1 EXECUTIVE SUMMARY

Most important achievements:
- Implemented an emergency response focused on the Core Commitments for Children (CCC) to protect the rights of children and adolescents, while complementing the strategies of Government counterparts. UNICEF co-led the area of Education, and led in the areas of Child Protection, and on this occasion, Water, Sanitation and Hygiene (WASH).
- Advocated successfully for policy changes that exclude children from legal trials used for adults in the Military Justice System. Said changes also ensured that no children, including young indigenous activist offenders, were tried under the Anti-Terrorist Law, but instead the Adolescent Criminal Liability Law (ACLL).

Most significant shortfalls:
- The focus on emergency relief from March to July 2010 delayed efforts to begin working with the incoming Government on UNICEF’s child rights agenda and regular CP
- New CP was postponed by one year at the request of Government.

Most important collaborative partnerships:
- Government of Chile. Worked with the Ministry of Planning to coordinate emergency efforts. This partnership ensured that families in the poorest quintile of the population received basic kits, emotional support from trained professionals, back-to-school materials, and fundamental WASH services and training for home and the community. The CO coordinated activities with the ministries of Health, Justice, Education, Interior and Defence.
- UNETT and OXFAM GB. Coordinated emergency relief in collaboration with the UNETT. Essential WASH activities were carried out through a PCA with OXFAM, and efforts were coordinated with the Ministry of the Interior, Public Works, and Regional Government and Municipalities to provide solutions for affected populations, especially children living in shelters and camps.
- UN Agencies. From the onset of the disaster UNICEF and UN agencies implemented emergency funds from donors, including the CERF. Agencies offered timely and extensive support to Government and CSOs at central and local levels. With CERF funds, UN agencies were able to provide assistance that would not otherwise have been possible, given their limited budgets.

Thanks to the support of TACRO in the preparation of the CPD and during the emergency response. Thanks to the COs in LAC, NYHQ, and the Geneva and Copenhagen Offices who also supported UNICEF Chile’s relief efforts.

2 COUNTRY SITUATION AS AFFECTING CHILDREN AND WOMEN

In Chile 2010 was marked by a series of significant changes to the country situation. First and foremost, the earthquake and tsunami of February 27 directly affected 2 million people, and indirectly affected 80% of the country’s population according national authorities. The disaster was followed by a major political shift from 20 years of a left-centre Government to a right-centre coalition, an 82-day hunger strike by the Mapuche indigenous population, 33 miners trapped for 69 days 700 meter below the earth, the celebration of Chile’s bicentennial, a national debate over a new female murder law to address the on-going violence against women and the family; the year ended with a fire that took the lives of 81 prisoners in an overcrowded prison complex.

In this context, UNICEF addressed major risks to children and women who experienced the effects of the earthquake and tsunami. It focused on the safety and protection of the indigenous population living in the La Araucanía, the region with the highest poverty rate in Chile: 27.1%. It also advocated for the security of adolescent offenders, a population
that has grown from 5,090 in 2007 to 12,365 in 2010. The prevention of child and adolescent abuse at home, school and the community continued to be central to UNICEF's agenda. The CO advocated for the rights and protection of the most vulnerable children and adolescents and worked to ensure that they received equitable care and attention by all counterparts involved in the design and implementation of public policy and response programmes.

To deepen its analysis of the situation of children, the CO continued its long-standing practice of gathering children’s and adolescents' opinions regarding critical national issues. In 2010 the 'Voice of Children' surveys characterised children’s experiences and sought their perspectives about the earthquake and tsunami, their quality of life in temporary living camps, and their rights in light of the 20th anniversary of the CRC. The book *Echoes of the Penguin Revolution* offered an analysis of the current state of education in Chile, while the working document ‘Families and Kindergarten: Securing a Future Together’ addressed the importance of an active educational community for the full development of young children. The report ‘Infant Poverty, a Community Challenge’, prepared by the Economic Commission for Latin America and the Caribbean (ECLAC) contributed to on-going analysis of the situation of children and families in the poorest quintile of the population. In relation to the costs of the disaster, another ECLAC study showed that Chile was the Latin American country that suffered the most significant economic impact as a result of its natural disaster: US$30 billion.

Nationally, 35.7% of women suffer some kind of violence from their partners. Sub-national studies reflect a greater percentage and range – from 36% in the Aysen Region to 55.3% in Los Lagos. Policies to address violence against women and their families include the Law Against Intra-Family Violence and Sexual Abuse and the new Law on Female Murder. Violence prevention is the responsibility of the National Service for Women and the National Service for Children, with little input or participation by health, education, or other related Government actors. UNICEF’s work in Chile is focused on children and their families, and includes matters related to women who suffer domestic violence and its effects on children.

Reports from other UN agencies that offered an analysis of women and children in 2010 included: ‘Economies of Latin America and the Caribbean and the Outlook for 2011’ and ‘Social Panorama of Latin America 2010’. The CCA/UNDAF, the country SitAn and the preparation of the new Country Programme document also contributed to the analysis of policy alternatives and advocacy for the implementation of the CRC in Chile.

### 3 CP ANALYSIS & RESULT

#### 3.1 CP Analysis

#### 3.1.1 CP Overview

The CO used Good Programming practices throughout 2010. The following sections demonstrate these efforts. Key achievements included:

- Reached national, sub-national and local agreements to allow UNICEF to build the capacity of public officials to plan and strategize about how to protect the rights of children and adolescents, especially those of indigenous descent who represent 26.6% of the poorest children in the country
- Advocated for a swift, child rights-based response to the earthquake and tsunami in Chile. Also successfully lobbied for changes in the Military Justice and Anti-Terrorist laws to ensure that children were not tried with the same standards as adults.
- Worked closely with other UN agencies in Chile, as well as OXFAM GB, to coordinate efforts with Government authorities from the Ministry of Planning, Health, Justice, Education and others related to the needs of the children and adolescents affected by the earthquake and tsunami
• Contributed knowledge by identifying effective residential programs for adolescent offenders and for their reinsertion into society; completed an analysis of the ACLL; characterised the indigenous family (Mapuche) to influence decision-makers, published an Educational Bridge manual for educators working in disaster-affected Regions, among various other publications
• Maintained constant presence in the media and ensured that a consistent child rights message was seen and heard nationwide about the need to care for and protect children’s rights. The CO also encouraged childcare behaviours through disaster relief and health campaigns.
• The year also offered UNICEF an opportunity to advocate strongly for the human rights of those most vulnerable in Chile, to provide technical assistance using culturally and gender-sensitive strategies, and to implement an environmentally conscious WASH response in affected Regions.

3.1.2 Programme Strategy
3.1.2.1 Capacity Development
UNICEF in Chile has consistently provided technical assistance, knowledge, and training support to strengthen institutions dedicated to the rights of children. At the local, sub-national and national levels, the CO engaged with partners to build agreements, designed and prioritised CD strategies, built on existing capacities to address gaps of rights-holders and duty-bearers, supported implementation, and gradually put in place a hand-over strategy. Highlights of 2010 results that involve said actions include:
• Reached national agreement with the Ministry of Planning to identify the objectives of the new Service for the Protection of the Rights of Children, which will have an intercultural perspective and serve indigenous children. Furthermore, UNICEF began work with the Ministry’s Social Observatory to understand new strategies for data collection about the fulfilment of child rights.
• The General Office of Police agreed to work with UNICEF to incorporate human, children, and indigenous rights standards into its required two-year residential curriculum for all new peace officers. For 2011 the Office committed to jointly revise protocols used to address Government conflicts with the indigenous population, to ensure the protection of children and adolescents.
• At the local level, a Community Plan for Children was prepared for 2010-2014 to connect the multiple efforts of local and indigenous actors, and knowledge centres to create shared objectives based on the CRC.
• Successfully initiated efforts to encourage adolescent participation. The CO designed a training course for adolescents on civic participation with La Florida Community. In the La Araucanía Region, UNICEF and the National Youth Institute worked with indigenous adolescents to generate policy proposals on community involvement in education. To assist NGOs, UNICEF supported two national gatherings of adolescents discussing the progress of the CRC in Chile at its 20th anniversary.
• Trained officials from Government counterparts on international standards to protect the rights of children and adolescents in the XIII International Course for Judges, Prosecutors and Public Defenders. Chilean participants were from the Ministry of Justice, the National Service for Children, and the Attorney General’s offices.

