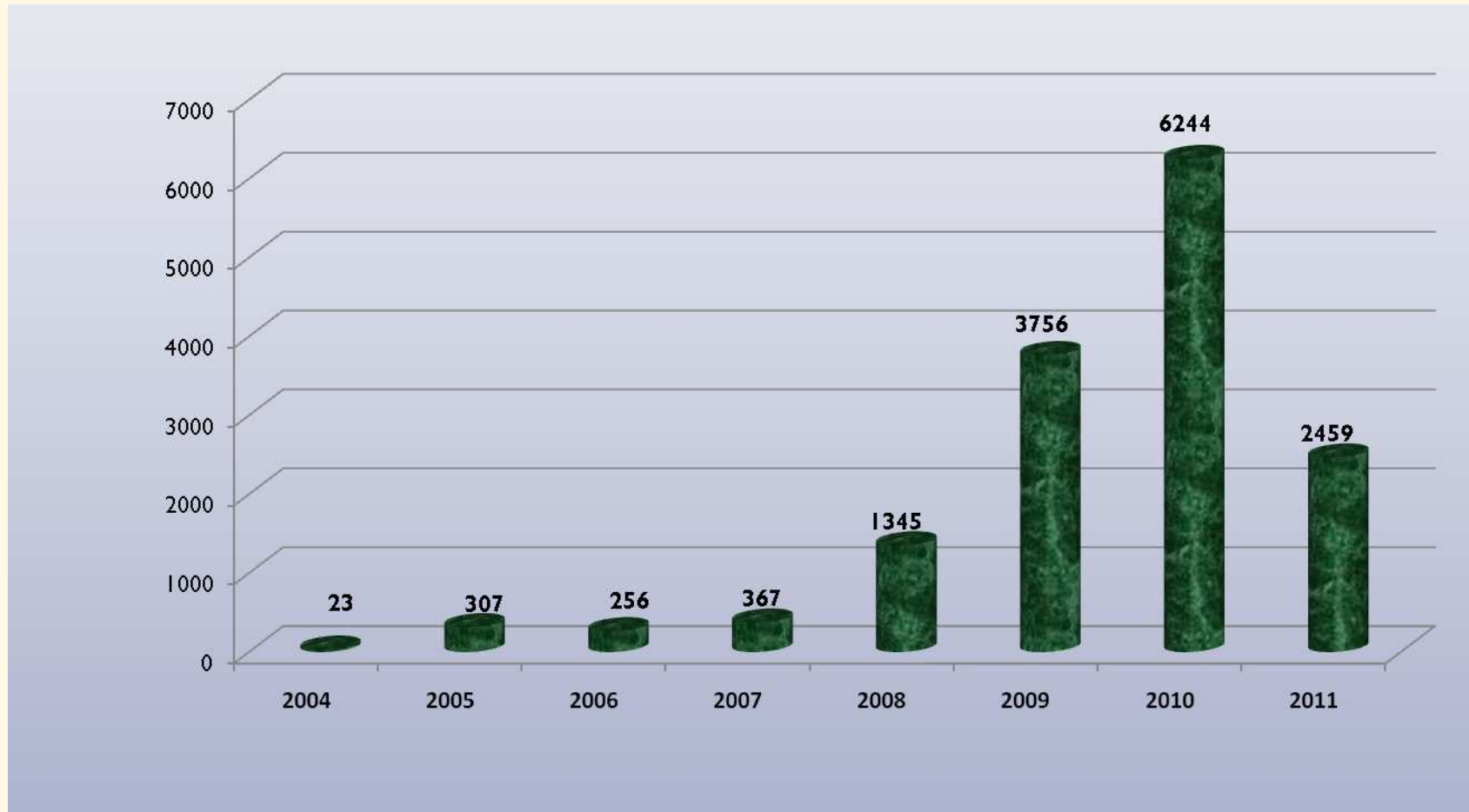
Consultations on child rights specifically

