



ANNEX

COMPENDIUM OF GOOD PRACTICES

to support achievement of Sustainable Development Goals
for Children in Indonesia

2021

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Improving the Well-being and Protection of School Children through Bullying Prevention

General topic area: Anti-bullying

Locations: South Sulawesi (Makassar City and Gowa)

Summary of the Approach

The Roots programme is an evidence-based, adolescent-driven anti-bullying intervention model developed based on recommendations by a joint workshop involving government, universities and youth and community groups. The approach was documented in a comprehensive module entitled 'Roots as a Bullying Prevention Programme for Junior High Schools' developed by UNICEF, the Setara Foundation and Indonesia Mengabdi Foundation (YIM) as well as the provincial governments of South Sulawesi and Central Java.

The programme involves the entire school community in promoting a safer school environment. The modules are designed for junior high school (SMP) students aged 12-15 years old. Students are invited to nominate and vote for influential peers in their network as agents of change. Selected agents of change participate in 15 training sessions on the Roots modules, where they are taught to understand and identify different forms of bullying and then to develop and implement strategies to address them. Teachers also receive training to improve their skills on positive discipline and bullying prevention.

Upon completing all 15 training sessions, a 'Roots Day' celebration is held as the closing event. On this occasion teachers, agents of change, and students gather together to reflect on what they have learned during trainings and the experience of preventing bullying and influencing their peers. The celebration concludes with school declarations to prevent bullying.

In 2017 Roots was piloted at two junior high school in Makassar and two junior high school in Gowa. As implementing partner, YIM provided training for 10 facilitators from its staff and Child Forum members. The facilitators were then assigned to implement and monitor school-level activities. Pilot activities successfully reached 3,568 students and brought about significant behaviour change; for example, bullying perpetration and victimization declined by 29 per cent and 20 per cent respectively.

In 2019 the Provincial Women's Empowerment and the Child Protection Office used this evidence to replicate Roots in Makassar City, Maros, Gowa, Luwu Timur and Bulukumba. Twenty facilitators were trained to implement Roots in one target school in each district. Makassar Education Office funded training for teachers at five schools and Roots implementation in two schools.

Some adjustments were made during programme implementation, such as the inclusion of 'character-based education concepts and values' in modules for Islamic school students. In response to the COVID-19 pandemic, Indonesia Mengabdi Foundation produced a video guideline on 'Roots in the New Normal' to help teachers deliver bullying prevention topics online.

By addressing bullying prevention, the Roots programme fills an existing gap, since prevention is not comprehensively addressed by Education and Culture Ministry regulations for handling of cases of violence at schools. In 2020 the Ministry awarded Indonesia Mengabdi Foundation a grant to replicate Roots in 50 schools in South Sulawesi and Central Java.

Key Results Achieved	10 facilitators were trained and 40 agents of change in four pilot schools were selected as agents of change and received 15 sessions of Roots training. 3,568 students in four pilot schools benefitted from the programme through their participation in Roots Day celebrations and the anti-bullying declaration. - Assessment at four pilot schools showed increased positive behaviours among students. Bullying perpetration decreased by 29 per cent and bullying victimization by 20 per cent. - Teacher capacity to handle bullying cases with a positive approach improved. - Bulukumba Child Forum adopted Roots into its annual work programme. Twenty children in Bulukumba District participated in Roots sessions.			
Replicability/ up-scaling	South Sulawesi Province - Office for Women Empowerment and Child Protection funded the second round of facilitator training, which produced 20 facilitators from five districts. - From 2019 to 2020, the Child Forum facilitated Roots implementation at two junior high schools.			
	Makassar City - In 2019 the District Education Office (DEO) allocated IDR 70 million (USD 4,800) to organize one day of training for 20 teachers from five schools and implement Roots sessions for 50 students at two schools. - DEO committed to sustain the Roots and positive discipline approaches using school operational funding in the 2021 budget.			
	Replication at school level - A student organization in Gowa and Maros adopted the agent of change group as an extracurricular activity. - At one school in Gowa the headmaster issued a decree appointing the agents of change as peer counsellors to monitor bullying.			
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	Stakeholders • Provincial and district health office (PEO and DEO) • Women's Empowerment and Child Protection Office • Religious Affairs Office • Child Forum • School management • Teachers • Student organizations
Lessons Learned	• The focus on improving cooperation with the education offices and involving teachers as facilitators helped to ensure the sustainability of the bullying prevention programme. • It will be important to forge stronger links between the Roots programme and the character-based education values promoted by the MoEC. • Improving teacher skills on positive discipline produces a more effective response to reports or allegations of bullying. • Enhanced coordination with school management contributes to the development of child-friendly regulations. • The potential for implementing Roots online should be assessed in the context of the COVID-19 pandemic.
Further readings and information	• Roots Module of Prevention of Bullying for Junior High School, Government of Indonesia and UNICEF, 2017. • Positive Discipline Module for Elementary, Junior High School, and Senior High School, UNICEF and Indonesia Mengabdi Foundation
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Birth Certificate for All: Innovations to Improve Birth Registration Systems