For further evidence of the CO’s capacity development work see Section 3.2.

3.1.2.2 Effective Advocacy
UNICEF in Chile directly and indirectly advocated for the rights of children with decision-makers in Government, private sector, knowledge centres, media, and civil society and religious organisations. Based on concrete evidence from local and national analysis, the CO focused its resources and influence on persuading decision-makers to:
• Provide an equitable disaster relief response. UNICEF ensured the needs of the most vulnerable children and adolescents were holistically considered as part of the Government and partners’ disaster relief efforts in the areas of protection, WASH, and education. In addition to the Representative’s consistent contact with Heads of Ministries, the CO staff worked closely with Area Managers from the Ministries of
Planning, Health and Education, Regional Authorities, Municipalities, and the National Emergency Coordinating Committee, so that all efforts were based on children's rights. The CO also influenced media to publicise a child care campaign, and the private sector to financially support UNICEF's coordinating efforts to ensure a widespread and equitable response.

- **Protect the rights of children and adolescent offenders.** UNICEF gathered critical evidence about the children and adolescents affected by the hunger strike of indigenous activists and the Government's subsequent reaction, and successfully lobbied for changes in Military Justice and Anti-Terrorist laws to be aligned with the CRC.

UNICEF’s advocacy in this area also resulted in all reports of the Inter-institutional Review Commission on Children in Juvenile Centres being publicly available on the Ministry of Justice website for the first time since 2007.

### 3.1.2.3 Strategic Partnerships

The CO continued its partnership with the ministries of Planning, Justice, Education and Health, influential CSOs, knowledge centres, and private sector actors that work with and for children. The emergency response to the earthquake and tsunami represents the most noteworthy collaborative effort in Chile in 2010; and, with the change in Government, was the first joint work of UNICEF and the new authorities. It also reflects agreements to work together to achieve a common purpose, share risks, responsibilities, resources, competencies and benefits.

**Situation analysis.** UNICEF gathered and exchanged data on the situation in affected areas with Government, CSOs, and UN agencies taking part in, and carrying out Site Assessment Visits with UNETT and OCHA to identify WASH and protection needs.

**WASH services.** UNICEF ensured that temporary sanitation services and drinking water were supplied to health facilities, shelters, camps and schools in affected communities. With OXFAM GB, UNICEF coordinated aid efforts with the Ministry of the Interior/National Emergency Committee, the Ministry of Public Works, Regional Services and Municipalities. The CO assisted the Ministry of Health in a public campaign to prevent the H1N1 flu and to publicise good hand-washing and hygiene practices.

**Child protection.** A total of 2,652 professionals in charge of implementing programmes to Chile’s poorest families in the Ministry of Planning and Health were trained to identify child abuse, provide psycho-emotional support, and given materials for use by on-the-ground staff.

**Return to school.** For a speedy return to normalcy, UNICEF, with UNESCO and the Ministry of Education, guaranteed that children in the poorest quintile of the population received necessary school materials.

**On-going coordination.** UNICEF participated in weekly meetings with UNETT, OCHA, the National Emergency Committee, Ministries and CSOs involved in emergency relief.

**Documentation and lessons learned.** UNICEF submitted Situation Reports and a Final Disaster Relief Report to NYHQ, TACRO and Geneva. OXFAM GB and UNETT also prepared reports.

### 3.1.2.4 Knowledge Management

UNICEF has historically worked with local, sub-national and national universities, NGOs and experts to gather knowledge on the state of children for analysis and programme development, and to identify policy alternatives based on the CRC. This approach continued through 2010 and resulted in:

- A study on how to improve residential programmes for child and adolescent offenders. The research pointed to the changing profile of those entering the justice system and the necessity for a new model to address the needs of this population, with a focus on deinstitutionalisation. As a result, UNICEF is working with the National Service for Children to design and implement a new model for residential care in the Metropolitan Region, as well as in Los Rios and Los Lagos regions.
• An analysis of implementation of the Adolescent Criminal Liability Law (ACLL) between 2007 and 2010, to improve on-going implementation
• Publishing of a practical, easy-to-use ACLL manual for judges, public defenders and district attorneys
• The identification of four models of Best Practices on Rehabilitation and Reinsertion of Adolescents Offenders that were debated in a national seminar with Canadian expert Robert Hodges. Work done with National Service for Children and Paz Ciudadana Foundation.
• Analysis of a database of legal cases involving vulnerable children within the framework of the CRC. Using empirical data, the document discusses how the legal system addressed the needs of children in the criminal system, police processes and the application of the Anti-Terrorist law.
• A study characterising the Mapuche family to ensure that an intercultural lens was used in policy design and public programme implementation.
• Prepared Educational Bridge, a publication used to train 400 educators from the most affected disaster regions on how to customise the established curriculum to combine psycho-emotional care for students and Chile’s well-built disaster prevention mechanisms.
• UNICEF expert co-authored a book on the advances, debates and silences of the educational reform and provided analysis and debate on key challenges to the educational system in Chile, in partnership with the Centre of Advanced Research of the University of Chile.

3.1.2.5 C4D - Communication for Development

Children’s rights messages broadcast in the media were viewed or listened to by children, adolescents, women, families and decision-makers. UNICEF appeared in 441 different stories in print, digital, radio, TV stations, movie theatres, and 90,000 distinct visitors visited its main web portal. The 2010 communications strategy included five public education campaigns, 125 press releases, preparation and dissemination of 28 print materials, 13 videos and six radio announcements. It also included face-to-face meetings to boost fundraising and influence policy changes by decision-makers.

All work was multi-sectoral, and data used to design strategies was gathered at the local, sub-national and national levels. (For additional information see Sections 3.1.2.3 and 3.1.2.5.)

C4D was fundamental to disaster response to effect behaviours such as – expressing feelings of fear and sadness, listening to and caring for children, and practicing hygiene and flu prevention methods. UNICEF’s ‘Rebuilding Children’s Lives’ campaign achieved the following results:
• Protection and health messages were heard and seen through TV, radio, written, and on-line media channels such as CNN, Radio Cooperativa and El Mercurio. A total of 80% of all news appearances resulted from the CO’s proactive efforts and brought attention to the life experiences of children, adolescents and their families in the disaster areas.
• Children were encouraged to connect with their feelings and adults to comfort them through a psycho-emotional health education campaign seen by over 25% of the country aired on 39 TV channels. It included two TV Spots and six radio messages. Ambassadors, actors and characters from popular Chilean puppet shows demonstrated how to express one’s feelings and modelled childcare behaviours for the larger population.
• Child rights messages were strengthened and individual relationships with decision-makers cultivated through events to deliver nearly one million individual copies of printed materials, distributed primarily to children and adult caretakers.
• A collection of health care materials was made available through an On-line Centre with up-to-date information on response efforts, written educational materials, audio-visual messages, documentation and lessons from partners.
3.1.3 Normative Principles

3.1.3.1 Human Rights Based Approach to Cooperation

All CP interventions were designed with a human rights and equity focus. Research on issues, planning and implementation of activities, and collaborative work placed special attention on the most disadvantaged children and families in the population, as defined by national authorities. In 2010, regions affected by the earthquake and tsunami were prioritised.

