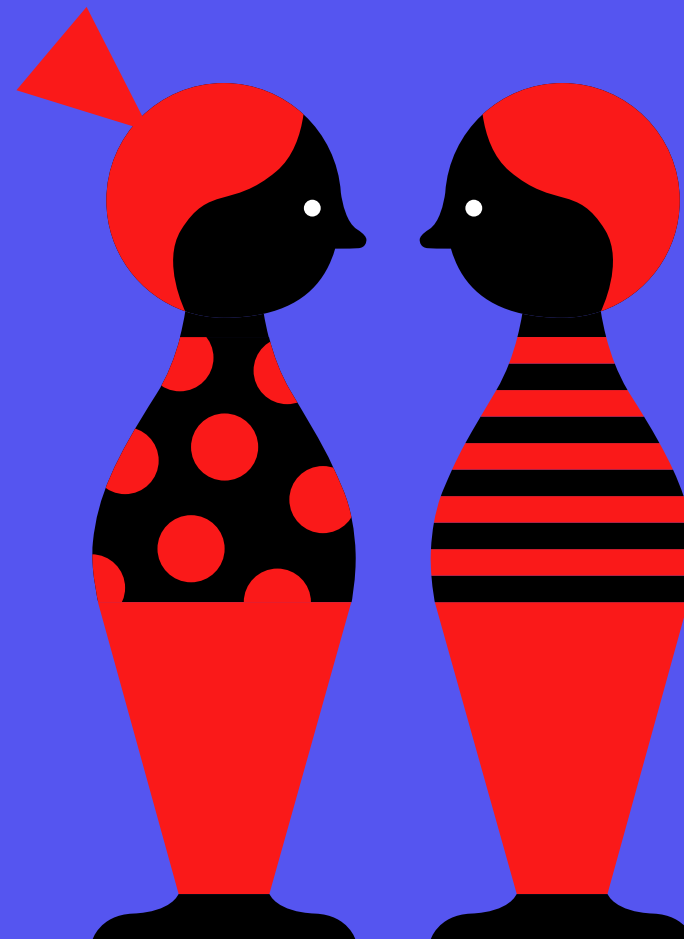
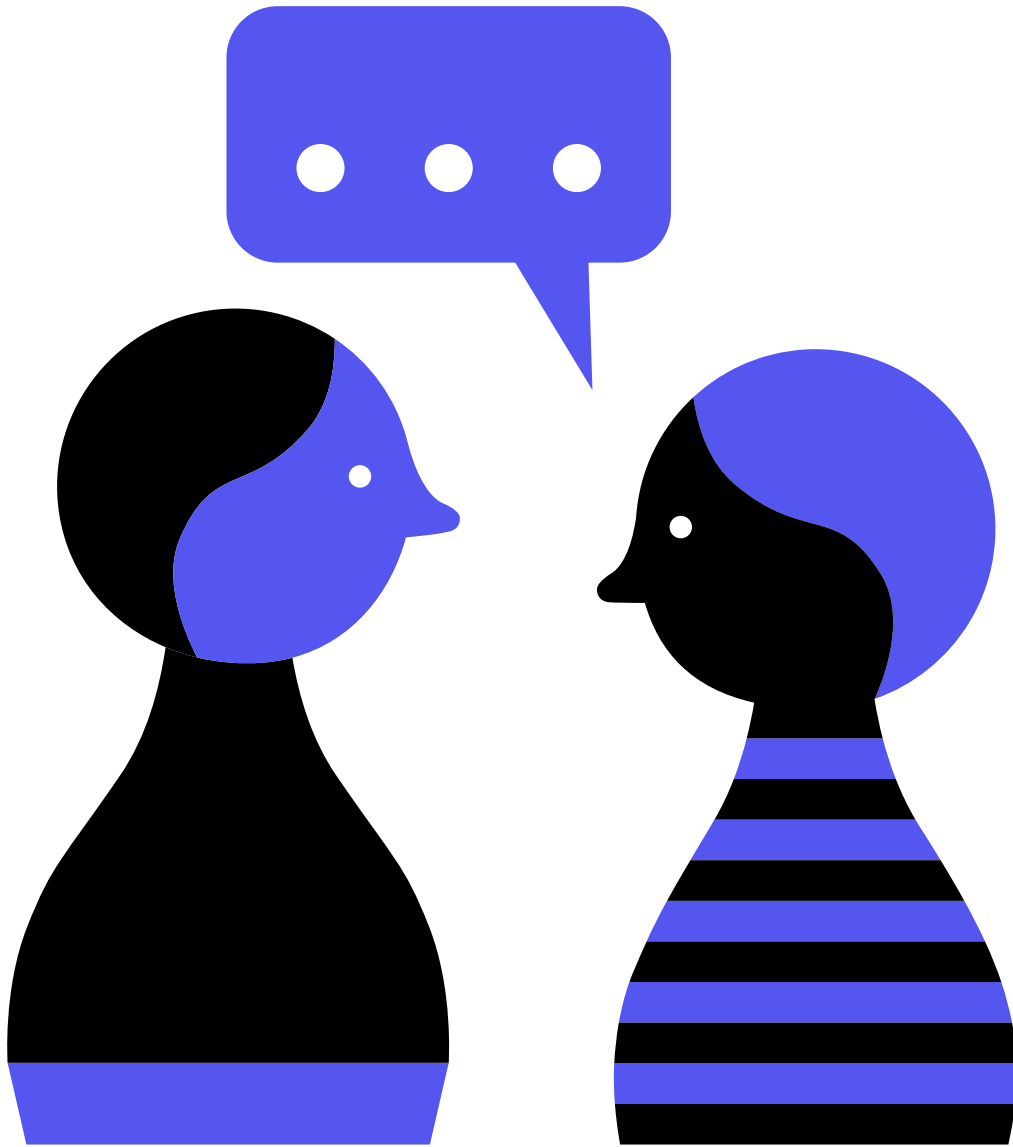


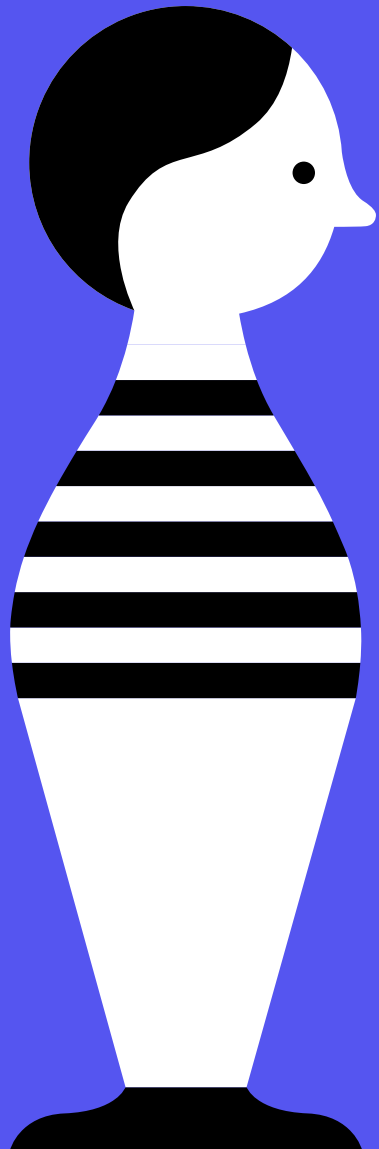
# ANNUAL REPORT 2016





**Every child has a voice.**

**We believe that no child  
should be left unheard 🗣️**



# Contents

---

<b>Chair's Statement</b>	<b>4</b>
<b>Executive Director's Statement</b>	<b>5</b>
<b>Part 1: About Us</b>	<b>7</b>
<b>Part 2: 2016 in Review</b>	<b>16</b>
<b>Part 3: Regional and Global Highlights</b>	<b>23</b>
<b>Part 4: Looking Forward to 2017</b>	<b>30</b>
<b>Part 5: Governance</b>	<b>33</b>
<b>Part 6: Summarised Annual Accounts 2016</b>	<b>39</b>



# Quality, Advocacy and Sustainability

## Chair's Statement

This year has been one of transition for Child Helpline International. I am privileged to have been selected as Chair of the Supervisory Board of the organisation, taking over from Kees Peijster at the International Consultation in Bangkok in November 2016. At the same time, the member child helplines of our network selected their Regional Representatives, all of whom are new to their responsibilities as Board members. So we begin 2017 with an almost-wholly refreshed Supervisory Board.

This past year also signalled the start of Child Helpline International's 2016-2020 strategic plan, built on three pillars of quality, advocacy and sustainability. The Supervisory Board in 2016 was focused on all three pillars of the strategy, but especially on sustainability. Securing long term funding is the primary concern of the Supervisory Board and of the Management Board; at the same time we recognise that this takes investment of time and effort and that results cannot be expected in a short time frame.

That being said, the management of the organisation have built a solid foundation of new relationships and partnerships, which, added to the existing long-standing base, are leading to the establishment of a diversified, results-oriented funding platform.

New initiatives, reflecting the new strategy, have been undertaken. Chief amongst these is the participation in the Global Alliance to Protect Children Online, through which Child Helpline International undertook the Leadership in Empowering and Activating Child Helplines to Protect Children Online (LEAP) programme, in which members in 25 countries participated. This is one of the thematic areas in which Child Helpline International anticipates growth in programming and funding in the coming years.

The advocacy work on behalf of children and their voices continued apace in 2016, with the publication *Voices of Children*, with data of contacts from children from more than 100 member child helplines from every corner of the globe. The flagship publication *Violence Against Children* highlighted the terrible scourge of abuse and neglect of children, and the crucial role of child helplines in prevention and response.

There are important challenges ahead; and I, with the support of my colleagues on the Supervisory Board and of the Management Board, am committed to meet them.

Professor Jaap Doek  
Chair of the Supervisory Board



# Child online protection, gender equality and violence against children

## Executive Director's Statement

As I look back on 2016, I am somewhat astonished at the accomplishments of our organisation. Perhaps most importantly, we began the implementation of our 2016-2020 strategy. This first year we started the transition to becoming more thematically focused, engaging with our membership and partners in cross-regional activities, and augmenting our own expertise on child online protection, gender equality and violence against children.

In line with our strategy, we embarked on a new, satisfying and very challenging initiative, LEAP, in partnership with UNICEF's Global Programme to Build Capacity to Tackle Online Child Sexual Exploitation. This landmark programme involved 25 child helpline members from all regions, UNICEF, experts in the field, governments and many others. We identified capacity building needs of child helplines to combat online abuse, and made recommendations on how those needs should be met.

I'm proud to report as well that, in partnership with the Argentine Government and with UNICEF, we launched an effort to expand the child helpline services in Argentina to all regions and provinces. This initiative is in its first phase of implementation.

Our programmes also benefitted our European members, thanks to a grant from the European Commission. We issued the study on child helplines and child protection systems, and held a policy dialogue around the findings of the study at the European Parliament. And our collaboration with Free Press Unlimited produced a Media Collaboration Toolkit, which involved more than 15 child helplines from around the world.

Our advocacy work continues undiminished, with the publication of our flagship Voices of Children and Violence Against Children, and of Voices Heard and Unheard with data from our European member child helplines. We continue to advocate under the Free Our Voices banner, and are active on social media, sharing our own accomplishments, emphasising our work with partners, and promoting the work of child helplines all over the world.

The highlight of our year was the Eighth International Consultation, which took place in Bangkok in November, and was hosted by Childline Thailand. We were graced by the presence of Her Royal Highness Princess Bajrakitiyabha Mahidol, who opened the Consultation. The three day event was jam-packed with plenaries and workshops focusing on child online protection, child helplines in emergencies, gender, and child helplines working to meet the Sustainable Development Goals (SDGs).

# 'Our members are the most important component of the success of our network'

For some time, we have underscored our work with partners as a way of increasing our effectiveness and leveraging our reach. This year was no different, with new relationships having been forged with Facebook and Google, for example, and, thanks to our excellent and productive Memorandum of Understanding with the GSMA and with Telenor. We signed a global Memorandum of Understanding with Plan International whilst in Bangkok, covering specific thematic areas where we will work together.

I cannot close this statement without mentioning the launch of Child Helpline International's new brand. The brand is a reflection of our core values: we are confident, driven, transparent and diverse, and the brand showcases a new way of communicating for the organisation. We will launch a new website in 2017, and are eagerly looking forward to sharing it with you all.

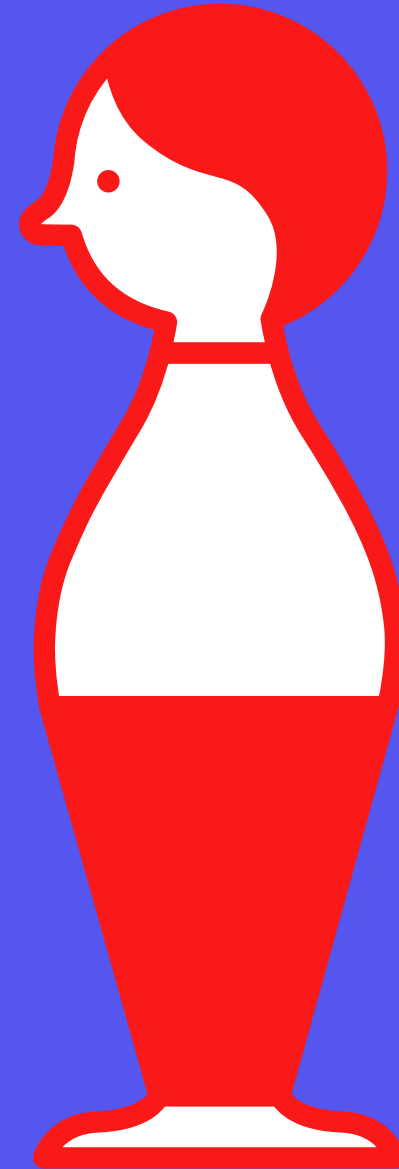
In addition to the new brand, we moved offices, to an open plan design in an up-and-coming part of Amsterdam.

I invite all our members and partners to come visit us at our Pilotenstraat space whenever you are in Amsterdam. None of this would have been possible without the energy, passion and dedication of the staff of Child Helpline International. They have all been wonderful ambassadors and effective advocates for the movement and for our members. They have been supported all year by a cadre of wonderful volunteers.

And of course our members are the most important component of the success of our network. I am grateful indeed to them all, but I would be remiss if I did not specifically express my appreciation for the hard work of our Regional Representatives, who have supported and helped us so assiduously throughout the year.

Warm regards,  
Sheila M. Donovan  
Executive Director

# Part 1 About Us



**We listen to the listeners,  
our members, and help  
them support  
one another** 

## **Child Helpline International's Mission and Vision**

Child Helpline International is a collective impact organisation working to defend the rights of children and youth worldwide. As of December 2016, the network consists of 181 independent member organisations in 139 countries, which together received over 20 million contacts from children and young people in need of care and protection. At the core of our work is children's right to be heard, to express themselves and to be listened to with empathy, is at the core of our work.

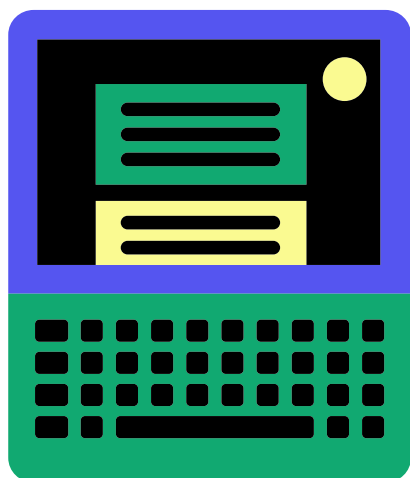
Child Helpline International has supported the creation and strengthening of national toll-free child helplines worldwide, facilitating knowledge transfer, capacity building and communication amongst its members. Child Helpline International collects, compiles and analyses information from its child helpline members and has used this data both to highlight gaps in child protection systems as well as to influence and strengthen them. No other collective adds such an evidence-based value to its members, partners and donors, governments and policy makers.

