



**KÉK VONAL CHILD CRISIS  
FOUNDATION  
Hungary**

**A CHILD CENTRED APPROACH**

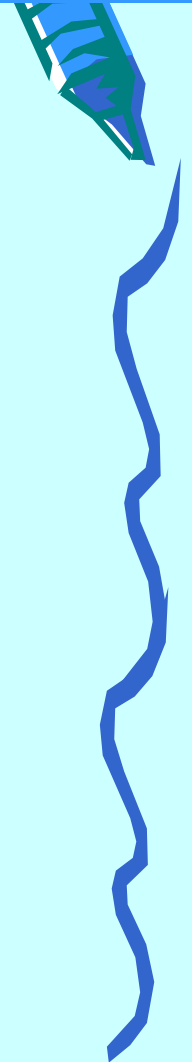
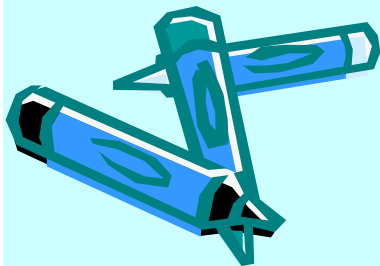


# **Kék Vonal** **Helpline for Children and Youth**

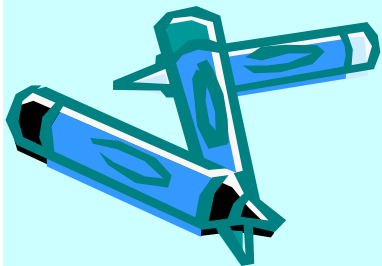
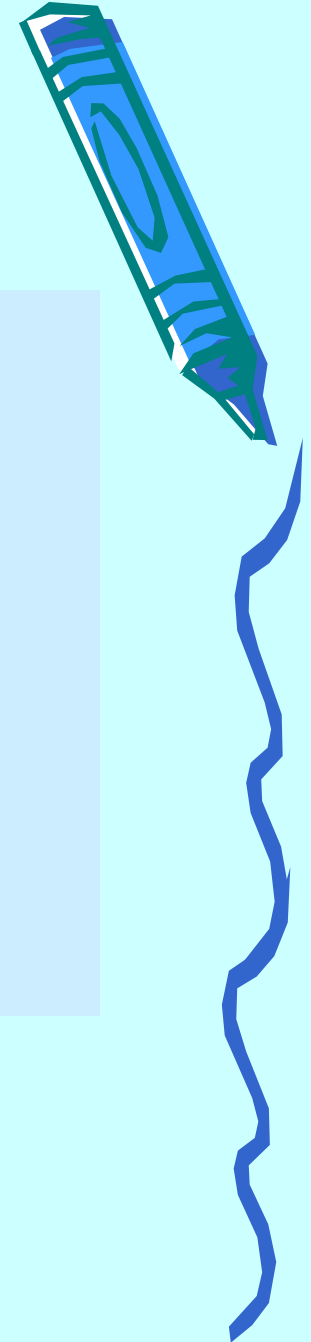
**Since 1993**

**low threshold opportunity  
for children and young people**

**with problems  
or in crisis**

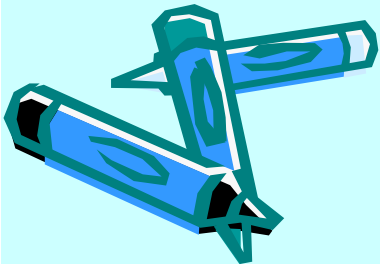
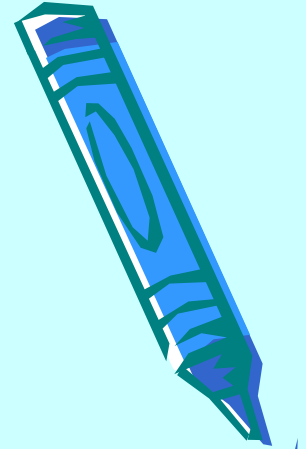


- **Toll-free**
- **Anonymous**
- **Non-directive**
- **Non-judgemental**



# Consultants

- **Only volunteers up to 2007**
- **Strict selection procedure**
- **120 hours training**
- **Bi-weekly group supervision**