The core strategies of the Chile CO included developing the capacity of duty-bearers to adequately and equitably respond to the needs of children and adolescents and to support the exercise of their rights. As can be seen in other sections of this report, UNICEF strengthened the capacity of:

- Legal authorities to protect the interests of indigenous adolescents and offenders, and pay special attention to legal cases involving this group and their families;
- Health care professionals to identify and respond to the needs of abused children, and to expand their ability to replicate teachings to other professionals;
- Social workers who work with the most vulnerable families in Chile to respond to abuse situations and provide children and families with easy-to-use support materials;
- Kindergarten and childcare professionals to work with poor families to enable them to facilitate the full developmental process of young children;
- Adult caretakers in affected disaster regions to create an environment where children, adolescents and families could express their emotions about the catastrophe and return to normalcy;
- Teachers and aides to develop an indigenous language sector in schools with majority indigenous children, and to ensure that this intercultural subject reflects the importance of an equitable and inclusive educational experience.

Regarding the participation of rights-holders, three surveys were completed. The Voice of Children allowed children and adolescents to express their opinions and use findings to inform programme goals, policy alternatives, and advocacy objectives. Young people also played a part in community participation trainings and C4D events during the year.

UNICEF worked with Ministries on a series of issues. See Sections 3.1.2.1 for Capacity Building, 3.1.2.2 for Advocacy and 3.1.2.3 for Partnership work.

No reports to the CRC and CEDAW were submitted in 2010.

3.1.3.2 Gender Equality and Mainstreaming

The CO has a long history of focus on gender issues, especially as these relate to violence and sexual abuse against girls. Therefore, the CO’s framework of analysis, programme approach and materials reflected the situation of girls and women, with special emphasis in 2010 on those affected by the disaster.

All technical assistance delivered to counterparts included the relevance and importance of mainstreaming gender issues. Consequently, impact is evaluated using a gender lens and analysed in relation to children’s rights. The CO also used an intercultural approach in its intervention with special attention to the roles of gender in different cultures and in the promotion of policies and practices of equality.

To expand and deepen the existing baseline of gender research the CO actively carried out its own studies and advocates for external studies where statistics are disaggregated by gender. In 2010, results of research were continuously reflected in public education and capacity building materials by including a gender perspective in both language and illustrations used.

In all cases, the CO places particular emphasis on the equitable distribution of gender roles, avoiding stereotypes that lead to gender inequality. For instance, during the emergency response, priority was given to training and outreach materials that brought
visibility to sexual abuse and violence. Professional caretakers were thus trained on how to identify, intervene and prevent emotional, physical and psychological abuse. The focus of all emergency relief efforts was the prevention of violence, especially gender-based violence, given the particular vulnerability generated when there are diminished care services and when entire families are under stressful circumstances and living in extremely difficult and densely populated conditions.

Key documents prepared and revised, such as the CCA/UNDAF, SitAn, and CPD, included reviews using a gender lens with special focus on girls.

Finally, since UNICEF’s consultant team has a Focal Point on Gender, a staff-wide gender sensitivity training was carried out, and in response to requests, advice was given to sister agencies on matters related to gender equality during 2010.

3.1.3.3 Environmental Sustainability

The most significant environmental risks in 2010 were related to the natural disaster. In response, UNICEF addressed sustainability matters in its coordination of WASH. In line with the CCCs in Emergencies, UNICEF, in partnership with OXFAM GB, coordinated efforts with counterparts (See Section 3.1.2.3) to ensure the provision of essential water, sanitation and hygiene solutions to affected populations living in Aldeas/Emergency communities while considering environmental hazards, health education, and training.

- UNICEF provided 12,000,000 litres of safe water to communities, ensuring that water sources, transport and delivery were free of contamination, and built water wells where needed. Where and how to place water tanks, and tree-cutting and erosion considerations, were also part of UNICEF/OXFAM technical assistance to counterparts.

- As part of its hand-over efforts, UNICEF/OXFAM provided 15 Portable Water Quality Labs to regional and rural areas, and trained 30 specialists to use them. These actions secured that 200,000 people in remote communities had access to clean, drinkable water and water sources (springs, rivers, wells, etc).

For environmental and cultural reasons, as well as efficiency, the Ministry of Health requested UNICEF/OXFAM not to provide latrines. Instead, chemical toilets were supplied since their rental included periodic cleaning and treatment of residue to combat environmental risks.

- All UNICEF/OXFAM sanitary solutions were installed within the water standards established by the National Environmental and Sanitary Law. This was reflected in the installations where special residual water treatment plants were set up.

- The CO provided 30 sanitary modules serving 352 families in villages, and assisted in connecting modules installed by Government to prevent the spread of disease. Further, UNICEF worked with community members to identify excreta disposal areas and garbage collection strategies. In all cases UNICEF’s materials were delivered to children and families with educational messages on health and environmental care.

Hygiene promotion activities reached 4,776 families and aided in the prevention of water-borne diseases, H1N1 and winter-related illnesses. Education was focused on the prevention of future risks due to lack of environmental precautions. UNICEF/OXFAM trained 584 Public Health Promoters and reached 22,500 community members on issues of hand-washing, garbage collection, waste/debris management and household water management and treatment practices.

3.2 Programme Components

Title: Legislative and institutional reform

Purpose

This programme has two components aimed at building a legislative and institutional environment conducive to the fulfilment and protection of children’s rights. The first, on legislative reform, focuses on supporting Parliament in aligning the legal framework with the CRC and other international human rights instruments. The second component aims
to align the institutional framework to legislation and policies based on the CRC. Furthermore, it also supports Government’s efforts to de-institutionalise children and to construct local and community social services for protecting children’s rights.

Main results planned for 2010:
- Jointly with other members of the Supervisory Commission of adolescent detention centres, ensure that the rights of adolescents are respected in centres;
- Penal Juvenile System in one Region (Valparaíso) is strengthened;
- XIII Specialisation Course on the Protection of Children’s Rights attended by at least eight participants from Chile;
- UNICEF plays key role in national debate about delinquency and childhood;
- All cases of rights violations of children are channelled to the right institution to address the problem with the appropriate authority;
- Together with the Ministry of Justice/National Service for Children, ensure that the number of cases of children who live apart from their families decreases;
- Increased capacity on cultural pertinence of staff of the Araucanía responsible for implementation of the Government’s children programmes in that Region;
- Strengthen the leadership and participation capacity of Mapuche adolescents.

**Resources Used**

Total approved for 2010 as per CPD: US$920,000
Total available for 2010 from all sources: RR US$218,728.87; OR US$662,314.41; Total: US$888,043.74

Any special allocations (list)

List of donors:
- Local Fundraising      US$ 279,821,39
- Global Thematic Child Protection  US$ 69,758,32
- Global Thematic Policy Advocacy    US$ 99,002,11
- Spain                      US$ 139,328,90
- UNDP (UN Joint Programme)  US$ 60,403,69
- UNDP                      US$ 14,000,00

**Results Achieved**

A total of 98% of the goals of this programme component were achieved in relation to the results planned. The target communities were children and adolescents of indigenous communities and legal offenders, highly disadvantaged groups.

The most critical matters affecting the original plans were the natural disaster of February 27th, 2010, the change of Government in March, and the replacement of the new Director of the National Service for Children. Humanitarian action related to this programme component was focused on ensuring that institutions and juvenile centres were structurally safe and that the rights of children were upheld, and providing recreational materials for children’s continued development. (See Section 3.1.2.2, 3.2 and 6 for more on humanitarian response.)

Key lessons learned in this period were that UNICEF’s previous cultivation of relationships and sustained work with Government counterparts allowed it, in 2010, greater room to influence decisions, as well as to complement strategies related to the emergency response, and to continue to work with mid-level officials on on-going programmes.
The CO produced and shared knowledge with its counterparts on the state of children and adolescents in detention centres, indigenous communities and the natural disaster to promote their rights, and to contribute to policy formulation. (See Section 3.1.2.4 for more information.)

Through data and policy analysis, the CO decided on a series of goals that were achieved in 2010:

- **UNICEF succeeded in generating a new model** to carry out comprehensive diagnostic visits to detention centres, a commitment from the Ministry of Justice that the new data will be used to design interventions for this population, and an agreement to validate the mental health assessment tools tested in four regions of the country, opening the door for national implementation in 2011. This work was based on data gathered in tandem with Government and civil society institutions through the Inter-institutional Commissions to Supervise Juvenile Detention Centres. (See Sections 3.1.2.4 and 5.)

