

Executive Summary

Most important achievements:

- UNICEF once again lobbied to reinforce the law to ensure that persons under 18 years of age are not tried under the Anti-Terrorist Law. The decision to bolster this work was a result of on-going monitoring during 2011, when the CO found that the approved 2010 law was not implemented to guarantee the rights of children and adolescents, especially those of indigenous descent.
- The CO coordinated the application of the *Rights Indicators in Early Childhood*, an instrument applied nationwide in Chile to measure the country's pending issues and advances in the area of early childhood. The indicators are focused on early childhood protection and rights, and could be used by other MICs worldwide.
- Two court rulings supporting child rights were issued by the Appeals Court of Temuco after UNICEF's advocacy and capacity building strategies in the La Araucanía Region. Temuco is where on-going tension between indigenous communities and the Government continues. The first ruling prohibited the use of police tear gas in the yards of private homes, and the second challenged the detention of a 12-year-old boy. Both drew attention to the police raids in local communities.
- During the year the CO prepared the CPD 2012-2016, which was approved by the Executive Board.

Most significant shortfalls:

- Due to the implementation of VISION, CO staff devoted an important quantity of time to its preparation process, which affected a smoother completion of annual programme goals.
- Demonstrations and the occupation of the UNICEF premises for seven days by anti-government protesters advocating for accessible and equitable education affected the implementation of planned activities for several months during 2011. In all instances, the CO staff contributed effectively to a resolution of the situation by having face-to-face conversations with negotiators, conveying their claims to Government and liaising with the media. While staff was emotionally and logistically affected by the multiple demonstrations and evacuated the premises on several occasions, they continued to work from their homes to meet programme goals.

Most important collaborative partnership:

- In collaboration with UNICEF Argentina, the Chilean Supreme Court learned about the experience of the Gesell camera for its implementation in Chile.
- UNICEF, with the commitment of the Ministry of Education began developing materials to protect the educational and cultural rights of indigenous children and bring recognition and value to the inclusion of indigenous languages and cultures to the educational agenda and curriculum.
- At the municipal level, UNICEF focused its efforts to promote the rights of indigenous children and families by providing technical assistance to twenty-five (25) municipalities through the Association of Municipalities and thirteen (13) additional local governments to design child and adolescent rights-based community plans.

Incoming UNICEF Representative Tom Olsen was appointed to Chile in November 2011, and outgoing Representative was transferred to Brazil.

The office thanks TACRO for its assistance during 2011, especially during the preparation of the CPD and during the demonstrations and occupation of its premises.

Country Situation

Demonstrations by high school and university students, as well as teachers and education professionals advocating for accessible and equitable education for all marked 2011. The student movement was characterised by hunger strikes by persons less than 18 years of age, on-going struggles with the police force, and a rise from 5.8% to 7% of loss of the academic year linked to protests. In addition, the tension between the indigenous population and the Government in the La Araucanía Region remained high during the year. The country also saw shifts in ministerial roles, and national debates on post-natal care, female femicide, and an anti-discrimination law, among others. At the office level, the UNICEF premises were seized for a total of seven (7) days, and the CO welcomed a new Representative.

In this context, UNICEF in 2011 focused its efforts on advocating to guarantee quality education and protection from harm while they exercised their rights to participate in the whole country. The CO also deepened its efforts to protect children living in institutions and detention centres through public policy advocacy, as well as to protect those most vulnerable to violence and sexual assault. While addressing these issues, the overarching objective of UNICEF in Chile during 2011 was to make concrete historical debates to establish an Ombudsman for Children and to discuss the development of the Law to Protect Children and Adolescent Rights.

The year 2011 also marked the closing of the previous Country Programme. While there were many advances in the fulfillment of children and adolescent rights in previous years, the situation of certain communities remain precarious today.

In Chile, approximately 75% of children and adolescents still experience some form of violence within their families. Punishment is still culturally accepted as a way to discipline children, and there is an absence of programmes for parenting that encourages non-violent alternatives. While strategies to prevent violence exist, Chile continues to lack a law against corporal punishment of children in all its forms.

In the country, 8.7% of one the most vulnerable populations under 18 years of age is indigenous. Of these, 26.6% live under the poverty line, a figure significantly higher compared with 21.7% of non-indigenous children. In the Region of La Araucanía, where UNICEF has worked for the last five (5) years, this figure rises to 38.4%, which is alarming since 35% of the Region's children and adolescents belong to the indigenous Mapuche group.

This gap between non-indigenous and indigenous children is also reflected in various dimensions of development such as education, income, housing and other opportunities that affect full social inclusion. Indigenous children still face discrimination at school and society in general. Moreover, reports of institutional violence against children by police in Chile are constant, and violence against indigenous communities continues. In the latter case, there are worrying levels of tension and a severe impact on children.

For UNICEF Chile, adolescents in detention centres form another highly vulnerable group. A total of 28% of teenagers tried by the law 20.084 are in temporary centres of the National Service for Minors. As of September 2011, 44% were in closed centres and 30% in semi-closed facilities. This contrasts with the same period in 2010 where 33.4% were in temporary and 2009 in which the provisional admission accounted for 51% of adolescents in detention centres.

During 2011, new-borns in Chile benefited from the extension of post-natal leave that now allows working mothers to care for their children for 6 months, maintaining their income at a 66UF (approximately USD 3,000) maximum and for 7.5 months if they work part-time the last three months. This is a significant advance on previous benefits and promotes breastfeeding and a closer relationship to the father as it permits him to take part in raising the child. However, there are still children who cannot access benefits if their mother is in informal employment, which usually occurs in lower income segments.

There is growing concern about pre-school children having a quality education, a preoccupation that resulted in the enactment of a law to create an agency to ensure high educational standards for pre-

middle-high schools. However, gaps remain in access to pre-school education, especially to the poorest children.

More broadly, the reality is that the educational situation continues to be a paradox in Chile. On the one hand the country possesses high coverage (12 years of compulsory education), provisions of teaching materials and food to most primary and secondary students. On the other, there are unsatisfactory educational outcomes that are unequally distributed, high social segmentation, and a critical social perception and national discourse of education in Chile.

This educational context was the setting for the broadest social movement since the restoration of democracy in 1990, a movement staged and led by university and high school students. And, independent of its final results (the debates continue into 2012), it signals a significant change in the situation of adolescents in terms of: i) an extensive expansion of new forms of participation that should be acknowledged and planned by public policy, and ii) increased social control over the right to quality education.

Today, adolescents still do not have adequate means to have their voices heard. School Counsels, the only official mechanism for adolescent participation, were poorly evaluated in a study conducted by UNICEF in 2010. Through the many public demonstrations, there has not been a viable channel created for on-going dialogue between adolescents and adults. Generationally, the distinction between older Chileans born and raised during the Pinochet era, and those born after the country established its democracy reflects differences in the practice of democracy, as well as diversity of networks demanding social changes. And, many adolescents are still treated with condescension, authoritarianism and paternalism. They comprise 17% of the country's population and are deeply affected by social problems such as violence, teenage pregnancy, discrimination and suicide, and at the same time lack places and spaces to be heard, express their opinions, be fully considered, and receive feedback from adult decision makers.

Who are the deprived children in your country context?

Children and adolescents are:

-Victims of violence: 75% of report suffering from psychological or physical violence at home -- UNICEF Chile, 2006;

-Live in institutions: 65,000 live under the protection of NSM. Of these 13,000 live without their own families;

-Under custody and live in offenders institutions: 13,000 aged 14-18 years old;

-Belong to indigenous groups: 2002 National Census, 4.6% of population belongs to one of the 8 ethnic groups.

-Attend schools that do not have quality and equitable education: As per Ministry of Education/SIMCE, in math 59% of 4th grade children from the lowest quintile do not reach the expected results for their level, while 7% of children from the richest group, do not reach the expected results;

-Living in slum areas ("campamentos"): Approximately 30,000 families live in "campamentos," 50,000 are children;

-Immigrants in Chile: No official data for children is available. As of 2009, the total number of immigrants in regular situation was 352,344.

[table converted to list]

Basic data from CPD 2012-2016| -
Child population (millions, under 18 years)| 4.7
U5MR (per 1,000 live births)| 9
Underweight (% , moderate and severe)| 1
Maternal mortality ratio (per 100,000 live births) | 18
Primary school enrolment (% net, male/female) | 95/94
Survival rate to last primary grade (%)| 95
Use of improved drinking water sources (%)| 96
Use of improved sanitation facilities (%)| 96
Adult HIV prevalence rate (%)| 0,4
Child labour (% , children 5-14 years old)| 3
GNI per capita (US\$)| 9460
One-year-olds immunized with DPT3 (%)| 97
One-year-olds immunized against measles (%)| 96

Data/Evidence

In 2011, the CO built knowledge on inequities and their determinants. The CP established a solid knowledge base by working with other UN agencies, and identifying and accessing data on disparities, especially on indigenous, gender and immigrant issues.

Additionally, the CO cultivated alliances with knowledge centres, ECLAC, and the Government to generate intelligence on a variety of matters affecting children, especially victims of violence, children in institutions and juvenile centres, quality of education, indigenous families, non-national children, and other vulnerable communities. UNICEF established relationships to access data for the new CPD.

To best illuminate and utilize data to improve the situation of vulnerable children, the CO emphasized the importance of having accessible disaggregated data. For instance, the CO prepared with the Ministry of Social Development a publication regarding the situation of indigenous children and adolescents, which will serve to define policies and strengthen public programmes. The publication, the first ever prepared on the situation of indigenous children in the country, was launched in early January 2012.

To implement General Comment No. 7 of the CRC, the CO coordinated the pilot phase of the *Rights Indicators in Early Childhood*; an initiative implemented nationally to measure Chile's pending issues and advances in ECD. The indicators are focused on early childhood protection and rights, and could be used by other MICs worldwide.

To build its knowledge of the private sector's investment on children and adolescents, the CO met with companies, as well as CSR networks to gather initial data and begin to develop alliances for 2012 actions.

To bring a needed focus and best characterise the situation of children 0-6 years of age, the CO initiated a working group of the eight (8) principal institutions that address the needs of this age group. This was the first time these institutions shared a workspace focused on these children, learned what procedures and recording systems each used to gather data, and agreed on common definitions for the work to be done in 2012 and beyond.