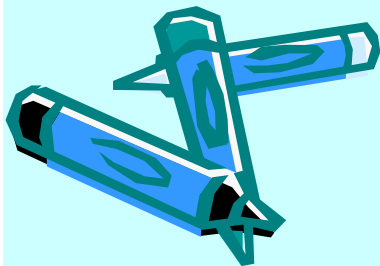
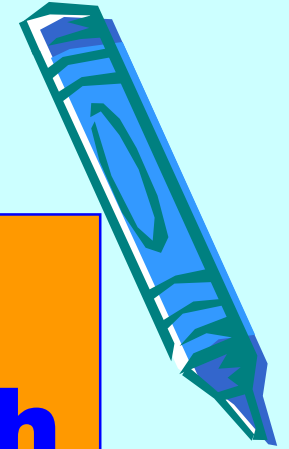


**1993 - 2000**

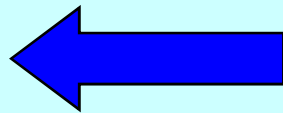
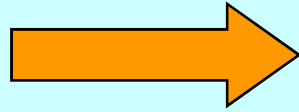
**Problem centred approach**

**Proportion of test calls:**

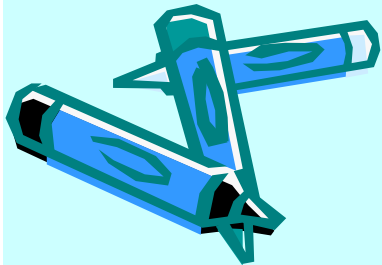
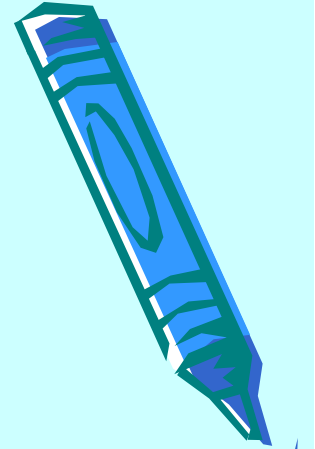
**40 – 65 % of all calls**



**Mission**



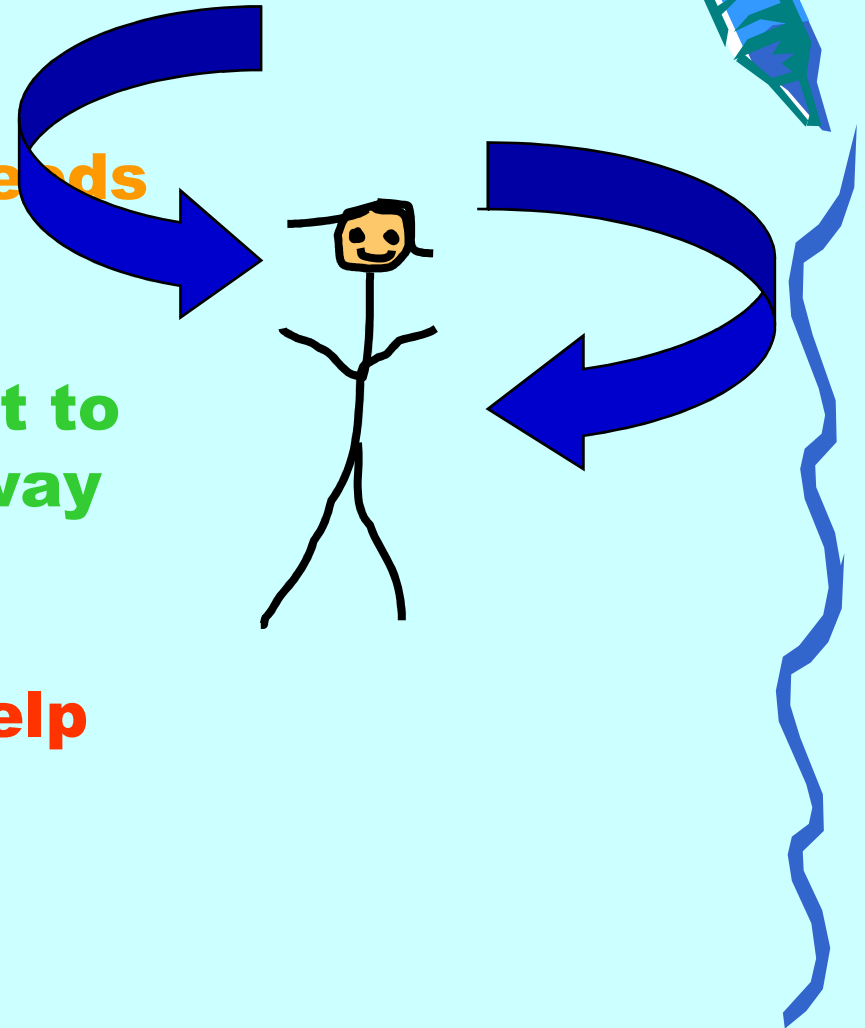
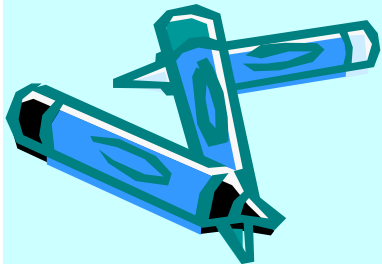
**Problem  
centred  
approach**



