

## Chile

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### Executive Summary

Chile is a high-income country with an average per capita gross domestic product growth of 4.9 per cent between 1990 and 2015. Such an economic development can be seen reflected in indicators related to the well-being of the population. In 2015, the country ranked 42nd on the Human Development Index. Life expectancy in Chile is 81.7 years, and 99.83 per cent of child births are attended by skilled professionals.

Despite Chile's high income status, strong inequalities remain in the country. This is reflected by a Gini coefficient above 0.5 (2011). Among the most vulnerable groups of children are the migrant; indigenous; lesbians, gays, bisexuals, transsexuals and intersexuals; those with disabilities; and those living in poverty. These groups are particularly at risk of social exclusion, particularly in education as a socially accepted selection process in state-funded schools remains, systematically allowing for segregation by socioeconomic status. Also, recent evidence on public investment suggests the need for a more cost-effective use of resources allocated for social protection.

Despite the many challenges, the Government of Chile has continued to pursue its long-standing commitment to establishing a comprehensive system for the protection of child rights, and in 2016, UNICEF Chile continued to play a pivotal role in this process.

In this regard, UNICEF Chile was instrumental in advocating for the prioritization by Parliament of a core set of legislations serving as the legal pillar of the system. The latter includes the draft children's act and the draft law establishing the ombudsman for children, both of which count on technical inputs from UNICEF Chile for their compliance with international standards. UNICEF Chile has also been at the centre of the development of the Action Plan for the National Policy for Children and Adolescents 2015–2025, adopted in March 2016. UNICEF Chile worked with the various sectors to define key goals and measures for children for the next 10 years. The plan will be adopted in early 2017.

Also, despite the complexity of the SENAME crisis, UNICEF Chile saw an opportunity to redirect the political discussions towards the need for system reform to include a comprehensive strategy that looks at reducing family and child vulnerability and at protecting children deprived of parental care, including as a result of violence. UNICEF Chile was instrumental in 2016 in supporting the development of short-term strategies and in setting the stage for the long term.

In 2016, UNICEF Chile also undertook a landmark study analysing the cost-effectiveness of public expenditure on services and programmes for children 0 to 18 years old. The President of Chile welcomed the study at an international seminar hosted by UNICEF Chile, and indicated that the evidence presented would serve as the basis for policy and decision-making processes related to the protection of children. Negotiations are in place to extend the study to cover the full childhood life cycle.

UNICEF Chile completed its restructuring process and ended the year by successfully meeting its fundraising target.

## Humanitarian Assistance

In 2016, there were no major emergencies in Chile that required UNICEF Chile's direct humanitarian response. UNICEF Chile's efforts during the year were focused mainly on providing continuity to the 2015 flood emergency response, and to strengthening UNICEF Chile's emergency preparedness capacity considering that Chile is a country prone to natural disasters.

The 2015 flooding and landslide in the northern parts of Chile led to severe disruption of basic water services, requiring UNICEF Chile to provide humanitarian support in the region alongside the Chilean Red Cross well into the first trimester of 2016. Efforts resulted in the provision of water and sanitation services to some 2,500 children in seven primary schools and two preschool establishments. The interventions also focused on the promotion of hygiene, including through the distribution of kits in schools. This in turn showed improved hygienic practices and better utilization and maintenance of new water and sanitation services in all educational establishments.

In addition, in partnership with Fútbol Mas and in collaboration with the National Council for Childhood, UNICEF Chile continued its efforts in 2016 to develop safe spaces for family and children. Psychosocial support was provided to some 200 children between the ages of 14 and 18 affected by the floods, resulting in their increased resilience, knowledge on peaceful conflict resolution strategies, and increased capacity to develop creative and teamwork skills. Aiming for sustainability, the programme also focused on transferring knowledge to some 600 professionals, building their capacity to provide direct psychosocial support to children in emergency contexts.

UNICEF Chile's 2015 earthquake response in the northern part of the country also came to completion in 2016. In this effort, UNICEF Chile engaged with government, civil and private sectors, establishing a partnership with the Asociación Chilena Pro Naciones Unidas (Chilean Association for the United Nations) and four companies to implement a programme to support children affected by the emergency in the municipality of Canela. More than 240 teachers were trained on psychosocial support, benefiting more than 1,000 students in the community.

In relation to emergency preparedness, UNICEF Chile engaged a national expert to review Chile's humanitarian responses at the national level, including the assistance provided by UNICEF Chile from 2010 (when the country was affected by an earthquake with a magnitude of 8.8) to 2015. The review focused on the interventions directed towards promoting internal coordination, the role of the different sectors, and on how the protection of children's rights had been integrated in the various responses. The aim of the review was to identify good practices and lessons learned to be shared within Chile and other countries in similar contexts. The process led to a strategy to strengthen the capacity of UNICEF Chile to respond to emergencies, as well as to the mapping of key institutions forming the National Platform for Disaster Risk Reduction in Chile.

In addition, UNICEF Chile assisted UNICEF Ecuador in its response to the earthquake that took place in April 2016 by seconding a child protection officer for a period of two months, as part of the regional response roster for emergencies managed by the UNICEF Latin America and the Caribbean Regional Office (LACRO). The child protection officer focused on the management and coordination of shelters and child-friendly spaces, and on the implementation of interventions for violence prevention, psychosocial support and self-care of children. This was not only an opportunity for UNICEF Chile to contribute to the region, but also to strengthen its own capacity through this valuable experience.

It is worth noting that UNICEF Chile's private fundraising and partnerships section also raised funds in 2016 for emergencies in Chile and elsewhere, especially for the Syrian Arab Republic, through UNICEF Chile's current regular donors and open one-off donations through the website and a dedicated bank account for emergency purposes.

## Emerging Areas of Importance

**The rights of refugee and migrant children.** Chile does not have in place a specific national law or policy on the rights of refugee and migrant children. In early 2016, together with the Office of the United Nations High Commissioner for Refugees (UNHCR) and the International Organization for Migration, UNICEF Chile advocated with the Government and parliamentarians to elaborate the Proyecto de Ley de Extranjería y Migración – a draft law on migration – to be presented to Parliament for discussion. While the discussions are still pending, UNICEF Chile was able to advance by providing technical support to the Department of Foreign Affairs to include in the draft law specific provisions on child rights, as per the Convention on the Rights of the Child (CRC). Similar efforts were also made in anticipation of the parliamentary discussions of the Ley de Garantía de los Derechos de la Niñez – the draft children's act. UNICEF Chile's advocacy and technical support resulted in having the explicit prohibition of discrimination against children based on nationality included in the legal text

The rights of migrant children and the need for special measures towards their protection has also been recognized and reflected, as a result of UNICEF Chile's support to the Government, in the development process of the Política Nacional de Niñez y Adolescencia 2015–2025 – a national strategy for children adopted by the President of Chile in March 2016. UNICEF Chile played a pivotal role in advocating for the specific inclusion in the policy document a reference to children born from migrants in irregular situations.