- **The CO promoted successful policy changes** to exclude minors from legal proceedings used for adults through the Military Justice System. It also ensured that no children, including young Mapuche activist offenders, were tried under the Anti-Terrorist Law, but instead the ACLL. During the year, UNICEF took action to uphold the rights of children and adolescents during conflicts and hunger strikes related to indigenous communities’ struggles. (See Section 6.)

- **Public officials carried out an assessment of the state of indigenous minors** in the La Araucania Region and agreed to a future plan of intervention after discussion with the CO. UNICEF also supported the work of the OAS Special Rapporteur for children’s rights in the country. The assessment data was used to prepare policy documents for action by the Senate, House of Representatives and Ministry of Justice. See Section 6.

- **An agreement was signed** with Government counterparts to share statistical databases of agencies such as the Attorney General’s Office and the Supreme Court, Public Defenders, the Ministry of Justice, and the Police Force.

- **Ministry of Justice approved an intervention plan** to address the situation of juvenile offenders as part of the reform of the National Service for Children. The plan includes concrete goals and deadlines.

**Future Workplan**

Priorities for 2011 include:

- Countrywide application of socio-educational and mental health indicators for children and adolescents in the centres
- Building capacity of judges, public defenders and district attorneys specialised in matters related to the adolescent legal system and inter-culturalism
- Undertake a national assessment of the rights of immigrant and refugee children and asylum seekers.

**Title:** Public social policies for children

**Purpose**

This programme has four components:

1. **Quality of education:** aims to promote better and more equitable learning standards, a respectful school environment and the participation of families in school life and management, and defence of children's right to education
2. **Early childhood:** aims at giving children the best start in life, particularly by strengthening the role of the family as the primary caregiver
3. **Child protection**: aims to ensure that children are effectively protected from violence, abuse, exploitation and discrimination.

4. **HIV/AIDS**: seeks to reduce the number of children and adolescents being infected with HIV by promoting prevention work with adolescents and the reduction of mother-to-child transmission of the virus.

Main results planned for 2010 were:

- Influence the legislative reform and design of the new education policy on quality of education
- Contribute to Ministry of Education efforts to include a curricular component on indigenous language in primary schools with more than 50% of children of indigenous origin
- Advocate for and strengthen the role of the school community in the management of primary schools
- Strengthen the technical capacity of the staff from the NGO Hogar de Cristo, especially regarding the use and implementation of 'spaces for reading and playing'
- Materials for pregnant women available and adapted to the Chilota indigenous culture
- Staff from the National Pre-school and Kindergarten Association trained on the use of materials to prevent child abuse
- Staff from the Ministry of Health in charge of family visits trained on prevention and detection of violence against women, child maltreatment and sexual abuse.

**Resources Used**

Total approved for 2010 as per CPD: US$1,425,000

Total available for 2010 from all sources: RR US$299,400; OR US$308,515.35; Total: US$670,915.36

Any special allocations (list)

List of donors:

- Local Fundraising  
  US$ 146,960.03
- Global Thematic Basic Education  
  US$ 13,124.12
- Global Thematic Policy Advocacy  
  US$ 13,797.16
- Government contribution  
  US$ 88,117.14
- Spain  
  US$ 46,516.91

**Results Achieved**

A total of 95% of the goals of this programme component were achieved in relation to the results planned. The target communities of this component are Chile’s most vulnerable families with children 0-6 years of age in Government childcare centres and kindergartens, school children; adults in the educational community; and care takers from families and institutions, including those in earthquake and tsunami affected regions. In all instances, UNICEF worked to bridge educational and socio-economic gaps and to ensure that low-income communities had equitable access to quality services.

In this area of work the most critical constraints were the necessary shift of focus to emergency response. All results were achieved using prior assessments, monitoring and analysis, and in coordination with private, Government, local, sub-national and civil society counterparts. (See Section 3.1.2.3.)

- A class given in an indigenous language was implemented in 272 schools (8% above stated goal) throughout the country as part of the CO’s longstanding commitment to the inclusion of indigenous topics in schools with more than 50%
indigenous populations. The work was based on a study of how schools would implement the language sector and how teacher/assistant teams would work with students. This outcome included pedagogical language guides prepared and produced by UNICEF with the Ministry of Education, the training of 600 teachers to implement programs in accordance with the guide, and the production of new data on how to incorporate indigenous subject matter in education.

- **A new educational model was put into practice** in 35 schools serving vulnerable children in the Iquique Region. The model reflects the previous findings of UNICEF’s study, *Quien Dijo Que No Se Puede: Escuelas Efectivas/Who Said It’s Not Possible: Effective Schools*. Its goal was for teachers to involve parents/guardians in the educational community and gather greater evidence of the effectiveness of the model so it can be disseminated to a great number of professors. For this work, UNICEF’s private sector partner was the Mining Foundation Collahuasi.

- **Book and toy libraries were installed** in 90% of the kindergartens managed by the NGO Hogar de Cristo, the goal set in 2010. The NGO serves the most vulnerable families nationwide. With UNICEF support, 368 educators were trained in the use of the libraries and 3,109 children and families are actively using them.

- **100% of targeted teachers were trained** using UNICEF’s *Te Suena Familiar*, a previously written guide offering a child protection and rights agenda on how to work with vulnerable parents for the full development of children in kindergartens. This effort reached 12,500 children and 9,300 families.

- **Designed, piloted and implemented 102 workshops geared to 2,652 professionals** in affected disaster areas who care for children and adolescents, so they could best recognise and address emotional stress issues, with the aim of ensuring a progressive return to normalcy. This work was based on UNICEF’s established research on violence and abuse against children and the disaster assessment undertaken with UN and other agencies. A total of 41 psychologists and social workers were hired by UNICEF and trained by Chile’s Catholic University to lead the workshops. (Humanitarian actions related to this programme component is reflected in Sections 3.1.2.3, 3.2 and 6.)

- **Improved how mandatory home visits are carried out with the poorest families in Chile** as part of the implementation of Chile’s national protection law. By training 500 health care providers to identify sexual abuse and violence, UNICEF is ensuring that the objective of the law is met.

**Future Workplan**

Priorities for 2011 include:

- Contribute to the knowledge base on how to address school drop-outs and reinsertion strategies
- Continued support and advocacy for a new instrument to evaluate the progress of children 0-6 years of age
- Prevention of sexual abuse in schools.

**Title: Cross-sectoral costs**

**Purpose**

Usually, this component covers technical assistance and the provision of services to several programmes, including PFP, and a portion of common operational costs. In addition to this, and as an exception this year, the Chile CO decided to report its emergency response actions implemented by the Office in order to share its experience with other COs, the RO and NY, Geneva and Copenhagen.

The main results planned for 2010, specifically with respect to the UNICEF’s emergency response:
A total of 200,000 people in the affected earthquake and tsunami areas have access to safe water, sanitation and hygiene (WASH);

Provide approx. 40,000 school-aged children and adolescents with basic school kits and recreational kits for those living in the most affected areas (Education/Protection);

Approx. 500,000 families benefit from prevention and advocacy activities conducted with UNICEF support (Protection);

UNICEF's counterparts from Government and NGOs are trained in the detection of trauma and the provision of psycho-social support, especially in the six most affected regions (Protection/Education);

Families living temporarily in emergency camps have information on providing care and psycho-emotional support in their homes (Protection);

Children and adolescents living temporarily in emergency camps have access to recreational and educational materials (Education/Protection).

**Resources Used**

Total approved for 2010 as per CPD: N/A

Total available for 2010 from all sources: RR US$148,507; OR US$2,751,305; Total: US$2,899,812

Any special allocations (list)

- Emergency Programme Funds US$ 148,506.65

List of donors:

- Global - Thematic Humanitarian Response US$ 726,389.71
- CERF Protection & Education US$ 868,419.00
- CERF WASH US$ 1,151,525.00

**Results Achieved**

The CO is reporting its response to the emergency under Cross-sectoral Costs despite the fact that the CPD does not contain a specific project in this area.