- ▶ psychological problems with parents, peers, teachers other surrounding
- ▶ neglect and abuse of children
- ▶ involving into child prostitution
- ▶ involving into child pornography
- ▶ child labour
- ▶ child abuse in the Internet, safe use of the Internet
- ▶ care and custody over a child
- ▶ care for children left behind (children of labour migrants)
- ▶ addictions
- ▶ other



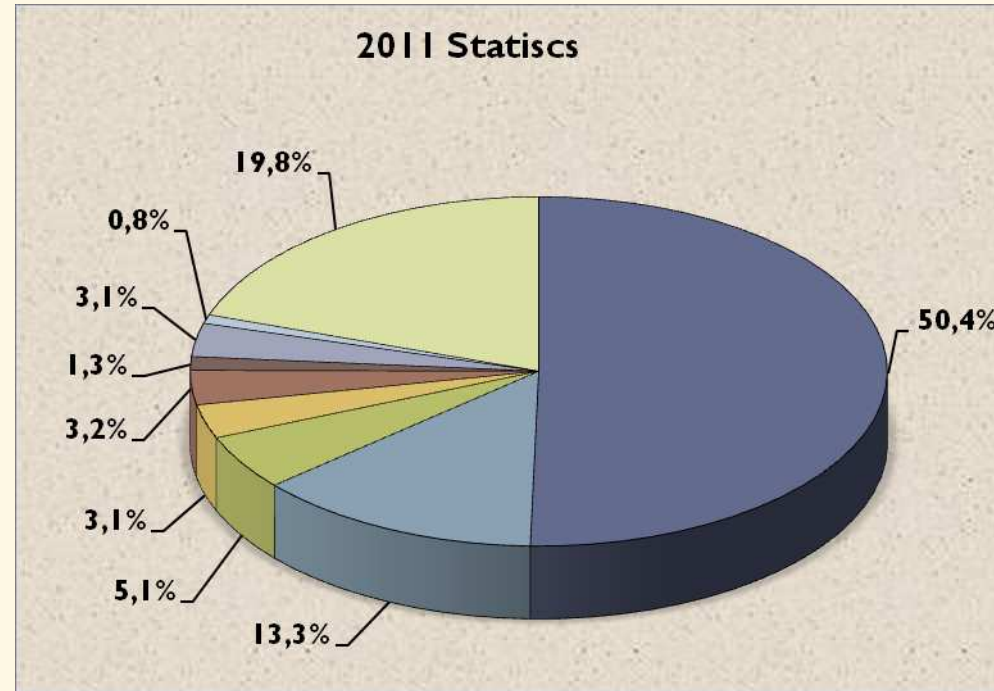
Statistics

30 November 2004 – March 2011
December – March 2011: 2459 calls
Total number: 14757 calls

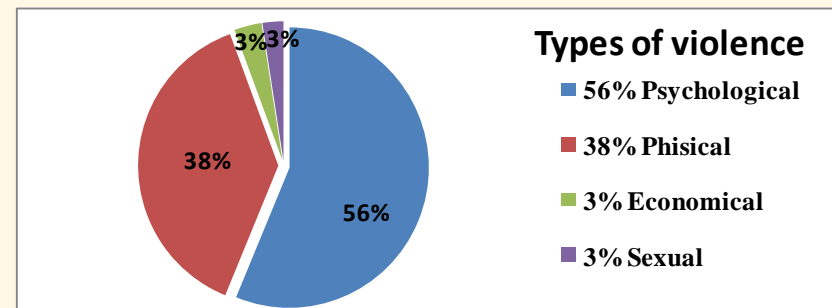


Statistics (topics of calls)

| | |
|--------|---|
| 50,4 % | Psychological problems |
| 13,3% | Domestic violence |
| 5,1 % | Divorce and related issues |
| 3,1% | Violence against children and child abuse |
| 3,2 % | Care and custody over children |
| 1,3 % | Safer Internet for children |
| 3,1 % | Cooperation with NGOs, GOs, IOs |
| 0,8 % | mass media |
| 19,8 % | Other issues |