In order to operationalize the strategy, UNICEF Chile has been central in supporting the Government for the development of its action plan, where specific goals related to the protection of migrant children and families have also been identified among other priorities. For example, UNICEF Chile successfully advocated for the inclusion of measures to develop a legal and policy strategy that guarantees migrant children the right to education, regardless of their immigration status. This is to counter the discretionary nature of the current education administrative guidelines on the inclusion of migrants in schools. As a follow-up, UNICEF Chile has agreed to develop with the Ministry of Education (MINEDUC) such a strategy, which will be based on a comprehensive review of the situation of migrant children in education and on their needs. The strategy is expected to be adopted in 2017.

**Early childhood development (ECD).** As part of a global UNICEF initiative, UNICEF Chile undertook a comprehensive study on investment in early childhood development (ECD), which included a review of the most effective and cost-effective national and international interventions, as well as an in-depth analysis of the current cost of Chile's programmes and services for children from 0 to 10 years of age. The study found that while Chile's investment in early childhood development is considered above average when compared with other countries in the region, efforts can be made to increase its effectiveness, as well as the quality of some services. A number of technical and advocacy meetings were held with sectoral government officials at various levels to disseminate the findings, as well as to transfer the methodology on child budget planning and monitoring.

To close the year, UNICEF Chile organized an international seminar together with the Government and Pan American Health Organization, and with the support from UNICEF LACRO and New York headquarters. The seminar included the regional launch of the third *Lancet* series and included the participation of high-level government officials, including the President of Chile. During the President's speech, she acknowledged UNICEF Chile's efforts

towards generating the evidence that would allow the Government to better plan and develop its policies for children. She expressed her continued commitment to support early childhood programmes and to do so based on the findings of the report.

UNICEF Chile also successfully advocated with the Ministry for Social Development (MDS) to include key ECD indicators from the ECD Multiple Indicator Cluster Surveys (MICS) module into its national longitudinal survey for early childhood.

**School drop outs.** Together with the Ministry of Education (MINEDUC), UNICEF Chile undertook a qualitative study to identify the causes for school dropout and potential educational paths for out-of-school children through school reintegration/second-chance programmes. The results of this study were presented at a seminar organized by UNICEF Chile, MINEDUC and Red de ONGs por las Trayectorias Escolares (Network of NGOs for School Paths), which included some 150 participants from public institutions and civil society. Overall efforts have led MINEDUC to design and submit a proposal for second-chance modalities to the National Education Council, as well as an increase in the current budget for piloting second-change schools, resulting in an increase from 5 to a total of 12 second-chance schools in 2016.

### Summary Notes and Acronyms

CPD	Country Programme Document
CRC	Convention on the Rights of the Child
ECD	early childhood development
JUNJI	Junta Nacional de Jardines Infantiles (National Board of Daycare Centres)
LACRO	Latin America and the Caribbean Regional Office
MICS	Multiple Indicator Cluster Surveys
MDS	Ministry for Social Development
MINEDUC	Ministry of Education
SDGs	Sustainable Development Goals
SENAME	Servicio Nacional de Menores (National Service of Minors)
UNHCR	Office of the United Nations High Commissioner for Refugees

### Capacity Development

While in the care of SENAME (National Service for Minors) under the Ministry of Justice, generated major media attention and debate among stakeholders regarding the functioning of the SENAME centres and the protection of children under state care. While subsequent allegations of rights violations in the centres mounted to unprecedented pressure for the Government of Chile to take action, it also opened doors for UNICEF Chile to discuss support strategies, including with the President.

As a result, UNICEF Chile assisted SENAME in designing a plan to strengthen the provision of services, including mental health and legal assistance, and the supervision and the data system of the centres. UNICEF Chile is also advocating for the Government to adopt a comprehensive strategy to prevent child abandonment and children experiencing violence and being deprived of parental care as a result.

In the region of Araucania, where institutional violence against children persists, UNICEF Chile's efforts in juvenile justice and special protection resulted in the development of a methodology that allows SENAME to integrate an intercultural approach to its programmes and monitor its compliance. In 2017, this tool will be replicated in other regions. Ongoing collaboration with the Universidad Católica de Temuco resulted in the development of a culturally sensitive training model for university professors that aims to promote intercultural

relations and the inclusion of indigenous students. The training module has been made available for replication in other universities.

UNICEF Chile has also focused on building the capacity of MINEDUC and Ministry for Social Development on the human rights-based approach. The training has allowed Ministry for Social Development to apply the approach to a review that is being undertaken together with UNICEF Chile on programmes for children and families, while MINEDUC was able to develop a new family-school policy based on child rights.

### **Evidence Generation, Policy Dialogue and Advocacy**

A great part of UNICEF Chile's advocacy efforts in 2016 centred on strengthening the legal and institutional framework as part of the child protection reform. This resulted in providing technical support to line ministries and parliamentarians for the compliance of legislation with international standards in the draft children's act, the draft law on ombudsman for children, the draft law establishing a national secretariat for children, and on the amendment related to violence against children outside the home. UNICEF Chile's extensive efforts also successfully resulted in having children excluded from a law, passed in the first semester, allowing authorities to stop and verify the identity of any individual in public and private places with public access for preventive measures.

Also, efforts have gone into generating: 'Hacia un Modelo de Justicia Restaurativa para adolescentes en conflicto con la ley' – a study on restorative justice to support the juvenile justice reform; 'El Sistema de Supervisión de Adolescentes en Conflicto con la Ley Penal privados de libertad – Las Comisiones Interinstitucionales de Supervisión de Centros de Privación de Libertad' – a report to document the experience of the Commission that monitors the implementation of the rights of the child in detention centres.

UNICEF Chile played a pivotal role in the Commission as observer and as technical partner responsible for supporting the development of a rights-based monitoring tool and participating in some 1,140 monitoring visits as of 31 December 2016. The office also presented key recommendations for the improvement of the centres according to international standards.

UNICEF Chile also dedicated its efforts towards building the evidence through the development of its situation analysis report. The process was participatory and included extensive consultations with the Government, civil society and adolescents. It also served as an evidence base for the planning of the new country programme document (CPD).

### **Partnerships**

UNICEF Chile advanced its work in establishing partnerships with the private sector to promote the rights of the child. Following an invitation from the Government, UNICEF Chile supported the development of the National Plan of Business and Human Rights. UNICEF Chile played a key role in ensuring that children's rights were duly integrated into the various stages of the plan's development. Many of the gaps identified in the government baseline study will be addressed jointly in 2017 with UNICEF Chile's support. Also, UNICEF Chile was an active partner in Unidos por la infancia (United for Children), a tripartite initiative (public, private and civil society) that seeks to emphasize the importance of respecting and safeguarding children's rights within the corporate sector.

A partnership between UNICEF Chile, the Department of Telecommunications and the Association of Mobile Telephone Companies in Chile resulted in the development of a communications campaign for the promotion of the safe use of social networks among children and adolescents. UNICEF Chile played a key technical role in the campaign, where

competitors came together for this common cause on behalf of children. The campaign was deemed successful by its organizers and will be extended until February 2017.

