

Update on the context and situation of children

During the second year of the second administration of President Sebastián Piñera, the Government prioritized legal reforms in public security and tax reform.

Children were also among the four priorities of the Government agenda. Draft bills to establish a comprehensive Child Protection System and to separate the services provided by the National Services for Minors (SENAME) remain under discussion in Congress. On public security, a conservative trend led to a draft bill to allow preventive identity control for people under 18, and a "Safe Classroom" bill to suspend students who are disruptive in school. UNICEF advocated at Parliamentary Committee sessions about the negative implications of these laws with regards to the Convention on the Rights of the Child (CRC) and achieving SDGs.

Two cabinet changes occurred: the first in June with the change of UNICEF's key counterpart, the Ministry of Social Development and Families; and the second in October, triggered by social unrest.

2019 was marked by protests and violent clashes between the public and the police. Inequity within the country, particularly over the last 30 years, exploded in social unrest in Santiago following a metro fare increase on 18 October. This led to wide-spread anti-government protests, violent clashes, arson and looting. Public transportation was suspended, and a state of emergency and daily curfews declared. Although the fare hike was reversed and eight cabinet members resigned, the public intensified their protests and violence. Schools were closed in six regions for 10 days, affecting 2.1 million children. By the end of October, protesters had demanded a new constitution and the President's resignation.

The excessive use of forcible dispersal methods such as tear gas and rubber bullets by police against protesters was highly criticized, leading to international condemnation. Reports were issued by the UN High Commissioner for Human Rights, Amnesty International and Human Rights Watch. By the end of November, 8,178 protesters were arrested, among them 961 children. According to the National Institute of Human Rights and Children's Ombudspersons Office, 174 children were injured. SENAME confirmed that 131 children in residential care and other programmes, and 107 adolescents in conflict with the law, were injured while participating in the protests.

By the end of October, the Government had cancelled hosting the UN Framework Convention on Climate Change (COP25) and the Asia-Pacific Economic Cooperation (APEC) forum. In early November, the President announced the development of a new constitution and a ratifying referendum (to be held in April 2020).

During the social unrest, UNICEF actively engaged with the highest level of the Government and mass/social media, expressing concerns in child rights violations and calling for dialogue for peaceful conflict resolution.

The social unrest negatively affected the country's economy, with Chilean pesos devalued by 10% at the height of the unrest, particularly affecting small and medium businesses. The growth projection was reduced to 1.4% in 2019 and 1.0–1.5% in 2020 (Ministry of Finance). Unemployment rates have increased.

A significant decline in the credibility of the Government contributed to the social unrest. Support in May 2018 stood at 56% for the President's leadership and at 53% for the Government. By November 2019, these figures had dropped to 12% and 11% respectively (*Criteria Research*). Support for the major institutions also dropped between April 2018 and May 2019: Armed Forces from 54% to 33%, the Police (*Carabineros*) 46% to 32%, Catholic Church 33% to 8%, Congress 29% to 8%, and political parties 14% to 5% (*Mori Barómetro de la Política*).

A prestigious secondary school, the National Institute, led student protests in 2006 and 2011, resulting in major changes in the education system. In 2019 students missed classes over a six-month period while involved in the social unrest, suffering violent clashes with the police while demanding quality education and gender equity. The Government closed the National Institute two months earlier than the scheduled academic year, leaving over 4,000 students without access to education.

Children being institutionalized remains a major challenge in Chile. During 2019, SENAME closed two out of 11 large institutions (with one in the process of being closed); reunified 294 children with their families and transferred 71 children into seven smaller family-style residences with a maximum of 15 children per home, significantly improving their lives. As of October 2019, 7,284 children were in residential care (9,488 in 2018), and 170,541 children attended ambulatory programmes, many of them victims of inter-family violence. SENAME made significant efforts to improve the service coverage and quality of these programmes, based on recommendations made by a comprehensive review. In 2019, there were 9,427 children in foster and kinship care, 80% with extended families. Chile has maintained the trend to place more children in foster and kinship care than in residential care since 2018.