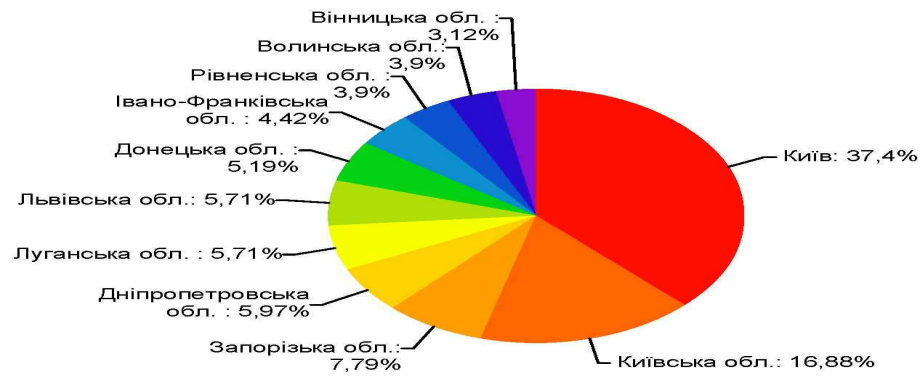


Calls from children are 58,9% of all calls



Regions of calls

chart by amCharts.com



Plans for future

- ▶ further education for consultants
- ▶ more consultations: 7 days a week
- ▶ for Euro-2012 – 24 hours consultations
- ▶ 2 separate lines: against domestic violence and child rights protection
- ▶ membership in Child Helpline International



National Toll Free Hotline on Human Trafficking Counteraction

0 800 500 225

(free within Ukraine)

+ 38 044 205 37 36/205 36 94

(for calls from abroad)

www.la-strada.org.ua

On-line consultations: info@la-strada.org.ua



Consultations on the hotline

- ▶ rights and duties of Ukrainians abroad
- ▶ legal employment abroad (*international agreements, licenses, visa issues etc*)
- ▶ consequences of illegal employment
- ▶ *study abroad (au-pair programmes etc);*
- ▶ useful contacts abroad



New subjects of the calls

Calls concerning problems of children of labour migrants:

- ▶ Psychological consultations for parents or those, who replace them, concerning problems of children of labour migrants;
- ▶ Legal consultations concerning rights protection of children of labour migrants.

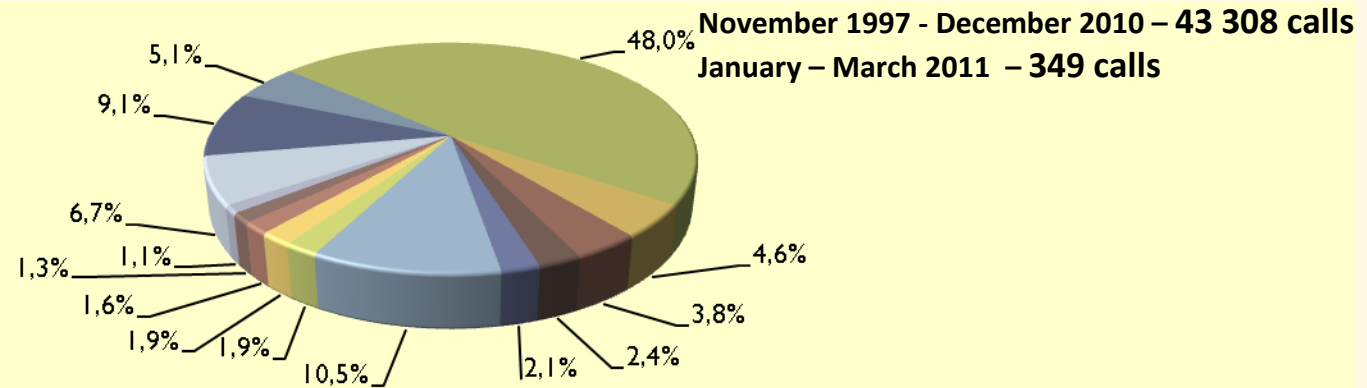
Consultations concerning children's safe online behaviour:

- ▶ For parents. How to make Internet safer for children;
 - ▶ For children. Main rules of safe online behaviour;
 - ▶ Advice to specialists working with children.
-

Consultations of foreign citizens in Ukraine:

- ▶ Consultations on the problems of adaptation and integration into the Ukrainian society;
- ▶ Psychological consultations on xenophobia and racism;
- ▶ Elucidative activity on foreigners' rights and responsibilities while staying in Ukraine;
- ▶ Assistance in legalization on the territory of Ukraine;
- ▶ Providing assistance to people, who suffered from human trafficking.