During 2010, the most significant event that affected this programme component was the earthquake and tsunami. Funds were received to address the disaster from CERF, EPF and NatComs, and consultants were brought in to aid those most affected. During the six months during which the CO implemented its emergency response strategy, the staff was 100% responsible for managing the finance and administration of all funds received and disbursed to all relief activities and materials.

In all cases during the emergency response, UNICEF focused on the most vulnerable children, adolescents and their families. UNICEF implemented a response strategy focused on the Core Commitments for Children (CCC) to best protect the rights of children and adolescents, while complementing the strategies of Government counterparts. Accordingly, from the day of the disaster, UNICEF worked in the areas of Child Protection, Education, and in this occasion, Water, Sanitation and Hygiene (although the latter is not a component of the current CPD).

UNICEF Chile carried out a full analysis of the situation to adequately respond to the needs of the affected population. All actions and results were carried out in partnership with Government (outgoing and incoming authorities), civil society and international institutions.

The coordinated response included a focus on the immediate needs of children and adolescents by:
• Protecting the rights of 2,500 children and adolescents in juvenile detention and child protection centres, as well as indigenous children in rural areas
• Designing, piloting and implementing 102 workshops geared to 2,652 professionals, enabling them to recognise and address children’s emotional stress issues
• Addressing the basic needs of those most affected by the disaster by providing water and sanitary solutions, as well as health education about WASH and flu prevention practices
• Working closely with Government to ensure a return to normalcy by:
  o Ensuring that poor children had the materials necessary to return to school, as well as materials for class activities, through providing 40,000 backpacks with back-to-school supplies and 150 recreational kits for health centres, emergency communities and kindergartens.
  o Providing support to adolescents in detention and child care centres through the delivery of recreational kits.
  o Conducting a 56-city Caravan of Happiness campaign with civil society organisations that benefited 30,000 children in remote communities and the hardest-hit areas.

UNICEF continues to support the reconstruction efforts being carried out by Government to guarantee that child and adolescent rights are fulfilled in emergency communities.

Title  Communicating and mobilising for children’s rights

Purpose
This programme has two components: i) the Voice of Children, which aims to create a more positive image of adolescence, now generally viewed as a "problem", and to raise awareness about adolescents as subject of rights and actors in their own development and social integration; ii) the Media and Knowledge Centre component, which is intended to strengthen the commitment of the various levels of Government, NGOs, the private sector and the general public to fulfilling the rights of children.

Main results planned for 2010:
• Lead the CO's efforts to disseminate the progress made by Chile since the CRC and call the public attention to the remaining shortfalls in the country's agenda regarding the fulfilment of children's and adolescent's rights
• In coordination with Programme Area, disseminate messages related to the work of UNICEF, especially those related to the emergency response
• Promote vaccination against AH1N1, specifically among the priority groups of children and adolescents defined by the MoH.

Resources Used
Total approved for 2010 as per CPD: US$400,000
Total available for 2010 from all sources: RR US$185,000; OR US$105,235; Total: US$290,235

Any special allocations (list)
• 7% Set Aside AH1N1 US$ 45.000,00

List of donors
• GCO - Net income US$ 28.627,00
• Local Fundraising US$ 76.608,00

Results Achieved
A total of 100% of the goals of this programme component were achieved in relation to the results planned. Results were modified so the CO could address the needs of those
affected by the earthquake and tsunami and the changes in public authorities. (For more C4D results, see section 3.1.5.)

- UNICEF’s Voice of Children and Adolescents effectively documented and conveyed the perspective of children and adolescents that: i) lived in transitional housing; ii) felt the impact of the earthquake and tsunami; and iii) had an opinion about their rights in light of 20th anniversary of the CRC. The findings of these studies were used to inform the CO’s programmatic actions. Conclusions were also disseminated nationwide through the media to the general public, Government counterparts, and corporate partners. The findings of all Voices were amply covered in TV, radio, print and websites and used to advocate for child and adolescent rights at all levels.

- UNICEF had the greatest impact on children through its multi-faceted campaign, ‘Rebuilding Children’s Lives’, based on the results of Voices. Content and design of communications and education campaigns focused on the psycho-emotional care of children and adolescents, since the national disaster affected 12% of the population directly and 80% indirectly. Media messages included children’s life stories, news stories and interviews with UNICEF Representative and child protection experts, actions and events with UNICEF ambassadors modelling care behaviours, and a series of print and downloadable materials in its Disaster Relief Web Portal for children and adult care takers. (See section 5 for materials.)

- Proactive work by the CO resulted in extensive media coverage focused on the most affected disaster areas, as well as countrywide, through local, regional and national, private and public radio, TV stations and movie theatres. Together, these efforts resulted in 25% of the population seeing and hearing UNICEF messages. Messages focused on how to care for, listen to and support children and adolescents as they dealt with the emotional stresses during and post disaster, as well as basic sanitary and water care practices (WASH) to avoid communicable diseases.

- A consistent, CRC-based message was delivered by coordinating all disaster relief work with partners at the local, sub-national, national and international levels. (See Section 3.1.2.3 and 3.2 for further detail of key partnerships during the relief efforts.)

- A clear and direct message was sent to decision-makers in Government about matters related to school environment and punitive practices toward students, and the exclusion of those under 18 years old in the enactment of Chile’s Anti-Terrorist Law. The Representative expressed UNICEF’s position to the Senate Education Commission, along with the Ministry of Education, in relation to autonomy for educational institutions to choose their own rules to address challenges in schools. During the discussion regarding the Anti-Terrorist Law, UNICEF was able to carry out a successful lobbying strategy with ministers and parliamentarians.

- C4D served as a launch pad for advocacy through strategic events with decision-makers and experts on child protection and rights. These included: seminars addressing the ACLL with the Department of Justice, events discussing the need to evaluate national ECD programmes, conferences with the National Service for Children, a seminar in the area of education to address school retention, as well as events with civil society where children and adolescents discussed the current state of children’s rights on the 20th anniversary of the CRC.

- UNICEF provided empirical data and intervention models for advocacy with partners. To disseminate data, the CO responded to petitions for print materials on various CRC topics. Nearly one million units of materials were printed and disseminated through counterparts in 2010. (See Section 5 for a list of materials.)
• With the change in Government, the CO also met with nearly all of the new Ministers and State officials, especially those relevant to the implementation of the current and the new Cooperation Programme.

**Future Workplan**

Priorities for 2011 include:

- Design and implement a more user-friendly system for children to access the resources of the CO
- Continue to respond to requests by on-line users and partners requiring assistance in the preparation of CRC-based materials.

### 4 OPERATIONS & MANAGEMENT

#### 4.1 Governance & Systems

##### 4.1.1 Governance Structure

Results related to Government Structure included:

- Due to the Emergency situation, the CO requested and received valuable technical support from staff members of other COs in the Region: Nicaragua, Ecuador, Peru, plus the support of an expert in Emergency preparedness and response from Geneva, who is fluent in Spanish and English.
- AWPs were discussed and shared in the CO. Due to the earthquake and tsunami, plus the change in Government counterparts, implementation was postponed until the second semester of the year. In addition, Government requested a one-year extension of the current CP (2005-2011)
- The CO revised a version of the BCP. CMT also followed up all budget implementations (SBA, PFP, and Programme) with data from ProMS, and circulated BI reports from the Intranet. Corrective measures were recommended by the CMT when implementation status showed that a target was not met. The Operations Manager, based at the Argentina CO, was incorporated as a member of the CMT, participating via telecom
- Office premises were occupied twice for a few hours during this year. Respective SIR reports were sent to NY. Fortunately, no violence was used against staff or visitors (in one occasion, two SMs from other COs were working at UNICEF-Chile premises). UNICEF received support from UNDSS on both occasions. UNDSS recommended measures to be implemented to increase security in the premises.