2019 also saw a dramatic increase of immigrants from Venezuela. The Chilean Government is critical of the Venezuelan Government, recognizing Juan Guaido as their president. There is a lack of up-to-date information. Official data from December 2018 indicates that there are 288,233 Venezuelans in Chile, 16% of them aged under 19. Chile is the third largest Latin American country to host Venezuelan immigrants, and Venezuelans form the biggest immigrant group in Chile.

The Government has maintained a position to facilitate "organized and safe immigration". The profile of Venezuelan immigrants changed from single male adults to families with children, as the crisis in Venezuela intensified. Their flow into Chile has been directly affected by measures taken by the governments of the countries en-route, especially the introduction of new visas. While a new migration law remains under discussion, the Government has taken administrative measures to respond to the situation. Children were given special consideration with priorities for their protection and family reunification, while rights violation cases were also reported.

Many children are thought to have entered Chile as Refugee Asylum seekers because their documentation (birth certificates) were considered insufficient for travel by the authorities. A lack of integrated information systems makes it difficult to follow-up this situation.

The UNDAF 2019–2022 was signed with the Government in August.

Major contributions and drivers of results

GOAL SP 1: EVERY CHILD SURVIVES AND THRIVES

UNICEF Chile supported the Government to strengthen the role of families by expanding offers for parents/caregivers for positive parenting practices in early childhood development. The Government developed the "Positive and Respectful Parenting Route", aligned with international standards and a nurturing care approach, incorporating UNICEF's recommendations. UNICEF developed a locally adopted instrument to review the quality of parenting programmes by assessing their compliance with UNICEF's global standards.

Through an ethnographic study, cultural and structural barriers for positive parenting practices were identified. Preliminary findings showed gender inequalities in the distribution of household tasks, too many different childcare strategies, feelings of loneliness during motherhood, etc. The findings will contribute to strengthen policies for family support and C4D strategies.

UNICEF also supported an analysis of the intersectoral coordination of Chile Crece Contigo (ChCC), with Pontifical Catholic University. The analysis identified difficulties in intersectoral management, and weaknesses in the registration mechanisms of ChCC that impedes adequate management and follow-up of children's development. Recommendations will contribute to the design and improvement of the Local Office for Children (LOC), as both intend to provide comprehensive services for children at the local level.

GOAL SP 2: EVERY CHILD LEARNS

UNICEF Chile continued to promote inclusive and quality public education. Since the access of international organizations to the Ministry of Education (MOE) at the political level continues to be limited, UNICEF changed its strategy and effectively established new partnerships with key national actors in education at Congress, the National Education Council (NEC), and the Superintendence of Education. These new partnerships have given UNICEF the ability to impact on the decision-making process to achieve SDG 4 by presenting technical opinions for different draft bills for education: to create a new modality of re-entry to schools for out of school children; to modify the subsidy system for preschool education; to promote universal service care for early childhood; and to create the country's first National Public Education Strategy (NPES).

The NPES provides a framework for 1,300,000 students in over 5,100 public schools, and every school's strategic plan should be designed/re-designed accordingly. UNICEF Chile advocated for strengthening the NPES for equity, inclusion and quality with concrete recommendations to incorporate specific contents, and presented its analysis at the National Congress and the NEC. As a result, the NEC's observations for the Public Education Department's approval of the NPES incorporated UNICEF's recommendations to achieve SDG 4: access to quality education for all children, especially immigrants, children with disabilities, children in residential care, and adolescents deprived of liberty; school permanence by implementing effective measures for preventing school dropout; development of 21st century skills; and promotion of positive school environment and human rights.

UNICEF's advocacy promoted the creation of a comprehensive and inclusive educational system to reduce school dropout and increase graduation rates in secondary education. UNICEF advocated for a systemic approach, emphasizing the need to create an early warning system to prevent school dropout, and programmes for early educational reintegration and educational recovery for children falling behind. UNICEF shared an analysis of the MOE's proposal to create second chance schools with the MOE, NEC and Congress, and made a presentation at the Education Commission of the Congress and the NEC, impacting the discussion of a draft bill for 2020.

In partnership with the Superintendence of Education, UNICEF organized a national seminar for teachers and school managers on school coexistence. The seminar resulted in the development of a guideline for schools to implement collaborative conflict management strategies, incorporating UNICEF's recommendations for the implementation of formative discipline measures which will influence the design of future education policies.