To clearly typify the transition processes of Mapuche children and adolescents in public boarding schools, and the impact of these processes on their identity, culture, family, social ties and future opportunities, the CO prepared a working document: *Protection of the Rights of Children and Adolescents No. 4 - A Study on the Mapuche Children and Adolescents in State Boarding Schools in the Region of La Araucanía*

To continue to uncover the necessities and rights condition of children deprived of liberty, the CO developed

the only study to date on the functioning and practices of a significant portion of the juvenile criminal system from 2007 to 2010. It successfully promoted conversations between the technical areas of the Government counterparts that manage the system. This work was done with the Public Defender's Office and focused on the 3-year implementation of the ACLL.

Work at local level in the second poorest Region of the country will continue, thus providing data on the poorest 20% of the population in the roughly 10% of "comunas" in Chile.

Monitoring Mechanism

During 2011, the CO monitored achievement of results in all areas of work reflected in this report in close coordination with central and local authorities. This was done through revision of data, the coordination of studies and research on different issues that affect the most deprived children and adolescents. In addition, it cultivated alliances with knowledge centres/academia such as national universities and ECLAC. With its Government counterparts, the CO provided assistance to ensure the preparation and dissemination of disaggregated data. Furthermore, the CO worked at the local level in the La Araucanía Region to gather data on the situation of indigenous adolescents and children who are among the most vulnerable in Chile.

Support to National Planning

In 2011, UNICEF provided technical assistance to several Government counterparts to improve programmes focused on the rights of children and adolescents. Throughout this report, there are several examples of the CO's alliances with distinct national actors, and key strategic relationships that formed the base of knowledge regarding children and adolescents in Chile.

The implementation of the Rights Indicators on Early Childhood Project. Chile is the second country in the world to use this instrument to evaluate the advancement of the CRC recommendations for this age group. To carry out this initiative the CO worked with 25 officials from the most pertinent national partners that address young children's issues such as the Ministry of Justice, Ministry of Health, National Kindergartens Association, INTEGRA, Civil Registry, and others. All were trained on the use of the indicators and worked in five sub-groups to understand the significance and applicability of the 15 indicators proposed by the Committee on Rights of the Child. This work allowed the CO to collect information about the status of early childhood in Chile in to assess whether or not the country is fulfilling their rights. It attained fundamental information that will serve as input for the report to be delivered to the CRC in 2012, and as a basis to monitor the status of early childhood in Chile.

The constitution of a Working Group to create a National Integrated Database to collect, analyse, evaluate and monitor the situation of children and adolescents in the juvenile centres. The group began planning joint efforts and the Ministry of Justice, the National Service of Minors and others that will co-build the data tool confirmed institutional commitments to continue to develop the tool in 2012-2013.

A New Test of Learning and Child Development (TLCD) instrument with an intercultural lens. The CO provided technical assistance to create a national instrument to assess the learning and developmental stages of children ages 3 months to 6 years old. The project began in 2009, and during 2011, the CO recommended the inclusion of an intercultural lens to the test, and today items used for assessments consider the life experiences of indigenous children and communities. In 2012, UNICEF will assist in the standardization of the instrument, and develop a strategy to disseminate it, so it is used in the design of child-focused public policies in the health sector.

The first cross-referenced database analysis on the situation of indigenous children was published. To more fully understand and bring attention to the obstacles of indigenous populations, the CO and the Ministry of Social Development coordinated the first database analysis using national surveys and data on

indigenous populations to accurately characterise the situation of indigenous children and adolescents in Chile. This project was completed in 2011, and published the first week of January 2012. The analyses highlight the various dimensions of development of indigenous children, and contributed to the on-going monitoring of policies for this group. It also identified the gaps between the conditions of indigenous and non-indigenous children and adolescents.

Country Programme Analytical Overview

In 2011, the CO focused on achieving results for deprived children using programming based on the CRC. The following sections of this report demonstrate these efforts. What follows, are key strategies that replicated past practices and implemented new ones:

- The CO's legislative advocacy experience in 2011 influenced child and adolescent relevant decisions regarding the expansion of post-natal care, the exclusion of person less than 18 years of age from the application of the Anti-Terrorist law, and the design of the new protection law.
- To monitor the adherence to the CRC, the CO coordinated the pilot segment of the *Rights Indicators in Early Childhood*, a set of indicators to measure the country's situation of children 0-6 years old. And, the Office provided on-going technical assistance to municipal plans with high percentages of indigenous populations. These initiatives reflected the goal to build evidence-based policy and programmatic alternatives and implement CRC standards to have a direct impact on children's lives.
- To strengthen South-South cooperation, the CO exchanged experiences and lessons with Argentina, Uruguay, Paraguay, Nicaragua, El Salvador and Honduras. This practice proved useful to both the CO and other offices and should be repeated when possible.
- To protect the rights of children and adolescents, especially those deprived of liberty, those of indigenous descent and the poorest children in the country, the CO reached national and sub-national agreements to build the capacity of Government counterparts to plan with a child rights perspective. This work was carried out with the Ministry of Justice, the Ministry Social Development, the Ministry of Health, the National Youth Service, and the National Service of Minors, among others.
- To guarantee the rights of adolescents and children to participate without violence. UNICEF networked with student groups and stayed abreast of the conduct of the police forces. It also worked with municipalities, the National Service for Minors, the Youth for Gender Equity Collective and ECLAC to co-host the visit of Monique Coleman, spokesperson of the UN Year of Youth.
- To maintain a strong voice for children and adolescent rights, the CO responded strategically to national events and maintained constant presence in the media. It purposefully addressed the Office demonstrations and take-over, adapted media strategies to meet national contexts, and worked closely with national and international UNICEF Goodwill Ambassadors to send a clear message about the need to protect and promote children's rights.

To share best practices with other countries, the CO designed, systematised and documented its post-emergency and reconstruction efforts to network distinct Government counterparts and address the psycho-emotional care of children and adolescents.

Effective Advocacy

Mostly met benchmarks

To protect the rights of children and adolescents in 2011 and in preparation for the advocacy goals stated in the 2012-2016 Country Programme, the CO worked with all sectors of society. The year's objectives and

the country circumstances resulted in advocacy efforts focused on indigenous children and adolescents, young offenders, as well as the design of a new institutional framework to protect and promote child rights based on the CRC recommendations.

The CO successfully advocated and gained the support for a new Law for the Protection of the Rights of Children and Adolescents and the creation of National Child Defender. Both efforts gained the support of the President and the Executive Branch. This was the first time such a solid sponsorship was gained since the installation of the current Administration. This work was done in tandem with all major CSOs working on child and adolescent rights. In 2012, the CO will continue to be a key actor in developing research-based legislative proposals aligned with the CRC's recommendations to protect children and adolescents' rights in the country.

UNICEF incorporated children and indigenous rights standards in the police-training curriculum. To respond to rights violations and to protect the rights of all vulnerable children and adolescents and those of indigenous descent, UNICEF improved the educational training of Chile's police force. The rights' based training programme formed 70 teachers and instructors in charge of 3,800 students and was conducted in partnership with the School of Law of the Central University of Chile.

CO supported youth-led project led efforts to bring attention to on-going violence affecting adolescents. Young people from the Youth and Gender Project supported by UNICEF presented findings from a youth-led study on violence among young couples, as well as policy alternatives to State decision makers. Policy recommendations were presented to the Senate Family Committee, the Chamber of Representative's Youth Commission, as well as to the Director of the National Institute for Youth and the Minister of the National Service for Women. A network of stakeholders such as UN Women, AVON Cosmetics, and the Chilean CSO, EME-Masculinity and Gender Equity supported the Project.

New standards were established to promote foster care alternatives for institutionalised children. The CO successfully advocated for the establishment of standards for the process of deinstitutionalization of children and adolescents deprived of their family environment used by the National Service of Minors. The standards reinforced foster care programmes as an alternative to residency programmes.

Changes in Public Policy

Children and adolescents will not be tried by anti-terrorist law applied to adult activists.

UNICEF and the Ministry of Justice developed, promoted, and gained the support of Congress for the enactment of Law No. 20.519. It safeguarded that anti-terrorist policies are not to be applied to minors, since previous anti-terrorist laws had a direct impact on Mapuche children. Background on the law, including the role of UNICEF in the legislative debate can be found at: <http://www.bcn.cl/histley/historias-de-la-ley-ordenadas-por-materia>

The CO successfully advocated for the new bill that allows 6 months post-natal leave.

The passing of this law promotes the healthy development of children. It encourages breastfeeding, creates mechanisms that allow this benefit to reach a larger number of women, and incorporates the possibility that fathers take parental leave. The CO gave testimony to the Parliamentary Committee.

The Judiciary and the Attorney General took concrete steps to strengthen and optimize the juvenile criminal system in distinct Regions of the country. First, the Judicial Branch established a Special Chamber in the Family Courts and a Special Chamber in the Court of Appeals of the Region of La Araucanía, as well as the creation of a Special Chamber in Criminal and Family Courts and a Special Chamber of the Court of Appeal of the Region of Valparaíso. Second, the Attorney General established the first model of standards of criminal prosecution of adolescents, including the establishment of eleven (11) Special Prosecutors in the Region of Valparaíso. The latter was a pilot to be promoted nationally during 2012.

Municipal level regulations for children and adolescents rights implemented in two (2) communes.

To improve educational quality and install a rights based approach at the local level, UNICEF provided technical advice to San Joaquín and Maipú municipalities. In San Joaquín, the CO aided in the draft a "General Proposal for Education of the Legua Population" focused on school improvement and the protection of children in this neighbourhood characterized by social instability, crime, and organized drug trafficking. UNICEF developed a participatory assessment with education actors of three (3) establishments in the Legua area, interviewed actors in the territory to assess the situation of children and education and supported a process of social debate to reach an agreement on the proposal. The plan is being implemented based on an agreement between local and central government, and UNICEF will be part of the panel to monitor its implementation in 2012.

To design a Municipal Youth Law, UNICEF provided technical assistance to the Municipal Youth Office of Maipú. The law was passed in 2011 and will be implemented during 2012.

High level officials brought attention to femicide and its impact on children.