Child helplines do not only provide children with their fundamental right to be heard, as outlined in the United Nations Convention on the Rights of the Child (UNCRC), but they also play an instrumental role in shaping, strengthening and filling the gaps of existing national child protection systems. To this end, Child Helpline International advocates globally for children and their rights as set down in the UNCRC, be that with children's networks, governments, UN Bodies or the private sector. As a result of these efforts, the child helpline movement has become an important player in the child protection dialogue.



## Child Helpline International's Operating Principles

- Child Helpline International is and will always be a network of child helplines, a bottom-up organisation with a membership representative governance structure;
- Child Helpline International will maintain its multi-stakeholder approach;
- Child Helpline International will ensure that the membership's interest comes first and that the members are profiled to the maximum;
- Child Helpline International will support and facilitate network sharing to the maximum;
- Child Helpline International will not become a grant making or a donor organisation;
- All costs of Child Helpline International will be allocated to Child Helpline International's strategic objectives;
- Child Helpline International will work to support all Child Helplines within the network and endeavour to find sustainable opportunities for members.



## Child Helpline International's strategy (2016-2020):

Child Helpline International started its new strategic phase in 2016. Child Helpline International's Strategy 2016-2020 is rooted in the values and mission that are shared with all its child helpline members. The strategy focuses primarily on the improvement of child protection systems through more robust child helplines and to achieve this, three specific goals have been outlined:

**Goal 1:** Developing Child Helpline International's programmatic knowledge and expanding its thematic expertise

**Goal 2:** Improved evidence-based advocacy

**Goal 3:** Building an effective & sustainable organisation

The Sustainable Development Goals 2016-2030 (SDGs) have been incorporated into Child Helpline International's new strategy as new relevant goals and a special emphasis has been placed on their monitoring. The SDGs are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

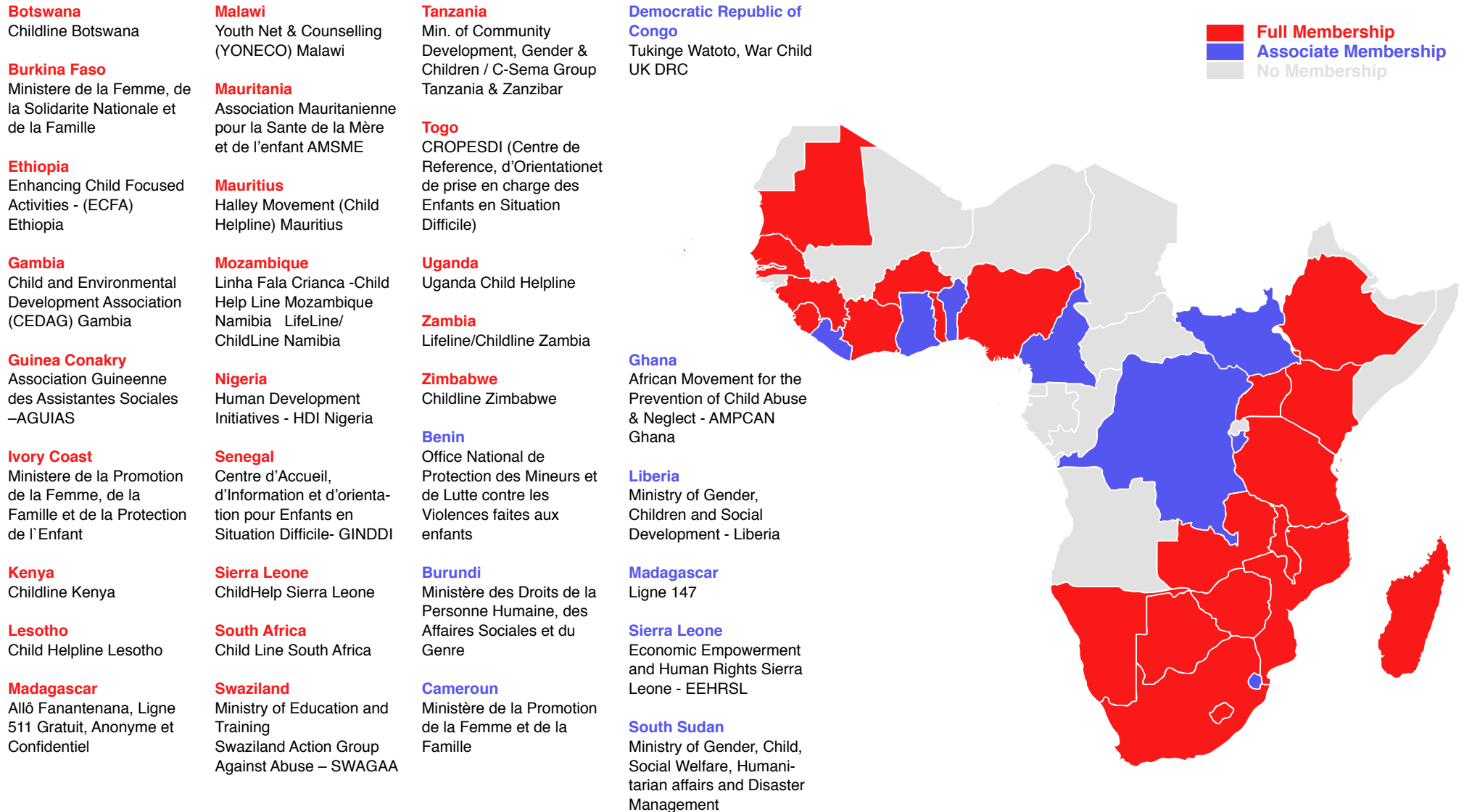
Child Helpline International is part of the Global Partnership to End Violence Against Children 2016-2020, which aims to support the achievement of SDG 16.2 – end abuse, exploitation, trafficking and all forms of violence against and torture of children – and other relevant SDG targets. These include targets that seek an end to violence against women and girls (SDG 5.2 and 5.3), an end to the economic exploitation of children (SDG 8.7), as well as those that aim to keep children safe in schools and communities and to promote peace and non-violence (SDG 4.a, 4.7, 11.2 and 11.7).

Child Helpline International also commits to end violence against children and reduce the impact of violence in families, communities and all settings by ensuring access to fair and effective institutions and justice for all, through effective multi-stakeholder partnerships. In this new strategic period, Child Helpline International will develop expertise on violence against children to be able to systemically collect data on the above mentioned SDG indicators for sufficient quality monitoring purposes.

# Where We Work



# Sub-Saharan Africa



# The Americas and the Caribbean

## Argentina

- Línea 102 CABA
- Línea 102 Province of Buenos Aires

## Aruba

Telefon Pa Hubentud

## Bolivia

Línea 156

## Brazil

Safernet

## Canada

- Tel Jeunes
- Kids Help Phone

## Chile

- Fono Infancia
- Línea Libre

## Colombia

- Corpolatin
- Instituto Colombiano de Bienestar Familiar
- Línea 106 Secretaría Distrital de Salud de Bogotá

## Costa Rica

Patronato Nacional de la Infancia Costa Rica

## Curacao

Kinderbescherming Curacao

## Jamaica

Children's Coalition of Jamaica

## Nicaragua

Línea 133

## Paraguay

Fono Ayuda

## Peru

Fundacion Anar Peru

## St. Martin

I Can Foundation

## Suriname

Kinderen Jongeren Telefoon

## Trinidad & Tobago

Coalition Against Domestic Violence/ Childline

## Uruguay

Línea Azul

## USA

- 2nd Floor
- Boys Town National Hotline
- California Youth Crisis Line
- Child Abuse Hotline
- Crisis Text Line
- National Runaway Safeline
- Stop It Now!

## Antigua

Friends Hotline

## Bolivia

- Dirección de Igualdad de Oportunidades (DIO)
- Educatic

## El Salvador

- ISDEMU

## Haiti

Jurimedia

## Saint Kitts and Nevis

The Ripple Institute SKN

## USA

- MAYS
- Polaris Project



# Asia Pacific

**Afghanistan**  
War Child UK Afghanistan

**Australia**  
Yourtown

**Bangladesh**  
Aparajeyo Bangladesh

**Brunei Darussalam**  
Jabatan Pembangunan Masyarakat (JAPEM)

**Cambodia**  
Child Helpline Cambodia

**Hong Kong, China**  
Hotline Against Child Abuse

**India**  
Childline India Foundation

**Indonesia**  
Ministry of Social Affairs

**Japan**  
Childline Support Centre Japan (NPO)

**Kazakhstan**  
Balaga Komek (Union of Crisis Centres)

**Malaysia**  
Childline Malaysia

**Maldives**  
Ministry of Gender and Family

**Mongolia**  
Authority for Family, Child, and Youth Development

**Nepal**  
Child Workers Concerned Centre in Nepal

**New Zealand**  
- Kidslife - a service of Lifeline Auckland  
- What's Up?  
- Youthline

**Pakistan**  
Lawyers for Human Rights and Legal Aid

**Philippines**  
ABS-CBN Lingkod Kapamilya Foundation, Inc.

**Singapore**  
Singapore Children Society

**Sri Lanka**  
- Don Bosco Lama Sarana  
- National Child Protection Authority

**Thailand**  
Childline Thailand

**Vietnam**  
Ministry of Labour, Invalids and Social Affairs

**Bhutan**  
National Commission for Women and Children

**China**  
Child Emergency Hotline

**Fiji**  
Ministry of Social Welfare, Women and Poverty Alleviation

**Kyrgyzstan**  
Child Rights Defenders League

**Mongolia**  
Municipal Authority for Children Mongolia

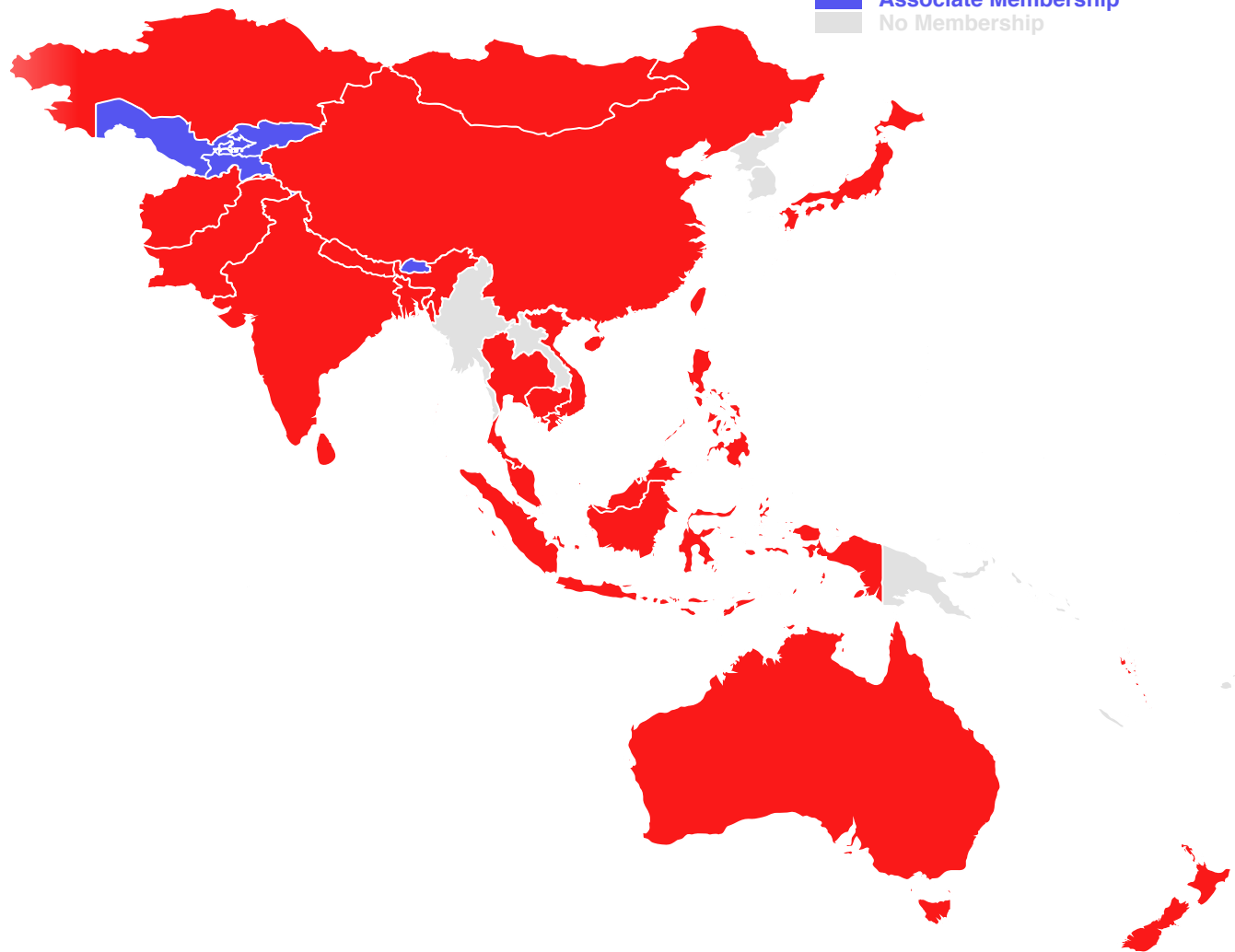
**Taiwan**  
113 Protection Hotline, World Vision Taiwan

**Tajikistan**  
Public Foundation Legal Initiative

**Uzbekistan**  
Children and Family Support Association of Uzbekistan

**Vanuatu**  
Ministry of Health and Vanuatu Family Health Association

 Full Membership  
 Associate Membership  
 No Membership



# Europe

## Albania

ALO 116 - Albanian National Child Helpline

## Austria

Rat Auf Draht 147

## Azerbaijan

Reliable Future Youth Organization

## Belarus

INGO Ponimanie

## Belgium

AWEL

## Bosnia and Herzegovina

Blue Phone

## Croatia

Hrabri telefon - Brave Phone

## Czech Republic

Safetyline Association

## Denmark

Børns Vilkår

## Estonia

- Estonian Advice Centre - Eesti Abikeskused  
- Estonian Mental Health Society - Lapsemure

## Finland

Mannerheim League for child welfare

## France

Service National d'Accueil Telephonique de l'Enfance en Danger - SNATED

## Germany

Nummer gegen Kummer e.V.