GOAL SP 3: EVERY CHILD IS PROTECTED FROM VIOLENCE AND EXPLOITATION

UNICEF Chile intensified its support to SENAME for the deinstitutionalization of children by providing assistance to improve existing family reunification programmes, contributing to elaborate new intervention models with families and children, and systematizing the closing process of one residence to learn lessons which will guide the closure of the remaining large institutions. UNICEF facilitated the South-South Cooperation with Uruguay through an exchange of field visits of technical experts, which concluded with a shared understanding about the critical roles that different public institutions play in the process of the deinstitutionalization of children, as the implementation of integrated social policies is indispensable in supporting families to avoid separation, and in providing support for family reunification.

On legislative monitoring, UNICEF's focus remains on two draft bills. The first is to separate services provided by SENAME by establishing two National Protection Services as a part of UNICEF's continuous support to the institutional reform of SENAME. And the second to create a comprehensive National Child Protection System. As the national Congress resumed the discussion of the latter, UNICEF provided technical assistance to the Undersecretary for Children to establish an administrative protection mechanism, which has been identified as a gap for providing effective and efficient protection to leave no child behind.

UNICEF continued to support and strengthen the role of the child rights institutions established in 2018: 1) the Undersecretary for Children under the Ministry of Social Development and Family (MDSF) to coordinate public policy for children; and 2) the Children's Ombudsperson's Office, the independent monitoring mechanism on child rights. UNICEF documented the first year of the installation process of the Children's Ombudsperson's Office to learn lessons and identify challenges for their effective performance.

In efforts to eliminate violence against children and achieve SDG 5 and 16, UNICEF Chile focused its efforts on monitoring the progress of a National Plan of Action for Children and Adolescents 2018–2025 and its component to prevent and protect children from violence. UNICEF Chile advocated to frame existing initiatives under the INSPIRE framework, and to define priority strategies. One of the key strategies identified is to count on evidence. A UNICEF-supported survey on early childhood development indicated that 6 out of 10 children aged 5–12 received violent discipline from their parents/caregivers; and another study on violence measurement identified information gaps on knowledge, attitudes and practices related to violence against children, and the need to integrate administrative data for better prevention and response.

UNICEF contributed to improve access to justice for children through: 1) a Memorandum of Understanding with the Supreme Court of Justice to develop a three-year training process with judges nationwide, which will develop a procedure to determine the best interest of the child in judicial decisions; 2) development of standards for the legal representation and defense of children in the judicial system, *Mi Abogado* (My Lawyer), especially for children in residential care; 3) finalized a study with the Public Attorney's Office on the trajectory of adolescents in conflict with the law during the past 11 years to identify gaps in the implementation of the legal framework on juvenile justice; 4) participated in the working group for a study on the situation of young children living with incarcerated parents; and 5) gathered information on nine juvenile justice indicators defined by the Regional Office to monitor the situation in seven countries.

Since the beginning of the social unrest, UNICEF has closely monitored the situation of detained children and adolescents in coordination with the National Institute for Human Rights, the Children's Ombudsperson's Office, the justice system, police and protection services. UNICEF has published statements and press releases, some independently and others jointly with the UN system, urging the Government to comply with their protocols and international standards to protect children.

GOAL SP 4: EVERY CHILD LIVES IN A SAFE AND CLEAN ENVIRONMENT

As a host country for COP25, UNICEF Chile, although it does not work under Goal SP 4, launched a national painting contest in August together with the Undersecretary for Children and the Ministry of Environment, in collaboration with the Swiss Embassy. "Climate Change in my Region" for children of ages 10–12, received over 2,600 entries and an exhibition was planned at the COP25 main pavilion in Santiago. The event was moved to Madrid at the last minute due to the social unrest in Chile, but with the support of the Spanish UNICEF National Committee, an art exhibit was installed in the COP25 Green Zone pavilion in Madrid. Visited widely by the public and participants, it received extensive coverage from Chilean and international media. UNICEF Chile's involvement in this initiative was critical as this exhibition was the only space at the COP25 where the children's perspective on the effects of climate change were presented prominently.

