

Terms of References

for a local organization

Enhance the accessibility of Child Helpline for children with disabilities

1. Background

According to the data from CWS¹, there has been a significant reduction in the prevalence of violent methods of upbringing compared to the data presented in MICS survey². Psychological and physical punishment methods are more often used in relation to children with functional difficulties than other children, with 12.4% of children with functional difficulties experiencing physical punishments and 37.3% subject to psychological aggression from their family members. The corresponding figures are 4.4% and 29.8% for children who do not suffer from functional difficulties. Despite the reduction in prevalence, violence against children still represents a significant problem requiring urgent actions from the state and non-state organizations and the whole society.

The confidence of the public to report cases of violence to competent authorities is on the rise. According to the Social Service Agency/State Care Agency and General Prosecutor's Office, the number of child victims of violence referred to the Social Service Agency has been increasing annually. In 2019, 986 cases of violence against children were reported to the State Care Agency, while this number increased to 4,131 in 2022. At the same time, it should be noted that cases of violence against children with disabilities are under-reported, there were only 78 cases reported in 2022.

With an initiative of the Human Rights and Civil Integration Committee of the Parliament of Georgia, the Ministry of Internally Displaced Persons from Occupied Territories, Labour, Health and Social Affairs (MoIDPOTLHSA), the LEPL Agency for State Care and Assistance for the (Statutory) Victims of Human Trafficking (State Care Agency) and with support from UNICEF, a child hotline³ "111" was created as a response to the COVID-19 pandemic outbreak. The main purpose of the service is to: 1) facilitate access to services (social, health, educational) and benefits for children and families offered by state and municipal structures; and 2) provide psychological support to children and families during the COVID-19 pandemic.

The hotline began operating at the end of April 2020 under the supervision and management of the State Care Agency under MoIDPOTLHSA. The legislative basis for launching the hotline service

¹ Child Welfare Survey in GEORGIA 2023, UNICEF

² Multiple Indicator Cluster Survey 2018

³ The term "hotline" refers to the existing model with the main function to refer children to the available services existed at the central and municipal level. After the modifications considered under this initiative the hotline will be transformed to a child helpline, or a separate line will be established to suggest children active listening, counseling service and referral to the responsible agencies in case of child rights violation

was a Resolution No. 701 issued on 21 April 2020 by the Government of Georgia, as part of the legal framework developed in response to the COVID-19 pandemic.

Children who experienced violence need to have a safe and accessible channel to report violence, seek help and get immediate counselling. Work is currently underway to transform the child hotline into a child helpline, by retraining the operators and implementing the newly created concept, it will be possible to achieve this goal.

As part of the child hotline transformation process, UNICEF, in partnership with major stakeholders in Georgia, has developed a child helpline concept. This Concept defines child helpline approaches in various areas⁴. With UNICEF technical support, standard operational procedures⁵ and policy documents⁶ have been developed.

Children with disabilities could be one of the most marginalised and excluded groups in society. Estimates suggest that there are at least 93 million children with disabilities in the world who, according to UNICEF, are among the poorest members of the population. They are at particular risk of discrimination, abuse and social exclusion, and the lack of adequate, inclusive policies and legislation leaves them particularly vulnerable to children's rights violations⁷.

“Children with disabilities are particularly vulnerable to abuse and violence. Children with developmental disabilities are maltreated 2-5 times more frequently than the general population. The increased vulnerability to violence and sexual abuse is due to several different factors, including having less understanding what is going on, being used to ‘obeying’ caregivers and being used to people touching their bodies compared to children who do not have disabilities”.⁸

Vulnerability of children with disabilities is amplified due to different factors- such as their increased isolation: fewer out of school opportunities or less access to transport; dependency on others; and inadequate support- these factors cause extra barriers for them to share their worries and concerns.