## Greece

The Smile of the Child

## Hungary

Kek Vonal

## Iceland

Red Cross Helpline 1717

## Ireland

ISPCC Childline

## Israel

- ERAN  
- Natal

## Italy

Telefono Azzurro

## Latvia

State Inspectorate for Protection of Children's Rights Latvia

## Lithuania

Vaiku Linija (Child Line)

## Luxembourg

Kanner Jugendtelefon

## Macedonia

First Children's Embassy in the World Megjashi

## Malta

SOS Malta

## Montenegro

NGO Children First

## Netherlands

De Kindertelefoon

## Norway

- Kristiansand Kommune  
- Red Cross Norway

## Poland

Empowering Children Foundation

## Portugal

SOS Crianca

## Romania

Asociata Telefonul Copilului

## Russia

National Foundation for the Prevention of Cruelty to Children - NFPC

## Serbia

SOS Child Help Line Serbia

## Slovakia

Linka detskej istoty - Safety Child Line

## Slovenia

Slovenian Association of Friends of Youth (ZPMS)

## Spain

Fundacion ANAR - Spain

## Sweden

BRIS

## Switzerland

Pro Juventute Beratung + Hilfe 147

## Ukraine

La Strada Ukraine

## United Kingdom

- Childline/NSPCC  
- Missing People  
- Runaway Helpline  
- The Mix

## Armenia

Children's Support Centre

## Belarus

Smorgon Society Information centre on children and Human Rights Education

## Bulgaria

Animus Association

## Georgia

Public Health and Medicine Development Fund of Georgia-PHMDF

## Liechtenstein

Sorgentelefon Kinder und Jugendliche

## Malta

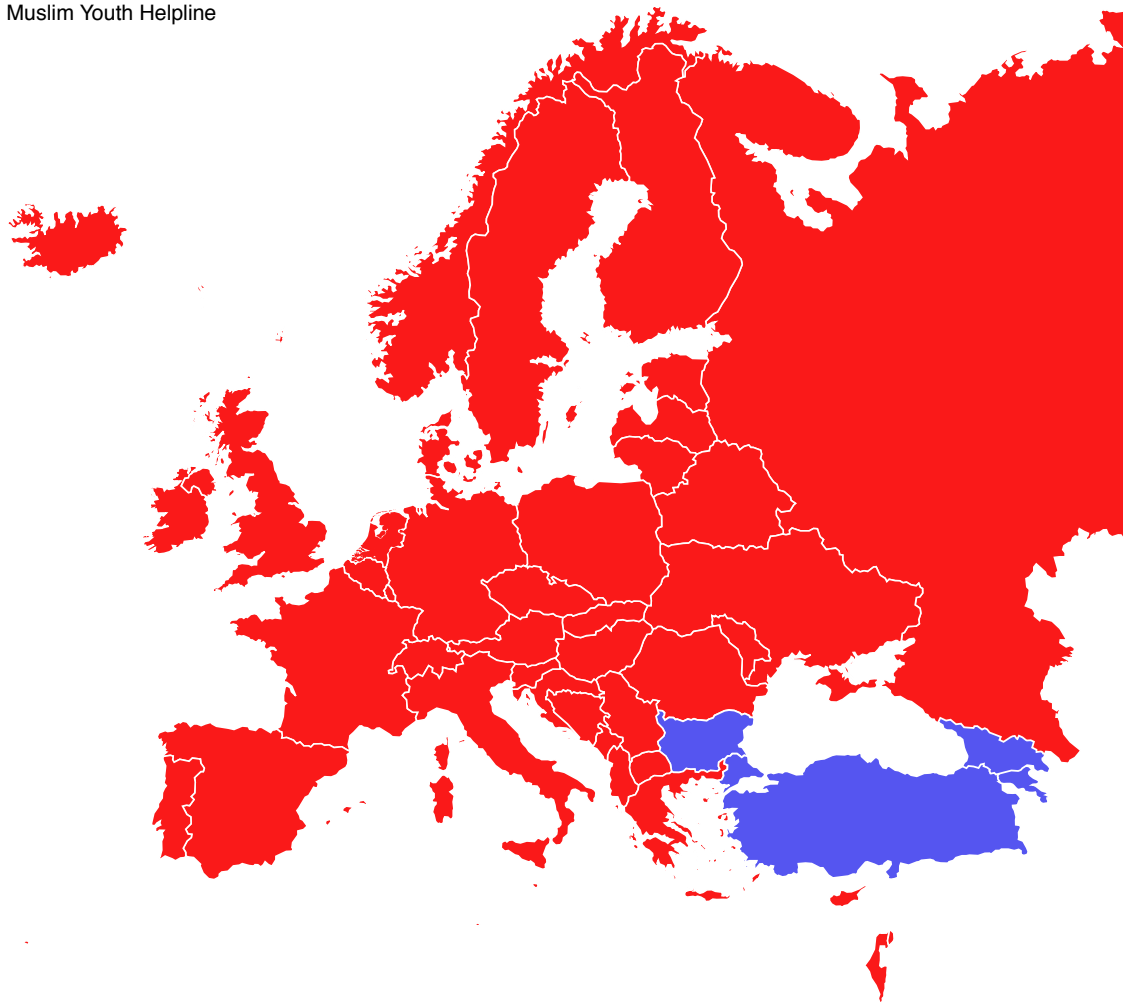
FSWS Agency Appogg (Support Line 179)

## Turkey

Association for Solidarity with The Freedom- Deprived Juvenile (Oz-Ge Der)

## United Kingdom

Muslim Youth Helpline



# The Middle East and North Africa

## Algeria

Nada

## Bahrain

Ministry of Social Development

## Egypt

The National Council for Childhood & Motherhood

## Iran

Sedaye Yara

## Iraq

Ministry of Labour and Social Affairs

## Jordan

Jordan River Foundation

## Palestine

Sawa

## Qatar

Qatar Foundation for Protection and Social Rehabilitation

## Saudi Arabia

The National Family and Safety Programme

## United Arab Emirates

### Dubai

Dubai Foundation for Women and Children

### Sharjah

Social Services Department

## Yemen

Arab Human Rights Foundation

## Lebanon

- Ministry of Social Affairs - Higher Council for Childhood  
- Naba'a

## Libya

Libyan Association for Child Rights

## Kuwait

Kuwait National Child Protection Committee

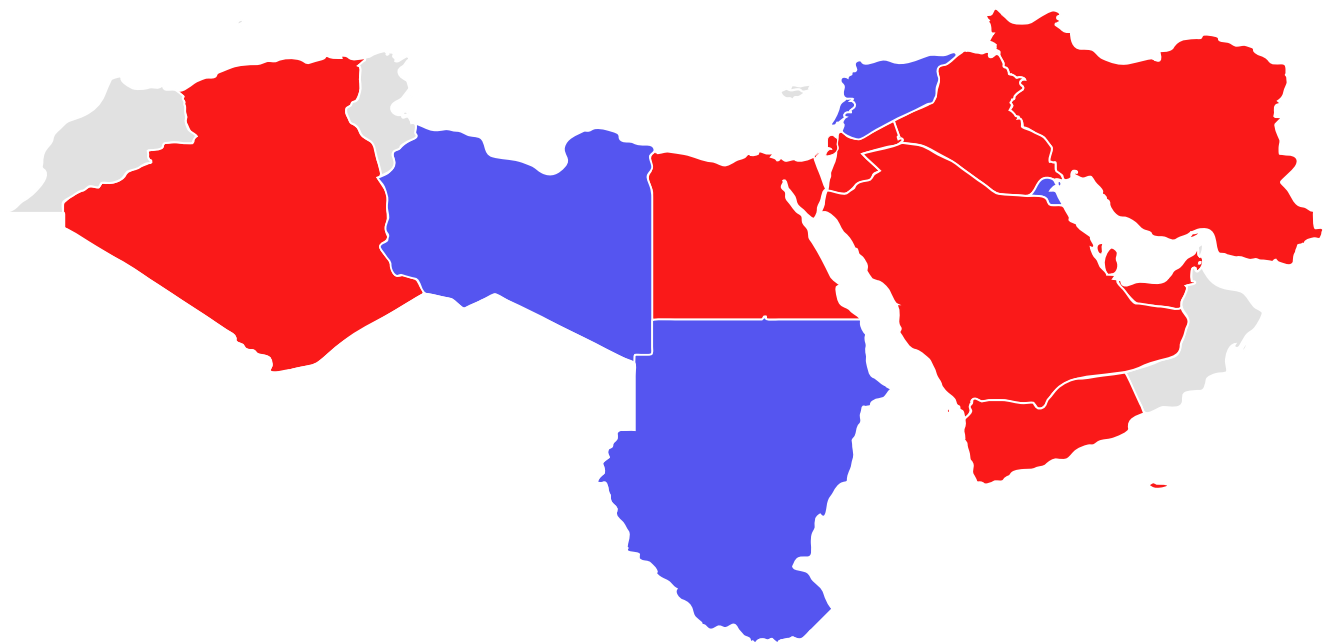
## Sudan

Family and Child Protection Unit

## Syria

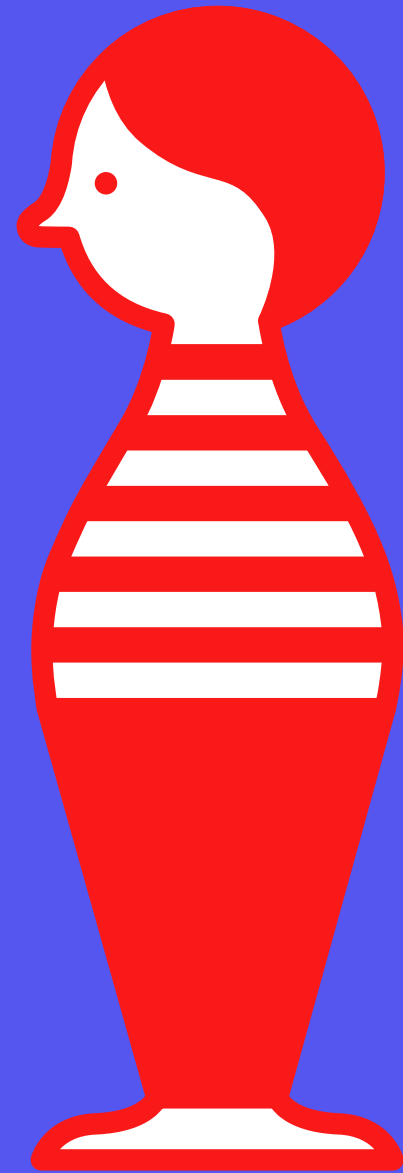
Mobaderoon

 Full Membership  
 Associate Membership  
 No Membership



# Part 2

## 2016 in review





## Our Global Movement: the Eighth International Consultation of Child Helplines

The 2016 International Consultation of Child Helplines took place in Bangkok, Thailand on November 14<sup>th</sup> -16<sup>th</sup>. Child Helpline International and Childline Thailand co-hosted the Consultation, which focused on various topics under the umbrella of the Sustainable Development Goals (SDGs). The workshops and discussion specifically looked into themes that child helplines deal with in their day-to-day work, for instance ending violence against children, child online protection, gender, and child helplines in emergencies. The International Consultation was attended by over 160 representatives of child helplines, governments, partners and key stakeholders from around the world.

*"The parallel session on gender I found personally very useful. It offered a very good look at gender equality and education work done in different areas of the world and highlighted some key challenges in different countries. Two of the countries (USA and Canada) were closer to the situation in Finland and I continued the discussion with both representatives after the panel in different occasions. I am optimistic that I was perhaps able to make some ground work for future cooperation."*

The Opening Session of the International Consultation on November 14<sup>th</sup> was a prestigious moment, attracting a wide range of national and regional media. We are particularly grateful to the Thai Royal Household for their attendance at our event during their mourning for King Bhumidol Adulyadej of Thailand. Her Royal Highness Princess Bajrakitiyabha Mahidol, welcomed the assembled guests and emphasised the need for coordinated efforts in the fight against child trafficking and she praised the child helpline network in its tireless fight to protect all children everywhere.

On November 15<sup>th</sup>, Child Helpline International and the International Telecommunication Union (ITU) hosted a joint session at the ITU Telecom World event in Bangkok. The session aimed to showcase a number of fruitful initiatives which ICT stakeholders have undertaken to support child helplines across their markets. The session was moderated by Tim Unwin, UNESCO Chair in ICT4d.

In their respective key note addresses, Mr. Zhao, ITU Secretary General and Professor Doek, Chair of the Board of Child Helpline International, highlighted the importance of the continuation of the ten year partnership between the ITU and Child Helpline International in order to protect children online and offline and

achieving the SDGs. ITU launched their [campaign](#) "Partnering to Protect Children and Youth" in support for child helplines.

The closing plenary session was held on November 16<sup>th</sup> and was presented by Sheila M. Donovan, Executive Director of Child Helpline International. During the Closing Plenary, all participants adopted [the Bangkok Declaration](#) to end violence against children. Through the declaration, child helplines called on governments to implement the SDGs and in particular Goal 16.2: to urgently end all forms of violence against children and its related targets that oblige to "end abuse, exploitation, trafficking and all forms of violence against and torture of children" ... including physical and sexual violence, mental violence and psychological abuse, and neglect or negligent treatment. Child Helpline International is thankful to the dedicated staff of Childline Thailand for the wonderful collaboration in the co-hosting of this event.

*"Overall, this trip was very beneficial and work time well spent. I made new contacts, had a fun time with people from other countries and I feel I'm now more inside of the work Child Helpline International does. I hope I am able to attend another Child Helpline International meeting in the future. I want to thank you, the organisers for the good, no, great work you did and I wish you all the best for your future endeavours."*

The International Consultation was evaluated through an evaluation questionnaire that was completed by 40 participants and the results of the questionnaire clearly show that the event was a success. 75 per cent of the participants rated the 2016 International Consultation as a 7 or above out of 10, representing a high level of satisfaction. The respondents stated that the event was very useful in terms of networking and gaining in-depth knowledge for the work of child helplines.

*"Content, (presenters), outcomes, (declaration) opportunity for visits, place of event as well as organisational issues were successful"*

*"Generally, the International Consultation is very informing and sessions are very important but we seemed to lack time to discuss everything appropriately, to understand and to respond to the messages, key learning points, etc."*

# Partnerships and Coalitions

## Formalising our partnership with Plan International

Child Helpline International and Plan International joined hands by signing a global Memorandum of Understanding (MoU) on November 13<sup>th</sup>. This was a strategic step to formalise and further strengthen a partnership that has been developing for the past decade at a country, regional and global level.

Our agreement establishes a general framework to promote inter-institutional cooperation and technical assistance between our organisations. The three main areas of cooperation established under the MoU are the following:

- **Promoting gender equality** as a critical means to prevent all forms of violence against children, to equally protect girls and boys and respond to survivors of violence in a gender sensitive way;
- **Strengthening national child protection systems** by jointly implementing projects and conducting evidence-based advocacy at the local and national level
- **Supporting in more effective ways child helplines and community-based child protection mechanisms** confronted with humanitarian emergencies.

## Launching the Bill of Rights for Children and Young People produced by ECPAT International

While there are numerous child-friendly versions of the Convention on the Rights of the Child, there are few, if any, child-friendly documents specifically discussing or elucidating the rights of child victims of violence, particularly sexual exploitation and sexual abuse. As a response to this, in 2016 ECPAT International launched the Bill of Rights (BoR).

Our Youth Advisory Council was instrumental in the revision of the BoR making sure that the document appealed to children and young people. Our youth also contributed to the official launch of the BoR that took place in Bangkok, Thailand in November 2016 at Child Helpline International's Eighth International's Consultation of Child Helplines.

## Working with Facebook

In 2016, we consolidated our partnership with Facebook resulting in some exciting projects. Facebook donated ad credit that we used to promote the videos from the Free Our Voices Campaign. Facebook also conducted four webinars for our members in Africa on the security features of the Facebook platform.

During the Eighth International Consultation of Child Helplines, Facebook gave a workshop that was really well received by our members and partners. These webinars and trainings resulted in a better understanding on how to respond to the enquiries that children might have on the safe use of Facebook.

## Joining hands to end violence against children

The Global Partnership to End Violence was launched in New York in July 2016, and we were there to celebrate that important moment, along with the authors of the INSPIRE set of strategies that will guide member states in setting policy and practice to achieve SDG 16.2. The strategies were developed by the World Health Organisation, the Centres for Disease Control of the U.S., Together for Girls and others.

Subsequently, we have joined the Civil Society Group of organisations that advise the Partnership Executive Committee and Secretariat in their strategy to engage countries in the fight to eradicate violence against children by 2030.