##### 4.1.2 Strategic Risk Management

The office, through its governance structure, and the CMT, made additional efforts to supervise the enforcement of rules and regulations during the year, especially considering that the CO’s budget increased five-fold due to the emergency situation.

The RCSA session was conducted by the Regional Chief of Operations on 4 November 2010 and covered an assessment of the ERM process of the office and the development of a Risk Profile and Risk and Control Library. Six staff members, who represented all sections of the CO, participated in the session. The outputs were consolidated, reviewed and finalised through a consultative process involving all the respective sections. The final draft was approved in a session of the CMT.

Prior to the RCSA session, a survey on the effectiveness of the ERM process within the country office was sent to selected participants. The survey covered the eight components of ERM: (1) promoting risk management culture; (2) defining planned results/objective; (3) identifying risks and opportunities to the achievement of the planned results/objectives; (4) assessing the risks; (5) determining the most appropriate
response; (6) establishing control activities; (7) communication and information; and (8) monitoring and reporting. The result of the survey served as starting point for a presentation made by the Regional Chief of Operations and group working to identify strengths and weaknesses and make recommendations to improve the CO’s ERM process.

An Action Plan to Improve the ERM Office’s Process was prepared with: a timeline for implementation of the recommendations, staff responsible for ensuring that the recommendations are implemented, and indicators of success. The CMT has agreed to regularly monitor implementation of the action plan, not only to ensure that recommendations are implemented but also to ensure that actions are sustained.

4.1.3 Evaluation
UNICEF in Chile prepared the IMEP and sent it to the RO after planning for the second semester was agreed upon with the newly appointed Government counterparts and after completion of the main emergency response activities. Nearly all planned studies have been finalised and are on the way to be finalised in 2011. No evaluations were included in the 2010 IMEP.

See complete list of studies and publications under Section 5 of this report.

4.1.4 Information Technology and Communication:
The main ICT objective for 2010 was to prepare the infrastructure for the coming changes in the organisation: Vision, Exchange, Windows 7 and Windows 2008 Server. During the year the office moved forward, finalising the standardization of the RAM memory upgrade in the old desktops and laptops, but this change will not be enough to support the new systems because several computers under HP DC7700 are currently in use.

The earthquake also affected the ICT section and the 2010 work plan was not fully implemented and was reformulated. Three laptops were purchased to equip the office to respond to the emergency situation. A multifunctional machine was leased and the old AVAYA PABX replaced.

During the first quarter the office had problems with the SITA connection and users suffered several cuts of service. To solve these problems, a decision was made to change the Southern Cone’s network topology, which allowed Chile to route the traffic directly to New York, thus avoiding the routing through Argentina. Furthermore, an alternative link to internet was installed with the ISP TELMEX to remove internet traffic from the corporate SITA link.

Several changes and arrangements were performed in the server room to optimize the current infrastructure to VOIP standards. However, the new structured cabling and electrical cabling were not performed due to lack of funding.

The ICT function is conducted by a company (there is no post for ICT in the current organigram) that works under the supervision of the Representative. The person in charge of the ICT function in Chile looks for technical support from the ICT Officer for the Southern Cone based in Argentina. The ICT professional from Chile CO participated in the Regional ICT meeting that took place in Lima.
4.2 Fin Res & Stewardship

4.2.1 Fund-raising & Donor Relations

Results of 2010:

<table>
<thead>
<tr>
<th>Type</th>
<th>Goal</th>
<th>Result</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Donors</td>
<td>US$579,024</td>
<td>US$586,049</td>
<td>101%</td>
</tr>
<tr>
<td>Corporate</td>
<td>US$115,367</td>
<td>US$93,183</td>
<td>81%</td>
</tr>
<tr>
<td>Cards &amp; Gifts</td>
<td>US$288,000</td>
<td>US$250,000</td>
<td>87%</td>
</tr>
</tbody>
</table>

The membership base grew by 1,485 members, now totalling 8,490. A mid-year upgrade campaign resulted in 18.5% of existing members increasing support by 67.5%. Face-to-face fundraising attracted 16% of new members.

Corporate alliances with Cine Hoyts, Ripley, Turner Broadcasting System Latin America Inc., Rebuild Chile, Microsoft, and the hotel industry were developed. Support was directed to CP activities, and to toy & book libraries for Government emergency communities. Private sector work also included partnerships with two mining companies: Minera Escondida Foundation and Educational Foundation Collahuasi. UNICEF is providing TA and co-creating models of intervention in education, one for direct work with children and another to strengthen the relation between parents and schools. It also assists in creating a baseline to measure the equity situation in poor communities.

Face-to-face campaigns received media support, and CSR stories and support for children’s issues that appeared in newspapers aided in corporate fundraising and relationship development.

Cards & Gifts experienced challenges in 2010, such as lower sales of holiday cards, as a result of Chile’s disaster and the change in the global business model to be implemented in 2011. Sales through different distribution channels were slow during the first quarter and improved during the last quarter, allowing the CO to reach 87% of its stated goal.

The year also presented an opportunity for Chilean citizens to support the international catastrophe in Haiti; the CO raised US$243,371.

All data as of December 2010.

4.2.2 Management of Financial and Other Assets

SBA funds in 2010 covered approximately 80% of the operational costs of the office. This included travel expenditures, office maintenance, human resources and general costs. All other expenses were covered by a ‘Cost Sharing’ system whereby each programme and PFP area contributed a percentage of funds to cover shared office expenses. Cost Sharing was established in 2009 and used in 2010. SBA allocation was fully spent in 2010.

In addition to the regular SBA funds, US$63,865.00 was provided by DFAM section of NYHQ to address earthquake damages. A phone system was also purchased due to the rapid increase in telecommunications traffic to support programmatic activities.

The greatest administrative asset of the CO is its property. An appraisal done on September 13, 2010, showed the current value of the property to be US$2,928,000. Due to its age, the property requires constant maintenance and repairs.

CMT closely monitored budget and implementation indicators using the BI report from Intranet. All recommendations from the last internal audit (2008) are closed.
A total of 100% of RR was spent in 2010, and no PBA required an extension due to low implementation. A total of 100% of CERF funds were committed within 90 days and spent within 120 days; that is, within the original life of both PBAs. Global Thematic Humanitarian Response funds were received from different donors (UNICEF Committees and COs) and 58% of the US$1,240,550 received was spent in 2010. The remaining funds, forwarded to 2011 to cover the second stage of the emergency response, will be spent within the life of the PBA, which expires in 2012.

As of December 31, 2009, 23.68% of DCTs had been liquidated. During the first quarter of 2010, 100% of all 2009 DCTs were liquidated. A total of 100% of 2010 DCTs were liquidated, including all emergency relief transfers. During this six-month period the CO managed five times the amount funds it usually manages in a year.

4.2.3 Supply
One-hundred per cent of purchases were made locally by the Operations section, since it is the area that manages the relationships with all suppliers. Its tasks included evaluating competitive vendors, providing comparative charts for decision-making, and managing relationships with service providers. Due to the emergency response, a total of US$1,323,011 (46% of a total of US$2,894,841) was assigned to PGM/PO.

During 2010, the highest percentage of payments was made to printing companies due to high demand for printed material (flyers, hand-outs, posters, manuals, etc.).

During the emergency response, UNICEF worked with other UN agencies and helped in the procurement of items. UNICEF assisted with contacts with suppliers, bidding information, and the preparation of hygiene, education and other kits already delivered by UNICEF to the counterparts for distribution in the most affected areas.

4.3 Human Resource Capacity
Staff development
- Staff were trained in the “Birkman” method. The office participated in a three-day training with a US-based consultant. The method focused on the identification of interests, abilities, and communication styles, as well as how each individual performs under stress. The retreat offered staff an opportunity to work in groups, discuss future programmatic issues and changes in the PFP area. The training included a visit from a member of the Processing Centre from Argentina due to her working relationship with Chile CO.
- As an interagency activity, a training session on HIV/AIDS prevention was held at the beginning of the year by two professionals hired by UNAIDS.
- A gender sensitivity training for the CO was also carried out in 2010.
- Due to the emergency situation, some PERs were not prepared on time; however, efforts will be made to resolve this situation in 2011.