# Child centred approach

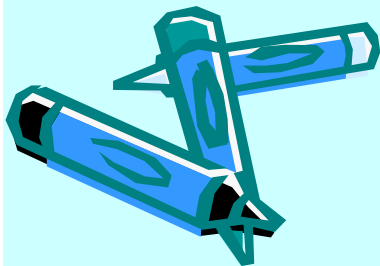
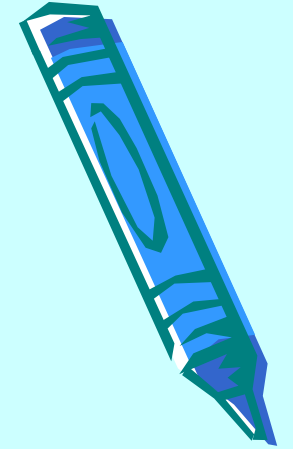
## Considerations:

- **Children have special needs stemming from being children**
- **Children have the right to present themselves the way they can**
- **Children should be listened to and receive help according to their needs**



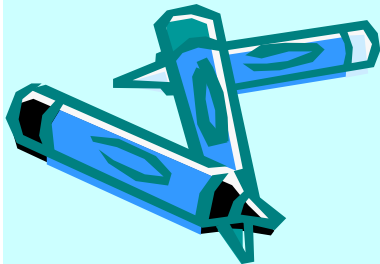
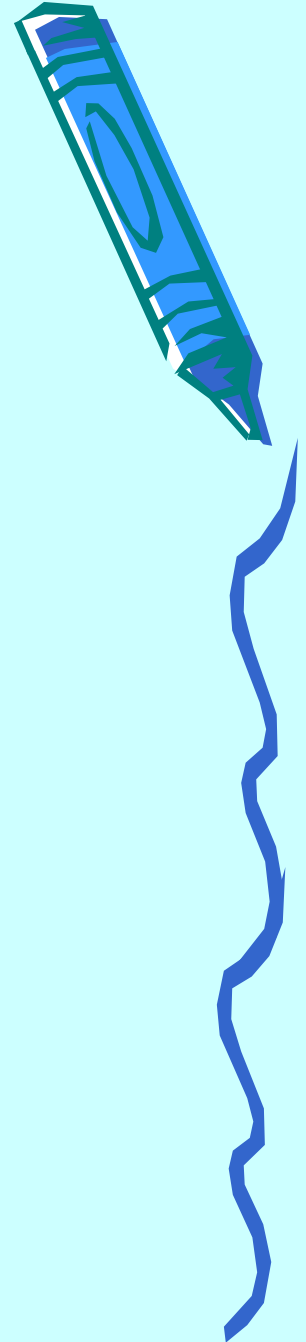
# Principles:

- **Concentrates on the child, not on the problem**
- **Considers the age-related characteristics of the child**
- **Considers the possible lack of ability of the child to communicate**
- **The child is a partner**