## Attending the meetings of the United Nations Economic and Social Council

Child Helpline International is an accredited observer to the Economic and Social Council of the United Nations (ECOSOC), and as such we regularly attend their summer meetings in New York. Many side events take place around the ECOSOC plenaries, which provide an ideal setting for our global advocacy work for child helplines.

## Partnering up with Together for Girls

In 2016 we joined hands with Together for Girls and its other partners in a Clinton Global Initiative 'No Ceilings: The Full Participation Project' through the Every Hour Matters campaign. This campaign and commitment, which last three years, is aimed at ensuring that those who suffer rape don't also have to experience HIV, unintended pregnancy, or long-term mental health issues.

## Signing Safe Futures - Reaching out to Deaf and Hard of Hearing Children

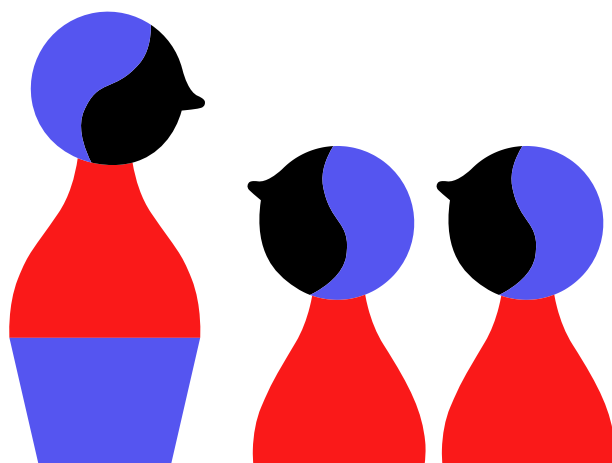
Child Helpline International and Deafkidz International signed a MoU in 2015, to work to address the inability of Deaf children to access child helpline services through the combination of technology and specially trained child helpline counsellors.

In 2016, funded by Comic Relief, Child Helpline International and Deafkidz International began a project together with Childline South Africa to develop access to the national child helpline for Deaf and hard of hearing children and young people. This project sees the design, test and implementation of a Video Relay platform that, once proven, will be cascaded and rolled-out to other countries in sub-Saharan Africa, and potentially across the globe.

Additionally, Child Helpline International and Deafkidz International, together with the Royal School for the Deaf Derby (UK), launched a new [video](#) in the campaign Free Our Voices. The opening scene of the video features a little girl using sign language to speak up for herself and it addresses how important it is that child helplines provide their services to all children, regardless of their disabilities. Every child has the right to be heard.

#### Joining a new initiative by the International Labour Organisation

Child Helpline International joins Alliance 8.7, an initiative led by the International Labour Organisation (ILO) to end forced labour, modern slavery, human trafficking and child labour. Our regional representative Ilya Smirnov of Childline Thailand attended the Alliance 8.7 meeting on September 15<sup>th</sup>-16<sup>th</sup>, in Bangkok, Thailand. Alliance 8.7 focuses on accelerating timelines, conducting research and sharing knowledge, driving innovation and increasing and leveraging resources.



## Our work with telecommunications

#### The International Telecommunications Union

As member of the International Telecommunications Union (ITU) Child Online Protection initiative, we attended the bi-annual meetings hosted by the [ITU Council Working Group on Child Online Protection](#) (September 2015 and February 2016).

As a way of celebrating International Child Helpline Day (May 17<sup>th</sup>), we launched the joint campaign [Partnering to Protect Children and Youth](#), which aims to strengthen the work of child helplines by both celebrating the existing partnerships between child helplines and ITU members and initiating new ones. As part of the campaign, we showcased practices and initiatives on the promotion and development of child helplines during a joint session at the ITU Telecom World 2016 in Bangkok, Thailand.

#### The GSMA

On May 20<sup>th</sup> we co-hosted a targeted multi-stakeholder workshop at the GSMA London offices. The workshop focused specifically on internet safety issues and supporting capacity building for the child helplines. The meeting brought together child helplines, telecoms and the wider ICT industry, members of our Youth Advisory Council, as well as law enforcement and other online safety experts. The GSMA offered the possibility of remote participation; child helplines and partners followed the meeting remotely.

The day featured short panel discussions on specific online safety issues focusing on the potential role and responses of the child helplines. The panels were followed by four working sessions with the aim to define and identify specific online abuse issues; outline discussion points / questions for the helpline volunteer; summarise practical advice; outline escalation processes to other stakeholders, including the Law Enforcement Agency, as appropriate.

The working sessions focused on the following online abuse issues:

- **Unwanted contact** (cyberbullying, sexual harassment, unsolicited contact)
- **Digital sexual exploitation** (sextortion, grooming, sexual harassment)
- **Privacy** (abuse of privacy, online reputation)
- **Inappropriate content** (illegal content, racism and hate speech)

We have captured the outcomes of the working sessions into a series of short, accessible guides on each area to support child helplines worldwide. These can be accessible [here](#).

## Expanding the Reach of Child Helplines

### New members

As every year, in 2016 we also welcomed new child helplines to our global network:

- **Cameroon**, Ministry of Woman Empowerment and Family – Associate member
- **Sierra Leone**, Economic Empowerment and Human Rights Sierra Leone – Associate member
- **Estonia**, NGO Estonian Advice Centre 116 111 – Full member

The following already existing members, transitioned from associate to full membership:

- **Ivory Coast**, Allo 116 Ligne verte enfant en détresse (Direction de la Protection de L'Enfant- Ministère de la Famille, de la Femme et de L'Enfant)
- **Bosnia & Herzegovina**, Blue Phone
- **Malta**, SOS Malta

## Developing our programmatic knowledge and expanding our thematic expertise

### The LEAP project

As a part of the UNICEF Global programme to build capacity to tackle online child sexual exploitation - which is supported by the UK Government as a part of the #WePROTECT initiative launched by UK Prime Minister David Cameron in 2014 - we implemented the Leadership in Empowering and Activating Child Helplines to Protect Children Online (LEAP) project.

Through this project, we carried out stocktaking of child helpline capabilities, network and reach in the 17 countries of the Global Programme, assessing current child helpline capabilities and identifying good practices to build the capacity of the helplines and contribute to a key outcome area outlined in the results framework of the UNICEF Global Programme and the #WePROTECT Model National Response.

This is a great recognition of the importance of child helplines and their role in the prevention of online child sexual abuse, as well as assistance provided to the child victims of such crimes.

As a key part of that process we hosted four ground breaking regional events (Cairo, London, Asunción, Nairobi). Through a series of panel discussions and presentations, we brought together representatives from child helplines, hotlines, industry, members of our Youth Advisory Council, law enforcement and those that work with victims of sexual abuse. The meetings were hosted under the chairmanship of Dave Miles and John Carr, two internationally renowned experts in the field of online safety, in relation to child online sexual exploitation.

### Media Toolkit Collaboration Toolkit

The WADADA News for Kids is a programme of Free Press Unlimited (FPU) and was extended in 2016 by the Nationale Postcode Loterij (NPL). We have designed this specific partnership between FPU and Child Helpline International in a way that will enrich the knowledge of the media partners of FPU and members of Child Helpline International on collaborative work.

More importantly, this collaboration between media partners and child helplines is captured in a toolkit – the [Media Collaboration Toolkit for Child Helplines](#). The Toolkit was drafted with the learnings from the five WADADA countries of Egypt, Peru, South Africa, Nepal, and Ghana. Aside from these countries, other child helplines with exemplary work on media collaboration were asked for support in the drafting of the Toolkit. These “case study” child helplines come from the countries of Ireland, Spain, Greece, Brazil, Uganda, and the Philippines.

Media partners of FPU and members of Child Helpline International in Peru and South Africa were given the opportunity to conduct in country media workshops wherein both media partners and child helplines had a chance to learn about each other's work in protecting the rights of children. The media workshop in Peru featured other media and child rights NGOs and was open to other journalists. The media workshop in South Africa introduced the Media Literacy Programme of FPU's partner to the provincial directors of the child helpline.

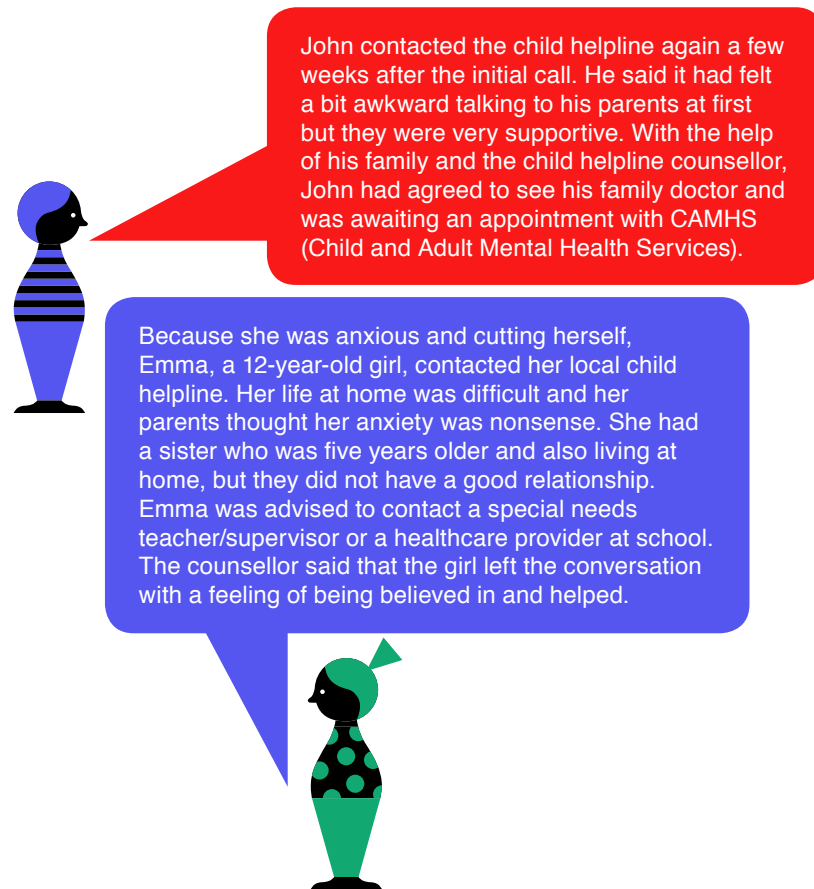
These media workshops in Peru and South Africa were conducted in connection with the Learning Visits and provided additional content for the Media Collaboration Toolkit.

With the Media Collaboration Toolkit launched in four languages and shared with our members worldwide, media workshops in Peru and South Africa, the Learning Visits to Greece and the Philippines and continuous collaboration with FPU, Child Helpline International is proud that the main objective - to make collaboration between with media partners and child helplines an integral part of their respective work, is greatly achieved.

## Improved evidence-based advocacy

In 2016 we issued three important data reports: [Voices of Children](#), with global data on all reasons children and young people contact a child helpline. [Violence Against Children](#), focussing on calls and contacts from children and youth on abuse and violence; and [Voices Heard and Unheard](#), a look at the data from our European child helpline members.

We made an important contribution to the International NGO Council on [Violence Against Children's report](#) "Ten Years On: The Rhetoric and the Reality", which examined progress since the original UN Report on Violence Against Children was issued in 2006.



### Storytelling and the key role of child helplines in the lives of children and young people

In order to engage a wider audience with the crucial work of child helplines, we launched two videos.

#### Maya's story

The openness and fearlessness which often make young people so inspiring and help them feel at ease in the digital space, can also make them vulnerable. To raise awareness of online grooming - one of the most common types of online abuse – and of the key role of child helplines in such a situation, we launched the film '[Maya's story](#)'.

Maya is a happy teenager living a huge part of her life online. She is fond of making biography films/video diaries, sometimes filming herself, sometimes with help from her friends operating the camera. The film follows Maya over a short period, showing her slowly becoming the victim of online grooming. The film presents a crucial aspect in the life of children and youth - they reach out to child helplines when facing problems about which - most of the times - they have never talked to anyone else because they were scared or ashamed.

#### 'I think a lot about ending my life'

On World Mental Health Day (October 10), we launched a [video](#) highlighting the lack of resources that prevent child helplines from picking up every call from a young person in crisis.

The video features the voices of five children who find the courage to reach out to a child helpline. However, their heart-breaking stories of abuse, sexual abuse, loneliness and thoughts of suicide are recorded on the answering machine because these children call outside the usual working hours. Most of the child helplines do not have enough resources to operate 24/7, which leads to millions of contacts never being answered.



## Our new Brand Identity

We undertook an extensive and fulfilling re-branding exercise in 2016, which has resulted not only in a fresh new look and feel of the Child Helpline International brand, but in a renewed identity that reflects the ambitions and implementation of our 2016-2020 strategy. The process involved our staff and volunteers, as well as the Supervisory Board. The results in 2016 included the launch and incorporation of our new logo and icon to all of our publicity and publications, as well as of new fonts and colours.

We shared our re-branding journey with our members and partners, communicating the values we associate with our brand: we are driven, agile, transparent and diverse. And as a network organisation, we want to communicate how we look and speak: we walk hand in hand and we talk one on one.

The website redevelopment and launch, which will incorporate not only the new brand but a new tone of voice and messaging, will take place in May of 2017.



## Communications and Social Media

This year was crucial for our presence on social media, including Facebook, Twitter and YouTube. We undertook two campaigns of our own, and, together with partners, produced two videos that we launched both online and at events, such as the Eighth International Consultation of Child Helplines. These efforts were vital in communicating our activities to our network of child helplines, and to our partners as well as to the general public. We will continue these campaigns and efforts, and will undertake the execution of a comprehensive social media strategy beginning in the summer of 2017.

### #Youth

2016 was a particularly active year for our Youth Advisory Council. Not only were the youth members involved in a number of projects and events, we also welcomed the first six members of the Asia Pacific subdivision of the Youth Advisory Council. We also celebrated new youth representatives joining for the second term of membership of our global Youth Advisory Council!

Some projects worth highlighting include the launch of the [Manual](#) and [Manifesto](#) at the International Consultation of Child Helplines in 2016. These documents outlined the ambitions and guiding principles of our youth members and also served as a roadmap that might serve for other organisations that would like to actively empower young people.

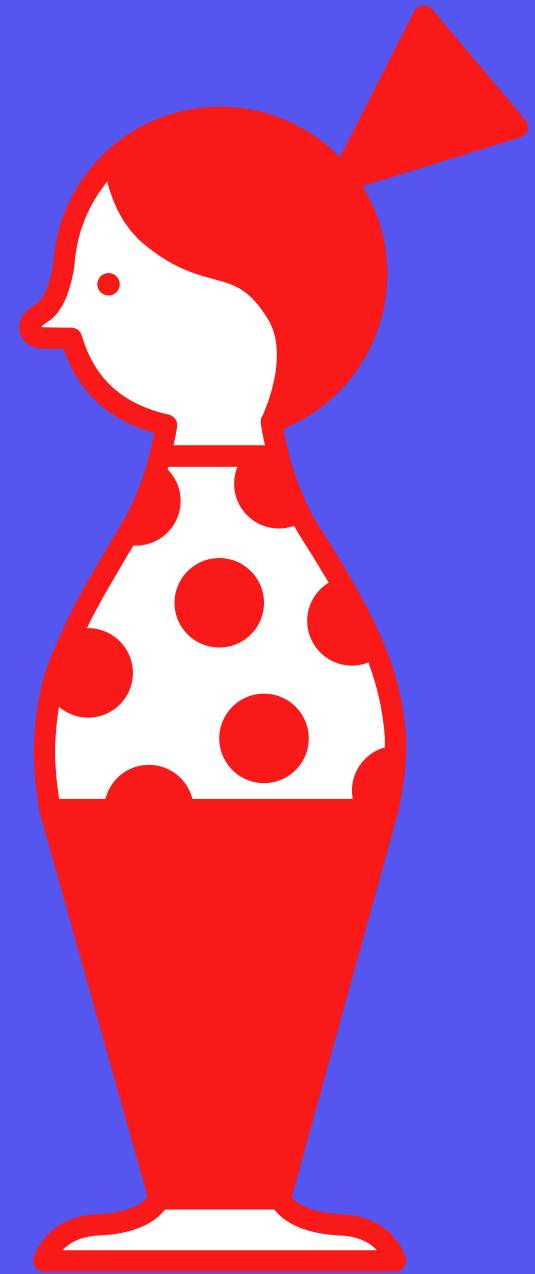
Additionally, for the first time ever youth members were featured in one of our publications. They wrote an informative chapter on child online protection for the 2015 data on the Voices of Children and Young People in Europe. This is an example of our commitment to listen to the voices of children and young people.