Staffing changes:
- An important change in the area of human resources was the closure of PL&M, following a global decision. The position of sales assistant will be changed to ‘Licenses Administrator’. The PFP post has been left vacant for 2011.

Emergency related staff issues:
- To address the emergency situation in Chile assistance was received from the Peru, Ecuador, and Nicaragua COs, as well as from TACRO and Geneva.
- Psychological support was available to staff that requested it during the emergency response period.

Staff satisfaction:
- A face-to-face meeting was carried out with the LAC Ombudsman stationed in Chile,
and a videoconference meeting with the Funds and Programmes Ombudsman from the NY Office.

The Global Staff Survey conducted in 2008 did not show results for this CO since it had less than 10 staff. The Regional Staff Association for TACRO conducted a survey in 2009 to measure the working climate in the COs, which included Chile-specific results. A total of 52% of people in the office were surveyed. According to the results, the work climate is considered positive, but, a deeper analysis with the CMT is still pending.

4.4 Other Issues

4.4.1 Management Areas Requiring Improvement

The Office continued to apply cost-sharing practices across all areas (Operations, Programme, PSD), which were implemented based on the usage rate for office services such as utilities, maintenance, guard service, communications, office materials.

Significant downward fluctuation of the USD during the second semester affected the already limited support budgets (Operations and PFP), which experienced important decreases in 2010.

Since 2008, UNICEF-Chile is piggy-backing on a bid put out by UNDP and FAO to hire the services of a travel agency, with which UNICEF continues to work. The ITD back-up system is shared with ECLAC.

HACT has been implemented since October 2009. However, in March 2010 the first under this modality was signed. There has been no need for an assessment of a counterpart, since amounts are far below US$100,000. The only exception was the agreement signed with OXFAM for more than US$1 million. The emergency situation that the country was facing impeded a formal assessment, but the CO entered into the agreement on the basis of its long-standing working experience with UNICEF worldwide and in the Region.

4.4.2 Changes in AMP

During 2010 no changes were made in the AMP.

The 2011 AMP will be modified to include VISION roll-out, considering VISION-related activities such as One ERP, IPSAS compliance, training and VISION roll-out. Changes in the Table of Authorities and other work processes due to staff changes in PFP will also be reflected in the AMP. Local processes related to travel were modified in November 2009 in line with UN procedures and policies, and these will also be revised in the 2011 AMP.

5 STUDIES, SURVEYS, EVALUATIONS & PUBLICATIONS

5.1 Studies, Surveys & Evaluations:

1. Identificar y Sistematizar Criterios y Orientaciones para el Trabajo Intercultural con la Infancia y Adolescencia, en los Programas y Prácticas Institucionales y Sociales de la Región de La Araucanía
2. Estudio Niños, Niñas y Adolescentes en los Tribunales de Familia
3. Estudio sobre el Sistema de Registro Integrado de Atenciones de la Oficina 600 MINEDUC
4. Caracterización del perfil de niños, niñas y adolescentes, atendidos por los centros residenciales de SENAME
5. Estudio sobre caracterización de la familia mapuche: aportes para un enfoque intercultural en los programas de infancia
6. Estudio sobre niños y niñas adolescentes mapuche residentes en internados de la IX Región de la Araucanía, Chile
5.2 List of Other Publications

1. Rearmemos la vida de los niños y niñas. Guía psicoeducativa
2. Recomendaciones para prevenir enfermedades frente al impacto del terremoto y tsunami
3. Calendario Derechos del Niño 2010
4. La violencia le hace mal a la familia
5. Frente a la emergencia
8. Serie Infancia y Adolescencia N° 12 - Familias y jardín infantil: Juntos aseguran el futuro
9. La voz de los niños, niñas y adolescentes, terremoto Chile
10. Rearmemos la vida de los niños y niñas. Guía para la familia
11. Adhesivo. Yo también cuido mi salud
12. La Voz de los Niños y Adolescentes: Los derechos de la infancia y adolescencia a 20 años de la ratificación de la Convención sobre los Derechos del Niño en Chile.
13. Rearmemos la vida de los niños y niñas. Derechos de los niños
14. Responsabilidad Penal Adolescente
15. Sector lengua indígena: Revitalizando nuestros conocimientos ancestrales
16. ¿Cómo me siento? Cuaderno de trabajo para el niño
17. ¿Cómo nos preparamos en nuestro colegio para un sismo o un tsunami?
18. Ecos de la Revolución Pingüina. Avances, debates y silencios de la reforma educacional
22. Afiche Frente a la emergencia
23. Apoyando a los niños y niñas frente a la emergencia
24. Beneficios de la lactancia para la madre e hijo/a
31. Mi Sol. Orientaciones para la prevención del abuso sexual infantil desde la comunidad educativa
6. INNOVATIONS & LESSONS LEARNED

Title: Implementation of two CRC recommendations

Contact Person: Nicolás Espejo Yaksic, nespejo@unicef.org

Abstract
UNICEF implemented recommendations from international treaty bodies and influenced the parliamentary debate on the reform of both Military Justice and the national Anti-Terrorist Law. By seizing the political moment, when authorities were trying to address conflicts with the indigenous peoples in the south of Chile, UNICEF successfully lobbied for changes so these legal instruments can no longer be applied to children.

Innovation or Lessons Learned
UNICEF’s advocacy capacity and public image must be used, with political sensitivity and responsibility, to influence the legal protection of children’s rights, even in highly sensitive contexts, in order to implement CRC recommendations.

In environments and institutional relations where UNICEF has a strong presence and technical influence, political inaction may cause more political damage than rights-based advocacy for child rights.

Due to its human rights mandate, UNICEF has to be prepared to defend a child rights position, even when other UN agencies decide not to take action or remain silent (as they have no human rights mandate).

UNICEF has to be able to follow-up on legal reforms it supports. Some reforms take time to be properly implemented by State agencies and the judiciary, and UNICEF should be prepared to provide technical assistance.

Potential Application
This experience may be used as a good practice for political and legal advocacy for the protection of children’s rights.

In developing a strategy to reinforce children’s rights in politically complex contexts, UNICEF must remain technically competent and strongly committed to expressing its opinion, to fulfil its obligation to advocate for the implementation of CRC and other recommendations.

UNICEF must be aware that its human rights mandate may imply political and operational differences with other UN agencies.

Issue/Background
Until 2010, Chilean legislation allowed for civilians to be prosecuted in Military Courts, even for non-military crimes, and adolescents were charged, tried, and sentenced using this law. Chilean legislation also prosecuted adolescents (>14, <18) for terrorist acts broadly defined and mainly applied to indigenous communities in conflict with the Government. In 2009-2010 at least four adolescents were prosecuted.

When a Mapuche group was prosecuted for terrorist acts, it held a hunger-strike to reform both laws. The strike resulted in Mapuche representatives, Government and the opposition parties working together to find legislative and others solution to this crisis.

Strategy and Implementation
UNICEF used its advocacy role and long-term political relations with Government, ministries and the Congress to influence legal reform of Military Justice and national Anti-Terrorist Law. UNICEF worked on legal documents to determine the compatibility of
Chilean law, the application of Military Justice, and the criminal prosecution of young offenders under Anti-Terrorist Law, in relation to international human rights treaties, including the CRC.

UNICEF brought together UN agencies to discuss the implications of the hunger strike in order to present a joint UN System perspective to the Government. After the UNCT decided not to take a formal UN position, UNICEF made public its opinion and called for the protection of children’s rights in the conflict between the Mapuche people and the Government.

UNICEF met with the Minister of Justice, the Chair of the Senate and the Chair of the House of Representatives and the Chair Person of the National Institute of Human Rights, among others, to propose specific legal clauses to exclude minors from both Military Justice and Anti-Terrorist Law and to obtain the necessary political support for these changes.