GOAL SP 5: EVERY CHILD HAS AN EQUITABLE CHANCE IN LIFE

In its aim to achieve SDG 1 and 10, UNICEF Chile continued to strengthen the Government efforts for the social inclusion of the most vulnerable children, including immigrant children, as Congress continues to discuss the new immigration law. This is an opportunity for the country to modernize its regulatory framework on migration, and to align with the CRC standards and other international treaties. As a good example of linking humanitarian and development work, UNICEF provided technical assistance to the Government and the key actors of Congress by developing technical notes on international standards on migration and children, and held meetings with key government officials. The draft bill has so far incorporated key issues for children's rights by prohibiting the application of immigration sanctions to children and adolescents who entered the country in an irregular manner, and declaring the inadmissibility of the expulsion of children and adolescents thus preventing statelessness.

UNICEF shared a report on the situation of migrant children and families, and the bottlenecks and challenges that they faced, for evidence-based decisions of the Government. The study on immigrant children in kindergartens revealed the need to enhance communication between caregivers and families to avoid stigmatization and prejudices on cultural practices, and to provide unified guidelines to address cultural diversity as an opportunity to enhance a child's learning process. UNICEF worked with the National Boards of Kindergartens (JUNJI and INTEGRA) to promote the inclusion of immigrant children and support for their families. Another study to identify the characterization of immigrant children, which started in 2018, seeks to bridge the knowledge gap and to identify the barriers and bottlenecks faced by immigrant children in exercising their rights and access to social services.

UNICEF actively participated in the Coordination Platform for Refugees and Migrants from Venezuela (R4V) led by the Office of the Resident Coordinator, UNHCR, IOM and the Office of the High Commissioner for Human Rights. The Regional Refugee and Migrant Response Plan was developed in consultation with the Government and civil society. UNICEF highlighted the needs to support family reunification and the inclusion of children and adolescents in public services.

UNICEF continued working for children's social inclusion by promoting a comprehensive social protection system sensitive to children. Continuous support was provided to strengthen the Undersecretary for Children in their leadership and coordination as a governing body. UNICEF contributed to reaching high-level commitment among various ministers with the Action Plan as a road map for public policies for children, and the definition of goals and indicators. A web-based monitoring platform was developed to enhance the Government's accountability. UNICEF also generated evidence to improve the policy implementation at the local level through the design of a LOC management model. The evidence showed that public services are often fragmented, causing confusion and bureaucracy that impedes families access to services in a timely manner, and to monitor children's development. This finding highlights the needs of a local entity that coordinates services and improves communication with families to provide adequate and timely delivery of public service for the fulfilment of children's rights. UNICEF contributed to the dissemination of the LOC by producing materials for different audiences. Documents are made available at the LOC website (<http://oln.gob.cl/>), and easily accessible through QR codes included in informational brochures, scannable with mobile devices. The Undersecretary demonstrated its commitments for the continuity of the LOC pilot implementation with an increased budget for 2020.

CROSS-CUTTING AREAS

Through effective communication for increased visibility and presence, UNICEF Chile continued to be regarded by national authorities as a relevant and credible voice for children's rights in national policies. Two examples of this are the invitations that UNICEF received to discuss draft bills that affect children at different parliamentary chambers commissions, and UNICEF's strong presence in national press reports: 47% online; 19% written press; 17% radio; and 17% television channels – 412 in total. Overall, UNICEF's presence in the national press has increased by 195%.

Successful communication work resulted in mobilizing Chilean society to the systematic use of UNICEF's social media channels, through 61,504 Facebook fans, including 6,081 new followers in 2019 (a 10% increase from 2018), with an average reach of 215,614 people (a 2.8% increase). Twitter use increased to 25,504 followers (a 13.5% increase – 3,051 new followers in 2019) and 253,745 monthly average impressions. The participation rate which measures the effectiveness of digital communication was 22.5% on Facebook (a 4% increase) and 4.7% on Twitter. In social network statistics, 10% participation on Facebook and 4% on Twitter corresponds to the optimal level of results. Interactions on Facebook (likes, shares etc.) totalled 534,698 and 129,920 on Twitter.

The UNICEF website received 862,727 visits, 200,000+ more visits than in 2018, with an average of 78,000+ monthly visits. This proves there is a strong interest in UNICEF's public advocacy urging the country to respect CRC standards (see Lessons Learned). The sessions reached a total of 559,470 during the year, confirming the success of the website.