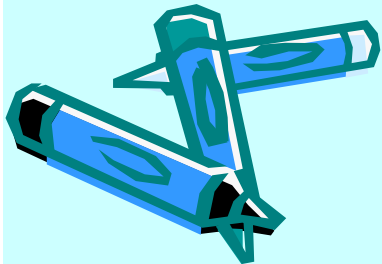
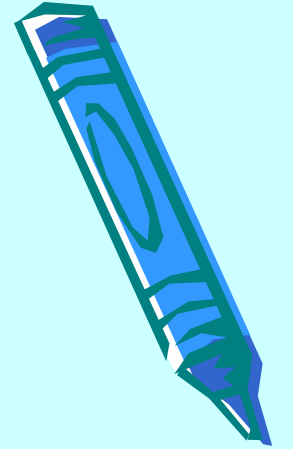
# Method (Implementation of principles)

- **Recruitment and selection**
- **Training**
- **Re-evaluation training**
- **Burn-out training**
- **On the job support**
- **Supervision**
- **Monitoring and evaluation**



# Recruitment and Selection

- **Advertisement**
- **Information meeting – information about test calls**
- **Personal statement**
- **Interview**
- **Team decision**



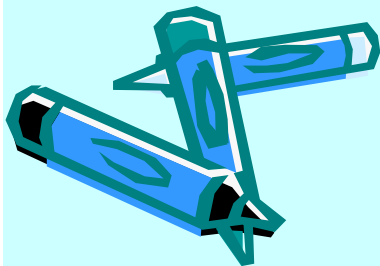
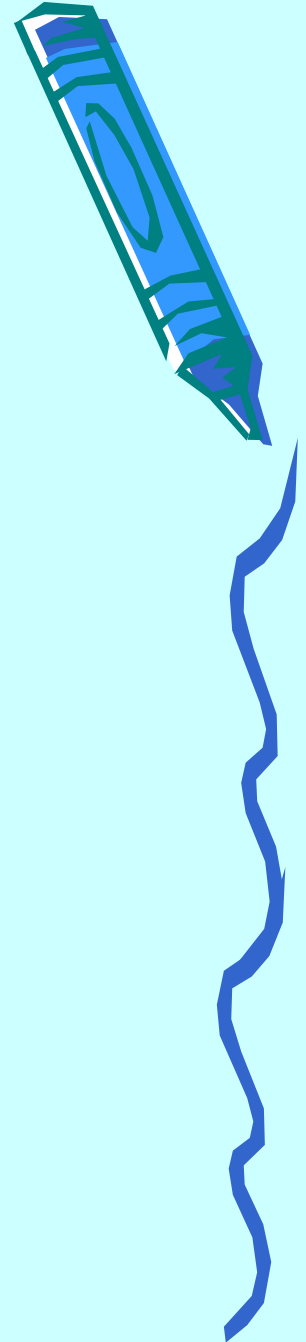
# Training

## Theory

- Child development
- Applied psychology
- Social knowledge
- Legal knowledge
- Telephone consultation skills
- Skills for intervention

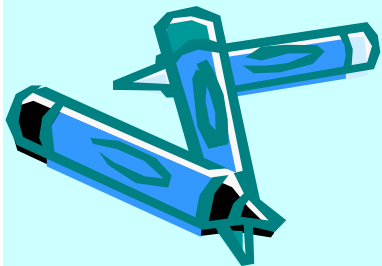
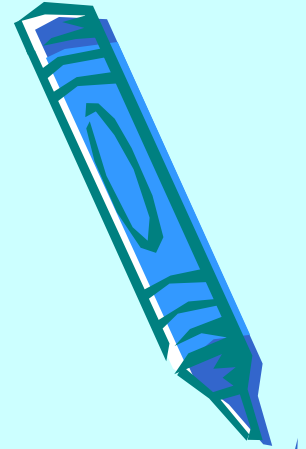
## On the phone training

## Last selection



## **On the job support**

- Internal monitoring**
- Feed-back on strength and weaknesses**
- Regular evaluation**