The hunger strikers did not request such clauses for children, nor did the Parliament propose these changes before UNICEF began to lobby.

**Progress and Results**

*Reform of Military Code.* The new Code of Military Justice includes an express rule that children under 18 cannot be tried by court martial under any circumstance. In cases of conflict with the law, only ordinary tribunals will review the case and its merits.

*Reform of Anti-Terrorist Law.* The new Anti-Terrorist Law includes an explicit clause which states that young offenders under 18 will not be prosecuted or sentenced under terrorist legislation. In situations where a crime is alleged, the young offender will always be prosecuted and sentenced under the ACLL.

The main factors that allowed these reforms were:
- UNICEF’s recognised advocacy capacity in Chile
- Political and moral image of UNICEF with both the Government and the Congress
- Respected technical capacity of UNICEF in children’s rights law;
- Recommendations from International Human Rights bodies, including the CRC.

**Next Steps**

UNICEF is currently following up the correct application of both legal reforms by prosecutors, defence attorneys and judges. These reports are periodically shared with the Office of the Special Rapporteur on Children Rights of the OAS and with State Agencies, mainly the Ministry of Justice.

UNICEF has signed agreements with the Supreme Court and the Office of the National Prosecutor to train specialised prosecutors and judges on the Juvenile Justice System and to reinforce the protection of children rights.

UNICEF has developed a comprehensive plan of technical assistance to strengthen the capacities of the National Service for Children, judges, prosecutors and public defendants to protect indigenous children in the context of police or judicial proceedings.

The next CP includes remaining recommendations based on the CRC and other human rights bodies to ensure the protection of children and adolescents by decision-makers.

**Title:** Emergency response in MIC  
**Contact Person:** Gary Stahl, gstahl@unicef.org
Abstract
This lesson is intended to share UNICEF Chile’s learning of how to implement the Core Commitment for Children in Emergencies in an Upper Middle Income Country (MIC) that has the infrastructure to address disasters. While Chile has high national averages for indicators related to child and adolescent rights, those in the poorest quintile of the population still lack equitable health, legal and educational services. Moreover, violence and sexual abuse are still prevalent against women and girls. How the CO implemented a Protection component, which in the case of the most vulnerable families in Chile included WASH matters, is the core of this lesson.

Innovation or Lessons Learned
Even in MICs where the UN is not expected to assist in Emergency Response, given Government capacities, UNICEF must be prepared to help respond when emergencies overwhelm national capacities.

The 2010 event gave an opportunity for UNICEF to deepen its existing work in the country. The emergency response strengthened UNICEF’s national message about protecting the rights of the most vulnerable children and adolescents, and UNICEF’s relationship with local, national and international partners for the preparation of the new Country Programme 2012-2016.

- The emergency response offered an opportunity to strengthen advocacy for children and adolescents in detention and child protection centres as well as for indigenous children in rural areas.
- Awareness was raised in the hardest-hit areas and the nation through educational campaigns, and had an exponential impact on the 80% of the population that the Government reported felt the ripple effects of the disaster.
- The CO's network of media partnerships and its database of reporters was expanded and can be used for future campaigns and activities. TV and radio stations were more open to featuring UNICEF’s relief messages free of charge.
- Fundamental gender and other culturally appropriate materials were provided to children and adolescents by adapting UNICEF’s standard kits (School-in-a-box and Pre-school Kits) to local culture, working with local vendors.
- Immediate emergency fund development, purposeful work with expert consultants, and efficient use of existing funds was well coordinated by international staff due to extensive experience in emergency response.

Potential Application
- Since nations may be overwhelmed by the needed level of emergency response, it is important for UNICEF to plan for such scenarios with national authorities.
- In a MICs response, it is essential for UNICEF to advocate the protection of children and adolescents and ensure that is included in UN interagency actions.
- In MICs where strong national capacity in addressing psycho-emotional issues exists, as well as high expectations for the quality of such services, UNICEF should work with knowledge centres, local experts and long-standing partners to develop materials and provide training.
- It is possible for a CO that does not have a WASH component in its on-going work to coordinate a WASH sector as part of its emergency response if it has an implementing partner with a recognised trajectory at the regional/global levels. In such cases, the Regional Office can help identify technical support and human resources to take on the challenge of designing and implementing a humanitarian WASH response.
- In tandem with other UN agencies, it is important to highlight early on the need to prevent intra-family violence and sexual abuse as part of the reconstruction process. This is especially critical as adults and entire families are living in stressful circumstances and extremely difficult and densely populated conditions.
• The extent of shared work with counterparts previous to the disaster is reflected in the level of open communication, trust and honesty exchanged during relief efforts, especially as it pertains to the limits of UNICEF’s resource support to Government counterparts.

**Issue/Background**
At 3:34 am on February 27th, 2010 the fifth strongest earthquake in recorded history and a related tsunami hit south-central Chile. The magnitude was of 8.8 in the Richter scale and lasted nearly 90 seconds. The most affected city was Concepción, Chile’s second largest urban area, with a population of approximately 1,000,000 people. The Government declared six of the fifteen regions catastrophe zones. The regions affected were Biobio, Maule, Valparaiso, Metropolitana, Libertador Bernardo O’Higgins, and La Araucanía. Given the distribution of Chile’s population, according to national authorities, 80% of the population experienced the impact of the disaster.

**Strategy and Implementation**
At the core of UNICEF’s strategy was its close work with outgoing and incoming Government counterparts, as well as UN Agencies, knowledge centres, and civil society. Partners included the Ministry of Planning, Education, Health, Justice, Interior and Defence, as well as the National Network of School Assistance and Scholarships, Municipalities, Regional Government Offices in all affected regions, OXFAM, and UNETT and all country-based UN agencies.

The actions taken by UNICEF reflected the Emergency Field Handbook and addressed the impact on the most vulnerable children through constant communication with counterparts to identify the needs of affected communities.

*(See Programme Component 2 for details of UNICEF’s disaster relief actions, as well as Sections 3.1.2.3 and 3.1.2.8.)*

As part of the reconstruction process, UNICEF also raised funds and provided all emergency communities with toy & book libraries.

**Progress and Results**
• Succeeded in providing support to Government actions and advocating for the most vulnerable children
• Covered the resource needs of children in the poorest quintile of the population and ensured 100% of affected children had the support and materials to return to normalcy
• Made sure adult care takers had the support and materials needed to aptly address the psycho-emotional needs of children and adolescents
• Supported the Ministry of Health with its H1N1 national prevention campaign
• Provided infant and educational development libraries for children and adolescents still living in Government-based emergency communities.

**Next Steps**
UNICEF continues to support reconstruction efforts being carried out by Government to guarantee that child and adolescent rights are fulfilled in emergency communities.

UNICEF is cultivating relationships built during the disaster relief efforts to ensure that future responses are effectively coordinated.
7 SOUTH-SOUTH COOPERATION

UNICEF Chile has actively promoted S-S co-operation and supported Government efforts to disseminate good practices amongst LAC Governments. During 2010 the following initiatives were supported:

- Revision and dissemination of the results of an *evaluation on the impact of violence against children*. In 2009, the CO provided technical assistance to the Government of Paraguay in the preparation of this instrument. The assistance also included the training of researchers. At the request of UNICEF Ecuador, plans were made to assist the Government of Ecuador in the development of a similar experience in 2011.

- UNICEF Chile hosted the visit of a delegation from the Government of China in 2010. Its main objective was to learn from the Government of Chile's experience in ECD, particularly, the inter-sectoral Child Protection System *Chile Grows With You*.

- Support for the organisation of the *XIII Course on Legal Protection for the Rights of the Child for judges, prosecutors, and public defenders* held in Montevideo, Uruguay (http://www.unicef.cl/unicef/public/noticia/ficha.php?id=628). This course started in 1998 within three Southern Cone countries and has evolved into a LAC-wide event. It was held in Nicaragua in 2010.