To make visible the impact on children of mothers who are victims of attempted or completed femicide (female homicide), the CO spoke publicly and built alliances to bring focus to femicide. UNICEF participated in drafting the National Plan Against Gender Violence alongside the National Service for Women and the sub-Secretary of Prevention of the Ministry of Interior and Public Security.

Leveraging Resources

During 2011 the CO consistently sought new alliances, renewed existing agreements and deepened corporate engagement for 2011 and for the new CPD, seen in the work with the Collahuasi and Escondida Mining Companies. In addition, the Office worked with Government partners to direct resources to programmes and projects that promote the rights of children and adolescents.

Major mining companies partnered with UNICEF to build national models for children's programmes.

The Collahuasi Educational Foundation signed a MoU with UNICEF for the second consecutive year. During 2011, the CO provided technical assistance to the project "Bridging Family and School" and at the same time influenced the foundation's programmatic goals through technical assistance, and helped define the sustainability and local ownership strategy of the programme.

With the Escondida Mining Company, UNICEF worked to identify a national educational model for young children by expanding the public programme *Children's Future Today* that focuses on training kindergarten teachers on innovative methodologies for the development of young children.

Support to the UN General Secretary campaign – Stop Violence Against Women.

To collaborate in the efforts for the "Stop Violence Against Women" campaign, UNICEF worked in partnership with the UN Interagency Group on Gender, the private sector through the Collahuasi Mining Company and the Regional Office of the National Service for Women to implement a workshop with 24 journalists from local media (radio, newspapers, magazines, television, etc.). The workshop was focused on the prevention of gender violence, and as part of the methodology, each participant was certified after sending a press release, op-ed, editorial, and applying the basic content of the course to cover an event associated violence prevention.

UNICEF Goodwill Ambassador gave support to national Chilean adolescent development project.

To support a CSO that works with vulnerable adolescents to develop positive values and healthy living habits through football tournaments, UNICEF Goodwill Ambassador Leo Messi provided financial support for a national systematization and the creation of impact indicators for the project.

Finally, leveraging resources to dedicate to children and adolescent rights was also done through the CO's consistent participation in regional and global initiatives, as well as local alliances in both corporate philanthropy and CMR programmes.

Capacity Development

Mostly met benchmarks

In all training activities UNICEF ensured public officials continued to co-train their peers and implement and evaluate progress. In 2011, the focus of capacity development was in the protection of children indigenous descent and those in detention centres.

A CRC based certificate programme for lawyers and judges implemented at Temuco University.

To protect the rights of indigenous children, UNICEF and the Law School of Catholic University of Temuco co-designed and implemented a certification programme for lawyers, judges, and other members of public offices that influence child protection policies and programmes in the Ministry of Justice, the National Service for Minors, the Legal Assistance Corporation, and the Office for Protection of Rights. The programme, "Legal Protection and Recognition of the Rights of Indigenous Children and Adolescents" required 130 class hours, 114 on-site and 16 on-line. To date, a total 34 students with an attendance at 97% level are in the programme.

A rights-focused academic programme co-designed with the Ministry of Social Development.

To strengthen the national family support programme serving 120,000 of the poorest families in Chile made up of mostly women heads of households and children, UNICEF and the Ministry of Social Development co-designed a rights focused academic programme to work with families at a community and systemic level. The programme was built on a "Train the Trainers" concept and ensures that 100% of all family support professionals will be trained during 2012 using the CRC based methodology.

The voices of children and adolescents fully included to create local intercultural programmes.

By listening to 300 children in 12 communities, UNICEF and the Association of Mapuche Communities Warriache secured the voices and experiences of children and families were included in the data gathered to identify, design and promote and cultivate culture and identity practices. Lessons will be implemented through intercultural facilitators in schools, traditional indigenous health providers and the recovery of family practices.

CRC based certificate programme "Children, Rights and Interculture" fully adopted by Temuco University.

After two (2) years of UNICEF funding, the University of Temuco fully incorporated a child rights based certificate programme. This year 25 professionals completed the programme and now possess the knowledge, skills and tools to carry out intercultural methods with children and families at the local level.

Community Plans in highly populated indigenous communities include CRC standards.

A total of 13 municipalities with 18 children's programmes included child and cultural rights in Community Plans in the La Araucanía Region. To achieve this result UNICEF trained 70 graduates from the Children, Rights and Multiculturalism Programme of 2009 and 2010. The training was monitored and evaluated, and later UNICEF identified the intercultural approach, educational materials, practices and methodologies were incorporated in the Plans. The methodology included the active participation of Mapuche families and communities to revitalise their culture and language, and to ensure an active passing of customs to children. The learnings were also mainstreamed to institutional teams, families and communities. These results form part of UNICEF's goal to better programmes for indigenous children.

Communication For Development

Mostly met benchmarks

High school and university students' demonstrations to improve the educational system in the country, demonstrations by various communities in front of UNICEF, and a weeklong take-over of the premises required the focus of the CO's communication's resources.

Nonetheless, 70% of the 330 media were generated by UNICEF and focused on issues related to child rights. There was increased presence in on-line media, with 167 appearances, 73 stories in newspapers, 54 radio notes, and 36 TV mentions. Nearly 90 press mentions referred to demonstrations in front of UNICEF. Communication efforts were also used to attract financial support to the CO.

In this context, the CO secured interviews and op-eds by the Country Representative, coordinated public appearances by UNICEF Goodwill Ambassadors, and launched research findings at strategic moments to advocate for changes in public policies focused on the most disadvantaged children, adolescents, and families.

Abuse prevention campaign reached local, regional, national and international presence.

To prevent violence against children at home and to bring attention to the issue, the CO launched a national campaign against child abuse - "With violence, no one learns. Put yourself in their place." It continued to stress the fact that nationally 3 of every 4 boys and girls are victims of physical or psychological violence at home, and only 25% of the country's minors live free of abuse. The campaign was extensively covered in the media. A total of 70% of the press presence was associated with the launch of the campaign. Beyond Chile, the campaign was mentioned in The Miami Herald (USA), El Universal (Mexico), Vanguard (Paraguay) and Telesur TV (Venezuela). This activity also reinforced the presence of UNICEF in three regional capitals of the country and supported its strategy to attract additional members.

The Voice of Children, a seminal study that illuminates adolescent perspective, replicated.

To continue to give voice to adolescents regarding their rights as described by the CRC, in 2011, the UNICEF replicated the 2004 study, "The Voice of Children: Perceptions of Discrimination." The study gave young persons a voice on and right to live free of discrimination. The results were compared to the 2004 study and showed common prejudices among children and adolescents related to: the school system, immigrants, family types, indigenous communities, gender equality, people with disabilities, HIV/AIDS, socio-economic status and sexual orientation. Results provided a basis for programmatic work and the full consideration and inclusion of all children.

UNICEF and Ministry of Social Development partner to address the needs of 4-10 year olds.

To help adults recognise the physical, emotional, social and cognitive development processes of children, the CO launched the family guide "Time to Grow 4 to 10 years" with MINDES/FOSIS, a Government programme that serves the most vulnerable families. With the participation of UNICEF Goodwill Ambassador Selena Gomez, the CO was able to generate media stories focused on the importance of active parenthood to this age group.

Service Delivery

Mostly met benchmarks

The CO in Chile does not provide direct services. Yet, in some situations, the CO trains professionals who work directly with children and adolescents since other institutions do not provide this assistance. During 2011, UNICEF in Chile built capacity of actors directly aligned with its goals to protect and promote child rights.

UNICEF supported the National Kindergartens Associations to implement multicultural methods.

To improve multicultural education in kindergartens with high percentages of indigenous populations 50 educators from 40 kindergartens, and supervisors and technical staff of the Regional Office of La Araucanía were trained and given the tools to include multicultural methodologies in kindergarten programmes. This work was done with families and communities, and reflected UNICEF's support to the National Kindergarten Association.

The CO and the Chile Foundation reinforced education quality indicators for early childhood education.
To assess the quality of early childhood services and influence the design of the Ministry of Education's accreditation standards, the CO and Chile Foundation trained 52 early childhood specialists in the seminar "Quality in Early Education: Challenges for the New Institutional Framework". In this space, the four (4) systems in Chile and two (2) international experiences were presented to assess the quality of services.

The CO partnered with knowledge centre and trained teachers in high conflict community.
To ensure a healthier school environment for 800 students in a highly conflictive indigenous community UNICEF trained 27 teachers and administrators of 7 schools in the Community of Ercilla on how to apply psycho-educational practices with an intercultural focus. This work was coordinated with the Frontier University and builds upon the technical assistance UNICEF has provided to the university since 2009.

UNICEF began to test an intergenerational model of student participation at the local level.
The CO installed the first phase of a process of leadership training of 18 teachers to support student centres in 8 schools to ensure adolescents can advocate for the right to quality education. An objective of this programme is to test an intergenerational model that could be replicated in other school establishments. In 2011, the programme reached 77 students' ages 12-16 years in the Municipality of San Joaquin. The commitment of the municipality set the stage for 2012 when the CO will complete phase 2, support the implementation of solutions proposed by students to improve educational facilities, and phase 3, the systematization of the work. These efforts are part of actions to implement the manual *Student Connection - Guidelines for Student Leadership Training*, which promotes the responsible and proactive involvement of students as social actors and empower them to actively participate and have an impact on educational issues and the democratization of Chile.

National Youth Institute received first training on CRC rights and youth leadership development.
To promote the use of an adolescent rights lens in the work done by the National Youth Institute in all regions of Chile, UNICEF provided training on CRC rights, intergenerational relationships, and youth leadership development to all of the Institute's regional coordinators and national staff.

Strategic Partnerships

Mostly met benchmarks

During 2011, the CO built alliances with key actors to further achieve the goals of the CP. The relationships developed and deepened included the MoJ, Health, NSM, knowledge centres, influential NGOs, and private sector actors. The CO also established stronger ties with the newly formed MINDES, and made on-going efforts to work with the three different MoE named during the year.

The objective of the CO was to efficiently use resources – people and funds – in its actions to ensure the rights of children, adolescents and their families were safeguarded. The results of these strategic partnerships can be also read in other sections.