In addition, UNICEF Chile participated in the food labelling regional study 'Revisión de las prácticas y regulaciones del etiquetado de alimentos dirigidos a niños y adolescentes en Latinoamérica, recomendaciones para facilitar información al consumidor' ('Revision of Regulations and Practices for the Labelling of Food for Children and Adolescents in Latin American'), coordinated by UNICEF LACRO and in partnership with the Food and Agriculture Organization of the United Nations and the Pan American Health Organization. The study surveyed parents in Argentina, Chile, Costa Rica and Mexico through elementary schools. UNICEF Chile worked with the University of Bio-Bio revising the survey instruments and enabling contact with the schools. The study was released soon after a new law on food labelling was passed in Chile.

### External Communication and Public Advocacy

UNICEF Chile's leading role in the country as an advocate for children's rights has significantly contributed towards the increased media attention on children's issues that occurred in 2016. Throughout the year, UNICEF Chile was able to express its views in the media and on social networks on various matters related to the rights of children in conflict or contact with the law, children without parental care, and the protection of children against any form of harm.

Key government actors at all levels incorporated many of UNICEF's Chile's recommendations into policy and decision-making processes as a result. For example, the President of Chile publicly acknowledged UNICEF Chile's advocacy for a child's right to a family environment and for more effective investment in early childhood. Parliamentarians also acknowledged UNICEF Chile regarding the need to protect children against discrimination and arbitrary detention in the context of a draft law allowing authorities to identify individuals for preventive measures.

In terms of coverage, UNICEF Chile appeared in some 2,015 publications, including newspapers, television, radio and online media. UNICEF Chile's website recorded a monthly average of 26,642 visits and 319,705 screen sessions, a 30 per cent increase from 2015. Facebook recorded 43,000 registered fans and Twitter recorded an increase as well, reaching a total of 18,500 followers.

UNICEF Chile also sponsored 26 academia, government and civil society events related to the rights of the child. As part of UNICEF's 70<sup>th</sup> anniversary, UNICEF Chile selected 85 spots on different themes showcasing UNICEF Chile's work during those years.

In addition, UNICEF Chile coordinated the Interagency Communications Group, which developed a comprehensive communication strategy for the United Nations system in Chile aiming to promote greater coherence among the United Nations Country Team and its counterparts in Chile. The group also focused its efforts on the promotion and dissemination of the 2030 Agenda for Sustainable Development.

### South-South Cooperation and Triangular Cooperation

In 2016, UNICEF Chile facilitated the exchange of knowledge and experience at global and regional levels in the areas of child protection and education.

Together with the Ministries of the Interior and Justice, the National Council for Children and the Office of the Special Representative of the Secretary-General on Violence against Children, UNICEF Chile co-hosted the International Conference on Crime Prevention and

Social Reintegration of Children and Adolescents in Conflict with the Criminal Law. The conference gathered international experts to discuss effective policies, as well as effective programmes from UNICEF country offices in the region. The seminar was livestreamed and included about 200 participants. The results of the discussions will be documented in a report which will serve as a basis for the ongoing juvenile justice reform in Chile, and also for other countries going through similar processes.

UNICEF Chile also hosted the XIX International Course on Jurisdictional Protection of Rights of Children and Adolescents, co-organized by the Universidad Diego Portales. The course aims to strengthen the capacity of judges, prosecutors, public defenders and lawyers on child rights and on the application of the Convention on the Rights of the Child in judicial proceedings. The course was attended by some 80 students from Argentina, Chile, Colombia, Dominican Republic, Mexico, Paraguay, Uruguay and Venezuela, and included leading experts from Latin America and Europe.

Moreover, UNICEF Chile developed an initial plan to support UNICEF Argentina's efforts to develop a school reintegration model to be adopted by the Ministry of Education in Argentina. The plan has set out areas of collaboration between the countries, key objectives and actions, as well a time frame. Implementation will start in 2017.

### **Identification Promotion of Innovation**

UNICEF Chile has made use of innovation to foster greater adolescent participation on matters related to child rights. Together with the National Council for Children, UNICEF Chile participated for the second year in Yo Opino – a tool used to collect the opinion of children on the realization of their rights and on potential ways in which the Government can guarantee a better childhood for all. UNICEF Chile was pivotal in the development of the methodology for data collection and analysis as the information collected is used as the basis for advocacy and policymaking processes.

Also in 2016, UNICEF Chile continued to promote U-Report – the online platform for adolescent participation developed by the UNICEF Global Innovation Centre, currently implemented in 31 countries with more than 2.8 million users worldwide. In Chile, with more than 2,900 followers on Twitter and 1,300 on Facebook, U-Report served to raise the voices of young people on issues related to social policies and electoral issues at the municipal level and issues on constitutional reform, among others; and to gather inputs for the United Nations Conference on Housing and Sustainable Urban Development (Habitat III) in Ecuador.

In addition, UNICEF Chile hosted the international seminars Conectados al Sur (Connected to the South) and Kids Online, both involving international experts on the subject of adolescent participation in the era of technology. The Country Office's goal by participating in those activities was to promote discussion on the challenges and gaps in relation to digital literacy, the use of the Internet in learning, the capacity building of new generations, and how new knowledge supports policy debates.

Those events led to the launch of the ConCausa initiative, together with America Solidaria and the Economic Commission for Latin America and the Caribbean, a regional contest for students to develop a project on how to eradicate child poverty in their community within the framework of the Sustainable Development Goals (SDGs).

### **Support to Integration and Cross-sectoral Linkages**

UNICEF Chile provided technical support to Ministry for Social Development and line ministries for the development of the action plan for the National Policy for Children and

Adolescents 2015–2025, adopted in March 2016. UNICEF Chile’s role was to provide technical assistance so that the plan is rights-based, and was to support the various sectors in integrating their goals and priorities for the child rights agenda for the next 10 years. This required systematizing in a separate document priority actions from more than 25 national government organizations identified to be included in the plan. The latter document is expected to be adopted in 2017.

At the regional level, UNICEF Chile played a critical role in the inter-sectoral protection of indigenous children when in a situation of conflict. UNICEF’s technical support resulted in the development of a draft integrated protocol for response services for indigenous children who are victims of violence.

Also, under the leadership of the Ministry for Social Development, UNICEF Chile participated as a member of the Observer Committee for the constitutional reform process supporting the participation of indigenous children aged 14 to 18 years. UNICEF Chile’s main goals in the process were to develop a participatory methodology for the consultation that would safeguard the views and opinions of indigenous children and would have the views and opinions then integrated into the document which will serve as a basis for the development of the new constitution.

UNICEF Chile has also supported the Ministry for Social Development, MINEDUC and the Junta Nacional de Jardines Infantiles (National Board of Daycare Centres, or JUNJI) to align the opening hours of JUNJI centres with those of schooling so that adolescent mothers can continue their studies. Seats in JUNJI centres are guaranteed for adolescent mothers, but the centres often open after school officially starts.

### **Human Rights-Based Approach to Cooperation**

At the request of the Government, UNICEF Chile played a key role in the development of a mechanism to monitor the implementation of the 2015 Concluding Observations and Recommendations of the Committee on the Rights for Chile. The process included a series of consultations with government institutions and resulted in the development of a web-based platform for the systematization of the recommendations per priority and institution responsible for its implementation.