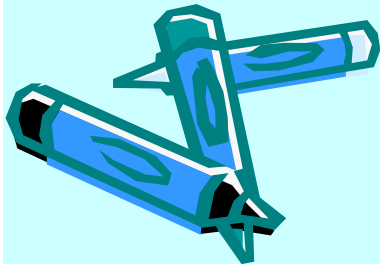
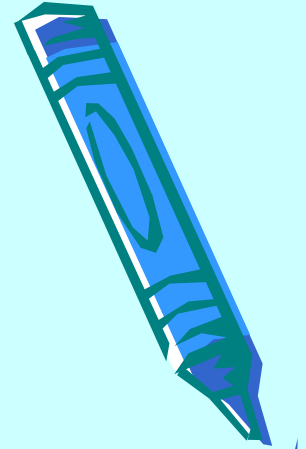


# **Supervision (compulsory)**

**Bi-weekly group supervision**

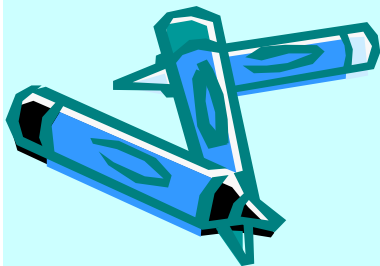
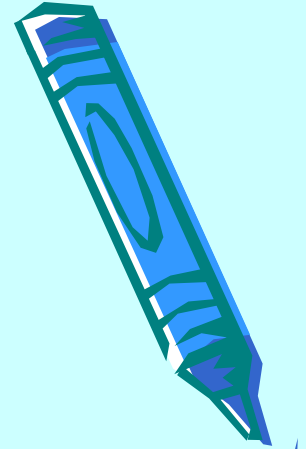
**Bi-annual team meeting (all  
consultants)**

**Burn-out training**



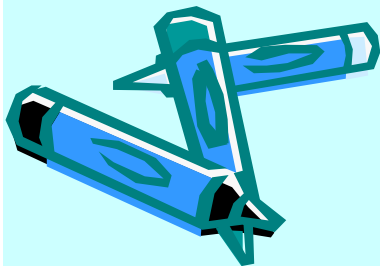
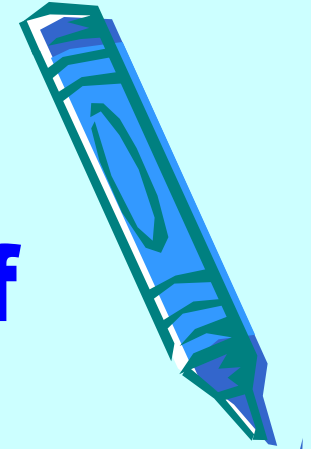
# Monitoring and evaluation

- **Monitoring of all calls**
- **Monitoring of all activities**
- **Evaluation of collected data**
- **Evaluation of consultants**
- **Feed-back and changes**



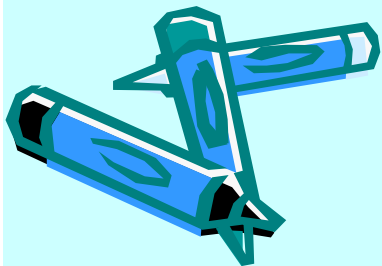
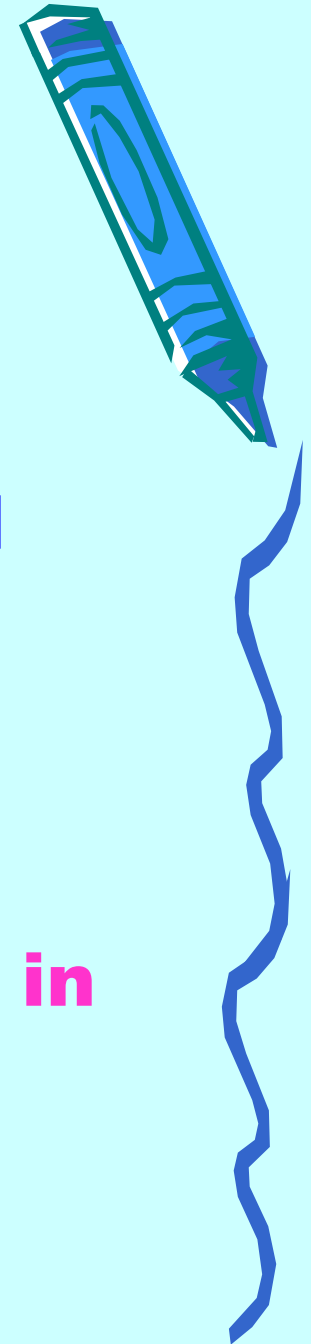
# Results/consequences of child centred approach