In the same spirit of allowing young people to speak freely, they took over our social media channels during Safer Internet Day 2016, [#SID2016](#). The youth then spoke about things that are of importance to them in their online lives, including the convergence of online and offline worlds and how to stay safe online.

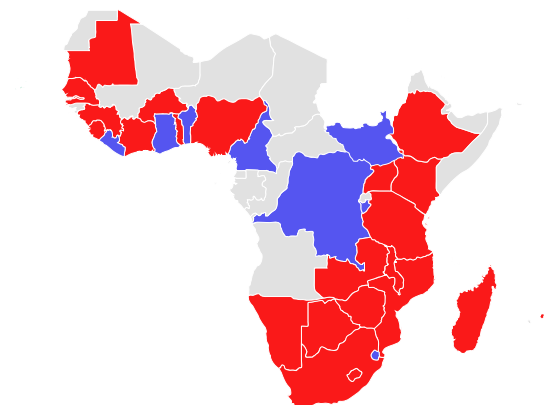
# Part 3

## Regional and global highlights

---



# Africa



## A new child helpline was launched in Liberia!

“My Voice my Safety Child Helpline” was launched on November 23<sup>rd</sup> in Monrovia, Liberia by her Excellency Mrs. Helen Johnson Sirleaf, the President of the Republic of Liberia. There were over 1000 participants at the launch, including government officials, civil society organisations, traditional and religious groups, UN Agencies and International organisations. The programme, first of its kind in Liberia, was widely covered by all media groups in the country.

The child helpline’s call centre is based in Montserrado, hosted by the Ministry of Gender. The child helpline is reachable through the number 116 which was provided by the two leading telecom networks in Liberia (Cellcom and Lonestar MTN) with support from the Ministry of Post and Telecommunication and the Liberia Telecommunication Authority.

## Action on Violence Against Children Campaign in the ESAR region

In 2016, our member child helplines in Kenya, Lesotho, Zambia, Uganda, Tanzania and Swaziland took part in the celebration of the Day of the African Child (June 16<sup>th</sup>), International Day of the Girl (October 11<sup>th</sup>), International Children’s Day (November 20<sup>th</sup>) and 16 days of Activism.

We celebrated these important dates by joining the Action on Violence Against Children Campaign led by UNICEF ESARO with the participation of several others child protection organisation working in Africa such as Save the Children, Plan International RESA and the African Child Forum.

As part of the campaign, UNICEF ESARO developed Public Service Announcements (PSAs) on different themes such as child marriage, physical and sexual abuse. The PSAs included the child helplines’ numbers becoming a great way of promoting the child helplines in those countries.

## Child Marriage

- In East Africa
- In Malawi
- In South Africa
- In Swaziland

## Physical Abuse

- Physical Abuse Playlist
- Physical Abuse East Africa
- Physical Abuse Malawi
- Physical Abuse South Africa
- Physical Abuse Swaziland

## Sexual abuse

- Sexual Abuse East Africa
- Sexual Abuse Malawi
- Sexual Abuse South Africa
- Sexual Abuse Swaziland

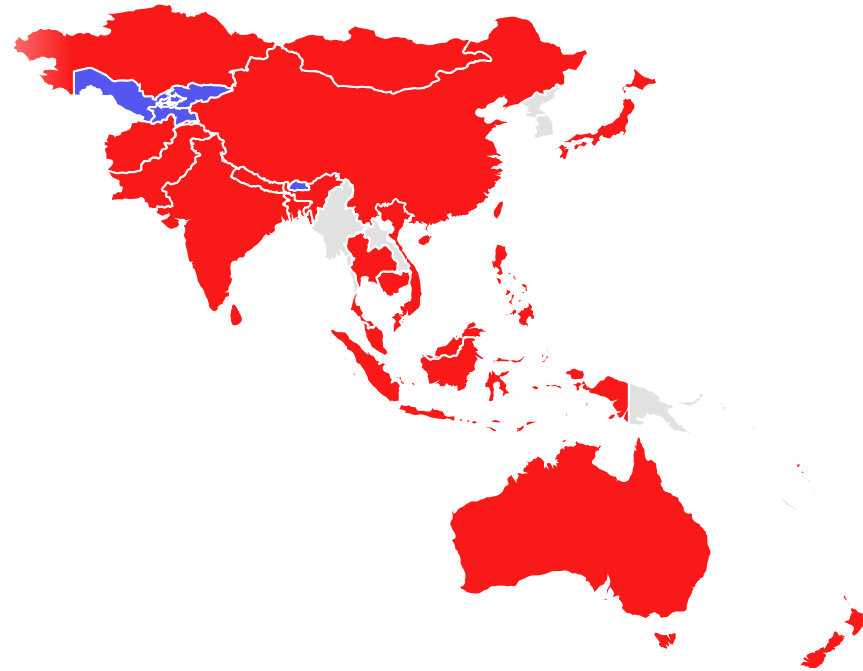
## We are working towards the creation of a child helpline in Gabon!

Child Helpline International provided technical support in the conduction of a feasibility study for the creation of a child helpline in Gabon. The study was conducted with UNICEF Gabon’s support and it was realised by consultants recruited by the Children Affairs Department of the Ministry of Social and Family Development, Social Welfare and National Solidarity.

The report of the feasibility study including a road map for the establishment of the child helpline was launched during a meeting in Libreville. Over 100 people attended the launch of the report including telecoms operators, CSOs, government and UN agencies.



# Asia Pacific



## Visit to one of our founding members, Childline India

Child Helpline International visited India on May 23<sup>rd</sup>-27<sup>th</sup>, to meet representatives of Childline India, the Ministry of Women and Child Development, UNICEF India, the International Labour Organisation and the SOS International Villages Asia Office. We visited the new call centre in Delhi and the post that Childline has at the railway station.

## Child Helpline 1098 Nepal fights to stop child marriage

Child Helpline 1098 Nepal is actively engaged in the 'Save the Date' project in Nepal, a project with Dance4Life and Free Press Unlimited (FPU) on child marriage. FPU has launched the soap opera called *Mtini* aimed at raising awareness for parents on child marriage.

Dance4Life has continued with its school outreach programmes with Restless Development aimed at raising awareness for youth on child marriage. Child Helpline 1098 Nepal has been receiving an increased number of calls and child marriage prompting them to strengthen their response mechanism on victims of child marriage and their families.

## Aparajeyo Bangladesh expands its services

Child Helpline 1098 Bangladesh's call centre moved to the Ministry of Social Welfare as they received funding until 2022 from UNICEF Bangladesh. The Ministry of Social Welfare and UNICEF Bangladesh have committed to improve the services of the child helpline not only through the upgrade of the call centre but through pledging support in making sure Child Helpline 1098 Bangladesh and its services are accessible by children nationwide.

## South Asia Coordinating Group

Child Helpline International continues to be active in the South Asia Coordinating Group (SACG) as we participated in two meetings in Kathmandu, Nepal through Madhav Pradhan of Child Helpline 1098 Nepal. SACG's new officers for 2017-2019 are UN Population Fund (UNFPA) as the chair and Plan Asia Regional Office as the co-chair. Through SACG, the South Asian Association of Child Helplines (SAACH) keeps abreast of the activities of all the INGOs in the region and all governmental initiatives from Dr. Rinchen Chopel of the South Asian Initiative to End Violence Against Children (SAIEVAC).

# Americas and the Caribbean



## Launch of a national project in Argentina

On September 23<sup>rd</sup>, the Ministry of Social Development via the National Children, Youth and Families' Secretary (SENNAF) with Child Helpline International and UNICEF Argentina, officially launched the project "*Líneas 102 como instrumento para la protección de los derechos de los niños, niñas y adolescentes en Argentina*", at the Government's House.

The aim of the project is to have in every province of Argentina a child helpline: Líneas 102, operating under international principles and standards, so as to guarantee that they can have a positive impact on the population in general and children and adolescents in particular.

Today, the Línea 102 service exists in 15 provinces (14 provinces and the Autonomous City of Buenos Aires), of the 23 provinces of Argentina. Also, the Líneas 102 work under different protocols and diverse approaches. There are also dissimilarities regarding the governmental organisation of the Líneas 102.

The project was presented to representatives of provinces, members of international and local organisations, media and the private sectors. Participants became aware of the international principles and standards to operate a child helpline, as well as the importance of working together with all sectors of the community, including telecommunications companies and media.

During the launch week, Child Helpline International conducted several stakeholders meetings, including with Facebook Latin America, Google Latin America, ENACOM (Argentine Communications Regulatory Agency), the Inter-American Development Bank, Ledesma Argentina and Telefonica Argentina. As a result of these meeting including follow-ups, some initiatives were built as well as a commitment to work together in this project of Líneas 102. The initiatives include an online training by Google Latin America for child helplines' counsellors in the Latin American Region, and a project to train the counsellors of the Líneas 102 on child online protection by Facebook Latin America.

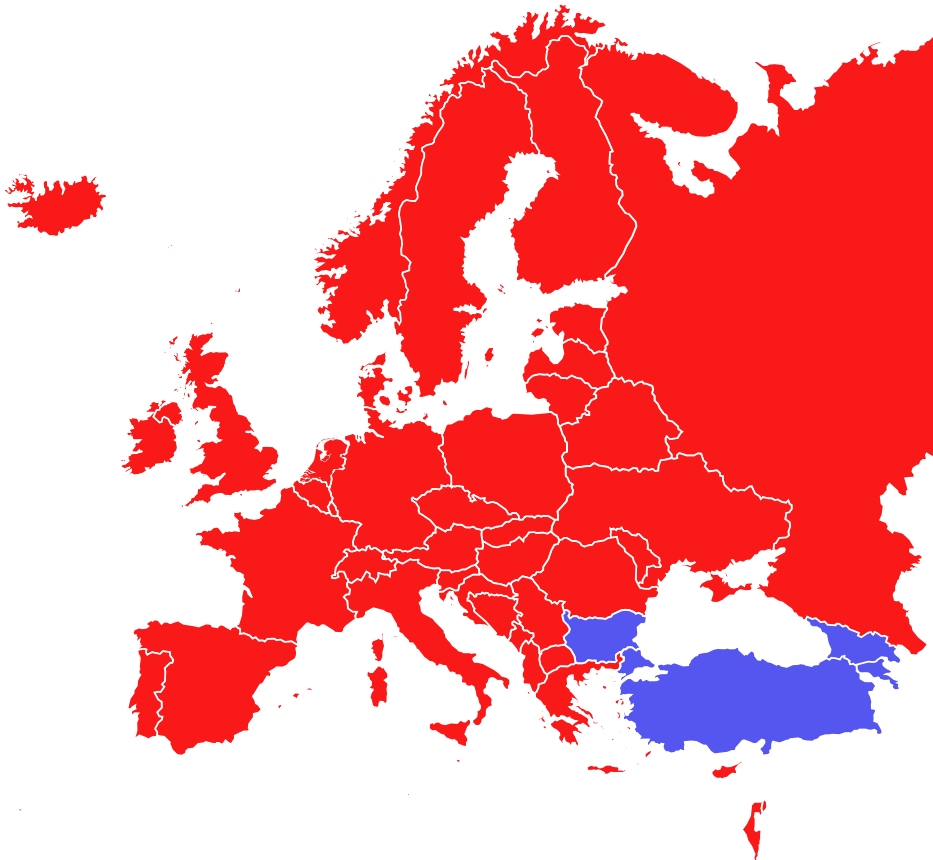
## Our work with the Inter-American Children's Institute of the Organization of American States

As part of our partnership with the Inter-American Children's Institute (IIN-OEA) of the Organization of Americas States, we are developing a publication on the work carried out by the many child helplines in the Americas and the Caribbean region.

The purpose of creating this publication is to illustrate the meaningful added value child helplines have within the national integral child protection and welfare systems. In the publication we will analyse and reflect upon the services that child helplines offer. Also, the publication will include significant experiences and case studies of child helplines from the region, raise awareness activities, on their different approaches with therapeutic processes, and on their inter institutional work.

The final product will be launched in 2017 during the Regional Consultation. We firmly believe that this first joint product will represent an important contribution to the reflection of the child helplines' practices and relevance, and it will also be a fundamental input for the next objectives of our partnership.

# Europe



## **Launch of Child Helpline International's European Study: "The Importance of Child Helplines for Child Protection in Europe"**

On June 14<sup>th</sup> we launched the [European Study "The Importance of Child Helplines for Child Protection in Europe"](#). The event was held at the European Parliament and it was hosted by MEP Antonio López-Istúriz White and co-organised with the Intergroup on Child Rights.

The launch of Child Helpline International's European Study was attended by approximately 35 people, including national child helplines, members of the

European Parliament and their assistants and several Brussels-based NGOs. During the event, child helplines were recognised as important tools in child protection systems and the data collected on annual basis deemed fundamental in influencing national and international child rights policy development.

MEP Antonio López-Istúriz White committed to continue the discussion on child helplines and to launch a debate on their role in emergency situations, recognising the role they play in the lives of the most at-risk children.

## **We joined the European Commission's Initiative to Better Protect Minors Online**

In 2016, Child Helpline International was invited to join a new European Commission self-regulatory initiative, the "Alliance to better protect minors online". The scope of the initiative is to invite leading ICT and media companies and NGOs to engage in a self-regulatory process to tackle harmful content and behaviour online. On the Safer Internet Day 2017, Child Helpline International co-signed the Alliance Statement of Purpose focused on user-empowerment, enhanced collaboration and raising-awareness.

Through the participation to the European Commission Alliance, Child Helpline International is recognised for its relevant work in advocating for child rights by calling for a greater positioning of child helplines within Child Protection Systems and the great role they play in promoting child rights and protecting children, in the real world as online.

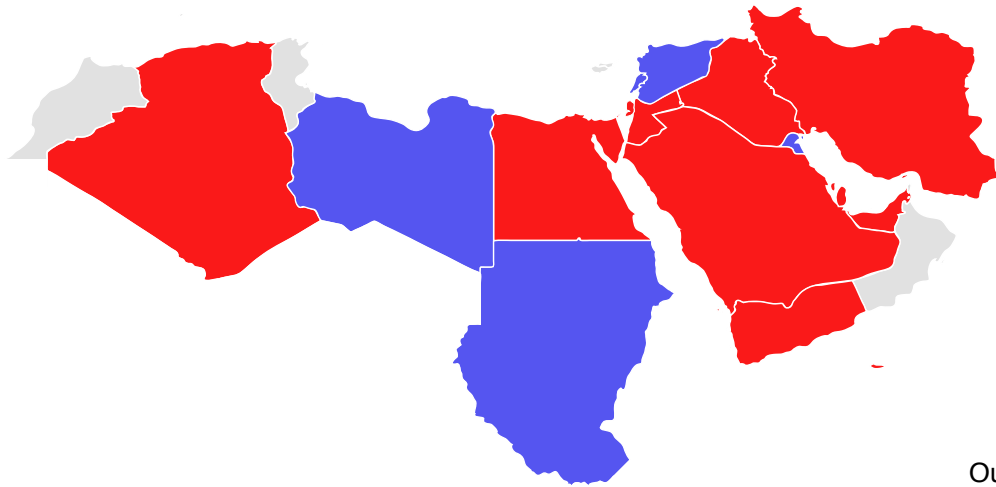
## **The promotion of the harmonised regional number**

In December 2016, Child Helpline International organised a meeting in Brussels on the European harmonised number dedicated to child helplines, 116 111. The number is now operational in 24 European Member States and, together its European child helpline members, Child Helpline International is reflecting on how to increase its functionalities in order to ease access to child helplines all over Europe.