UNICEF partnered with the private sector to build a new model for early childhood education.
To identify a national educational model for young children, UNICEF and Escondida Mining Company, worked to develop tools to expand the public programme *Children's Future Today* that serves 1,260

children in the Region of Antofagasta. *Children's Future Today* trains kindergarten teachers on methodologies for the development of young children. The CO provided technical assistance as part of a first phase of support to establish a baseline for a full impact assessment of the programme. Initial results favour the expansion of the model of early childhood education within and beyond this Region of the country.

The CO partnered with CSOs to advocate for a new institutional framework for children and adolescent rights.

To ensure support for an institutional reform to guarantee children and adolescent rights, and make certain the voices of CSOs are included in said reform, UNICEF coordinated debates with civil society on the reform of child rights. The law creates two new services focused on minors, comprehensive protection for all children, and a child advocate. These efforts formed the base for the systematisation of the debates to be presented to National Government and Congressional Representatives in January 2012.

UNICEF solidified key alliances and trained all Regional teachers to use sexual abuse protocol.

At the local level UNICEF developed a strategic alliance with the Legal Medical Service, the Local Government of Aysen and FLACSO and trained 1,600 teachers in the Aysen Region to use a CRC based protocol in the cases of sexual abuse.

The CO partnered with the National Service of Minors to prevent violence by/between young boys.

To encourage non-violent behaviour by and among adolescent boys, and to ensure their perspectives are heard regarding violence prevention policies and programmes in detention centres and vulnerable communities, UNICEF Chile worked closely with programme directors of the National Service for Minors and the research institution CulturaSalud, a national expert on violence prevention with men. UNICEF provided facilitator manuals to 600 professionals to implement modules addressing family, institutional and cultural violence issues during 2012. The methodologies in the manual for Chile were chosen from best practices of other LAC countries. Said methods were pre-tested in Chile, adapted to the country situation and re-printed after an impact assessment was made by CulturaSalud.

Mobilizing Partners

In addition to the before mentioned, the CO mobilised partners from all sectors to enhance its own and joint programmes to advance the rights of vulnerable children and adolescents. Achievements in 2011, included:

The Ministry of Justice committed to key plans to improve the situation of juvenile centres.

To protect the rights of children and adolescents, the Ministry of Justice, in cooperation with UNICEF, adopted a series of measures and made institutional commitments to improve the justice system:

- A 9-Measure Plan to improve standards of living, safety, and nutrition in the detention centres, and to ensure new centres are built adequately. Implementation began in 2011 and will continue in 2012;
- The creation of a monitoring system based on the experience of the Inter-Institutional Monitoring Centre (CISC) to protect children deprived from their family environment that are in protection centres and state residences. The monitoring system will be implemented progressively beginning in 2012;
- The creation of an Inter-Sectorial Working Group to identify and respond to the training needs of adolescents in centres and increase their employment options. This commitment was made by the Ministry of Labour and will ensure coverage of pre-labour and labour training during 2012.
- The creation of a working group to formulate a plan to secure better access to local health systems to ensure adolescents in institutions can access to mental health support.

Association of municipalities promoted twenty-five (25) child rights based community plans.

To support the development and implementation of child and adolescent rights based community plans, UNICEF and the Association of Municipalities of the Region of La Araucanía assisted 25 municipalities in the implementation of local strategies focused on intercultural rights in the areas of protection and the participation of families, children, and adolescents.

Emblematic Municipality supported leadership training for young people.

To protect the rights of adolescents to participate, UNICEF worked closely with the Municipality of Santiago, the local government with the most conflict with the student movement during 2011. The CO provided technical assistance to the director of the Municipal Youth Office, developed the skills of young community leaders to advocate and influence local politics in a peaceful manner, documented the participation actions of the municipality, and consistently advocated for the rights of adolescents to participate with programme and policy makers, and confirmed an adolescent rights training session for the directors of all areas of the municipality in 2012.

UNHCR and IOM promoted immigrations debates, and evidence based research.

To develop the first study in Chile on the rights of migrant children, asylum seekers and victims of international trafficking, UNICEF generated agreements with IOM and UNHCR and participated in promoting debates on immigration issues in Chile. It also advised and assisted in the development of the observations for the Committee on the Protection Rights of Migrant Workers and their Families to Chile. Remarks included recommendations for the proper protection of immigrant children, particularly those in irregular situations. Results of the study will be presented in March 2012.

Knowledge Management

Mostly met benchmarks

During 2011, the CO produced and shared knowledge to address several obstacles to the full realisation of the rights of children and adolescents in Chile. Said results can be seen in this section and in other parts of this report.

Piloted the application of CRC based ECD indicators to be used by MICs.

The Early Childhood Indicators Project is one of the central actions the CO developed in 2011 to build and manage the knowledge base on the rights and protection of the children 0-6 years of age in the country. For detailed information, see Innovation 1.

Published an in-depth analysis after the third year of the ACLL.

To identify advances and continued shortcomings of the ACLL, the CO published the book, *Three Years After the Implementation of the ACLL* and provided analysis of the law's impact on children and adolescents so as to make better programmatic decisions and select sounder policy alternatives.

Co-created the first web portal of law and family rights in Latin America.

The first public web portal in Latin America on law and family rights was built by the CO with Government counterparts and serves to gather and share knowledge in Chile and the Region. *For more information, please see PC 1.*

Produced a clinical guide for adolescent abuse victims validated and used by the Ministry of Health.

To protect victims of abuse and install a policy of first response, attention, and care in health services across the country, UNICEF produced a Clinical Guide to Care for *Children and Adolescents Younger than 15 Year of Age Who Are Victims of Sexual Abuse* in tandem with the Ministry of Health. In addition to training professionals face-to-face, the implementation of an on-line course began in 2011 and will continue in 2012 to emphasise the use of the guide.

Trained national ECD programme specialists as Q sort evaluators

To assess and improve the operation of the national ECD programme "Let's Play With You" that serves mothers and children from three communities with limited resources in the Metropolitan Region, UNICEF trained and certified 15 professionals as qualified evaluators and implement maternal sensitivity test Q sort. The instrument was applied in the programme, includes stimulation practices for children of limited resources, and covered 120 duos with children less than 3 years of age.

Recruited and coordinated national experts to assess the participation rights of adolescents in Chile.

To make better policy and programmatic decisions related to adolescent participation as a new area of work in the CPD 2012-2016, and as pre-cursor to the Committee's Shadow Report, the CO recruited nine experts to write chapters in diverse areas that affect the population 10-19 years of age in Chile. The chapters will form part of a book in 2012 that assesses the rights of adolescents, and offer recommendations related to articles 12, 13 and 15 in the areas of education, sexual and reproductive rights, violence prevention, the role of adults in adolescent leadership development and sectorial policy development, among others.

Human Rights Based Approach to Cooperation

Mostly met benchmarks

UNICEF is recognized as an important actor and defender of the human rights of all children. In 2011, this role was manifested in all of its achievements. Moreover, special attention was placed in the following areas of work: legal rights, educational reform and the communications messages from UNICEF.

The CO actively voiced its evidence-based human rights opinions to political decision makers.

In the legislative processes that directly or indirectly affect the rights of children, UNICEF actively participated in presenting reports and speeches in the House of Representatives and the Senate and in parliamentary discussions. Said influence was documented in:

- The exclusion of those younger than 18 years of age in the application of anti-terrorism legislation. http://www.senado.cl/prontus_galeria_noticias/site/artic/20110406/pags/20110406182616.html
- The modification of the Labour Code to reinforce the ban on the night labour of minors, and a more in-depth identification and prohibition of sexual exploitation practices. <http://www.camara.cl/pdf.aspx?prmID=8502&prmTIPO=TEXTOSesion>
- The amendment of the Civil Code to recognize the duties of co-parenting and the right to have direct and regular contact with the children, in accordance with the CRC. http://www.camara.cl/press/noticias_detalle.aspx?prmID=46006
- An analysis of the crime of inhumane and degrading treatment of minors. http://www.senado.cl/prontus_galeria_noticias/site/artic/20110726/pags/20110726125927.html
- Improvements in the regulation of pre-school establishments to avoid all forms of abuse against children, and
- Provide comments on proposed regulations depicting protests as criminal acts and legislating the practices of the police in the context of social events, so to avoid a violation of participation rights of adolescents http://www.camara.cl/prensa/noticias_detalle.aspx?prmID=47009

UNICEF supported the MoE in implementing a Native Language Sector.

To protect the educational and cultural rights of indigenous children, during 2011 UNICEF worked closely with the MoE to implement a Native Language Sector and to bring recognition and value to the inclusion of indigenous languages and cultures to the educational agenda. Said efforts elevated the value given to overall Intercultural Bilingual Education as an approach to rescue, promote and strengthen the cultural diversity of Native Chileans. In past years, the State, through the Ministry of Education has established the General Education Law as one of its inspiring principles of "interculturalism" that "recognises and values the individual's cultural origin, language, history and worldview." UNICEF worked consistently to ensure that Bilingual Education and other multicultural elements are incorporated in the Act and implemented appropriately to enable Chile to comply with the CRC.

The CO stayed abreast and actively reported on human rights threats throughout the year.

UNICEF is seen as a defender and advocate for the human rights of those most vulnerable and received numerous claims of rights violations during 2011. The CO responded to incoming petitions to address violations and referred them to the appropriate Government services. In addition, as a public voice for children and adolescents, UNICEF authored and published press releases, opinion-editorials, news stories, radio announcements on an on-going basis to illuminate violations related to the student movement, the indigenous struggles in the La Araucanía and women and girls issues.

Gender

Mostly met benchmarks

During 2011, UNICEF continued to make sure the perspective of women and girls was a consistent part of its policy and programme goals. As a result, the CO's realised concrete actions, which span numerous areas of work. In addition, the Office carried out innovative efforts with a focus on the implications of working with men and boys in Chile.

UNICEF advocated for the co-responsibility of female and male parents.

To establish the principle of co-responsibility between parents, the CO commented on the legislation that gave preferential rights and duties of child care to the mother (Article 222 Civil Code). UNICEF advocated to modify the civil code and provided technical support to the Chamber of Congress, the National Women's Service and the Ministry of Justice on personal care (custody) and direct and regular relation (visits).

The CO successfully promoted the rights of women and girls in juvenile detention centres.

To protect the rights of women and girls in detention centres UNICEF advocated for the implementation of a monitoring system that today includes specific information on the status of respect of the rights of adolescents girls deprived of freedom, and establishes the importance of responding to the distinctions between the levels of satisfaction between men and women.