- **For the callers**
- **For the consultants**
- **For the organization**



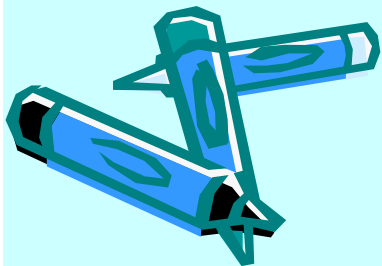
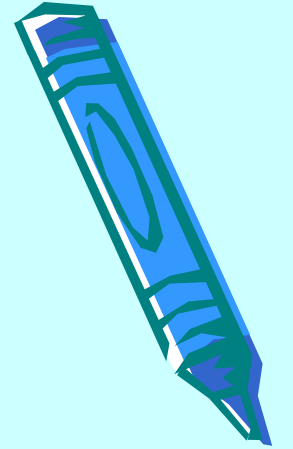
# Children and young people

- Accepted as they are
- Get a chance to engage and build trust
- Can practice behaviour patterns
- Will get help even if they are not good
- Can experience that there is help in any situation



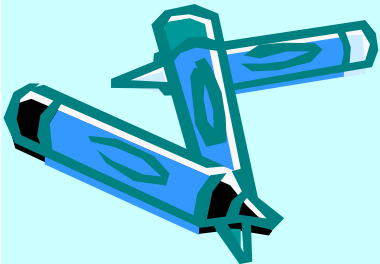
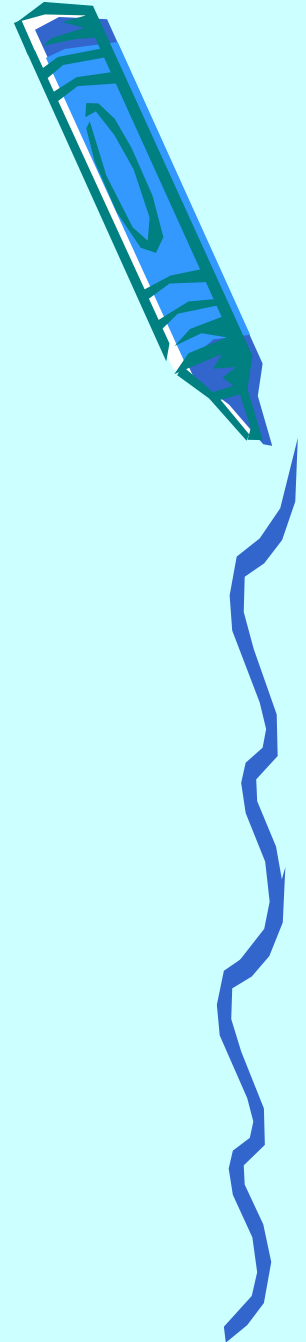
## **In numbers**

- **50-50 % of boys and girls**
- **More boys than girls report sexual exploitation**
- **20-30 % of test call are „turned around” (engage and/or present problem)**



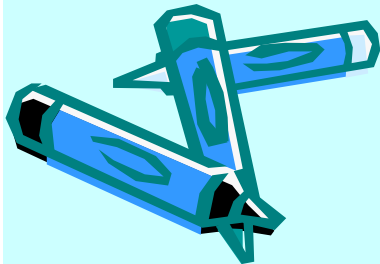
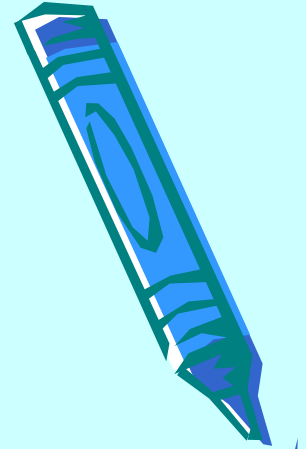
# Consultants

- Higher job satisfaction
- Less frustration
- More competence
- Better understanding of self
- Ownership
- Pride



# Test period August 18- October 30, 2008

- **7284 calls**
  - **3456 test calls**
  - **3828 „problem” calls**
  - **913 calls „turned around”**
  