Statistics (topics)



- 9,1% - organizational questions on the assistance to victims;
- 5,1% - consultations about marriage or divorce with a foreigner;
- 48,0% - consultations on employment abroad;
- 4,6% - interviews for MM;
- 3,8% - requests for those who have been lost abroad;
- 2,4% - consultations on safe behaviour on the Internet;
- 2,1% - consultations on emigration abroad;
- 10,5% - consultations on cooperation with NGO, IO, GO;
- 1,9% - consultations regarding youth cultural exchange programmes abroad
- 1,9% - assistance to foreign citizens in Ukraine;
- 1,6% - calls about problems with children of migrants working abroad
- 1,3% - consultations on private, tourist and other trips;
- 1,1% - consultations on studying abroad;
- 6,7% - other calls including informational consultations and calls that are not in La Strada's competence.

Internet hotline on child pornography counteraction

www.internetbezpeka.org.ua



Partners

- ▶ Ministry of Interior of Ukraine
- ▶ Coalition for the Safer Internet for children
- ▶ Kyivstar
- ▶ Ukrtelecom
- ▶ All-Ukrainian network against CSEC



www.internetbezpeka.org.ua

Our aim – collect child pornography images specially on Ukrainian Internet resources in order to block them

Hotline web-site can be helpful to:

- ▶ report child pornography
- ▶ learn more about child pornography situation in Ukraine and worldwide
- ▶ learn more about Ukrainian legislation
- ▶ learn more about studies on the issue
- ▶ learn more about safe use of the Internet for children



Ла-Страда Украина - Гла... x

internetbezpeka.org.ua

Коллекция веб-фраг... Рекомендуемые сайты Gmail: электронная ... Ask.com Search Engin... mail.ru - Ask.com Sea... www.google.com Другие закладки

La Strada UKRAINE
Электронная горячая линия по противодействию детской порнографии
«Ла Страда Украина»
UA RU EN Главная О нас Архив новостей Проблема детской порнографии Безопасный интернет Как мы работаем Контакты

**Останови насилие над детьми!
Сообщи о детской порнографии!
0-800-500-335**

Вы можете отправить нам информацию анонимно. Но если Вы хотите получить ответ на свое сообщение, пожалуйста, оставьте контактную информацию

Где было обнаружено: Интернет сайт

Ссылка:

Дополнительно
Если у Вас есть информация, которая поможет нам получить доступ к материалам, например, имя пользователя, пароль к странице и т.д., заполните, пожалуйста, это поле

Снимок экрана: Выберите файл | Файл не выбран

Контактная информация
(фамилия, имя, отчество, контактный телефон, e-mail)

НОВОСТИ

- 09.09.2010 ■ Администрация Facebook предоставит пользователям возможность с помощью специальной кнопки пожаловаться на подозрительные действия пользователей социальной сети. Facebook вводит функцию жалобы на педофилию
- 19.03.2010 ■ Электронная «горячая линия» по предотвращению детской порнографии подводит итоги своей работы в Украине
- 20.01.2010 ■ Новое законодательство по детской порнографии в Украине
- 19.01.2010 ■ Сделаем Интернет безопасным для детей!
- 19.11.2009 ■ Украина отметит 20-летие Конвенции о правах ребенка кинофестивалем