The objective of the meeting was to find opportunities of collaboration between child helplines and the telecom sector, which extend beyond the waiving of call costs and tackling increased functionalities of the 116 111.

As a result, during the meeting, the cross-border availability of the number together with the possibilities which will open through the waving of roaming costs in June 2017 were discussed with telecom providers. From their side, child helplines discussed their minimum quality standards to guarantee that a professional service is provided to all children in Europe.

# The Middle East and North Africa



## Policy Dialogue & Regional Consultation #MENA\_PDRC

The Sixth Policy Dialogue & Regional Consultation (PDRC) in the Middle East and North Africa (MENA) was held in Cairo, organised by Child Helpline International, National Council for Childhood and Motherhood, and the League of Arab States. The purpose of the PDRC was to discuss the role of child helplines in the context of the Sustainable Development Goals.

Other topics discussed were how to improve child helpline services during conflict and emergency, and local young people launched the #FreeOurVoices campaign during the event. The children and young people embodied messages of participation, protection from violence, right to life and right to develop their full potential by video messages and creative performances. The Secretary General of the National Council for Childhood and Motherhood (Egypt), signed the interactive petition on [freeourvoices.org](http://freeourvoices.org) and committed to fight for children's right to be heard.

Our Egyptian child help line host, the National Council for Childhood and Motherhood, also participated in our first LEAP stakeholders meeting, which we held on the day after the Regional Consultation. We examined child helpline experiences in online protection from sexual abuse and violence from Egypt, Jordan (Jordan River Foundation), Palestine (Sawa) and, at a later meeting, Algeria (Nada). All contributed substantial information and experience on the matter of child online protection. The report on the Cairo meeting can be found [here](#) (insert link).

## Our work with Zain

The Zain Group ran a [media campaign](#) across its eight markets in the MENA region to raise awareness of the negative effects of child abuse. The campaign organised by the Zain Group started in April 2015 and it includes TV and print adverts, as well as a social media component.

Zain participated in the Regional Consultation and Policy Dialogue for Child Helplines in the MENA Region (February 2016). Zain presented a number of child protection initiatives it had undertaken in order to support separated families across the Arab world; it also highlighted the role ICTs can play in offering support to children.

## Global highlights of 2016

We accomplished much in 2016: one highlight is the [finalisation of the Girl Power, Conn@ctNow and ASK programmes](#), all of which were successfully implemented and reported upon. We brought those programmes to a close, but are using the outcomes and products to inform and support our ongoing work, especially around gender equality. One especially gratifying result of the Girl Power Programme was the [launch of the 116 child helpline in Liberia](#), a truly signal accomplishment, and which counted with the support of Liberian President Sirleaf Johnson, who launched the child helpline personally.

We released the [global report Voices of Children and Young People](#). The report is based on data from 2014 collected by child helplines around the world. In addition to global and regional overviews, the publication includes a series of thematic papers that focus on the health related concerns among children and youth.

We launched the [Violence Against Children Report](#). The report is based on data on violence collected from our member helplines in 2014. The report provides complementing evidence to advance the arguments for the inclusion of goal 16.2 in the UN sustainable development goals: 'End abuse, exploitation, trafficking and all forms of violence against and torture of children'.

Our ongoing [collaboration with the GSMA and telecoms around the world](#) resulted in ten child helplines obtaining toll-free numbers. The cost-savings to child helplines from these relationships are important; as significant are the long-term relationships with local telecoms that are a direct result of our partnership with the GSMA and its telecom members.

We described our [LEAP – Leadership in Empowering and Activating Child Helplines to Protect Children Online - programme](#) in another section of this report. Its outcomes are significant: a baseline study of digital protection capabilities and referral networks of child helplines in 25 countries; identification of significant practices in child online protection from sexual exploitation and abuse in our network; four ground-breaking regional meetings for child helplines, government entities, law enforcement, UNICEF and other UN agencies, expert civil society organisations, industry and others exchanged knowledge and identified next steps to build capacity at child helplines to prevent and respond to online sexual abuse and violence.

Our commitment to protect and defend children in both their offline and online lives led us to join the [WeProtect Global Alliance to End Online Child Sexual Exploitation](#), a single global initiative with the influence, expertise and resources to transform how online child sexual exploitation is dealt with worldwide. The alliance is key to all its members, combining forces and resources; and, for child helplines and the children they serve, giving them a voice in this extraordinarily important field. Child Helpline International is one of 15 civil society organisations in the Alliance.

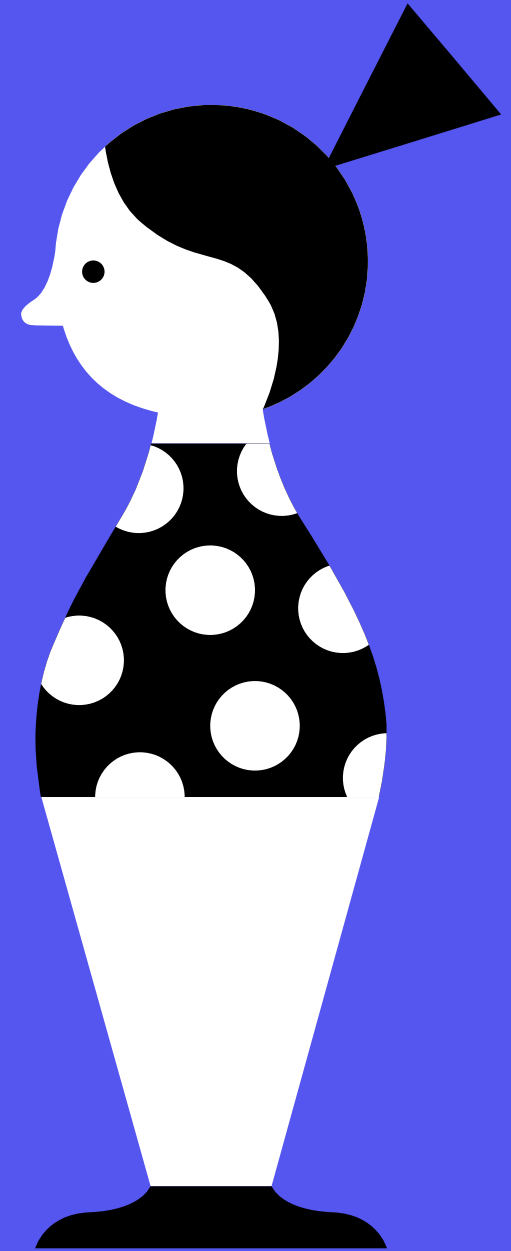
The Global Partnership to End Violence is of paramount importance to achieve Sustainable Development Target 16.2 to eradicate violence against children and associated SDG targets. Child Helpline International was present at the July 2016 launch in New York and since then we have joined the Civil Society Forum advising the partnership, as well as the child and youth participation working group. We have made sure that child helplines, and the voices of children, are well represented and heard at the global level.

In celebration of [Safer Internet Day](#), young people from the Child Helpline International European and International Youth Advisory Council used our [Facebook page](#) to talk to children and young people about online protection. The young people covered subjects such as online bullying and net hate, young people expressing suicidal thoughts or thoughts of self harm on social media, online privacy tips, online abuse and how to report it, parents knowledge of what children are doing online, how parents should support their children in an online setting, what to share and not share online.

We released the [Roadmap for the Creation of a Child Helpline in the Republic of South Sudan](#). This roadmap aims to act as a core document for national governments or other actors in setting up a child helpline.

# Part 4

## Looking Forward to 2017



## Looking Forward to 2017 and Beyond

In 2017, at Child Helpline International we will continue to implement the 2016-2020 strategy, with focus on some specific thematic areas. As is specified in the strategy document, one of our goals is to strengthen child protection systems through more robust child helplines.

### **We aim to continue strengthening of child helplines through capacity building using distance learning and e-learning methods.**

We aim to continue the strengthening of child helplines through capacity building using distance learning and e-learning methods to reach as many of our members as possible. Thematically, we will begin with child online protection and move on from there. Our LEAP project, undertaken in 2016, identified gaps and needs in capacity building at helplines around child online protection. A major project proposal with a three-year scope will fill these training and knowledge gaps. In addition, these capacity building activities will improve the quality of our membership across the board, thereby fulfilling one of our major goals.

Along with this thematic focus on child online protection, Child Helpline International is developing partnerships with ICTs such as Facebook, Google and Norwegian based Telenor.

Continuing on the theme of quality, we will initiate a quality control/accreditation process, beginning with the European membership of our organisation, using a model whereby members, staff of Child Helpline International and outside experts contribute to a sustainable quality framework to be applied to all members of our organisation.

Another element of quality in our own operations is reliant on the data from members that we collect, compile and analyse. We will have programmes in place to improve our members' data processes of collection and classification, with a pilot programme in Africa (in 17 countries) to be undertaken jointly with UNICEF.

At the same time, we will improve our own data processes, working to better analyse the data sets we collect in order to improve our publications and advocacy work. This has the added benefit of feeding back to our members with

information they can use to influence and advocate at a national level. And it shows our Theory of Change in action: theory becoming practice and reality, and advancing our objectives.

A crucial task will be the integration of the Luxembourg Guidelines into Child Helpline International's own data proforma. The Luxembourg Guidelines were developed by an inter-agency group of 18 partners. Specifically, they developed terminology guidelines for the protection of children from sexual exploitation and sexual abuse which we will integrate into our glossary of terms, in order to comply with these international standards.

### **The Sustainable Development Goals and child helplines**

Of the seventeen goals approved by the United Nations General Assembly in September 2015, there are several that are especially relevant for the work of child helplines. Chief among those are SDG Target 16.2, "To end abuse, exploitation, trafficking and all forms of violence against and torture of children"; SDG Target 5.2, "eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation"; and SDG Target 16.1, "significantly reduce all forms of violence and related death rates everywhere."

There are also associated targets that child helplines can and should participate in achieving: SDG target 5.3, "Eliminate all harmful practices, such as child, early and forced marriage and female genital mutilation"; SDG target 8.7, "Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and elimination of the worst forms of child labour, including the recruitment and use of child soldiers, and by 2025 end child labour in all its forms."

### ***We will continuously engage with our member child helplines to assure their participation in national planning and execution of strategies to end violence against children in their own countries.***

Other programmatic initiatives in 2017 will see the implementation of Phase II of our project in Argentina, to roll out child helpline services to all provinces in the country. In Benin, we will undertake the first phase of a project to start a child helpline in that country.

We will organise five Regional Consultations of child helplines in 2017, using the same parameters of engaging partners extensively to bring more value in



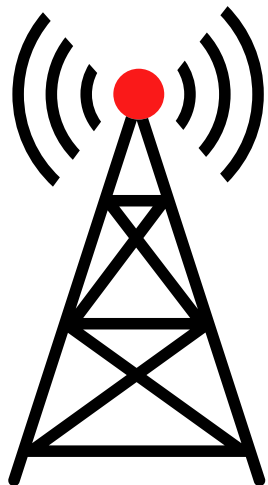
knowledge sharing, training and networking for our members. Each of the regional consultations will focus on a few areas of intense interest to our members, chief among them online protection and children on the move.

We will implement the MoU entered into with Plan International in November 2016, and which has a five-year time frame. Plans of action for projects under the MoU, and fundraising activities, will be mapped out early in 2017 with a view to implementing projects towards the middle and end of the year.

In addition, our partnerships with UNICEF, ECPAT International, SOS-Children's Villages, the Global Partnership to End Violence, the GSMA, the Global Movement for Children, the Inter American Children's Institute of the Organization of American States and with the Global Alliance to Against Child Sexual Abuse Online will be nurtured and advanced throughout the year. We will continue to nurture our very productive relationships with industry, as exemplified by our partnerships with Facebook and Telenor.

Our fundraising efforts will continue unabated. We are aware of the pressing need to raise unrestricted and project funds in 2017 and beyond to ensure the sustainability of the organisation and are fully committed to the endeavour.

The annual budget for 2017 is €738,241 of secured funding at time of writing.



**2016 International Consultation**



**Launch of the Linesa 102 project**



**LEAP in London**



**LEAP in Nairobi**



**MENA PDRG in Cairo**



**New Child Helpline in Liberia**



**Online Safety at the GSMA**



**Visit to Child Helpline India**



# Part 5

## Governance



# Governance Structure of Child Helpline International

The current governance of Child Helpline International, as ratified by the General Assembly of Child Helplines in 2008, consists of the following institutions:

- General Assembly of (National) Child Helplines (181 Members – 133 Full Members and 48 Associate members in 139 countries, as per December 2016)
- Supervisory Board with five Regional Representatives and three Supervisory Committee members
- Management Board (Managing Child Helpline International)
- Child Helpline International Team

The Management Board is responsible for the management function within Child Helpline International. The Management Board consists of the Executive Director, Chief Operating Officer (heading up the Operations Team) and Heads of Programme Development.

The Supervisory Board does not have any day-to-day management responsibilities. Its duties are to assist the Management Board by providing it with expert guidance and support.

The Regional Representatives who serve on the Supervisory Board members are selected by the General Assembly of Child Helplines for a maximum of two consecutive periods of two years.

The terms and conditions of Child Helpline International's governance are laid down in the Statutes and in the By-laws of the organisation (copy available upon request).

## Roles and Responsibilities:

### General Assembly

The General Assembly is comprised of Child Helpline International's full member child helplines.

### The Roles of Regional Representatives to the Supervisory Board (this role is supported by Deputy Regional Representatives\*)

- To support the co-ordination of the regional activities in co-operation with Child Helpline International.
- To contribute towards the regional consultations and international consultation during the term on the board.
- To participate in Supervisory Board meetings minimal twice per year.

### \*The Role of Deputy Regional Representative to the Supervisory Board

- To support the Regional Representative and Programme Manager by facilitating regional advocacy activities.
- To participate in conference calls between the Regional Representative and the Child Helpline International Programme Manager.
- In the event of the Regional Representative's permanent or temporary absence, fulfill the role in cooperation with Child Helpline International

### Regional Representatives

Africa	Stella Motsi (Zimbabwe)
Americas and the Caribbean	Nestor Rivoira (Argentina)
Asia Pacific	Zia Ahmed Awan (Pakistan)
Europe	Rasmus Kjeldhal (Denmark)
Middle East and North Africa	Ola Al Omari (Jordan)

### Deputy Regional Representatives

Africa	Aissatou Barry (Guinea)
Americas and the Caribbean	Alisa Simon (Canada)
Asia Pacific	Sheila Estabillo (Philippines)
Europe	Anamarija Vuić (Croatia)
Middle East and North Africa	Ahmed Al Tartoor (Sharjah, United Arab Emirates)

### Responsibilities of the Supervisory Board

The Supervisory Board approves:

- The strategy plan for the next three-five years (for ratification by the General Assembly of Child Helplines).
- The annual plan of activities.
- The annual budget and final audited accounts.