“The reporting of violence and sexual abuse for children with developmental disabilities is also problematic. Underreporting is a major concern. Children with developmental disabilities often have less communication skills to report abuse and their reports may not be considered trustworthy. Furthermore, many do not have access to, or the skill to go online or make a

⁴ Legal basis of Child helpline 111, its goals, services provided by the helpline, basic principles and characteristics of the helpline, helpline target group, accessibility of the helpline, privacy and child protection policy, agencies involved in service delivery, their roles and responsibilities, composition, role and responsibilities of employees involved in service delivery, qualification of the helpline team, the need and function of a professional supervisor, quality assurance mechanism, rule of call documentation and case management, follow up on the referred cases, governance and coordination, case recording, data collection guidelines, children participation service design and monitoring.

⁵ Case management, Bomb threats; Silent call management; Suicidal call management; Masturbation call management

⁶ Child protection policy; Confidentiality and personal data protection policy; Employee competency framework; helpline quality management

⁷ <https://www.unicef.org/disabilities>

⁸ [Children with Disabilities and Covid-19 - Child Helpline International](#)

phone call, which makes them reliant on the people in their physical presence to report maltreatment”.⁹

The child helpline in Georgia is taking the steps to contribute to the prevention and response to violence and abuse against children with disabilities. The child helpline will work from within the Georgian system and will build on inclusion and protection interventions for children with disabilities available in the country especially in referral cases.

By providing accessible communication options, child helplines can ensure that children with disabilities can access support in a way that is convenient and comfortable for them. It's important to ensure that all communication options are secure, confidential, and responsive to the unique needs of each child.

The current Terms of Reference is addressing the child helpline to become more disability accessible and ensure that children with disabilities can obtain/get the support when they need it.

2. Overall objective of the Assignment

The primary goal of this assignment is to offer a comprehensive technical and technological support to the child helpline to improve accessibility of children with disabilities to the safe channel of reporting.

3. Specific Tasks:

Assignment for the local organization shall be carried out in the following directions:

1. Provide accessible communication options:

- Text messaging (SMS): equip child helpline with text messaging option for children who are deaf or hard of hearing, or for those who have difficulty speaking. Make sure that the text messaging service is compatible with a range of devices and operating systems, and easy for children to use.
- Email: offer an email option for children who may not be comfortable speaking on the phone or who have difficulty with hearing. Make sure that the email address is easy to find on the respective website.
- Video calls: equip child helpline to offer video call options, which can be particularly useful for children with visual impairments or who use sign language. Ensure that the video call platform is compatible with a range of devices and operating systems.
- Relay services: support operationalization of the functioning of the relay services, typically it involves a third-party operator who relays messages between the child and the helpline staff member, ensuring that both parties can communicate effectively.
- Social media messaging: consider offering messaging options through the various social media platforms.

⁹ [Children with Disabilities and Covid-19 - Child Helpline International](#)

- Website accessibility: ensure that the information on helpline is accessible to children with disabilities, including those with visual impairments or who use screen readers. This may involve incorporating accessible design features, such as clear headings and alt text for images, and ensuring that the website is compatible with a range of assistive technologies.
- Assessment of existing technological capacity of child helpline in terms of fulfilling the listed requirements and capacitate to meet the set requirements upon UNICEF approval 2. Develop a training module, guidance notes for the child helpline employees which should build the competencies to:
- apply technological innovations and communicating with children with disabilities, recognizing their needs and responding to them accordingly, the organization is required to develop the following competencies:
 - Effective use of accessible technological communication options;
 - Proper skills to communicate children with disability using newly adapted technologies;
 - Correspondence to the national support system and services for children with disabilities;
 - Act in accordance with the rules of ethical and professional conduct;
 - Adapt working methods to the needs and personal characteristics of child with disability, technological advancements and technical expertise;

The training module should be reviewed by UNICEF and agreed and approved by the State Care Agency:

- Conduct in-depth specialization trainings for the child helpline trainers/supervisors' [they will be responsible to strengthen existing and future operators' capacity on technological advancement and technical expertise]. Trainings will be conducted for all operators, as one group.
- Define the criteria and assist the State Care Agency in the selection of potential trainers/supervisors, strengthen trainers'/supervisors' capacity to train new and support helpline current operators during their work on technological advancement and technical expertise;
- Develop recommendations for the integration of the training module into the existing training programmes in accordance with the needs of the system.