Youth and Gender Collective advocated for gender based legislation.

To promote the participation of young women and men and promote gender equity, UNICEF provided technical assistance in the development of a national collective of young leaders. The Youth and Gender Equity Collective focused its efforts on changing laws to prevent violence against young women, and to ensure the inclusion of young men in co-creating gender equity solutions.

The experiences of indigenous women were typified to best support their roles in the community.

To emphasize an intercultural lens in public policy and protect the rights of indigenous women, UNICEF collected and analysed data to characterize the role of women in the family in the Mapuche culture in town of Ercilla, an area in the La Araucanía Region. The publication should be published in 2012.

UNICEF catalysed counterpart dialogue on the roles and rights of adolescent men and fathers.

To stimulate dialogue about the role of adult and adolescent fathers as active parents with key national institutions addressing ECD and family care in Chile, UNICEF hosted a colloquium to discuss findings of *IMAGES: The International Men and Gender Equality Survey*. In 2011, this meeting which included national programmes Chile Grows With You and Bridges Programme resulted in the request for technical assistance on an upcoming publication for professionals that work in family health care that address the needs of 80% of Chilean families. The institutions also expressed desire to deepen conversations about policy and programme design related to men and families during 2012.

Environmental Sustainability

Initiating action to meet benchmarks

During 2011, no actions were carried out in this area of work by the UNICEF Chile Country Office.

South-South and Triangular Cooperation

During 2011, the CO welcomed the expansion of South-South networks to learn and exchange to collectively advocate for the rights of children and adolescents in LAC. Efforts were made in the areas of early childhood, legal protection, adolescent participation, and protection. They included the following actions:

To share the experience of Chile's early childhood protection system Chile Grows with You, the CO and the World Bank hosted the delegations of the governments of Nicaragua, El Salvador and Honduras in a five-day visit attended by nine international representatives.

To support its plans to deinstitutionalize children and adolescents from residential protection and improve the family care programmes, the UNICEF Uruguay CO invited the Chile CO to provide technical and methodological tools to the National Institute of Children and Adolescents of Uruguay (INAU).

To ensure the rights of children and adolescents form an integral part of judicial systems in other countries in the South America, the CO participated in the organization of jurisdictional protection courses for 74 judges, prosecutors, defenders and lawyers. A total of six (6) professionals from Chile attended.

To guarantee the rights of adolescents to participate, the CO adapted resources and built upon the work of UNICEF Argentina to design workbooks to promote the work with adolescents and allied adults in 2012.

To successfully implement the use of Gesell Cameras in Chile, UNICEF and three Chilean Judges visited UNICEF Argentina to learn about the project "Protection of Children Victims in the Judicial System." The trip included visits to centres with cameras and meeting with Virginia Berlinebla, doctor in charge of the Forensic Centre of National Justice, and Dr. Highton de Nolasco of the Supreme Court of the Office of Domestic Violence of Buenos Aires.

To protect Ecuadorian children and adolescents from violence, UNICEF provided technical assistance to the Ecuadorian Government on how to carry out a child abuse and child sex abuse study. A consultant from Chile met with the Minister of Economy and Social Inclusion, professionals responsible for social indicators in the Ministry of Social Development to assess the conditions to carry out the national study. In addition, the CO presented methodologies used in Chile how it used findings to influence policies, both at the National Counsel of Children and Adolescents and to parliamentarians at the National Assembly.

To protect the rights of children and adolescents in Paraguay, the Chile CO provided technical advice on UNICEF's abuse prevention programme, and participated in the roundtable discussion about legislation against corporal punishment and humiliating treatment children and adolescents. Said events were organized by the Parliament for Childhood and Adolescence and by the National Childhood and Adolescence Secretariat.

Country Programme Component: Legislative and institutional reform

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
At the time of the preparation of CP 2005-2011, no PCRs were defined. The 2012 COAR will reflect the PCRs prepared for new CP.	0	FA6OT1

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	1010000.00	581759.45	581759.45	100.00
RR	200000.00	225100.00	225100.00	100.00
Total	\$1,210,000.00	\$806,859.45	\$806,859.45	

Results Achieved

The core beneficiaries of this programme component were indigenous children, those in child and juvenile detention centres, and families.

The key results achieved included:

Local laws changed to reflect CRC standards, and the security of indigenous populations.

To protect indigenous children and adolescents from police force, two court rulings supporting child rights were issued by the Appeals Court of Temuco where UNICEF had carried out on-going capacity building on child rights to the legal community. This is the area of Chile where constant tension between indigenous communities and the Government continues. The first ruling prohibited the use of police tear gas in the yards of private homes. The second challenged the detention of a 12-year-old boy and drew attention to the police raids in local communities. In both cases, the rights of children were protected and a strong message was sent to local, regional and national authorities about the importance of their rights.

Institutional commitment and UNICEF support resulted in massive rights-based capacity building.

UNICEF increased the capacity of legal professionals to guarantee the rights of children and adolescents in two key Regions of the country. In Valparaiso 73% of Special Prosecutors were trained in adolescent mental health, as well as 16 Assistant Prosecutors and 1 Attorney Advisor to the Regional Prosecutor. Moreover, a 100% of the Judges in family and criminal law in Valparaiso and Viña del Mar were trained in matters relating to the right to be heard, the use of criminal sanctions, aspects of evolutionary development of children and adolescents and mental health. And, 100% of the Regional Head Judges were trained in custodial standards and psychosocial factors related to adolescence. Lastly, in the La Aracucanía Region UNICEF reached 100% of the professionals by training 66 officials - Public Criminal Defenders, Prosecutors, Penal Judges, Guarantee Judges, Court Administrators and Court Ministers.

UNICEF provided consistent guidance to optimise the CISC and secure follow-through actions.

The CO consolidated the supervisory and review procedures of the juvenile detention centres to address the situation of more than 2,500 adolescents by assisting the Ministry of Justice and optimizing the operational procedures of the Inter-Institutional Monitoring Centre (CISC). This work was done through processing the reports issued by the CISC; institutionalising good practices and methodologies for centre visits. It also emphasized the use of prior information and the needed inclusion of indicators of education, physical and mental health, and carrying out monthly monitoring of progress of the recommendations proposed by the Commission to improve living conditions and prevent the violation of child and adolescent rights. In addition, the Ministry of Justice, in cooperation with UNICEF, announced the creation of a system to supervise

protection centres and homes for children deprived of their family environment (First pilot, second half of 2011). *Public information on the monitoring system:* <http://dosvias.minjusticia.gob.cl/es/cisc.htm>.

Most Critical Factors and Constraints

In 2011, indigenous children and adolescent students experienced violence by riot police managing demonstrations throughout the country. These events meant that CO staff and resources were redirected to respond swiftly to the violation of child and adolescent rights countrywide.

As a response to these constraints, the CO promoted the rational use of force in police procedures and the full respect for the rights of children and adolescents, both as the policed repressed protests by the student movement, as well as in the raids and arrests carried out in indigenous communities in the La Aracucanía Region.

To address these constraints UNICEF used an integrated approach with its Government counterparts:

1. A review of the police academy's training curriculum to make sure it followed CRC standards and included indigenous rights criteria, with the objective of enhancing the curricular framework;
2. Trained 70 police academy instructors that reached 3,800 students based on child and adolescent indigenous rights, and;
3. A review process, unprecedented in Chile, of all police protocols applicable to minors (directly or indirectly) that should be reformulated to ensure the protection of the rights of children and adolescents to be done in 2012.

Key Strategic Partnerships and Interagency Collaboration

To achieve the objectives of this programme component, UNICEF in Chile worked closely with knowledge centres, government ministries and services, and legal courts to address the needs of all children and adolescents and advocate for legislative and institutional reforms. The objective of these achievements was also to build the foundation for legislative changes during 2012-2016.

Knowledge centre fully incorporated CRC standards and intercultural methods into its curriculum.

Children's rights and intercultural notions and methodologies were incorporated as part of the undergraduate curriculum of Catholic University of Temuco through an agreement with UNICEF. The 2012 work plan will include updated curricular objectives and methods.

First Integrated Database on Adolescent Criminal Liability underway with Penal System actors.

To monitor the situation and guarantee the rights of children and adolescents in institutions and juvenile detention centres, the CO provided technical assistance to develop the first Integrated Database on Adolescent Criminal Liability in Chile and Latin America by engaging all of its major counterparts in the Adolescent Penal System of Chile (SENAME, Judiciary, Prisons, Public Defenders, Public Ministry and the Police in Chile). This strategic alliance to build this single platform will be cultivated to reach UNICEF's 2012 and 2014 goals. The dataset will be housed by the Government and will be based on shared periodic statistics for the monitoring of the system's behaviour in areas such as arrests, detentions, sanctioning, admissions and readmissions, and levels of access to health and formal education, among others.

First public web portal on law and family rights in Latin America created.

To guarantee that legal decision makers know the rights of children and families UNICEF and the Central University of Chile cooperated with the Supreme Court to create the first public web portal in Latin America on law and family rights. The site offers data on jurisprudence of the Courts of Appeals of Chile and the Supreme Court. The portal is available at: <http://www.unicef.cl/uniceffamilia/>

UNICEF and partners strengthened alliances to continue to protect child and indigenous rights.

Due to the CO's continuing efforts to build strategic partnerships that include interagency collaborations, there is a growing critical mass of organizations, as well as formal and informal actors in the La Aracucanía

Region that constitute a powerful resource to strengthen and sustain the work of protecting indigenous children's rights. UNICEF has been developing and accompanying actors in this Region for the last five years. This work was sustained in 2011 through joint activities, the circulation of proposals between actors, the exchange of experiences and good practices, and capacity building and tools for intercultural work in the region.

Humanitarian Situations

During 2011, no actions were carried out in this area of work by the UNICEF Chile Country Office.

Summary of Monitoring, Studies and Evaluations

As mentioned in other areas of this Annual Report, the following actions assisted the CO in the design of its own actions and the monitoring of the situation of children and adolescents in Chile for this programme component.

The book, *Three Years After the Implementation of the Adolescent Criminal Liability Law*, provided analysis of the application of the law and its impact on children and adolescents so as to make better programmatic decisions and select policy alternatives.

