

Child Helpline International—International Consultation 2022

Day 0: The Future of Tech for Child Helplines

Monday, 26 September 2022—13:00-17:00

Location:

Hotel C Stockholm Preferred Connect Collection
Vasaplan 4, 111 20 Stockholm, Sweden
The Norrmalm Conference Room

13:00 - 13:30 Welcome & Intros

13:30 - 15:00 Presentation / Q&A: Helpline Innovation

This session will feature presentations on some of the top innovations from helplines around the world.

- Kids Help Phone (Canada) — Technology and data infrastructure to support a full service delivery ecosystem
- Børns Vilkår (Denmark) — AI Data Scrubbing & AI Counsellor Assistant
- C-SEMA (Tanzania) — AINO bot

15:00 - 15:15 Break

15:15 - 16:00 Discussion: Innovation and Emerging Trends in Other Industries

An open discussion of innovation and trends that are relevant to helplines. The goal of this discussion will be to highlight emerging trends and innovations that helplines should be aware of.

Prompts for discussion:

- Are there industries or organizations that are developing innovations that are relevant to helplines?
- Are there any trends in innovation that you are monitoring that will become relevant to helplines in the future?

16:00 - 17:00 Discussion: Collaborating on Common Helpline Challenges

An open discussion of common challenges faced by helplines. The goal of this discussion will be to develop international working groups focused on specific challenges so we can share progress and learn from each other over time.

Prompts for discussion:

- What are the biggest challenges your helpline faces that can potentially be solved through innovation?
 - Do you have any ideas on how to solve those challenges?
 - Have you already tested or tried any potential solutions?

Hosted by:   