General topic area: Access to birth registration, legal identity

Locations: South Sulawesi (Makassar City and Gowa)

Summary of the Approach

Efforts to improve access to birth registration in Makassar City and Gowa District have proven challenging. Makassar has a population of 1.6 million, including many living on islands, while Gowa District's population is spread over 169 villages in 18 sub-districts, including remote and mountainous locations. Official data from 2016 revealed that main factors behind low birth registration coverage in South Sulawesi included: the perceived high cost (cited by 18.4 per cent of urban dwellers), lack of understanding about the importance of birth certificate (15.6 per cent of rural residents), and long distances from home to the Civil Registry Office (9.4 per cent of rural residents).

These challenges have contributed to the low birth registration coverage in the two districts: 44 per cent in Makassar (2014), 23 per cent in Gowa (2015). Children without a valid birth certificate cannot benefit from social protection programmes such as subsidized health insurance premiums, the Indonesia 'health card' or local health insurance.

From 2017 to 2019 UNICEF supported the Makassar City and Gowa District governments to expand birth registration coverage. The effort targeted marginalized groups, such as those living in remote areas, and disadvantaged children (i.e., children from poor families, living in slum areas, with disabilities or having a disabled parent, in conflict with the law, in institutions and children with a stigmatized disease).

Using data from Indonesia's population administration information system, Makassar City focused on seven sub-districts where birth registration coverage was extremely low; Gowa selected eight priority sub-districts using the same criterion.

The programme attempts to bring services closer to disadvantaged children and underprivileged groups. Makassar City launched the KUPAS TAS programme in 2017 to accelerate birth registration through school visits and temporary service points at strategic locations. Two teams, comprising 100 personnel (staff and volunteers), were dispatched to target locations on the mainland and nearby islands. The team set up one-stop-service booths where clients could access information, register, have their documents verified and obtain a printed birth certificate.

Another successful approach was direct outreach to specific locations, by age groups. Community clinics and hospitals provide service for new-borns, integrated healthcare centres for children up to age five and children aged four to 18 years were reached at schools. Civil Registry Offices partnered with a wide range of concerned organizations - children's and women's groups, special education schools, social workers organizations that support children with special education needs or stigmatized diseases - to address different forms of vulnerability. UNICEF's role was to facilitate and support this collaboration between non-state institutions and local governments.

	Civil Registry Offices in Makassar City and Gowa District launched an online registration system in 2018 that connects civil registration officers to participating hospitals and community health centres. Partner institutions are required to provide manpower and necessary equipment. Over 50 staff were trained as operators, responsible for submitting online applications and verifying supporting documents (e.g. ID-card, family certificate). This process has made it possible for clients to receive a birth certificate and identity card for the baby and an updated family certificate before leaving the hospital or health centre	
Key Results Achieved	• Birth registration coverage increased dramatically: in Makassar City from 58.5 per cent (2016) to 95 per cent (2019) and in Gowa from 40.4 per cent (2016) to 99.6 per cent (2019). Both figures are higher than the national target of 85 per cent. • The 15 priority sub-districts experienced a significant increase in birth registration coverage from an average of less than 50 per cent (2014) to over 93 per cent (2019). • A pool of over 60 staff from partner hospitals and health centres were trained to operate the online civil registration system. • Possession of civil registry documents enhanced the eligibility of marginalized and vulnerable groups to access government-funded health and social protection programmes. • The ease of obtaining a birth certificate for their new-borns encouraged more mothers to give birth at a healthcare facility, attended by skilled healthcare workers. This has contributed to decreasing the risk of maternal and infant mortality. • Improving birth registration coverage and systems strengthened team- building among staff at Civil Registry Offices, as the service became more client-oriented, and enhanced coordination with partner organizations.	
Replicability/ up-scaling	The Civil Registry Office in Makassar replicated the approach to improve its recording of deaths.	
	Cost	• Development of an online system per package • Online application training for operators per person • MoU and SOP development per package • Visit and outreach/village or service point • Coordination meeting and supervision per person • Procurement of server per unit • Internet connection per package
	Skills	• IT and data management • Online application • Population data analysis • Mapping and targeting • Coordination and stakeholder engagement