The UNICEF brand showed a significant growth of 13% in mind awareness and an increase of 9% in spontaneous awareness, both increased from 2017 and in second place after the Red Cross. Regarding spontaneous association, 71% of respondents associate UNICEF with children – the highest score among the UNICEF offices surveyed. However the younger generation (ages 18–24) had the lowest score at 39%. UNICEF remains a 'trustworthy' institution with 84% (compared to 88% in 2017), and UNICEF's brand scored the highest on several institutional personality traits, being regarded as principled (77%), influential (63%), expert (62%), an institution that makes a difference (57%), and efficient on how its funds are spent (46%). 91% of respondents correctly associated UNICEF with its logo, 74% with its tagline, and 50% with the cyan blue colour.

UNICEF published a book, "Children and Adolescents in Mass Media: Construction of Stereotypes in Written Press and Television in Chile", in 2019. It analyzes the stereotypes constructed by mass media: emotional and passive early childhood; constructive and disruptive adolescence; stereotypes of girls and female adolescents (victims, passive and emotional); and different images of adolescents according to their socioeconomic level and their role in the society.

After intensive work, UNICEF migrated to a new webpage, a project led by DOC, with support from the Argentina CO.

UNICEF contributed to the global celebration of the CRC 30th Anniversary, and carried out activities throughout 2019. The celebration began with the production and distribution of the Children's Rights calendar 2019. UNICEF Chile has produced this calendar every year for 24 years, and it has become an important instrument of advocacy on children's rights to the general public. These calendars are seen by hundreds of thousands of children in classrooms nationwide each year.

In August, Chile celebrated 29 years since its CRC ratification, and UNICEF raised visibility and brought the Convention closer to people by organizing an exhibition "Illustrated Convention" in two busy Metro stations of Santiago, visited by 600,000 people. During the exhibition, UNICEF displayed a book, "My Nationality has a Story," jointly produced with UNHCR, containing stories written by children throughout the country.

UNICEF Chile contributed to UNICEF's global initiatives by supporting the participation of two Chilean adolescents: Dante Vergara participated in a high-level event at the UN General Assembly for CRC's 30th Anniversary and World Children's Day; and Ignacia Antonia, with 8.5 million followers, engaged in the #RealChallenge global campaign for Children's Day on social media platform TikTok, with 277 million visits globally.

With the coordination of Concausa, an adolescent participation initiative transferred from UNICEF Chile to LACRO in 2018, a new alliance with América Solidaria Chile created a local version "Revolucionaria Concausa." Based on the learning from Concausa that adolescents can be the drivers to achieve SDGs by empowering, connecting and mobilizing adolescents with methodologies inspired by *UPSHIFT* (UNICEF Kosovo) and *Generation Unlimited*, 1,110 young people (ages 14–19) participated. They identified local challenges, developed skills to find solutions, and led changes in reducing child poverty toward the achievement of SDGs. *Revolucionaria Concausa* is raising the profile of adolescents with the following main results: 1) workshops allowed young people to enter into dialogue with local authorities and co-construct social projects, strengthening the meaningful participation of adolescents; 2) connecting young people with other youth networks (e.g. COP25 preparatory discussions, National Consultative Council of Adolescents of the Ministry of Health); and 3) establishing a baseline of adolescents' voices on social and cultural issues.

On Child Rights and Business (CRB), UNICEF supported the framework of a National Plan of Business and Human Rights 2017–2020 for the ministries to incorporate children's rights: family-work balance conciliation measures (Ministries of Labour, Women, Social Development and Families, and Mining); and the orientation for companies to adopt measures to identify, prevent, mitigate, and repair their impacts on human rights, and to provide technical assistance to communities to identify the impacts of the energy industry (Ministry of Energy).

The in-country private sector fund raising continued its rapid growth in 2019, following the trend of the past years. UNICEF

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closed the year with a gross income of in-country fundraising of CLP6,344 million (US\$9 million), with 36.5% growth from 2018. The funds raised achieved the Private Sector Plan 2018–2021 target in local currency. A 500% growth has been achieved during the past five years, compared to US\$1.8 million raised in 2014.