### Quality requirements of the members of the Supervisory Board are:

- Affiliation with the vision and the mission of Child Helpline International.
- A broad network at his or her disposal and the willingness to make use of this network in favour of Stichting Child Helpline International.
- Willingness to advise the management board at all times and to act as a sounding board for the Management Board when the occasion merits.

### Supervisory Committee

Chair            Jaap E. Doek  
Treasurer      Anita Nijboer

\*The Supervisory Committee performs the appraisal of the Executive Director on an annual basis.

### Other posts (outside of Child Helpline International) held by the Supervisory Board members are:

The Chair of Child Helpline International, Jaap E. Doek, is Emeritus Professor of Law (Family and Juvenile Law) at the VU University (Vrije Universiteit) in Amsterdam; former Chairperson of Aflatoun, Child Savings International; member of the Advisory Committee of the Innocenti Research Centre of UNICEF in Florence; member of the International Board of Trustees of the African Child Policy Forum (Ethiopia). For more information please see: <http://www.jaapedoek.nl>

The Treasurer of Child Helpline International, Anita Nijboer is a former Tax Lawyer at PwC NL and now works independently.

Other Regional representatives are Executive Directors or Managers of member child helplines in the five different regions where Child Helpline International works. These are:

- Stella Motsi – Childline Zimbabwe, Zimbabwe (Africa)
- Zia Ahmed Awan – Madadgaar, Pakistan (Asia & Pacific)
- Nestor Rivoira – Linea 102 Argentina (Americas and the Caribbean)
- Rasmus Kjeldhal – Borns Vilkar, Denmark (Europe)
- Ola Al Omari – Jordan River Foundation, Jordan (MENA)

### Patron of Child Helpline International

Baroness Valerie Howarth

### Taskforces or Working groups

Historically, Child Helpline International's Management Board rely greatly on the work and advice from Regional Representatives in the so-called taskforces or working groups. Depending on the subject and the kind of advice requested by the Management Board, these taskforces or working groups can be comprised of participants with general child helpline expertise or with expertise on a specific subject related to child helplines.

### Advisory Councils

The Management Board and the Supervisory Board are able to jointly appoint Advisory Councils. The function of an Advisory Council is to assist and advise the Management Board and Supervisory Board, when requested, by providing relevant advice and making proposals to the Management Board. An example is the Child Helpline Impact Assessment Advisory Council instituted to support Child Helpline International and its member child helplines on methods and tools used to measure the impact of their work.

### Special Advisor to the Supervisory Board

In 2015, the Supervisory Board took a decision to appoint Special Advisor(s) to the Supervisory Board. The Terms of Reference of Special Advisor(s) was instituted in 2016 and the first of such appointments was Child helpline International's Founder and former Chair, Jeroo Billimoria,

### The Role of the Management Board

- To conduct daily activities of the Foundation in accordance with its strategic plan, which shall normally cover a period from three to five years.
- At the same time, the Management Board conducts the activities in accordance with the Foundation's annual plan and budget.
- To act in accordance with the expenditure guidelines and the budget approved by the Supervisory Board.
- To report to the Supervisory Board on a bi-annual basis.
- To provide the Supervisory Board with the information it needs to carry out its duties in a timely manner.

### Child Helpline International Management Board in 2016 (paid)

Executive Director	Sheila Donovan (0.8 FTE)
Chief Operating Officer	Helen Mason (0.8 FTE)
Head of Policy & Research (until 30 June 2016)	Thomas Mueller (1.0 FTE)
Head of Programme Development	Magdalena Aguilar (1.0 FTE)

### Child Helpline International

The organisation, Child Helpline International serves the needs of the global Child Helpline network, led by the Management Board, the Child Helpline International team is responsible for implementing the strategy and policies that have been adopted by the General Assembly of Child Helplines and the Child Helpline International Supervisory Board. Child Helpline International also facilitates the activities of the network, such as peer exchanges, knowledge exchange, monitoring of standards and international and regional advocacy efforts. Where possible, Child Helpline International aims to link Child Helpline members to donors.

Child Helpline International is a registered foundation (Stichting) located in Amsterdam and in 2016 consisted of 35 temporary and permanent paid employees - 9.56 FTE (2015: 14.23 FTE) and 26 volunteers.

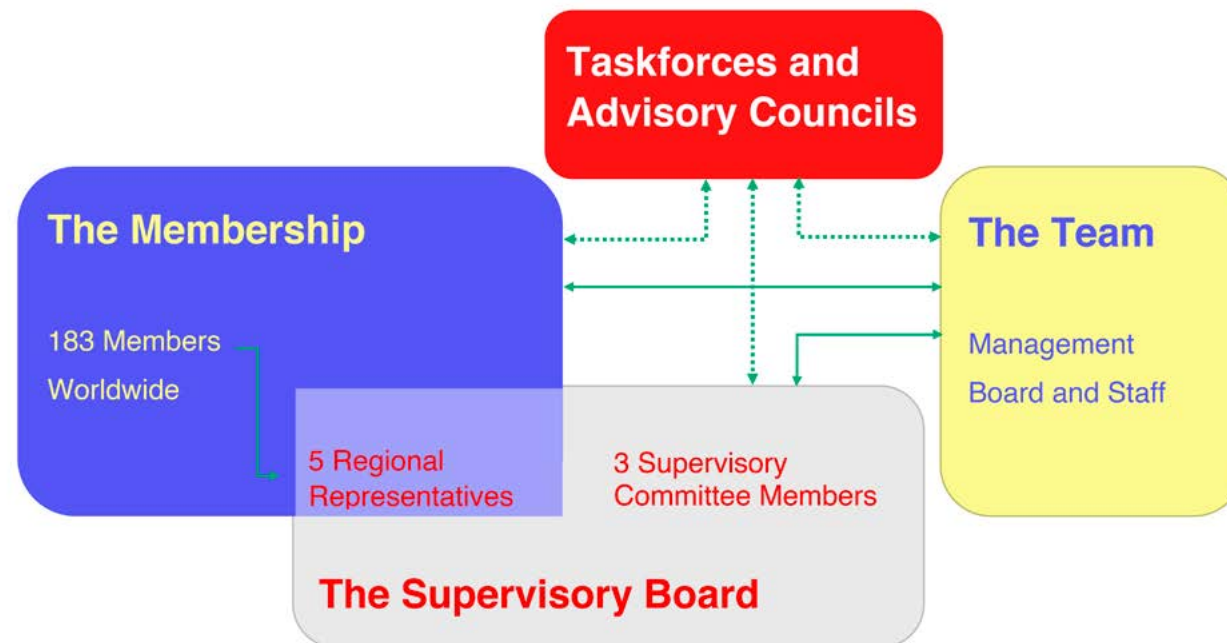
### Supervisory Board meetings in 2016

The Child Helpline International Supervisory board met twice in 2016 (May and November, the agenda items were):

### The agenda items were:

- Audit and Annual Accounts 2015
- Annual Report 2015
- Quarter 3 accounts – 2016
- Draft Annual Plan & Budget 2017
- Resource mobilisation
- Fundraising Toolkit
- Child Helpline International's Rebranding
- Regional briefings
- International Consultation 2016
- Adoption of Child Helpline International Strategy 2016-2020 by full members
- Revision of Child Helpline International membership list
- Revision membership processes
- Approval of new child helpline members

## Here is a visual depiction of Child Helpline International's governance



# Child Helpline International's team



**Sheila Donovan**  
Executive Director



**Helen Mason**  
Chief Operating Officer



**Magdalena Aguilar**  
Head of Programme Development



**Velia Licitra**  
Data Analyst and Project Coordinator



**Indra Biseswar**  
Human Resources and Operations Officer



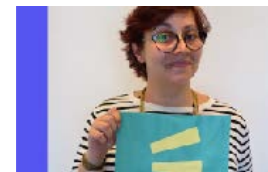
**Mary Healy**  
Finance Officer



**Raluca Dumitrescu**  
Free Our Voices Campaign Coordinator



**Denitsa Gancheva**  
Youth Participation Coordinator



**Margherita Leone**  
European Coordinator – Brussels Office



**Lucia Nistal Coelho**  
Project Coordinator



**Dushica Naumovska**  
Membership Manager



**Richard A. Ombono**  
Programme Manager for Africa



**Rowena Ricalde**  
Programme Manager Asia Pacific

## Child Helpline International's Volunteers

In 2016, Child Helpline International worked with many talented volunteers across all departments. Child Helpline International would like to thank the following volunteers for their valuable support during the year.

Macarena Parada	Programmes
Miguel Perez Lorenzo	Programmes
Weixi Yuan	Programmes
Nada Tarek Mohamed Elsayed Ramadan	Programmes
Paula Trujillo González	Programmes & Operations
Lelani Lewis	Programmes & Operations
Anndreea Oana	Programmes
Ahmed Adel N Elmandouh	Programmes
Yiqi Zgang	Programmes
Ingrid Holgersen	Policy and Research
Martina Petkova	Policy and Research
Charlotte de Vries	Policy and Research
Maruschka Sitaram	Policy and Research
Ariadna Illan Martinez	Policy and Research
Caelia van Draanen	Operations
Hannah Grace Litfin	Operations
Alice Ploutiainen	Operations
Ronja Ulvfot	Operations
Nadja Nonnen	Operations
Katherine S Diamond	Operations
Katherine J Thompson	Operations
Adelaide Houlette	Operations
Ivana Summerfield	Operations



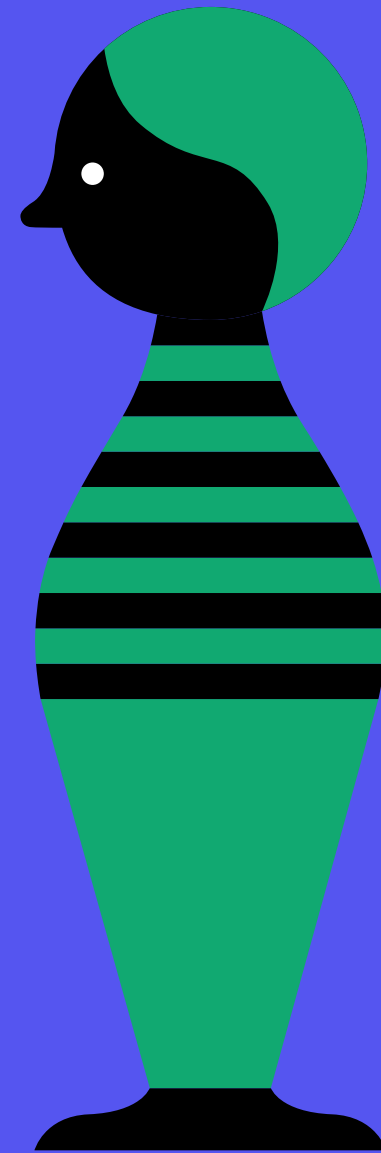
# Part 6

## Summarised Annual Accounts 2016

---

These Annual Accounts 2016 are the full financial report of Stichting Child Helpline International for the year ending on 31 December 2016.

A summary of this report will be published in Child Helpline International's Annual Report 2016. As stipulated by the Dutch reporting regulations for foundations, the RJ650, it will be stated within the published Annual Report 2016 that a copy of these Annual Accounts 2016 are available upon request



## Balance sheet as at December 31, 2016 (After appropriation of net result)

	December 31, 2016		December 31, 2015	
	€	€	€	€
<b>Assets</b>				
Receivables	155.207		150.293	
Cash at banks and in hand	68.272		243.287	
		223.479		393.580
		223.479		393.580
<b>Liabilities</b>				
Capital				
Freely disposable capital	96.694		152.109	
Tied-up Capital;				
		96.694		152.109
<b>Current Liabilities</b>		126.785		241.471
		223.479		393.580



## Statement of income and expenditure for 2016

	2016		2016		2015		2015	
	€	€	budget (unaudited) €	€	€	€	budget (unaudited) €	€
<b>Income</b>								
Income from own fundraising		836.978		798.176		258.373		247.500
Governmental grants		384.191		411.645		1.660.077		1.853.585
Membership Fees		11.545				11.851		-
Interest income		725				4.816		-
Gifts and donations		578				21.710		-
<b>Total income</b>		<b>1.234.017</b>		<b>1.209.821</b>		<b>1.956.827</b>		<b>2.101.085</b>

		2016	2016	2015	2015
<b>Spent on purpose</b>					
<i>Goal 1 - Developing Child Helpline International's programmatic knowledge and expanding its thematic expertise (2016)</i>					
Objective 1 - Provide adequate services to child helplines (2015)					
	direct cost	396.291	337.729	559.099	543.195
	indirect costs	164.804	161.944	584.381	660.234
		<b>561.095</b>	<b>499.673</b>	<b>1.143.480</b>	<b>1.203.429</b>
<i>Goal 2 - Improved evidence-based advocacy (2016)</i>					
Objective 2 - Working with the telecommunications sector (2015)					
	direct cost	129.819	153.973	75.761	94.525
	indirect costs	126.235	124.042	79.558	89.884
		<b>256.054</b>	<b>278.015</b>	<b>155.319</b>	<b>184.409</b>
<i>Goal 3 - Building an effective &amp; sustainable organisation (2016)</i>					
Objective 3 - Strengthening national child protection systems (2015)					
	direct cost			123.852	243.169
	indirect costs	308.573	303.214	280.727	317.165
		<b>308.573</b>	<b>303.214</b>	<b>404.579</b>	<b>560.334</b>
	Overhead, operational and administrative expenses (2016)	62.021	28.996		
	Operational and administrative expenses (2015)	101.689	99.923	282.577	130.413
	Own fundraising costs			19.730	22.500
	<b>Total spent on purpose</b>	<b>1.289.432</b>	<b>1.209.821</b>	<b>2.005.685</b>	<b>2.101.085</b>
	<b>Result for the year to date</b>	<b>( 55.415 )</b>	<b>-</b>	<b>( 48.857 )</b>	<b>0</b>

## Cash flow statement

	2016		2015	
	€	€	€	€
Cash flow from operating activities				
Net result		( 55.415 )		( 48.857 )
Adjustment in respect of depreciations				
Changes in working capital				
Receivables	( 4.914 )		( 72.648 )	
Current liabilities	( 114.686 )		( 60.132 )	
		( 119.600 )		( 132.780 )
Cash flow from operating activities		( 175.015 )		( 181.637 )
Cash flow from investment activities				
Investments in tangible fixed assets		-		-
Net cash flow		( 175.015 )		( 181.637 )
Decrease (-)/Increase (+) in cash and cash equivalents		( 175.015 )		( 181.637 )
Movement in cash and cash equivalents				
Cash and cash equivalents as at January 1		243.287		424.924
Decrease (-) Increase (+) in cash and cash equivalents		( 175.015 )		( 181.637 )
<b>Cash and cash equivalents as at December 31</b>		<b>68.272</b>		<b>243.287</b>

## Notes to the balance sheet and statement of income and expenditure

### General information about Child Helpline International

Child Helpline International is the global network of 181 members in 139 countries (as of December 2016), which together received over 20 million contacts a year from children and young people in need of care, protection and support. Child helplines are most often the first point of contact for children who are in need of support and protection. Child Helpline International collects data and this knowledge base is used to advocate on behalf of children to make their lives safer by highlighting the gaps in the child protection systems.

Child Helpline International believes that children are full citizens of the world. They need, deserve, and have an inalienable right to respect, nurturance and support aimed at keeping them safe and helping them to participate fully in their lives according to their individual capabilities. Adults have a special obligation to ensure that children are safe and receive this respect, nurturance and support. Child Helplines provide children with unique opportunities to express their thoughts, feelings, and needs and to seek help in their own terms, without fear or inhibition. Trusted by children, Child Helplines help to keep children safe and to receive respect, nurturance and support. They do this through their own direct responses and by using the knowledge given to them by children to advocate on their behalf. Child Helpline International exists because Child Helplines around the world gain strength from working together to express these shared ideals, values and beliefs.