UNICEF Chile’s efforts were also focused on building the capacity of MINEDUC on the human rights-based approach. Technical teams responsible for policy development and guidance in the education system were trained on human and child rights. These efforts contributed towards the development of a school-family relationship policy document and on the development of a school reintegration model based on the principles of equity and inclusion. Also, a plan has been developed to mainstream diversity in the education system to ensure the rights of indigenous children to quality education.

In support of Ministry for Social Development, UNICEF Chile carried out a human rights-based approach training to technical teams in the Ministry so that the child rights lens could be applied to all child-related policies, programmes and services under the ministry’s jurisdiction. Under the same lens, UNICEF provided technical assistance to map the public supply of programmes for children and families and the corresponding expenditure based on the rights classification used in the Multiple Overlapping Deprivation Analysis developed by the UNICEF Office of Research. This will allow the Government of Chile to identify key gaps in programmes where child rights are not being fulfilled. In addition, UNICEF provided technical support for the development of an evaluation tool to monitor new programmes that have incorporated the child-rights approach.

UNICEF Chile also provided technical support to the Ministry for Social Development to develop and validate national health and education indicators in accordance with international standards. UNICEF Chile provided technical support to create a website where indicators and respective data can be uploaded and made publicly available.

## Gender Equality

UNICEF Chile completed a gender review of its current programme of cooperation, as it will be entering in 2017 its final year of the current programme cycle (2012–2016 with a one-year extension). The review was based on the UNICEF Gender Action Plan and aimed to present recommendations for mainstreaming gender in the new country programme document (2018–2022). Also, the situation analysis report is being developed under a gender lens. As a result, a number of gender gaps have been identified and are being integrated into the current planning process.

UNICEF Chile has also been a strong advocate for the integration of the gender approach to the development of the action plan for the National Policy for Children and Adolescents to 2025. Similarly, UNICEF supported the parliamentary discussion on the draft law on gender identity by providing technical inputs on child rights and gender issues in accordance with international standards.

UNICEF Chile is an active member of the United Nations Country Team gender group.

## Environmental Sustainability

No programmatic activities related to environmental sustainability were undertaken by UNICEF Chile during the reporting period.

In relation to UNICEF Chile, the following were undertaken: The office has a policy of not using air-conditioning, unless strictly necessary, thus reducing operation costs and carbon emissions. In terms of energy expenditure, the office encourages staff to be mindful of turning off lights when not in use. Printing and paper waste are being minimized, while recycling and the use of digital technologies for the dissemination of materials are being prioritized.

In 2016, UNICEF Chile sold its long-standing property located on Isidora Goyenechea 3322. During the move, a great number of electronic and traditional items such as furniture and air conditioners were revised by the Property Survey Board, and were either sold or donated to non-governmental organizations. In addition, other measure undertaken by the office included the purchase of a new office building taking into consideration an energy-saving construction. In the context of the situation analysis, information on emergency situations caused by climate change and its impact on children's rights was also considered.

## Effective Leadership

In 2016, UNICEF Chile sold its long-standing property located on Isidora Goyenechea 3322 and relocated to temporary premises on the same street. The transaction was managed by UNICEF Chile with support from New York headquarters and UNICEF LACRO. The move required major coordination, particularly in information and communication technology, as well as with external contractors and service providers. Efforts were made to inform staff about the move in a timely manner, as well as to provide a space for their concerns and minimize the adverse impact of the move on staff and on business continuity.

The UNICEF Chile country management team held meetings where performance indicators were reviewed through InSight dashboards and SAP VISION reports, including the monitoring of contract ceilings, open contracts, evaluations and related issues. The

systematic monitoring of these key progress indicators, as well as efforts made to coordinate Programme, Operations and Private Fundraising and Partnerships, have substantially contributed towards UNICEF Chile's compliance with UNICEF's rules, regulations and policies.

The UNICEF Chile joint consultative committee held three meetings where the management and staff association addressed critical staff issues and agreed on a mitigation strategy for staff affected by the 2015 programme and budget review. Issues presented from the staff survey were also addressed.

A new operations manager was appointed in August as per a 2015 programme and budget review decision. Three new fixed-term positions in the operations section were advertised in October and are expected to be filled in early 2017. These recruitment processes not only aim at addressing earlier challenges faced in the section, but also at ensuring further compliance with UNICEF business processes, standards and regulations.

In 2016, the country office restructuring process was completed with all sections – operations, programme and private fundraising and partnerships – being fully functional. Weekly chief of section meetings were instituted to allow information flow and coordination among sections.

UNICEF Chile completed all audit recommendations.

### **Financial Resources Management**

The management of financial resources was strengthened through regular meetings among private fundraising and partnerships, programme and operations to monitor the use of funds and to update monthly projections.

The management key progress indicators reviewed by the Country Management Team as of 31 December were the following:

- Outstanding direct cash transfers more than six months: 0 per cent;
- Regular resources expenditure: 100 per cent;
- Other regular resources expenditure: 99 per cent; and
- Other regular resources emergency expenditure: 35 per cent.

UNICEF Chile has three bank accounts, two for the receipt of in-country private donations and one for disbursements. Bank accounts were reconciled monthly by the Global Shared Services Centre in Budapest.

In 2016, UNICEF received the Capital Asset Fund, assigned by the Division of Financial and Administrative Management at UNICEF New York headquarters, to be managed by UNICEF Chile as a result of the sale of UNICEF Chile's property. The fund was established to cover the rental costs of the temporary premises as well as the purchase and installation of the new offices.

### **Fundraising and Donor Relations**

Private fundraising and partnerships played a key role in 2016, as it was responsible for fundraising for the largest part of the resources utilized by UNICEF in-country. As an Organisation for Economic Co-operation and Development member, Chile does not qualify as an international development cooperation beneficiary by most of UNICEF's traditional government donors. Hence, local fundraising is critical in undertaking UNICEF's programme in Chile.

During the reporting year, UNICEF Chile focused its private sector fundraising on maintaining and expanding its individual donors. The focus on individuals is important, as these donors are not only financial supporters, but also potential advocates needed to instil a child-rights vision within the Chilean society.

UNICEF Chile counted an annual increase of more than 30 per cent in its donor base in the past years. Furthermore, greater flexibility in funding has also allowed UNICEF Chile to increase its contribution to regular resources and emergency situations elsewhere, such as the Syrian Arab Republic.

During 2016, UNICEF Chile focused on systematizing its fundraising work processes, so that day-to-day operations could be more efficient and the margin of error could be further minimized. This past year was the first year in which face-to-face operations were undertaken without interruption during the summer months. This, in turn, allowed continuity in work and stability to the fundraising teams. An online donation system was developed to accept regular and one-off donations. Also, a mapping of companies was initiated to identify corporations with high potential as donors.

UNICEF Chile developed communications/information material on UNICEF's programme in-country. The printed annual report was sent to 17,500 donors, as were welcome letters to all new donors. Keeping donors informed contributed towards obtaining a retention rate of approximately 85 per cent.

Private fundraising and partnerships ended the year on target, having fund-raised a total of US\$2,633,477, with a donor base of 33,000 individuals.