Strengthened expertise in acquiring and retaining pledge donors resulted in raising flexible and unrestricted funds to finance the Country Programme (26.6%), to contribute to Regular Resources (38.9%), Regional Thematic Funds and other ORR (10%), Global Emergencies (0.2%), and to reinvest in local fundraising efforts (24.3%).

Lessons Learned and Innovations

During the protests and social unrest the country's independent monitoring mechanisms, the Children's Ombudsperson's Office and INDH, played critical roles in monitoring the situation and advocating against human rights violations. UNICEF Chile maintained close coordination with both institutions during this period, and particularly with the Children's Ombudsperson's Office, thanks to a trusting relationship built over the last 18 months.

While support for the Children's Ombudsperson's Office and its role played during the social unrest cannot be attributed only to UNICEF's work, UNICEF has collaborated with the Ombudsperson's Office since its establishment, facilitating several high-level bilateral meetings with UNICEF's Representative. UNICEF has contributed in strengthening some of the Ombudsperson's Office's key areas. It has also supported their communication team in building credibility through mass media and increasing visibility, providing technical assistance in child protection issues, and accompanying them at UNICEF events.

As a result, this new institution is empowered to effectively and efficiently play its role during this critical time for children and adolescents in the country.

The increase of UNICEF's presence in mass media and the public accessing UNICEF Chile's website has been shown to be directly linked to how ongoing national events were impacting children's rights, such as the violent clashes between students and the police at the National Institute, and during the social unrest, students protests and the draft bill discussed in Congress for the preventive identity control on persons under 18. In 2019, UNICEF made more public statements than it has in previous years, urging the Government and society to respect the CRC for the fulfillment of children's rights. As a consequence, UNICEF's website experienced a major increase in visitors as public interest has grown in the issues raised by UNICEF in statements on Facebook and Twitter.

Another important lesson learned since the onset of the social unrest is the need to have a workplan that keeps in mind the long-term priorities of the Country Programme Document, and at the same time has flexibility to respond to contingencies. Quick reactions have been required such as sharing guidelines to support teachers and families with children during the instability, and compiling methodologies to promote children's participation in dialogues.

Due to the changes in the Government agenda over the last few months, UNICEF is adjusting its priorities to respond to the emerging demands and requests, and providing support for the new Social Agenda and the process of the new Constitution. Opportunities were opened up by the social unrest for UNICEF to reinforce its advocacy with authorities and key social actors to reduce inequity: such as by linking the Government's new Social Agenda with UNICEF's continuous promotion to consolidate a Comprehensive Child Protection System; and by strengthening the social protection system for the most vulnerable children and families. Cultivating and diversifying working counterparts will also be necessary, as the context continues to change rapidly.

The unforeseen situation of the social unrest also brought lessons-learned for in-country fundraising, the main lesson being that social stability is crucial for the successful operation of private sector fundraising strategies. The importance of flexibility and adopting the strategies during the contingencies was also learned. At the onset of the social unrest, UNICEF's planned operation was temporarily halted and the focus shifted to UNICEF showing support for active donors, which resulted in unexpected positive responses and appreciation.

With the rapid growth of the PFP team, an important lesson was learned about the challenges. As per the nature of the PFP area, it is quite usual that personnel hired have no previous working experience with the UN, or even in fundraising itself. This requires the investment of a considerable amount of time and effort of the team manager and operations staff to build the team, carefully integrating both old and new members. While this brings an important learning curve to the team and the office, this additional workload needs to be well considered in developing future workplans.

UNICEF has continued to advocate and contribute to the deinstitutionalization of children. UNICEF supported an innovative South-South Cooperation with the governments of Chile and Uruguay and field visits of technical experts to each country drew important conclusions for both governments. It is critical to integrate actors from different public sectors of social

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policies and identify their roles and responsibilities for the deinstitutionalization of children, as the implementation of integrated social policies is indispensable in supporting families to avoid separation, and in providing support for family reunification. Participants from both governments considered it strategic to pre-define specific topics to have a clear and workable agenda for the South-South Cooperation plan and focus the work ahead on two main challenges: preventing institutionalization and reunifying institutionalized children with families.