First Integrated Database on ACLL progressing to monitor the situation and guarantee the rights of children and adolescents in institutions and juvenile detention centres. The dataset will be based on shared periodic statistics for the monitoring of the system's behaviour in areas such as arrests, detentions, sanctioning, admissions and readmissions, and levels of access to health and formal education, among others.

The first comprehensive study and data base on the situation of indigenous children and adolescents in Chile was completed by the CO and the Ministry of Social Development. This result in 2011 aims to help the efforts of the Government of Chile to improve development opportunities for indigenous peoples. This study is a central tool for the on-going monitoring of children's life conditions and the disparities experienced by this group.

Future Work Plan

The implementation of the new CPD 2012-2016 starts as of January 01, 2012. This Programme Component is not part of the new CPD. Please refer to *Programme Analysis* Section for information about the 2012 annual objectives for the different areas of work of the UNICEF Chile CO.

Country Programme Component: Public social policies for children

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
At the time of the preparation of CP 2005-2011 there were not PCR defined. COAR 2012 will show newly defined PCR.		0 FA6OT1

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	685000.00	332330.55	332330.55	100.00
RR	280000.00	245000.00	245000.00	100.00
Total	\$965,000.00	\$577,330.55	\$577,330.55	

Results Achieved

The target communities of this programme component were indigenous children, families, and young children.

Indigenous language and culture installed in pertinent schools, and influenced national curriculum.

To meet the needs of indigenous children in Chile, UNICEF advocated and provided on-going technical assistance to the Ministry of Education to implement an indigenous language programme in educational establishments with high concentration (more than 50%) of indigenous students. This achievement raised the importance of this subject within the national education curriculum. Consequently, indigenous and non-indigenous students and their families and communities, gained access to knowledge specific to the cultures of a variety of indigenous peoples in the country.

"Active learning" techniques transferred to 650 professionals that reach 5,000 families nationwide.

To strengthen the quality of initial education and opportunities of preschool children from the poorest sectors in Chile and to ensure their access to educational materials to develop their cognitive and social skills UNICEF built the capacity of 24 professionals of regional technical teams of the CSO Hogar de Cristo, the largest religion-based CSO in Chile that provides direct services. This formed part of an alliance with the BBVA Bank. These professionals will train 650 educators and technical staff that serve 5,000 families on how to work with families, parenting skills, and "active reading" with children. Additionally, 67 children's libraries are being incorporated into existent Toy Libraries, and built upon previous cooperation agreements with UNICEF for nurseries of Hogar de Cristo.

Ministry of Education committed to incorporate indigenous language in pertinent schools.

Further commitments between the Ministry of Education and UNICEF were consolidated to work together to ensure that schools with majority indigenous student populations gradually learn indigenous language and culture from their first to eighth year of primary education. Together, UNICEF and the Ministry identified key requirements for the implementation of a language sector, and have generated actions, capacity building, as well as invested in human and financial resources to strengthen commitments to indigenous communities.

National programme to bridge families and schools designed and implemented.

With special attention to the families as an important part of the school community, UNICEF reached an agreement with the Ministry of Education to jointly design the programme "Bridging Family and School." This programme was consolidated after UNICEF provided technical and methodological assistance, awareness building workshops, and developed teaching materials such as audio-visual presentations, and a manual has been printed and distributed by the Ministry of Education to 1,200 schools serving the most vulnerable children.

Protocols and Gesell camera installed in family courts to ensure children are heard and considered.

UNICEF ensured children that pass through the family justice system are heard on issues that affect them through a detailed, action-based protocol prepared by the CO with the Supreme Court. Said action forms part of the progressive installation of Gesell cameras in family courts nationwide. This work is based on research conducted by UNICEF in 2010 on the situation of children in family court proceedings and the experience of Argentina in the use of these cameras.

Most Critical Factors and Constraints

As mentioned in the Situation Analysis section, the most critical factor affecting the country, the students and the CO was the student movement and its demands for equity and educational quality. The movement maintained the overall focus of the Government; as well as, the Ministry of Education during the year. In addition, three different ministers headed the institution during the year, making coordination with this Ministry very difficult.

To address this constraint, UNICEF focused on protecting the rights of students to participate without police force or administrative backlashes by educational centres. UNICEF monitored the situation of students in hunger strikes with the National Human Rights Institute (NHRI), met consistently with young leaders to hear their demands and to facilitate conversations with the Ministry of Education and other Government institutions, where possible.

The CO participated actively in the legislative discussions of the new Law of Public Order to ensure the rights of adolescents to be listened to, express their opinions and demonstrate pacifically were protected. UNICEF made public statements and sent opinion editorials published in key media sources.

Finally, the advocacy of the CO was appreciated by student leaders, as well as the NHRI, and society at large. Said efforts built the base for an alliance currently being discussed between UNICEF and NHRI to protect and guarantee adolescent rights in 2012 and beyond.

Key Strategic Partnerships and Interagency Collaboration

Effective parent/school programme in Tarapacá Region captures Regional Government attention.

For the second year in a row, UNICEF worked closely with the Collahuasi Mining Foundation to strengthen the skills of senior teachers to attract families and cultivate their participation in the educational development of children and adolescents. This work was done in the Tarapacá Region and formed part of the "Bridging Family and School" Programme. The work has attracted the attention of the Regional Government that plans to expand it to all schools in the Region in 2012.

Municipal institution implemented CRC based social/living standards that affect 20,800 students.

In the Municipality of Maipú, UNICEF has worked to improve the living conditions of 20,800 students by working with the Municipal Education Corporation to provide technical assistance in the creation of the Corporate Coexistence Manual to establish a common framework to guide and improve the social/living conditions of the establishments the Corporation is in charge of.

Ministerial alliances resulted in expert capacity building to over 300 professionals.

As part of UNICEF's efforts to build the skills of early childhood professionals and influence the design of public programmes, the CO co-hosted the visit of international scholar Dr. Alan Sroufe with the Ministry of Health, the Ministry of Social Development and the Programme Chile Grows With You. Dr. Sroufe is a professor and researcher from the Institute for Child Development at the University of Minnesota, trained 70 professionals in a face to face workshop and nearly 300 others through on-line instruments on early attachment theories and the practices necessary to ensure the healthy development of children.

Family courts protocol implemented to protect children's rights.

To ensure the rights of children are protected in family tribunals, UNICEF, in alliance with family courts, elaborated a listening protocol to be used in family courts across the country. In addition, during 2011 the CO maintained its tie with the National Service of Minors to support the use of foster families as an alternative for children deprived of their family environment.

The CO was a central voice to protect children of femicide victims.

To have an impact on the design of public policies that meet the needs of children who are indirect victims of attempted and completed femicide, UNICEF brought attention to the situation of children and women victims through public speaking and media efforts. The CO also brought these problems to the attention of the National Service for Women and the Sub-secretary of Prevention of the Ministry of the Interior and Public

Security. During 2011, UNICEF analysed the data from the Sub-secretary and during 2012 will provide technical assistance to generate a prevention model to be applied in all cases where children are affected by this problem.

Humanitarian Situations

While Chile's earthquake and tsunami occurred in February 2010, thousands of families were still living in temporary houses set up by the Government during 2011. Crowded spaces, lack of easily accessible health and other services, and the absence of recreational areas for children continued to have an impact on the quality of life of families and their children. Therefore, UNICEF's work related to post-emergency continued as presented in the *Section Innovation*. Additionally, in 2011, the CO was able to advocate for the other children and adolescents in precarious situations.

To assist in emergency situations in other countries and Regions, the CO developed a manual focused on how to prevent child and family rights violations. The manual is meant to be implemented in post-disaster situations and will be distributed on-line to national, regional and international offices. The manual will be made available in English to international partners. *Please see Innovation Section for detailed description.*

More than 300 children and adolescents living in emergency homes benefited from the training given to Village Coordinators to prevent and detect child and gender violence. Coordinators were responsible for networking with all people and resources to address the needs of the communities where they worked.

In addition to the post-emergency conditions, thousands of Chilean families live in temporary camps where the rights of children and adolescents are vulnerable. In 2011, building on research conducted by UNICEF between 2009 and 2010, a publication was launched depicting the reality of 60,000 boys and girls who are deprived of the right to a decent home.

Summary of Monitoring, Studies and Evaluations

To promote an informed debate based on evidence to better educational policies, the CO coordinated a study on the path of educational improvement with the Centre for Advanced Research in Education (CIAE) of the University of Chile. The objective is to bring to the fore keys to sustainable educational improvement to be shared directly with the Government. This study will conclude in 2012.

Future Work Plan

The implementation of the new CPD 2012-2016 starts as of January 01, 2012. This Programme Component is not part of the new CPD. Please refer to *Programme Analysis* Section for information about the 2012 annual objectives for the different areas of work of the UNICEF Chile CO.

Country Programme Component: Communicating and mobilizing for children's rights

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
The CP 2005-2011 did not consider the definition of PCRs. COAR 2012 will reflect new PCRs		0 FA6OT1

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	260000.00	126163.51	126163.51	100.00
RR	140000.00	140000.00	140000.00	100.00
Total	\$400,000.00	\$266,163.51	\$266,163.51	

Results Achieved

The target communities of this programme component were decision makers whose task was to design and advocate for programmes and policies related to the rights of the most vulnerable students, indigenous children, juvenile offenders, and children 0-6, and all children and adolescents who were also affected by family policies in rural and urban areas.

To strengthen the CO's advocacy efforts and have an impact on public policy related to the rights of children and adolescents, the communications efforts in 2011 focused on UNICEF's position on the following legislative amendments: the extension of post-natal care, prison reform and its impact on adolescents, protecting indigenous minors from being tried through the Terrorism Act, and the Law of Public Order that legislates adolescents' rights to participate. In all cases the CO strategically used media to inform public opinion and reach decision makers in government and the parliament. Moreover, the UNICEF Representative accompanied by a technical expert, gave testimony in various parliamentary committees, and provided CRC based analysis on key national bills.

In response to students' involvement in demonstrations for the right to quality education, the CO exercised an active voice to protect the rights, participation and education. After 28 related news mentions, the Ministry of Education convened meetings to hear and discuss UNICEF's view on the student conflict. UNICEF brought media attention to the health and rights of students on a hunger strike.