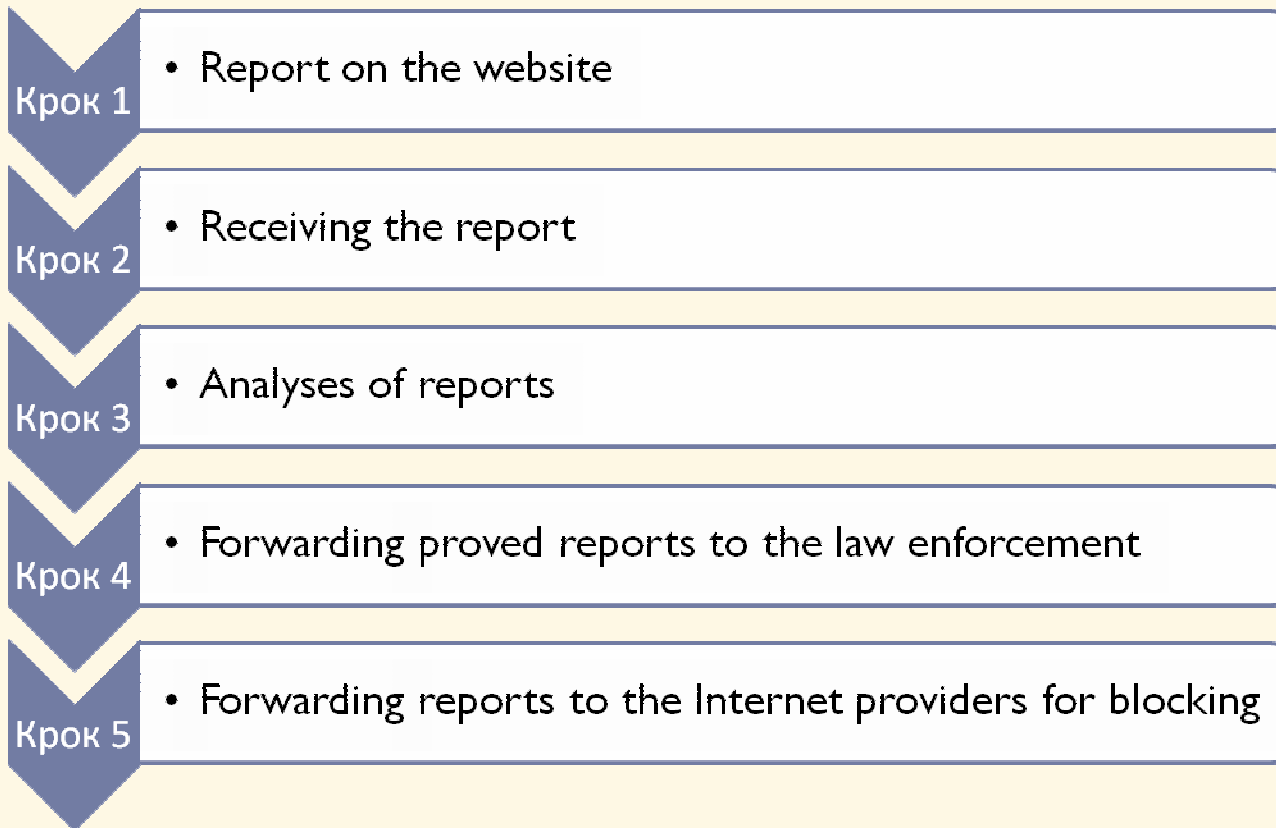
пуск | Входящие - Micro... | Ла Страда - Укра... | Gmail - Вхідні - Iry... | E:\ | Microsoft PowerPol... | Документ1 - Micro... | Ла-Страда Укра... | EN | 18:21