4. Deliverables:

- Detailed, time-bound work plan of the activities for the project implementation course
- Technical description of provided technological accessible communication options¹⁰
- Technical equipment/software
- Training Modules on: Utilizing Newly Implemented Technology and Recognizing the Needs of Children with Disabilities, and Responding Appropriately (detailed one)

¹⁰ The document provides a comprehensive description of the technological advancements and resources that will be implemented to equip the Child Helpline with the necessary tools and capabilities to effectively address the needs of children in distress.

- Training reports
- Report on Focus Group Discussion: Identifying Effective Communication Options with the Disability Community for Improved Accessibility (2 FGD)
- Training report and recommendations to address the additional needs. Entire project achievements and challenges are expected to be covered in the report.

5. Required qualifications, experiences, and competencies:

- Team leader must have a Master's degree in psychology, social work or other related fields, excellent coordination and communication skills, ability to work in a diverse and multisectoral environment;

Organizational competencies:

- At least 8 years of experience of working in the fields of children with disability, assistive technology, with experience in child hotlines/helplines an asset;
- Experience in designing concepts, guidelines, working methodologies, practical tools and manuals for institutional development including on issues related to children with disability rights;
- Experience in designing training modules and materials for professionals working with children with disabilities in child protection system, including on issues related to the child's rights;
- Experience in organizing and facilitating trainings for various professionals;
- Experience in organizing focus group discussions and developing reports.
- Comprehensive knowledge of Georgian municipal and central level social services for children with disabilities and national mechanisms for child protection.
- Ability to offer high level technical expertise in disability child friendly communication/online communication fields.
- Experience in technological improvements of hotline/helpline.

6. Supervision:

The organization will work under the direct supervision and guidance of UNICEF Georgia's Child Protection Officer.

7. Payment modality:

Payments to the contracted organization will be made in accordance with a pre-determined schedule developed before signing the contract in proportion to the work to be performed. Each payment will be based on a submission of a deliverable for the work already completed.

8. Selection and evaluation process

Evaluation Criteria: The Evaluation ratio between the technical and financial proposal is 70:30.

Technical Proposal: 70

- Overall correspondence between ToR requirements and proposal (specific tasks, deliverables) - 15

- Experience of the entity in similar assignments (disability inclusion, organization of consultative processes, enhancing capacity of grassroots organizations) - 30
- Qualifications and expertise of proposed experts – 25 points. Total - 70

Only proposals which receive a minimum of 70% (42 points) will be considered further.

Price Proposal: 30

The price proposals in GEL should include detailed breakdown of all listed tasks and deliverables. The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited bidders who obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price, e.g.:

Score for price proposal X = (Max. score for price proposal) * (Price of lowest priced proposal) / (Price of proposal X).

Total Technical and Price 100 Pts.

UNICEF will award the Institutional Contract to the entity, whose response is of high quality, clear and meets the project goals. The final evaluation of the proposal shall have two components # the technical evaluation score and financial evaluation score. For the overall proposal evaluation, the following formula will be applied, whereby the technical proposal has a weight of 0.7 and the price proposal has a weight of 0.3.

The final score is a calculation based on the following formula:

$SCcom = 100 * (0.7 * TPcom / TPmax + 0.3 * FPmin / FPcom)$, where: SCcom # final score of the company (it is between 0 and 100)

TPmax # maximum technical score (<=70)

TPcom# technical proposal score of the respective company FPmin# minimum financial score (<=30)

FPcom# financial proposal score of the respective company.

9. Agreement arrangements

- The work will be conducted over a period of 4 months;
- UNICEF will support the organization in establishing contact with necessary stakeholders and arrange meetings with all relevant parties;
- No Sub-Contracting is allowed or inclusion of the overhead (HQ) costs.

10. Application should include

- In a sealed envelope Project's technical proposal including description of the proposed work plan, timeline, and working methodology; and CVs of suggested experts;
- In a separate second sealed envelope: proposed budget with indication of proposed fees.