The CO's *Voice of Children and Adolescents* documented and conveyed the perspective of adolescents on discrimination at home, school and the community, both between adolescents as well as between adults and adolescents. It provided data for UNICEF to speak publicly about the need to ensure the CRC's right to non-discrimination and the right to be heard on all issues that affect children. This study set the stage for UNICEF's 2012-2016 work on immigrant children, children with disabilities, sexual minorities, and others deeply affected by discriminatory practices and intolerance. The media actions and response related to the launch of this study generated mentions about non-discrimination, the rights of children with disabilities and acceptance of diverse families.

To strengthen the protection of the rights of indigenous children and adolescents under international standards, UNICEF brought attention to the Certification Programme "Legal Recognition and Protection of the Rights of Indigenous Children and Adolescents," organized by UNICEF and the Law School at the Catholic University of Temuco.

The CO contributed to strengthening South-South collaboration by taking an active role in the Copa America regional campaign against discrimination. In Chile the public call to a Cup Free of Discrimination was made through a soccer activity where UNICEF Chile National Ambassador Ivan Zamorano declared to all Chileans and Cup viewers that, "with your signature children win." The goal was to ensure that sports coverage was "free of discrimination," pejorative terms and stigmatisation. UNICEF is an official beneficiary of the America Cup since 2004, as a result of the alliance with the South American Soccer Federation (CONMEBOL).

Most Critical Factors and Constraints

UNICEF and other UN agencies were not exempt from the impact of the social protests described in the Situation Analysis Section, which affected performance in this Component in 2011. During the first half of the year several groups demonstrated outside the office of UNICEF and some entered into the premises to express their demands and seek solution to their problems. These demonstrations required an important investment of time and energy by the CO.

One critical constraint was the Office take-over during the month of July; UNICEF facilities were occupied for one week due to demands for housing rights. These occupants were not students, but saw UNICEF take over as a strategy to gain media visibility and the attention of Government decision makers. During the week of their occupation, there were several meetings with decision makers and media attention. The occupation was the result of failed attempts to converse with Government officials. In this situation, UNICEF involved PAHO/WHO to find solutions to the local health and sanitation claims made by the occupants.

In tandem with these events, the CO maintained its focus on the rights of children and adolescents and consistently made sure the children that were part of the take over were monitored. This occupation had media coverage, and while most of the notes appeared in online media, the situation was also covered in newspapers, radio and TV. This represented 31% of all news publications during the month of July. The CO generated press releases and managed the media situation to prevent further occupations and protests in front of the premises.

In relation to the student movements' actions, and as a result of meetings with young student leaders, UNICEF publicly expressed concern about police violence against students, asked for peaceful resolutions of the conflict, and consistently advocated for their rights to participate.

The CO also maintained contact with student movement leaders to learn of their negotiations, and maintained close contact with those students on hunger strikes. Hunger strikers reached 80 days without food. UNICEF stayed informed of the health status of the students and promoted dialogue to prevent the continuing of this health hazardous activity. UNICEF was asked by various associations of parents, teachers and students to comment and report on events that occurred during the months of the demonstrations.

Key Strategic Partnerships and Interagency Collaboration

During 2011, the CO worked to expand its networks through this programme component. By working closely with UNICEF Goodwill Ambassadors, the Interagency Working Group, and the ECLAC, UNICEF was able to reach new audiences, build its membership and strengthen its position on adolescent issues.

National and international Goodwill Ambassadors bring high visibility to CO's actions.

Throughout the year, the CO brought visibility to UNICEF by working closely with national and international Goodwill Ambassadors. During the year, Selena Gomez, Shakira, Julieta Venegas, Leo Messi and Ricky Martin participated and supported a series of activities coordinated by the CO. Together; the visits by the UNICEF Goodwill Ambassadors generated media mentions in national and international outlets. The activities with Ambassadors Selena Gomez and Julieta Venegas had extensive coverage with 16 and 31 mentions, respectively. The presence of other ambassadors had less coverage, but helped raise funds for the CO's efforts.

To prevent gender violence in the media and protect children and their mothers, and adolescents who suffer violence, UNICEF worked as part of the UN Interagency Gender Working Group, and in partnership with the National Service for Women. Together, all agencies co-sponsored a workshop geared to journalists and broadcasters on to how use gender-sensitive and violence-free lenses when authoring news reports, editorials, and columns. The workshop, *Violence has many faces*, was organised in Santiago, and was designed and implemented by DOMOS: The National Centre for Women, an institution that prepared a guide, related to the training, for all participants and interagency members. The workshop has since been replicated in another Region of Chile.

To advocate for strengthening adolescent participation mechanisms in the National Service for Minors and to bring visibility to the importance of taking into account the voice of adolescents and children in the design of programmes and policies, UNICEF and ECLAC hosted Monique Coleman, international spokesperson for the UN Year of the Youth. The actions implemented with Ms. Coleman secured the on-going partnership UNICEF had been building with key Government counterparts.

Humanitarian Situations

While no specific actions were carried out in this area in 2011, the CO edited existing materials to be used in immediate response situations. These materials will be printed during 2012 and distributed when necessary.

Related, the CO produced substantially fewer publications during 2011. In 2010, a large percentage of the publications were related to the disaster relief efforts carried out by UNICEF.

During the year, the CO also hosted a delegation of the USF, along with nine (9) American Airlines (AA) employees to witness the work done to better the situation of children and adolescents still living in the Emergency Villages. Previously, AA financial support to UNICEF Chile was made through the USF for the installation, materials and training efforts related to the Toy and Book libraries. The group met directly with child beneficiaries, adult coordinators, the Mayor and other regional authorities who showed their appreciation for the support given.

Summary of Monitoring, Studies and Evaluations

During 2011, no actions were carried out in this area of work by the UNICEF Chile Country Office.

Future Work Plan

The implementation of the new CPD 2012-2016 starts as of January 01, 2012. This Programme Component is not part of the new CPD. Please refer to *Programme Analysis* Section for information about the 2012 annual objectives for the different areas of work of the UNICEF Chile CO.

Country Programme Component: Cross-Sectoral Costs

PCRs (Programme Component Results)

PCR	EQRank	OTDetails
At the time of the preparation of the CP 2005-2011, no PCRs were defined. The 2012 COAR will show the PCRs recently defined for the new CP		0 FA6OT1

Resources Used in 2011(USD)

Resource Type	Planned for 2011 (as per CPAP ceiling)	Allocated in 2011	Estimated Year-End Expenditure	%Spent (4)/(3) * 100
OR-E				
OR-R	327553.83	307824.42	307824.42	100.00
RR	130000.00	139900.00	139900.00	100.00
Total	\$457,553.83	\$447,724.42	\$447,724.42	

Results Achieved

This Programme Component cover costs of salaries and other expenditures related to all other Programme Components, as well as the activities related to planning, monitoring and evaluation.

Most Critical Factors and Constraints

See above.

Key Strategic Partnerships and Interagency Collaboration

See above.

Humanitarian Situations

See above.

Summary of Monitoring, Studies and Evaluations

See above.

Future Work Plan

See above.

Effective Governance Structure

Results related to governance structure included:

- The new CP (2012-2016) was prepared jointly with Government counterparts. The RCSA output informed of its development as well as the preparation of the CPMP. The CP was approved without comments by the annual session of the ExBoard. AWP's were prepared in a timely fashion and discussed in the CO following conversations held with counterparts in December 2011. The CPAP is being prepared.
- Based on the experiences of the earthquake and tsunami, and the emergency response of 27 February 2010, the EWEA system was updated. A systematisation regarding the experience in the emergency villages was prepared and is being translated into English.
- CMT followed up with all budget implementations (SBA, PFP and Programme) with data from COGNOS and periodically circulated BI reports from the Intranet. Measures were recommended by the CMT in those cases where shortcomings were identified and appropriate action was taken to address the recommendations. The Operations Manager based in Argentina is a member of the CMT, and in 2011 the CMT added a consultant from the Programme Area as a full member.
- The office does not have pending audit recommendations.

Strategic Risk Management

- The CO revised and updated the BCP. The CMT found that the document was relevant to the CO and it was a useful instrument during the one-week occupation of the office premises during July and August.
- The RCSA output was used to strengthen the functioning of the governance system and office committees (for example, the CMT included a consultant from the Programme area to give that section a voice in the committee). The office used the results of the RCSA in making major decisions. Additionally, the office used the results of the RCSA related to "safety and security" in view of the demonstrations and the one-week occupation of the office (included children).
- The CO worked closely with the UNDSS Office in Chile and was in close contact with HQs and TACRO for funding for much needed enhancements of the premises. At the end of November, TACRO authorised US\$195,000 from the Contingency Funds for this purpose as well as of US\$17,478 to purchase a new server to allow the office to work with VISION.
- Office premises were occupied during one week, and several demonstrations in front of the office took place during the year. Fortunately, no violence was used against staff or visitors. UNDSS provided support and guidance during critical periods and worked with local police to provide additional security measures. After the episodes, meetings were held with staff to analyse the facts, to agree on measures to be taken in future cases and to allow staffers to share their emotions about the situations.
- During 2012, the ERM will be revisited by the CMT, with special attention to the "safety and security" component vis-à-vis the premise enhancements being implemented at the time of this report.

Evaluation

- UNICEF-Chile prepared the IMEP and shared it with TACRO. A total of 71.4% of planned studies (5 out of 7) have been finalized. Of the two studies not implemented, one was postponed for 2012 and the other one cancelled, both in agreement with the respective counterparts. The IMEP-2011 did not include evaluations.
- See complete list of UNICEF-Chile studies and publications under *Section 5* of this COAR.

Effective Use of Information and Communication Technology

- In 2011 the CO was completely migrated to Windows 7 and Office 2010 on all computers meeting the minimum requirements for installation. A total of 30% of computers were not migrated for non-compliance.
- The new telephone system was installed in late 2010, a period during which all configurations were optimized and users were trained, call forwarding was utilized during emergency situations during several months in 2011.
- After 10 years Regional ICT Advisor visited the CO in Chile. The visit was positive and allowed us to evaluate and validate the ICT practices of the office. One of the recommendations of the Regional Counsel was to change the SITA channel to a local UNICEF IPsec, and change is currently underway.
- Practices aimed at reducing communication costs include renegotiating rates for fixed and mobile telephone and video conferencing, and the use of Skype and Webex. Likewise a plan to reduce colour printing costs has been implemented.
- The ICT support provided assistance in the training of users for VISION and completed the installation of the uPerform platform.
- The proposed change of servers to Windows 2008 Server R2 and Hyper-V is up and running. Additional funding totaling US\$17,478 was received from TACRO in December.