Hotline principals

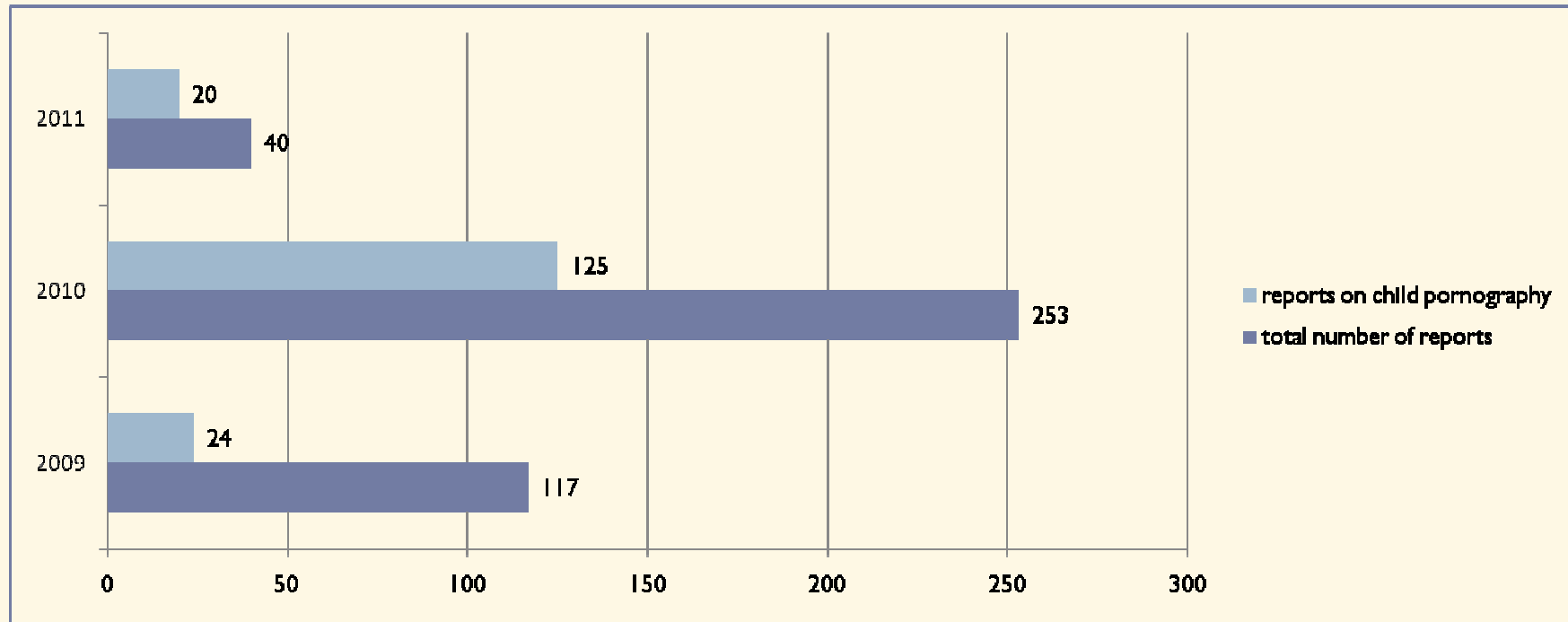
- ▶ Anonymity
- ▶ Confidentiality
- ▶ Transparency
- ▶ Professionalism