	Stakeholders • District Civil Registry Offices • District Health Offices • Concerned non-government organizations • Sub-district and village governments • Community and religious leaders
Lessons Learned	• The collaborative approach used here to expand birth registration coverage facilitated more effective partnerships among various institutions, including unlikely actors such as the Indonesian Navy and National Police. • Standard operating procedures at Civil Registry Offices has become more client-oriented and proactive.
Further readings and information	<i>Akta Kelahiran Untuk Semua: Menjangkau Anak Rentan dan Marginal di Makassar dan Gowa, Gol, UNICEF and BaKTI, 2020.</i>
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Village Social Welfare Centres as Service Hubs for Protecting Vulnerable Children and their Families

General topic area: Child protection

Location: South Sulawesi (Gowa)

Summary of the Approach

Integrated child welfare service (PKSAI) was established in Gowa District in 2016 as a pilot project, based on a decree by the district chief and with support from UNICEF. Their mandate is to address child and family vulnerability by using an integrated, multi-sectoral approach to intervene in cases involving violence, abuse, exploitation or neglect of children.

The decree also stipulates that PKSAI be funded by the district government budget. Although budget allocations scarcely cover their activities especially considering the district's vast size local funding for PKSAI demonstrates local governments' strong commitment to providing child welfare services.

A project evaluation conducted in 2018 showed that the intervention had yielded significant results. PKSAI was deemed successful in delivering services related to prevention, early detection and rehabilitation. Using the balanced scorecard method, the evaluation showed significant increases with respect to: types of service (from 16.7 per cent to 100 per cent); organizational structure (27.8 per cent to 88.9 per cent), human resource availability (13.3 per cent to 46.7 per cent) and data management (none to 33.3 per cent).

Moreover, PKSAI engaged effectively with several sectoral agencies in the district, improving overall accessibility to services. PKSAI also reached vulnerable children and their families, using the Unified Database, and referred cases to the agencies concerned. As of November 2019, PKSAI Gowa had managed over 900 cases, most of which were followed up by service providers. In handling these cases, PKSAI developed a standard operating procedure from registration to case management to referral, monitoring and termination, sometimes including case conferences supported by trained social workers.

A significant step toward expanding PKSAI coverage in Gowa District would be to link it with village-level service hubs. To bring services closer to communities, PKSAI formed a partnership with, and strengthened the role of, village-based social welfare centres (puskesmas). These centres, established by district health decree in 2018, serve as village-level integrated referral services. Puskesmas are a Ministry of Social Affairs-led initiative, initially intended as a referral service for its flagship social protection programmes. Since then they have evolved to provide referrals for a wide range of programmes and services, including education, health, livelihoods, civil registration and more.

UNICEF and implementing partner Yayasan BaKTI provided technical assistance to strengthen puskesmas as PKSAI service hubs in villages. Following a consultation with Gowa's district government three villages were selected as pilot locations.