Fund Raising and Donor Relations

Results 2011:

Private individuals	Ch\$374,812,161	US\$784,891.96
Corporate engagement	Ch\$109,664,195	US\$233,777.57
Global Thematic Humanitarian - Chile	Ch\$7,631,543	US\$16,411.92
Global Thematic Humanitarian – Horn of Africa	Ch\$155,825,104	US\$333,304.88

In 2011, the **membership base** grew 35% from 4,000 to 11,500. Face-to-face campaigns expanded beyond the capital (Santiago) to Antofagasta, Iquique and Temuco. The CO also tested raising funds for causes beyond Chile, which was a success and resulted in 1,500 new members in 20 days between October and November, more than were recruited in all of 2010. In addition, to aid in the emergency situation in the Horn of Africa, the CO also heightened its efforts and raised US\$314,000 where it saw its potential to repeat said efforts. A loyalty strategy was also carried out with results similar to 2010 when 17% of the member base raised their donations by 60%.

Corporate Engagement was the focus of the 2011 Fundraising Strategy for the CO. It continued to partner in an innovative way with foundations of mining companies operating in Chile. The alliances went beyond fundraising, and included acting in UNICEF's role as monitors to help to leverage greater resources to address disparities and optimise the companies' investment in children. Additionally, regional and global initiatives were successfully implemented as well as local alliances in both corporate philanthropy and CMR programmes.

In 2011, the new model of **licensing** as a fundraising strategy was implemented in Chile. It resulted in a 3 year agreement with the LIBESA company to develop and commercialize dated products such as stationery, notebooks, diaries and pens, among others. It is projected that this partnership will result in royalties of

US\$40,000 per year. This is the first product line developed locally. For 2012, the CO is exploring lines such as Children's toys, educational products and apparel.

Management of Financial and Other Assets

The office continued to use a "cost sharing" scheme to cover operational expenses immediately related to Programme and PFP areas. SB is insufficient to cover all the operational costs of the CO: such as utilities, maintenance, guard service, communications, and office materials. Actual budget covered approximately 46 % of those costs in 2011. Additionally, the dollar exchange rate continues to be low with respect to the local currency. This continued to affect the already limited resources assigned to the CO: RR, SB (Operations and PFP)

In addition to regular SBA funds, US\$195,000 was provided in 2011 by TACRO to cover expenses to increase security of the office premises, and US\$17,478 for computer equipments. Due to the short time to use the funds, the CO has made OBOs of the funds and payments will be processed after the completion of the works, which is expected to happen during the first trimester of 2012.

CMT closely monitored budget and implementation indicators using the BI report from Intranet. All recommendations from the last internal audit are closed.

SB US\$528,495 (post and non-post) and US\$750,000 for RR were fully spent, as it is the end of the biennium and the last year of the CP. An extension of one year for the local fundraising PBA was requested, since parts of the funds raised at the end of the year were not spent. A PBA corresponding to a Government donation for the implementation of a specific project was extended in 6 months, as per Government's request. OR-E funds have been spent within the original life of each PBA.

As of December 31, 2011 there were no outstanding DCTs over 9 months, and this has been maintained as such for the past two years (2010 and 2011).

Supply Management

The Operations section continues to be responsible of the processing of the 100% of the purchases. All purchases are locally made, since the local market is well developed in terms of printing services, which represents the majority of the supply component of the CO. A total of US\$ 258,365.51 (5.57% of the total CO budget) were assigned to PGM/POs.

No other supply activities were carried out by the CO (namely in-country logistics, partner's capacity building, and collaboration with UN agencies on issues related to supply management).

Human Resources

The CO's HR challenges during the year were:

a) The 7 day office occupation which meant staff worked from home and was under stress and the office suffered due to several demonstrations by various groups in front of the premises. Several sessions were

held by the management with all of the staff to inform them about the security measures taken, to hear staff's concerns, and to improve work practices. CMT was active on this issue and was available in all of the difficult times during the year. Psychological support was available to staff that requested it during and after the events.

b) Overload of work completed by Programme Assistant during her 6 months maternity leave taken by the Operations Assistant.

c) High concentration of activities at the end of the year, which combined closure of accounts and system freezing with VISION preparations and trainings. The CO was of the opinion that trainings could have been available much earlier in the year to avoid unnecessary stress to staff, especially in a very small office, which functions with a "skeleton structure", both in Programme and Operations.

In early 2011, the CO conducted a training session on HIV/AIDS prevention, which was marked by the presence of three different persons living with HIV/AIDS. The feedback from the office was very positive and the session was extremely interactive.

In relation to staff changes, a new Representative was appointed in July and arrived to Santiago in mid-November. A week of overlap took place with the out-going Representative, who travelled to Brazil in late November.

The Global Staff Survey conducted in 2009 showed that the working climate was considered positive at that time. Results of the 2011 survey do not include Chile due to its office size.

Efficiency Gains and Cost Savings

Regarding the efficiency gains in resource use, cost savings and reductions, the CO continues to piggy-back on the bid called by UNDP and FAO to hire the travel services of Carson Wagonlit. The office also continued to use the ECLAC facilities to store the ITD back-up system. UNICEF-Chile continues to be part of the Southern Cone Processing Centre (SCPC), which is based in Buenos Aires, where the Operations Specialist is based. All payments are processed by the SCPC, which implies savings in several Operations posts for the three COs: Argentina, Chile and Uruguay.

The issue of a more common UN approach to cost savings has been discussed during the meetings with the Operations staff from all UN agencies present in Chile. It is expected that this effort could have results in the mid-term period.

Changes in AMP and CPMP

The 2011 AMP was revised in light of the changes envisaged for the VISION: One ERP, IPSAS compliant, staff training in VISION, VISION Mapping and roll-out. Changes in the ToA were also made, especially to secure segregation of duties, which is essential in a small office working with a "skeleton structure".

The preparation of a new CP and the CPMP to the PBR submission in early 2011, allowed the office to revise its structure as well as to deepen revision of the SCPC's structure. Video conferences were held with staff from Argentina, Uruguay and Chile, which was regarded as an open and transparent way to discuss changes, especially those related to staff changes and abolishment of one post (international ICT position) and its conversion to a NO post, plus the change of the Operations Specialist into a P-3 IP position.

Considering that as of January 2013, UNICEF Paraguay will be the fourth country to be part of and served by the SCPC, documentation related to the steps taken for its organization and its structure have been shared with that CO, and a videoconference was organized to share experiences from Chile. Additionally, documentation relate to SCPC was also shared with Venezuela CO.

Summary Notes and Acronyms

Ministry of Education-(MoE)

Ministry of Justice-(MoJ)

Ministry of Social Development-(MINDES)

National Service for Minors-(NSM); Servicio Nacional de Menores (SENAME)

Adolescente Criminal Liability Law (ACLL); Ley de Responsabilidad Penal Adolescente (LRPA)

Chile Grows With You (CGWY); Chile Crece Contigo (ChCC)

Document Centre

Evaluation

	Title	Sequence Number	Type of Report
1	Desarrollo de una propuesta de formación para dirigentes estudiantiles secundarios (in review process)	2009/04	Study
2	Desarrollo de diagnóstico y propuesta de intervención en salud mental para adolescentes privados de libertad en los centros SENAME y GENCHI de la Región de Valparaíso (in review process)	2010/04	Study
3	Sistematización del "Fondo de Iniciativas Comunitarias para la Primera Infancia" (in review process)	2009/09	Study
4	Estudio levantamiento información, descripción y análisis de planes y programas propios desarrollados por establecimientos con apoyo PEIB y CONADI (in review process)	2010/07	Study
5	Estudio sobre Perfil de Educadores Tradicionales y Profesores (in review process)	2010/06	Study
6	Percepciones acerca de la violencia, en niños, niñas y adolescentes de la comuna de Ercilla, región de La Araucanía (in review process)	2010/08	Study
7	Diseño e Implementación Inicial del Sistema de Información para la Evaluación del Sector Lengua Indígena (in review process)	2011/02	Study
8	Indicadores de educación y talleres laborales en los centros de privación de libertad de jóvenes y adolescentes (in review process)	2011/03	Study
9	Construcción y validación de un instrumento para la medición de criterios interculturales en los programas que trabajan con infancia en la Región de la Araucanía (in review process)	2011/04	Study
10	Estudio del proceso de implementación del Programa de Acogimiento Familiar (FAE) orientado a mejorar su desempeño en la reunificación familiar de niños/as y adolescentes (in review process)	2011/05	Study
11	La voz de los niños, niñas y adolescentes y discriminación (published)	2011/06	Survey

Other Publications

	Title
1	La Voz de los Niños, Niñas y Adolescentes en campamentos (published)
2	Tres años de vigencia Ley de responsabilidad penal del adolescente (published)
3	Informe de Anual de actividades 2010 (published)
4	Concurso sobre buenas prácticas en rehabilitación y reinserción de adolescentes infractores de ley (published)
5	Guía clínica. Atención de niños, niñas y adolescentes menores de 15 años, víctimas de abuso sexual (published)
6	Protección de Derechos de la Infancia y Adolescencia Mapuche N°4: Estudio sobre NNA mapuches residentes en internados en La Araucanía (published)
7	Incluir, sumar y escuchar. Infancia y Adolescencia Indígena (published)
8	Conexión Estudiantil. Guía para la formación de dirigentes estudiantiles (published)
9	Para Reconstruir la vida de los niños y niñas. Guía para apoyar intervenciones psicosociales en Emergencias y Desastres (in review process)

Lessons Learned

	Title	Document Type/Category
1	Early Childhood Indicators Initiative	Innovation
2	Psychosocial support for families and communities affected by the earthquake and tsunami in the context of Government reconstruction policies	Innovation

Programme Documents

	Title	Document Type
1	Chile_CPD_2012-2016	CPD
2	Chile IMEP 2011	IMEP
3	Chile_SRM-2012-2016	CPD Results Matrix