## **Evaluation and Research**

In support of Ministry for Social Development, UNICEF Chile initiated a study to compare efficiency of instruments that measure early childhood development. The study will be finalized in 2017. The aim of the study is to determine the best tool for detecting developmental delays and the need for early intervention.

Also, UNICEF Chile participated in a multi-country evaluation on early childhood education coordinated by UNICEF LACRO.

In addition, UNICEF Chile provided technical support to the Ministry for Social Development towards the development of an evaluation tool to monitor the integration of a child-rights approach into its programmes. This work will continue in 2017.

UNICEF Chile postponed the completion of the evaluations below to 2017, due to changes in the strategy and definitions of the partners to carry them forward.

- Evaluation on models of intervention with children and adolescent subjects to special protection measures (scheduled to be held jointly with Ministry for Social Development).

- Evaluation of the UNICEF Chile humanitarian response to the 2015 emergency in collaboration with other partners, including Cruz Roja Chilena y Fútbol Más.

## **Efficiency Gains and Cost Savings**

Examples of efforts made by UNICEF Chile towards achieving efficiency gains and costs savings in 2016 are as follows:

- Human resources implemented the Talent Management System, which is a tool used to

facilitate recruiting processes. UNICEF Chile migrated from this process to the Global Shared Services Centre.

- The digitalization of all human resources documentation contributed to greater accessibility of information.

- In October 2015, UNICEF Chile migrated to the bank communication management system. This resulted in ensuring that almost 100 per cent of payments processed in 2016 were through Bank Communication Management by the Global Shared Services Centre. The only exception applied to utilities and telephone expenses, which were paid using a mandate to the bank system, allowing for automatic payments.

- UNICEF Chile gained efficiency in the purchase of airline tickets by using UNICEF LACRO's Panama-based travel agency, along with the travel company in Chile. By using Panama's agency as backup, operations section was able to better manage international travel. This was especially the case when the office had to handle multitude requests for travel in preparation for the regional/international seminars organized in November.

- During 2016, the United Nations Development Programme (UNDP) contributed to UNICEF Chile's human resources processes by providing updated lists of candidate profiles for positions under recruitment in UNICEF Chile.

## Supply Management

In 2016, UNICEF Chile spent US\$1.7 million on the procurement of goods and services. Below is the breakdown by type of input, as of 31 December 2016 (information generated from VISION/SAP):

<b>UNICEF Chile 2016</b>	<b>in US dollars</b>
Supply	43,764
Service	1,689,372
Total US\$	1,733,136

Of the total value, 97 per cent went towards services and 3 per cent was utilized for operational supplies. The distribution demonstrates that UNICEF Chile's resources are allocated mainly for knowledge and evidence generation, capacity building and technical assistance, while a small part is allocated for supply.

In 2017, the CRC reviewed 27 cases, strengthening the risk analysis and oversight of the contracting process.

UNICEF Chile does not have warehouses.

## Security for Staff and Premises

Chile is highly susceptible to a variety of natural disasters such as earthquakes, tsunamis and volcanic eruptions. In this regard, UNICEF Chile adopted a revised and improved security plan. UNICEF Chile depends on a satellite station, BGAN, which can be used for Internet and telephone connections, allowing staff members off-site access to all systems of the organization.

While still in its former office premises, UNICEF Chile carried out a security drill in coordination with the United Nations Department of Safety and Security. The drill consisted of a full evacuation and testing of the business continuity plan. In November, a safety workshop and a subsequent evacuation drill were undertaken in the new building. The temporary office premises were also certified by the United Nations Department of Safety

and Security.

In addition to the emergency phone tree, UNICEF Chile also established and tested a WhatsApp tree. Both emergency trees are frequently updated, allowing to quickly determine the whereabouts and status of staff members, ideally within a 20-minute mark in an emergency situation.

It should be noted that during the reporting period, three evacuations were undertaken. Two evacuations took place in the context of emergency trainings. The third one was on 25 December, with tremors felt due to an earthquake of magnitude 7.6 in the Aysen region in southern Chile. The emergency tree was activated following the tsunami warning after the above-mentioned earthquake. All staff were reported to be safe.

## Human Resources

As the restructuring process continued in 2016, UNICEF Chile carried out recruitments to fill eight fixed-term and six temporary appointment positions during the year. These recruitment processes followed the staff selection principles in order to deliver the highest standards of efficiency, competence and integrity.

Since August, UNICEF Chile started to use the talent management system, a human resources tool that enables recruitments.

Three meetings of the local joint consultative committee were held in 2016. The focus of the committee this year was on work-life balance, the implementation of the recommendations of the 2015 programme and budget review, and preventing and mitigating any adverse impact on staff as a result of the move to the temporary premises.

As of December 2016, 60 per cent of the staff completed the performance progress phase on the ACHIEVE performance system. Throughout the reporting year, several sessions were held with individual staff members on the ACHIEVE process, particularly for the newly recruited staff. Staff members under temporary appointments completed their evaluations as per instructions.

The learning and development committee developed a training plan for 2015–2016 based on the prevailing rules regarding staff development. The human resources team conducted individual and group orientation meetings for newly recruited staff. Staff members dedicated adequate time to the mandatory trainings including the ethics and integrity e-learning and the basic/advanced security in the field e-learning courses. The Human Resources team provided staff with the necessary information associated with My Performance, My Case and My Learning activities.

## Effective Use of Information and Communication Technology

In 2016, the operations team dedicated significant efforts towards setting up the connectivity in the UNICEF Chile temporary premises. Their main responsibilities included the relocation of equipment and transfer of telephones lines and Internet connection, as well as the enhancement of the electrical system required for the functioning of the office and for business continuity.

Highlights included:

- During 2016, the LIGHT project platform was completely functional. There were only regular maintenance and improvements related to the performance. LIGHT is the foundation for incorporating applications such as OneDrive and SharePoint.

It is important to note that this technology allows the office to have a better response to eventual emergency situations since UNICEF does not depend on a physical information technology infrastructure which in the past might have been damaged as a result of natural disasters or earthquakes.

As a result, there was an improvement related to the business continuity of the office, solving possible risks related to network connections and data backup.

Skype for Business proved to be helpful in communicating with other UNICEF offices, optimizing the process related to phone and video calls.

Mission Control was updated to its latest version, adding functionalities such as diagram generation, statistics and reporting tools, among others.

Facebook increased from 21,503 new followers in 2015 to 43,000 in 2016. In Twitter, @UnicefChile ended the year with 18,500 followers.

## Programme Components from RAM

### ANALYSIS BY OUTCOME AND OUTPUT RESULTS

**OUTCOME 1:** By 2016, children and adolescents enjoy higher levels of social inclusion, have better development opportunities, gain access to quality services and have their opinions heard, thereby helping to reduce the gap between the poorest 20 per cent of the population and the wealthiest 20 per cent.

#### **Analytical Statement of Progress:**

In 2016, UNICEF Chile continued to provide support to the Government for the development of a comprehensive system for the protection of children's rights, with a special focus on the rights of the belonging to the most disadvantaged groups. UNICEF Chile provided technical support to the Ministry for Social Development and line ministries for the development of the draft action plan that aims to operationalize the 10-year National Policy for Children and Adolescents (2015–2025), adopted in March 2016.