	Puskesmas staff and clients acknowledged that the impact on protection and fulfilment of child rights has been significant, as indicated by the increased number of programme beneficiaries and improved access to information and services. Villagers can access services in their own village, avoiding the burden of traveling long distances to the district capital. Puskesmas can effectively respond to cases involving vulnerable children and their families and offer an integrated and timely referral to PKSAI.	
Key Results Achieved	- Improved capacity of three puskesmas staff on case management, referral and data management of cases involving vulnerable children and their families. - PKSAI have handled over 900 cases involving vulnerable children and their families. PKSAI and puskesmas hubs provided services related to health and education cards, birth certificates, scholarships and other social assistance.	
Replicability/ up-scaling	In 2020 the Gowa District Social Affairs Office expanded collaboration between PKSAI and puskesmas by adding to the number of participating villages. Five village governments allocated budget for integrating puskesmas as PKSAI service hubs.	
	Cost	- Training on puskesmas and PKSAI management and development of standard operating procedures - Training on the 'Primero' case management platform - Institutionalization of PKSAI (annual budget to cover human resources, case management, monitoring and evaluation)
	Skills	- Data management and analysis - Managerial skills (budgeting, coordination) - Case management skills
	Stake-holders	- District: District Social Affairs Office, Women and Children Empowerment Office, Civil Registry, District Education Office, District Health Office and other service providers - Village: village government, puskesmas
Lessons Learned	- Accurate data can help in the planning and monitoring of development programmes in villages. - The success of PKSAI operation relies heavily on leadership of and participation by the core management team. - Multi-sectoral collaboration among service providers is crucial to the delivery of child protection services.	
Further readings and information	<i>PKSAI Development Guidelines in South Sulawesi</i>, GoI and UNICEF, 2019. <i>PKSAI Model Infographic</i>, UNICEF	
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Increasing Access to Social Welfare and Protection Services for Vulnerable Children and Families through Subnational Integrated Child Welfare and Protection Services

General topic area: Vulnerable children (prevention and response services)

Locations: East Java (Tulungagung) & Central Java (Surakarta City and Klaten)

Summary of the Approach

Through collaboration with the Ministry of Social Affairs (MoSA), UNICEF developed a service model focusing on vulnerable children and their families in districts and cities. The Integrated Social Welfare Services for Children (PKSAI) model was initiated in 2015 and piloted in three districts and two cities in Central Java, East Java and South Sulawesi provinces and then expanded to 111 districts and cities throughout Indonesia.

PKSAI development sought to strengthen child protection systems to address the following issues: (1) child protection system emphasizes response over prevention; (2) child protection issues are complex but services are partial, fragmented, often overlapping and poorly coordinated; (3) child protection system is highly decentralized under local government systems with limited capacity (4) the need to increase professionalism and ensure that interventions are informed by the latest knowledge and data.

PKSAI was established in Tulungagung in December 2015, Klaten in July 2016 and Surakarta in September 2016. It is expected to improve the linkages between: (1) child protection services (case management, medical service and medico-legal, psycho-social, education, alternative care, Child Social Welfare Agency, legal aid etc.); (2) family support services (family counselling, child and family strengthening sessions, psycho-social service, economic empowerment etc.); and (3) social protection services such as different types of government cash transfers and assistance.

UNICEF support to PKSAI's institutional development in these districts consisted of: developing a strategy to provide integrated services, improving operations and case management, regulating organizational structures; building capacity of human resources for improved data management and local government policy on PKSAI.

Six main activities and milestones were set during the five-year programme (2016-2020):

1. Advocacy with regents/mayors and district house of representatives (DPRD) to gain political commitment and ensure full adoption and implementation of PKSAI.
2. Support the formation of PKSAI as a government-supported service structure, complete with organizational structures and staffing.
3. Support the development of standard operating procedures for handling cases and data management, for internal PKSAI operations and referral services.