- **3601 boys**
- **3227 girls**



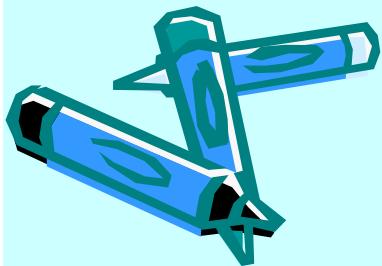
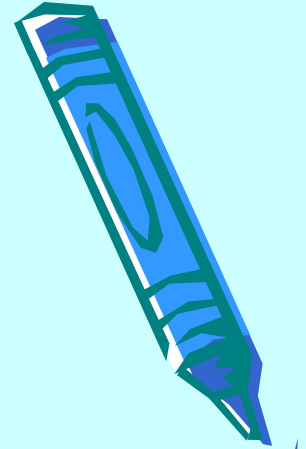
# Organization

**Better overall skills in  
organization**

**„No need to conceal“**

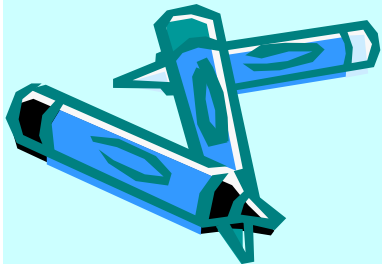
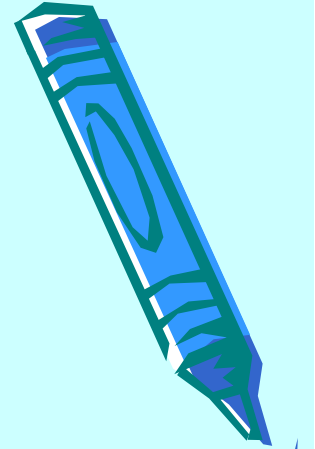
**Ownership**

**Pride**



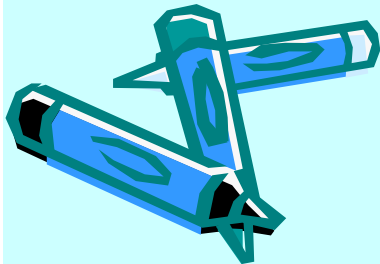
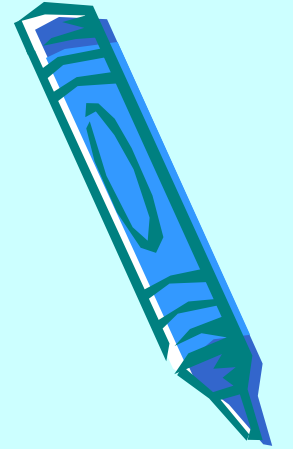
# Higher costs?

- More time on training
- More people for training, monitoring and evaluation
- Higher telephone costs



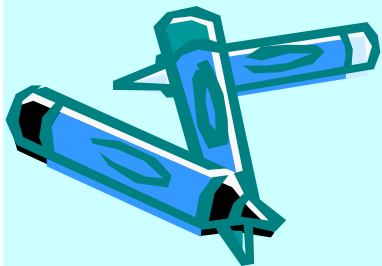
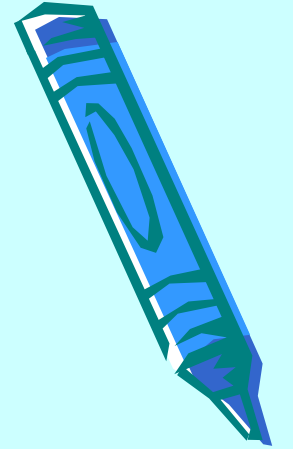
## Or not?

- **The number of test calls does not decrease by sending the children away (telephone costs are the same)**
- **Higher job satisfaction – less fluctuation**
- **More positive feedback (from callers and partner institutions)**



## **Caller (13 year old):**

- **„It’s comforting that I can call you even when I am very angry. You are the only ones who do not get upset with me when I shout”**



# **Child participant at the RC workshop on test calls Budapest, 2006**

**„We do joke sometimes and not  
all our calls are serious. But we  
want to know that we are taken  
seriously even then.”**