UNICEF Chile's role has been to promote the integration of child rights into the plan and to support the various sectors in defining their goals and priorities for the child rights agenda for the next 10 years. UNICEF Chile's advocacy and technical efforts towards this has resulted in the Government's uptake of a more systemic view of child rights in other policy and decision-making processes.

In this regard, the following took place:

UNICEF Chile carried out a human rights-based approach training to technical teams in the Ministry for Social Development so that the child rights lens could be applied to all child-related policies, programmes and services under the ministry's jurisdiction.

UNICEF Chile provided technical assistance to map the public supply of programmes for children and families and the corresponding expenditure based on the rights classification used in the Multiple Overlapping Deprivation Analysis developed by the UNICEF Office of Research. This allows the Government to identify key gaps in programmes where child rights are not being fulfilled. In addition, UNICEF provided technical support for the development of an evaluation tool to monitor new programmes that have incorporated the child-rights approach.

UNICEF Chile also helped to develop and validate national health and education indicators in accordance with international standards. UNICEF Chile provided technical support to create a website where indicators and respective data can be uploaded and made publicly available.

UNICEF Chile also supported the Government by generating evidence that would be central to the strengthening of the development of the comprehensive child protection system. In this regard, UNICEF Chile has dedicated significant efforts towards development of its draft situation analysis report. The process has been participatory and has included extensive consultations with the Government, civil society and adolescents. It has also served as an evidence base for the planning of the new CPD.

Another study conducted by UNICEF Chile included support of the Chile Crece Contigo (Chile Grows with You), a protection system for children 0 to 4 years old. The aim of the study was to assess the level of diversity in the information materials for families. The results of the study were disseminated in April to key technical teams of the Ministry for Social Development and the Ministry of Health through a workshop organized jointly by UNICEF Chile and the two ministries. These efforts were undertaken in the context of the system's expansion to include children up to 10 years of age.

In addition, UNICEF Chile provided technical assistance to Ministry for Social Development to support the monitoring of child-related SDGs. This was done mainly to ensure that key SDG targets have been included in national plans and strategies, such as the draft Action Plan for the National Strategy for Children (2015–2025) in national planning instruments such as the National Plan of Action, as well as in relevant surveys and information systems. Related to this, UNICEF Chile successfully advocated with Ministry for Social Development to include key ECD indicators from the ECD MICS module into its national longitudinal survey for early childhood.

In support of the Ministry of Education (MINEDUC), UNICEF Chile undertook a qualitative study to identify the causes for school dropout and potential educational paths for out-of-school children through school reintegration/second-chance programmes. The results of this study were presented at a seminar organized by UNICEF Chile, MINEDUC and Red de ONGs por las Trayectorias Escolares, which included some 150 participants from public institutions and civil society. Overall efforts have led MINEDUC to design and submit a proposal for second-chance modalities to the National Education Council, as well as to an increase in the current budget for piloting second-change schools, resulting in an increase from 5 to a total of 12 second-chance schools in 2016. UNICEF Chile also focused on building the capacity of MINEDUC and the Ministry for Social Development on the human rights-based approach. The training has allowed the Ministry for Social Development to apply the approach to a review that is being undertaken together with UNICEF Chile on programmes for children and families, while MINEDUC was able to develop a new family-school policy based on child rights.

UNICEF Chile's efforts were also focused on building the capacity of MINEDUC on the human rights-based approach. Technical teams responsible for policy development and guidance in the education system were trained on human and child rights. These efforts contributed towards the development of a school-family relationship policy document and on the development of a school reintegration model based on the principles of equity and inclusion. Also, a plan was developed to mainstream diversity in the education system to ensure the rights of indigenous children to quality education.

Moreover, in relation to emergency response, UNICEF Chile provided technical assistance to the Ministry for Social Development to strengthen the capacity of the Chile Crece Contigo system to respond promptly and adequately to children affected by emergency. UNICEF's efforts focused on the design, development and dissemination of short films to be used in the Chile Crece Contigo ECD programmes.

**OUTPUT 1:** In 2016, the country will have systems for monitoring the situation of children, and for the evaluation of childhood and adolescence policies and services that incorporate the rights approach under international CRC and Convention on the Elimination of all Forms of Discrimination Against Women standards, ensuring that public services provide development opportunities for children and adolescents.

#### **Analytical Statement of Progress:**

In 2016, UNICEF Chile continued to provide technical assistance to the Government of Chile.

UNICEF Chile carried out a human rights-based approach training to technical teams in Ministry for Social Development so that the child rights lens could be applied to all child-related policies, programmes and services under the ministry's jurisdiction. Under the same lens, UNICEF provided technical assistance to map the public supply of programmes for children and families and the corresponding expenditure based on the rights classification used in the Multiple Overlapping Deprivation Analysis. In addition, UNICEF collaborated in the development of an evaluation tool to monitor new programmes that have incorporated the child-rights approach.

UNICEF Chile helped to develop and validate national health and education indicators in accordance with international standards. UNICEF Chile supported the development of a website where indicators and respective data can be uploaded and made publicly available. UNICEF Chile also successfully advocated for Ministry for Social Development to include key ECD indicators from the ECD MICS module into its national longitudinal survey for early childhood.

Also, in support of Ministry for Social Development, UNICEF Chile initiated a study to compare the efficiency of instruments that measure ECD. The aim is to determine the best tool for detecting developmental delays and the need for early intervention.

In support of MINEDUC, UNICEF Chile undertook a qualitative study to identify the causes for school dropout and potential educational paths for out-of-school children through school reintegration/second-chance programmes. Overall efforts have led MINEDUC to design and submit a proposal for second-chance modalities to the National Education Council, as well as an increase in the current budget for piloting second-change schools, resulting in an increase from 5 to a total of 12 second-chance schools in 2016. UNICEF Chile also focused on building the capacity of the MINEDUC on the human rights-based approach. The training allowed MINEDUC to develop a new family-school policy based on child rights.

As part of a global UNICEF initiative, UNICEF Chile undertook a comprehensive study on investment in ECD. A number of technical and advocacy meetings were held with sectoral government officials at various levels to disseminate the findings, as well as to transfer the methodology on child budget planning and monitoring.

UNICEF Chile organized an international seminar together with the Government and the Pan American Health Organization, and with support from UNICEF LACRO and New York headquarters. The seminar included the regional launch of the third *Lancet* series and

included the participation of high-level government officials, including the President of Chile.

**OUTPUT 2:** In 2016, 20 per cent of services attending childhood and adolescence have models and/or protocols that ensure quality attention with emphasis on children and adolescents from the first quintile.

**Analytical Statement of Progress:**

In 2016, UNICEF Chile continued to provide technical assistance to key government institutions to integrate the intercultural approach into policies and programmes in accordance with the CRC and other international standards.

Towards this end, the following took place:

In collaboration with the Ministry of Justice, UNICEF's efforts resulted in increasing the capacity of SENAME service providers in the region of Araucania to integrate the intercultural approach into key programmes/services for children. The methodologies for integrating such an approach were developed by UNICEF Chile in recent years, allowing service providers to measure the level of inclusion of interculturality in any given service.