	- Capacity building for PKSAI team (inter-agency staff, PKSAI managers, social workers and para social workers, and other service providers including NGOs). Training covered conceptual framework, case management, management of data and information and child protection. Another element of capacity building was coaching sessions on case management and data management using Primero and ADSR (covering child vulnerability data) as well as exchange learning and study visit to pilot sites. - Support the development of a data management system that includes data on vulnerable children and response to cases. - Development of a costing model guideline. The guideline is being adopted into the local context by PKSAI Tulungagung and used as a reference for PKSAI budgeting in 2020–2021.		
Key Results Achieved	- Regulations are issued as the legal basis for establishing PKSAI, including district head/mayoral decrees and regulations. - PKSAI structures are well established by mayor/regent decrees, consisting of the social affairs office and other offices; referral services; and non-government organizations as partners. - PKSAI staff are trained on case management, data management systems and soft skills (psychosocial, counseling and gender). Province-level technical assistance teams were established to assist new districts. - Over 1,000 cases were handled at three PKSAI from 2016: 132 cases in 2016, 438 in 2017, 306 in 2018, 150 in 2019 and 185 cases in 2020 (as of June). - Local government budget is allocated for PKSAI, the number of which varies considerably between IDR 100-900 million (USD 6,800-61,500). - Standard procedures for PKSAI operation were legalized by regent/mayoral decrees. Regular monthly and quarterly meetings are held in all three locations to report progress by each office or institution involved in PKSAI. - PKSAI developed an early detection/early response mechanism for villages. PKSAI in Tulungagung and Klaten established links to services with community-based services on child protection (<i>Perlindungan anak terpadu berbasis masyarakat</i> or PATBM) and in Surakarta with integrated services posts (or PPT).		
Replicability/up-scaling	Four districts (Jombang, Trenggalek, Sidoarjo, Pasuruan) and two cities (Pasuruan and Kediri) in East Java began replicating PKSAI in 2020. <table> <tr> <td data-bbox="331 1556 491 2056">Cost</td><td data-bbox="491 1556 1461 2056"> - PKSAI development workshop: IDR 20 million (USD 1,370)/district - Policy and regulation advocacy and development: IDR 10 million (USD 684)/district - SOP development: IDR 10 million (USD 684)/district - Case management training workshop: IDR 2 million (USD 137)/person. - Primero training: IDR 2 million (USD 137)/person. - ADSR (vulnerable data management) workshop and data collection: IDR 26 million (USD 1,777)/district. - Costing workshop: IDR 2 million (USD 137)/person. - IRC materials development: IDR 20 million (USD 1,370)/district. </td></tr> </table>	Cost	- PKSAI development workshop: IDR 20 million (USD 1,370)/district - Policy and regulation advocacy and development: IDR 10 million (USD 684)/district - SOP development: IDR 10 million (USD 684)/district - Case management training workshop: IDR 2 million (USD 137)/person. - Primero training: IDR 2 million (USD 137)/person. - ADSR (vulnerable data management) workshop and data collection: IDR 26 million (USD 1,777)/district. - Costing workshop: IDR 2 million (USD 137)/person. - IRC materials development: IDR 20 million (USD 1,370)/district.
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		- Case conference and inter-agency coordination: IDR 500,000 - 1 million (USD 34-68) / meeting (approximately 12 meetings per year). - Staffing: social worker, data and admin staff, psychology (depend of unit costs in each district).
	Skills	- Advocacy, policy and development of standard procedures - Costing and budgeting - Facilitation, case management and psychosocial - Data information management system (Primero and ADSR)
	Stakeholders	- Provincial and district social affairs office - Provincial and district women's empowerment and child protection office - Bappeda at the province and district - Local NGOs
Lessons Learned	- One of the keys to success was strong government ownership at all levels from conception stage through implementation. - The success of PKSAI operations is largely determined by institutional readiness, management, human resource support and funding, along with commitment by district heads and the government apparatus. - Intensive support from UNICEF and its partners contributed to the sustainability of PKSAI. Host governments will need to develop policies to ensure sustainability of future PKSAI services. - PKSAI should be included in planning documents, especially the RPJMD and strategic plans of the offices involved. - PKSAI sustainability depends on available budgets. PKSAs should advocate with provincial governments for the allocation of funds for mandatory basic social basic services to strengthen PKSAI. - The strengthening of capacity and engagement of provincial government in the establishing of PKSAI is crucial to ensuring its scale-up to all districts/cities. - Enhanced coordination with a network of service units – including all relevant district offices, child protection unit of the district police, hospitals, think tanks and universities, legal aid foundations and CSOs – contributes to PKSAI services.	
Further readings and information	- Surakarta Mayor Decree Number 1-I/2017 on PKSAI - District Regulation Number 23/2017 on Child Protection Implementation System - Klaten District Head Decree Number 23/2016 on PKSAI - PKSAI Klaten Pocket Book, UNICEF, Yayasan Setara, LPA - Implementing Guideline PKSAI, MoSA and UNICEF, 2017 - Surakarta PKSAI Guideline Book, Surakarta City Government, 2020	

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