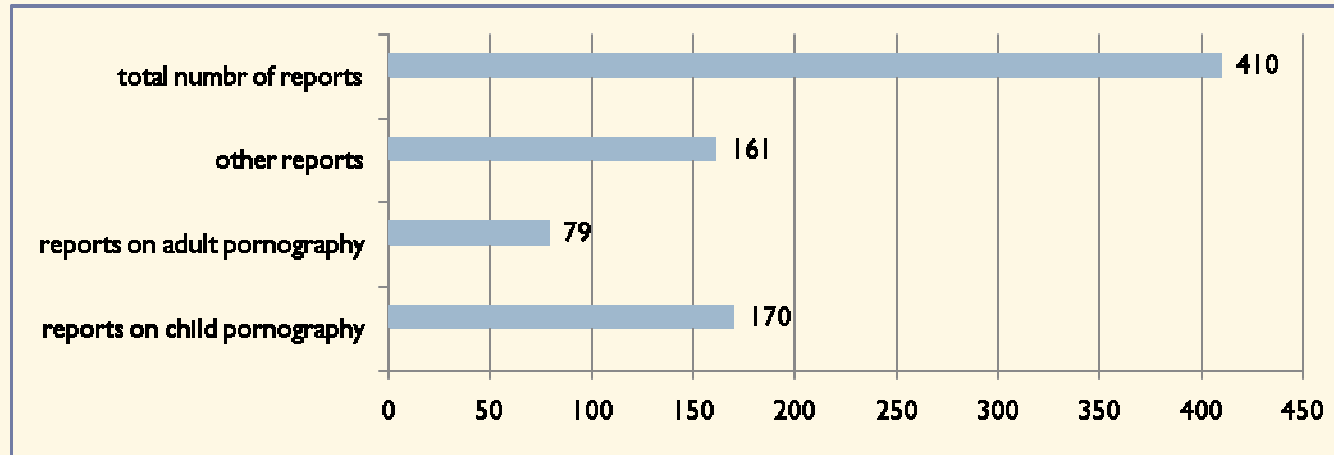
Processing of reports



Some statistics

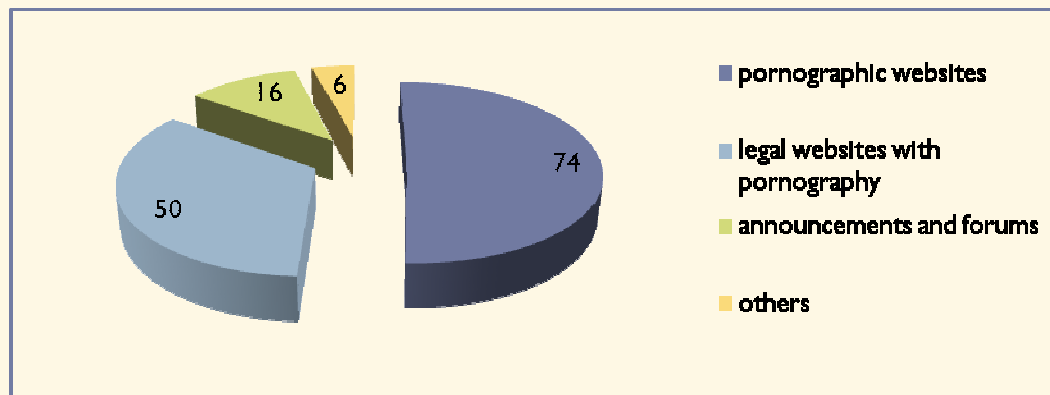


Some statistics



19 November 2009 – 20 May 2011 p.

Data only for 2010 – May 2011



Plans for future

- ▶ further education for the staff
- ▶ improvement of cooperation with Internet providers and development of Code of Conduct for ICPs
- ▶ improvement of security measures of hotline operation
- ▶ INHOPE membership



National campaigns



Це знак
ВІДМОВИ
ВІД ДОМАШНЬОГО
НАСИЛЬСТВА.
Носитимеш?

www.internetbezpeka.org.ua


Залишайся людиною



Сообщи!

www.internetbezpeka.org.ua
о сексуальному насильстві в
Интернете

Залишайся людиною



0:30 / 0:31

Конвенція Ради Європи про захист дітей від сексуальної експлуатації та сексуальних зловживань

www.coe.int/children



Стоп

наси́льству над дітьми

НАЦІОНАЛЬНА "ГАРЯЧА ЛІНІЯ" з питань запобігання насильству та захисту прав дітей
8 800 500 33 50

Міністерство України у справах сім'ї, молоді та спорту



© Council of Europe - Online Safety, Documents and Publications Production Department - Illustration: Liane Walker

Національна гаряча лінія з питань запобігання насильству та захисту прав дітей працює за підтримки Норвезької інформаційної організації (NCSA)



СТОП
наси́льству!

386
безкоштовно з МТС, Київстар та Life:)

0 800 500 335
безкоштовно в межах України

Залишайся людиною

9:30 / 9:30

Thank you for attention!

Tel. +38 044 205 36 96, 205 36 95

E-mail: n.bochkor@la-strada.org.ua

website: www.la-strada.org.ua