In addition, UNICEF Chile collaborated with the Universidad Católica de Temuco, resulting in the development of a culturally sensitive training model for university professors. The training aims to promote intercultural relations and the inclusion of indigenous issues in the courses. The training module was made available for replication to other universities in the country.

At the regional level, UNICEF Chile played a critical role in the inter-sectoral protection of indigenous children when in a situation of conflict. UNICEF Chile's technical support has resulted in the development of a draft integrated protocol for response services for indigenous children victims of violence.

UNICEF Chile developed an initial plan to support UNICEF Argentina's efforts to develop a school reintegration model to be adopted by the Ministry of Education in Argentina. The plan has set out the areas of collaboration between the countries, the key objectives and actions, as well the time frame. Implementation will start in 2017.

**OUTCOME 2:** By 2016, children and adolescents grow up in a culture of tolerance and acceptance of diversity (ethnic, gender, sexual, disability) in Chilean society.

**Analytical Statement of Progress:**

In 2016, to promote a culture of tolerance and positive social change that contributes towards the development of a more inclusive and tolerant society, UNICEF focused on three main strategies:

- Technical assistance to the Government to integrate the principles related to non-discrimination and diversity;
- Evidence-building on the situation of the most disadvantaged groups of children;
- Advocacy for cultural change involving private partners and others relevant actors.

UNICEF has continued to work closely with the National Council for Children and Ministry for Social Development to protect and promote children's rights, and the inclusion of children of the poorest quintile; indigenous, migrant and lesbian, gay, bisexuals, transsexual and intersexual children; and children with disabilities through the use of various communication approaches and actions involving adolescent participation.

Chile does not have in place a specific national law or policy on the rights of refugee and migrant children. In early 2016, together with UNHCR and the International Organization for Migration, UNICEF Chile advocated with the Government and parliamentarians to elaborate the Proyecto de Ley de Extranjería y Migración – a draft law on migration – and be presented to Parliament for discussion. While the discussions are still pending, UNICEF Chile was able to advance by providing technical support to the Department of Foreign Affairs to include in the draft law specific provisions on child rights, as per the CRC. Similar efforts were also made in anticipation of the parliamentary discussions of the Ley de Garantía de los Derechos de la Niñez – the draft children’s act. UNICEF Chile’s advocacy and technical support resulted in having included in the legal text the explicit prohibition of discrimination against children based on nationality.

Also, the rights of migrant children and the need for special measures towards their protection has also been recognized and reflected, as a result of UNICEF Chile’s support to the Government, in the development process of the Política Nacional de Niñez y Adolescencia. UNICEF Chile played a pivotal role in advocating for the specific inclusion in the policy document reference to children born from migrants in irregular situation.

UNICEF Chile’s efforts have also resulted in the development of implementation strategies for the use of the U-Report tool – the online platform for adolescent participation developed by the UNICEF Global Innovation Centre. U-Report served to raise the voices of young people on issues related to social policies and electoral issues at the municipal level and issues on constitutional reform, among others; and to gather inputs for the United Nations Conference on Housing and Sustainable Urban Development (Habitat III) in Ecuador.

Also in support of adolescent participation, under the leadership of Ministry for Social Development, UNICEF Chile participated as a member of the Observer Committee for the constitutional reform process supporting the participation of indigenous children aged 14 to 18 years. UNICEF Chile’s main goals in the process were to develop a participatory methodology for the consultation that would safeguard the views and opinions of indigenous children and would have them integrated into the document, which will serve as a basis for the development of the new constitution.

**OUTPUT 1:** By 2016, adolescents participate in the development of sector policies and programmes with a gender perspective on issues that affect them in their municipalities.

**Analytical Statement of Progress:**

UNICEF has been working closely with government institutions at national and local levels and civil society organizations to promote adolescent participation. More specifically, in the context of the constitutional reform, UNICEF has collaborated with the non-governmental organization Democracia y Desarrollo by providing them with the U-Report tool to increase coverage of participation and opinion in this matter. UNICEF has also promoted the utilization of the U-Report tool to municipalities as a strategy to increase community adolescent participation on projects and activities undertaken locally. This strategy is currently being implemented in the municipality of Providencia and will be rolled out nationally.

**OUTPUT 2:** By 2016, 10 per cent of each type of communications media in Chile (radio, television and written press) deals with child and adolescent issues from a rights and gender perspective.

**Analytical Statement of Progress:**

UNICEF Chile’s leading role in the country as an advocate for children’s rights has significantly contributed to the increased media attention on children’s issues garnered in

2016. Throughout the year, UNICEF Chile was able to express its views in the media and on social networks on various matters related to the rights of children in conflict or contact with the law, children without parental care, and the protection of children against any form of harm. Key government actors at all levels incorporated many of UNICEF's Chile's recommendations into policy and decision-making processes as a result. For example, the President of Chile publicly acknowledged UNICEF Chile's advocacy for the child's right to a family environment and for more effective investment in early childhood. Parliamentarians also acknowledged UNICEF Chile on the need to protect children against discrimination and arbitrary detention in the context of a draft law allowing authorities to identify individuals for preventive measures.

In terms of coverage, UNICEF Chile appeared in some 2,015 publications, including newspapers, television, radio and online media. UNICEF Chile's website recorded a monthly average of 26,642 visits and 319,705 screening sessions, a 30 per cent increase from 2015. Facebook recorded 43,000 registered fans and Twitter recorded an increase as well, reaching a total of 18,500 followers.

UNICEF Chile also sponsored 26 academia, government and civil society events related to the rights of the child. As part of UNICEF's seventieth anniversary, UNICEF Chile selected 85 spots on different themes showcasing UNICEF Chile's work during those years.

In addition, UNICEF Chile coordinated the Interagency Communications Group, which developed a comprehensive communication strategy for the United Nations system in Chile aiming to promote greater coherence among the United Nations Country Team and its counterparts in Chile. The group also focused its efforts on the promotion and dissemination of the 2030 Agenda for Sustainable Development.

UNICEF Chile also developed a communication strategy as a result of the media attention to the situation of children in SENAME, including press releases and meeting minutes for UNICEF interviews, highlighting the importance of restructuring the protection system while upholding child rights.

**OUTPUT 3:** By 2016, 30 per cent of firms that implement corporate social responsibility programmes targeting children and adolescents adopt a rights and gender perspective.

#### **Analytical Statement of Progress:**

Part of UNICEF Chile's 2015 earthquake response, in the northern part of Chile, came to completion in 2016. In this effort, UNICEF Chile engaged with government, civil and private sectors, establishing a partnership with the Asociación Chilena Pro Naciones Unidas and four companies to implement a programme to support children affected by the emergency in the municipality of Canela. More than 240 teachers were trained on psycho-social support, benefiting more than 1,000 students in the community.

In addition, UNICEF Chile advanced its work in establishing partnerships with the private sector to promote the rights of the child. Following an invitation from the Government, UNICEF Chile supported the development of the National Plan of Business and Human Rights. UNICEF Chile played a key role in ensuring that children's rights were duly integrated into the plan's various stages of development. Many of the gaps identified in the government baseline study will be addressed jointly in 2017 with UNICEF Chile's support. Also, UNICEF Chile was an active partner in Unidos por la infancia, a tripartite initiative (public, private and civil society) which seeks to install the importance of respecting and safeguarding children rights within the corporate sector.

A partnership between UNICEF Chile, the Department of Telecommunications and the Association of Mobile Telephone Companies in Chile resulted in the development of a communications campaign for the promotion of the safe use of social networks among children and adolescents. UNICEF Chile played a key technical role in this one-of-a kind campaign, where competitors came together for this common cause on behalf of children. The campaign was deemed successful by its organizers and will be extended until February 2017.

UNICEF Chile also participated in the food labelling regional study 'Revisión de las prácticas y regulaciones del etiquetado de alimentos dirigidos a niños y adolescentes en Latinoamérica, recomendaciones para facilitar información al consumidor', coordinated by UNICEF LACRO. This effort was led by the Private Fundraising and Health sectors and the main results of the study were disseminated at the local level when a new law on food labelling in the country come into effect.

**OUTCOME 3:** By 2016, children and adolescents have a comprehensive institutional framework for the protection of their rights, in accordance with the CRC.

**Analytical Statement of Progress:**

A great part of UNICEF Chile's advocacy efforts centred on strengthening the legal and institutional framework as part of the child protection reform. This resulted in providing technical support to line ministries and parliamentarians for the compliance of legislation with international standards in the draft children's act, the draft law on ombudsman for children, the draft law establishing a national secretariat for children, and on the amendment related to violence against children outside the home. UNICEF Chile's extensive efforts also successfully resulted in having children excluded from a law, passed in the first semester, allowing authorities to stop and verify the identity of any individual in public and private places with public access for preventive measures.

**OUTPUT 1:** By 2016, the rights of children and adolescents deprived of their family environment, those deprived of their freedom, non-nationals, and those who are victims of violence, are monitored through integrated statistical and supervision systems.

**Analytical Statement of Progress:**

UNICEF Chile played a key role in the SENAME crisis generated as a result of rights allegations and reported deaths of children in SENAME centres. The media attention and debate among stakeholders led to discussions on the general functioning of the SENAME centres and the protection of children under state care. Despite its complexity, the crisis opened doors for UNICEF Chile to discuss support strategies, including with the President. As a result, UNICEF Chile assisted SENAME in designing a plan to strengthen the provision of services, including mental health and legal, and the supervision and data system of the centres. UNICEF Chile is also advocating for the Government to adopt a comprehensive strategy to prevent child abandonment and children experiencing violence and being deprived of parental care as a result.

UNICEF Chile also collaborated with SENAME towards improving the living conditions and relevance of specific programmes for children in residential care by conducting a review and validation process through the System of Residential Quality Assurance.

UNICEF Chile also played a pivotal role in the Commission that monitors the implementation of the rights of the child in detention centres as observer and as technical partner responsible for supporting the development of a rights-based monitoring tool and participating in some 1,140 monitoring visits as of 31 December 2016, presenting key recommendations for the improvement of the centres according to international standards.

Together with the Ministries of the Interior and Justice, the National Council for Children and the Office of the Special Representative of the Secretary-General on Violence against Children, UNICEF Chile co-hosted the International Conference on Crime Prevention and Social Reintegration of Children and Adolescents in Conflict with the Criminal Law. The conference gathered international experts to discuss effective policies and programmes. The seminar was livestreamed and included the presence of some 200 participants. The results of the discussions will be documented in a report which will not only serve as a basis for the ongoing juvenile justice reform in Chile, but also for other countries going through similar processes.

UNICEF Chile also hosted the XIX International Course on Jurisdictional Protection of Rights of children and adolescents, co-organized by the Universidad Diego Portales. The course aims to strengthen the capacity of judges, prosecutors, public defenders and lawyers on child rights and on the application of the CRC in judicial proceedings. The course was attended by some 80 students from eight countries in the region and included the participation of leading experts from Latin America and Europe.

**OUTPUT 2:** In 2016, Chile has an institutional framework for the protection of children based on a legal framework, protocols, and regulations aligned with those of the CRC; and it implements mechanisms and procedures that ensure comprehensive protection for the rights of children and adolescents.

**Analytical Statement of Progress:**

During 2016, UNICEF Chile provided technical assistance to the National Council for Childhood, for the follow-up to the recommendations of the United Nations Committee on the Rights of the Child from its 2015 concluding observations. UNICEF's support was directed towards helping identify recommendations that are a priority for the Government to serve as a basis for the development of an inter-agency implementation plan. In October, a web platform was implemented by the Government (SIMORE), which systematizes, organizes and prioritizes the recommendations of United Nations treaty bodies.

In support of the judiciary, UNICEF Chile provided technical assistance towards the development of a protocol for interviewing indigenous children involved in legal proceedings. Efforts were made to ensure that such a protocol was culturally relevant and sensitive, and compliant with international standards.

Regarding the ongoing legislative reform, UNICEF Chile closely monitored a number of draft laws related to the protection of children's rights that are currently under discussion in Parliament. Technical support was being provided for their compliance, in particular:

- Draft children's act in support of the National Council for Childhood and Ministry for Social Development. UNICEF participated in key technical discussions sharing examples of good practices (comparative models) and international standards, and advocated for the importance of protecting all children.
- Draft law on ombudsman for children. UNICEF's advocacy efforts have contributed towards the draft law taking priority in Congress. It is currently being discussed by a special commission in the Senate, in which UNICEF Chile has played a key technical role by sharing relevant international standards and best practices in similar processes.
- Draft law amending provision on the prohibition of violence against children (outside the home). UNICEF Chile's participation in the parliamentary session contributed towards the

approval of the draft law in the first instance. In the discussions, UNICEF recalled the international commitments (mainly the CRC General Comment No. 13 and the recommendations of the Committee from 2015) and the need to have specific norms to punish all forms of violence in all settings.

– Law allowing authorities to ‘stop and verify’. UNICEF successfully advocated for the exclusion of minors from the legal text of the law allowing police and justice authorities to verify the identity of minors in public and private spaces with public access. This was due to an extensive advocacy campaign promoted by UNICEF Chile around the child’s right to protection when in contact with the law and the principle of non-discrimination.

## Document Centre

### Other publications

Title
Protection of the rights of children and adolescents.
Inversión pública en primera infancia en Chile: diagnóstico, desafíos y propuestas. Principales resultados.
Manual Reuniones con las familias. Fortalecer la relación Escuela-Familia para promover el pleno desarrollo de niños, niñas y adolescentes.

### Lessons learned

Document type/category	Title
Lesson learned	Inversión Pública en Primera Infancia en Chile: Diagnóstico, Desafíos y Propuestas. Principales resultados

### Programme documents

Document Type	Title	Name
CPD Results Matrix	Chile_SRM-2012-2016	Chile_SRM_2012-2016.pdf
IMEP	Chile IMEP 2011	Chile_IMEP_2011.docx
CPD	Chile_CPD_2012-2016	Chile_CPD_2012-2016.doc