Child Helpline International is a registered non-profit Foundation (Stichting) registered in the Netherlands (2003).

Child Helpline International's financial year coincides with the calendar year.

### Activities

Child Helpline International's strategic goals for 2016-2020 are:

1. Developing Child Helpline International's programmatic knowledge and expanding our thematic expertise.
2. Improved evidence-based advocacy
3. Building an effective and sustainable organisation

## Principles of valuation of assets and liabilities

### General

The Annual Accounts 2016 are prepared in accordance to the accounting principles generally accepted in the Netherlands. The Dutch accounting guideline RJ650 for Fundraising Organisations is applicable. The annual accounts are prepared in Euro. Assets and liabilities are valued at face value, unless otherwise indicated.

### Comparison with prior year

The principles of valuation and determination of result remained unchanged compared to the prior year.

### Foreign currencies

Assets and liabilities denominated in foreign currencies are translated into Euros at year-end exchange rates; exchange gains and losses are charged to the statement of income and expenditure. Transactions in foreign currencies during the financial year are translated into Euros at the rate of exchange ruling on the transaction date.

### Tangible fixed assets

Since 2012, Child Helpline International has expensed all purchases at cost except capital investments funded by the European Commission, which are depreciated\* at 33.33% per annum.

### Receivables

Receivables are valued at face value less a provision for possible uncollectible amounts.

## Principles of determination of result

### General

The result is determined as the difference between income generated by contributions, membership fees and others, and the costs and other charges for the year. Income is recognised in the year in which it is realised.

### Costs

Costs are recognised at the historical cost convention and are allocated to the reporting year to which they relate.

\*Depreciation is provided by the straight-line method over the estimated useful economic life.

### Cash flow statement

The cash flow statement has been prepared applying the indirect method.

### Spent on Purpose

In 2016, Child Helpline International entered into a new strategic period, therefore the goals of the organisation have changed, thus comparison per goal with prior year is not possible. However,

## Notes to the balance sheet

### Tangible fixed assets

In the past, furniture and computers comprised of mainly hardware and some furniture items for the operation of Child Helpline International. As of 2012, Child Helpline International expensed all purchases at cost. There will be no further additions, with the exception of laptops purchased with funds from the European Commission, which must be depreciated.

### Receivables

	31-12-2016	31-12-2015
	€	€
Prepaid rent and deposit	7,542	10,272
Grants to receive	128,704	72,496
Other receivables	18,961	57,525
	<u>155,207</u>	<u>140,293</u>

### Cash at banks and in hand

	31-12-2016	31-12-2015
	€	€
Deposit ABN AMRO Bank	25,347	198,848
Current accounts ABN AMRO Bank	40,956	43,385
Cash in hand (incl. Cheques)	1,969	1,054
	<u>68,272</u>	<u>243,287</u>

*Cash at banks and in hand are available on demand.*

## Capital

	2016	2015
	€	€
January 1	152,109	200,966
Net result	-55,415	-48,857
December 31	96,694	152,109
Of which:		
Freely disposable capital (continuity reserve)	96,694	152,109
Tied-up capital (funds)	0	0
	96,694	152,109

### Continuity Reserve

Child Helpline International works to ensure sustainability of the organisation so that in the case of a funding shortage, its international network of Child Helplines is not affected. Therefore, Child Helpline International aims to create a continuity reserve to cover operational and programme costs for a period of six months.

Child Helpline International does not wish to create any other reserves than continuity reserves. This six month timeframe is based on a prudent assessment of the time required to source additional funding. According to the advice expressed in "The Code Wijffels" this reserve should not exceed 1.5 times the operational costs. On 31 December 2016, the reserve was well below this limit. The continuity reserve is built up by income primarily from private donors or membership fees. Child Helpline International has no investments.

Tied-up capital: No tied-up capital is reported in 2016 but in the case that tied-up capital is reported in any given year, Child Helpline International's policy is that this funding will be carried forward for the concerned activities as specified and agreed with Child Helpline International's donors.

## Current liabilities

	31-12-2016	31-12-2015
	€	€
Received in advance	62,448	108,609
Social security costs and wage tax	12,629	27,453
Holiday pay and days	17,753	34,484
Other liabilities (short-term creditors)	33,955	70,925
	126,785	241,471

## Contingencies and commitments

### Long term financial obligations

The annual amount of office rental commitments amounts to approximately €28,000 per year, however Child Helpline international has the option to annul this rental contract on short-term in case of a cut in funding. At time of writing, Child Helpline International has not made any other long-term commitments.

# Notes to the statement of income and expenditure

## Governmental grants and income from other fundraising

	2016	2015
	€	€
<b>Income from own fundraising:</b>		
Contributions in kind (barter deals)	14,128	27,045
The OAK Foundation	166,275	81,619
C & A	164,315	115,278
Free Press Unlimited (Wadada)	105,437	0
Other Donations	28,258	21,710
KPMG UK	0	34,431
UNICEF	306,129	0
Porticus	35,815	0
Stichting Schouwenburgh	10,000	0
Facebook	6,621	0
	836,978	280,083
<b>Governmental grants:</b>		
DGIS MFS II	96,404	1,204,848
European Commission - Daphne III Programme	280,508	237,346
ASK Programme	7,279	217,883
	384,191	1,660,077

The European Commission funding requires Child Helpline International to co-finance its award on a contractual basis; Child Helpline International met this requirement in 2016, which was 20% of the total project budget.

During the year an amount of €14,128.45 (2015: € 27,045) has been received as in-kind donations (barter deals or services performed in-kind). The specification reads:

Organisation	Amount (€)	Donation/ Description
GSMA	5,008	Donation of USBs, shipping, video and production
De Brauw*	9,120	Legal advice
Total	27,045	

\*This support was made possible as Child Helpline International's outgoing Chair of the Supervisory Board, Kees Peijster is a former member of De Brauw's Managing Committee.

## Donations

During the year, the following donations have been received.

	2016	2015
	€	€
Gifts and online donations	1,303	21,710
	1,303	21,710

## Direct expenditure

Direct expenditure relates to those costs directly related to reaching Child Helpline International's goals. These are summarised as follows:

### Improved child protection systems through more robust child helplines

To improve the quality of "access to" and "assistance from" the child helplines, improve the quality data for advocacy, strengthen our referral mechanisms and advocacy vis-à-vis child protection systems, all whilst paying particular attention to the continuation of giving children a voice and strengthening efforts in addressing violence against children. This implies the quality assurance of child helplines and the adherence to minimum quality standards.

The achievement of this primary goal depends on the achievement of the following three goals:

**Goal 1: Developing Child Helpline International's programmatic knowledge and expanding our thematic expertise**

Child Helpline International needs to improve thematic programme development and implementation of new programmes focused on ending violence against children; to make evidence accessible and useful to partners and to link and plan activities with partners. Additionally CHI needs to support efforts to increase accessibility of child helplines through partnering with the telecommunications and ICT sectors.

**Goal 2: Improved evidence-based advocacy**

Further improve our data capture and analysis, build greater recognition of our work and brand and become the leading advocate for first-hand evidence-based advocacy on child rights. Improve our ability to target our advocacy, not only leveraging data but also taking into account the political economy and context in which we operate. Improve our ability to track our advocacy results and develop M&E systems that can support such tracking.

**Goal 3: Building an effective & sustainable organisation**

To be a child protection focused, inclusive and transparent international organisation that effectively harnesses the skills and contribution of our member child helplines; guided by our principles, governed in an accountable way, managed efficiently and sustainably.

**Costs allocation**

Child Helpline International is a network organisation which raises money to cover the costs of serving its global membership of Child Helplines. This is reflected in Child Helpline International's output model where all costs are allocated to the three goals as per the strategy 2016-2020.

The calculations are made by recording the time spent by all team members on each activity. See overleaf for a breakdown.



## Allocation on goal (result)

	1	2	3	Overhead	Total
	24%	18%	44%	15%	100%
	€	€	€	€	€
Salaries and Wages (incl Social sec. costs)	137,442	105,275	257,339	84,805	584,861
Accommodation	8,716	6,676	16,319	5,378	37,089
Running costs (Stationary, printing)	4,620	3,539	8,651	2,851	19,661
Running costs (communication)	1,589	1,217	2,976	981	6,763
Governance costs	10,287	7,880	19,262	6,348	43,777
MFS II Coordination	7	6	13	4	30
Other operating expenses	1,731	1,326	3,241	1,068	7,366
Interest expense/ Bank charges	412	316	772	254	1,754
	164,804	126,235	308,573	101,689	701,301
Total budgeted costs on goals	161,944	124,042	303,214	99,923	689,123

The costs of the remuneration (salary, social security costs, pension and health insurance contribution and other agreed costs) of the Executive Director (FTE 0.8) amounted to **€ 83,304** in 2016.

The average number of employees during the year 2016 was 9.56 (2015:14.23 FTE's). This average is derived from the calculation of 2494.42 SVW days (Sociale Verzekeringswetten) divided by 261 (total number of working days per year)\*.

\* Source: Verzamelloonstaat 2016

**Analysis of budget compared to realisation; Significant Fluctuations of 5% in income compared to prior year.**

<b>Type</b>	<b>Increase or decrease</b>	<b>Explanation</b>
Income from own fundraising	Increase in realisation compared to prior year	Since the ending of the MFS II subsidy from the Dutch government, Child Helpline International has intensified efforts to increase income from its own fundraising to ensure that its strategy 2016-2020 can be implemented and to transition into a new phase focussed on thematic projects. Therefore, due to the intensified efforts, incomes from own fundraising has increased.
Governmental Grants	Decrease in realisation compared to prior year.	As expected, income is significantly less than prior year due to the ending of the Dutch government subsidies (2011-2015).
Gifts and donations	Decrease when compared to prior year.	Child Helpline International received less income from gifts and donations primarily due to the fact that one large gift was received in 2015 from KPMG UK.
Interest income	Decrease when compared to prior year.	Income from interest has decreased due to the fact that Child Helpline International's cash flow also decreased in 2016, thus resulting in a lower balance in the organisations savings account.

**Overhead, operational and administrative costs**

These are costs that cannot be linked directly to one of Child Helpline International's three goals. For example, governance costs and audit fees.

### Presentation of the income statement (page 41)

The income statement is presented so that the expenditure against the objectives of both the current and previous years are shown.

	2016	2015
A) Percentage spent on goals (spent on goals/total income received)	87%	87 %
B) Percentage spent on goals (spent on goals/total costs)	91%	85 %
Percentage own fundraising costs (costs fundraising/income own fundraising)	1%	8 %

### WNT norm - Child Helpline International Supervisory and Management Boards in 2017

As obligated by the law in the Netherlands (Wet Normering bezoldiging toefunctionarissen publieke en semipublieke sector), the following table shows that payments to Child Helpline International's Supervisory Board are within the legal requirement.

Name	Payment	Taxable fixed and variable expenses	Provision for the purpose of remuneration payable in the future	Position	Duration and scope of employment till 31 December 2015
Cornelius N. Peijster	Unpaid	Unpaid /NA	0	Chairperson	November 2013 – November 2016
Anita Nijboer	Unpaid	Unpaid /NA	0	Treasurer	1 June 2012 – November 2016
Sheila Donovan	€ 83,304	N/A	0	Exec. Director	January 2016 – December 2016
Helen Mason	€ 67,828	N/A	0	Chief Operating Officer	July 2007 – present. (Permanent contract) 32 hours per week
Magdalena Aguilar	€ 69,848	N/A	0	Head Programmes Development	July 2008 – present. (Permanent contract) 40 hours per week. Member of MB starting June 2015.
Thomas R. Muller	€ 40,734	N/A	0	Head of Policy and Research	March 2007 – June 2016. 40 hours per week. Start date SB board: July 2014 – June 2016.
Ilya Smirnov	Unpaid	Unpaid /NA	0	Commissioner	October 2012 – November 2016
Jaap E. Doek	Unpaid	Unpaid /NA	0	Commissioner*	28 October 2014 - present
Dumisile Nala	Unpaid	Unpaid /NA	0	Commissioner	28 October 2014 – November 2016.
Tahani Almajhed	Unpaid	Unpaid /NA	0	Commissioner	28 October 2014- November 2016.
Erik P. Ott	Unpaid	Unpaid /NA	0	Commissioner	28 October 2014 – November 2016.
Alejandro Lopez	Unpaid	Unpaid /NA	0	Commissioner	7 January 2015 – November 2016.

\*Jaap E. Doek took on the Chairmanship in November 2016.

## Proposed result appropriation

In accordance with the by-laws of Stichting Child Helpline International, the annual proceeds from any gains whatsoever named and received in any year, not destined to be regarded as capital, can be used for the realisation of the objectives of the Foundation. This is termed Continuity Reserve. Therefore, any deficits are also taken from the Continuity Reserve

### **The result appropriation is as follows:**

---

Continuity Reserve	€ -55,415
--------------------	-----------

This result appropriation is processed accordingly in the financial statements.

## 3.2 Independent Auditors' Report

**Deloitte.**

Deloitte Accountants B.V.  
Gustav Mahlerlaan 2970  
1081 LA Amsterdam  
P.O.Box 58110  
1040 HC Amsterdam  
Netherlands

Tel: +31 (0)88 288 2888  
Fax: +31 (0)88 288 9737  
www.deloitte.nl

### Independent auditor's report

To the Supervisory Board of Stichting Child Helpline International

#### REPORT ON THE ANNUAL ACCOUNTS 2016 INCLUDED IN THE ANNUAL REPORT

##### Our Opinion

We have audited the annual accounts 2016 of Stichting Child Helpline International, based in Amsterdam.

In our opinion the annual accounts included in this annual report give a true and fair view of the financial position of Stichting Child Helpline International as at December 31, 2016, and of its result for 2016 in accordance with the Dutch Accounting Standard 650 "Fundraising organizations".

The annual accounts comprise:

1. The balance sheet as at December 31, 2016
2. The statement of income and expenditure for 2016
3. The notes comprising a summary of the accounting policies and other explanatory information

##### Material uncertainty related to going concern

We draw attention to the going concern paragraph in section 2.6.8 "Continuity and funding prognosis" on page 30 of the annual accounts which indicates that Stichting Child Helpline International depends on future fundings that are yet to receive. These conditions indicate the existence of a material uncertainty about the foundation's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

##### Basis for our opinion

We conducted our audit in accordance with Dutch law, including the Dutch Standards on Auditing. Our responsibilities under those standards are further described in the "Our responsibilities for the audit of the annual accounts" section of our report.

We are independent of Stichting Child Helpline International in accordance with the "Verordening inzake de onafhankelijkheid van accountants" bij assurance-opdrachten (ViO) and other relevant independence regulations in the Netherlands. Furthermore we have complied with the "Verordening gedrags- en beroepsregels accountants" (VGBA).

We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

**Deloitte.**

#### REPORT ON THE OTHER INFORMATION INCLUDED IN THE ANNUAL REPORT

In addition to the annual accounts and our auditor's report, the annual report contain other information that consists of:

- Child Helpline International - Board Report
- Other information

Based on the following procedures performed, we conclude that the other information:

- Is consistent with the annual accounts and does not contain material misstatements
- Contains the information as required by The Dutch Accounting Standard 650 "Fundraising organizations"

We have read the other information. Based on our knowledge and understanding obtained through our audit of the annual accounts or otherwise, we have considered whether the other information contains material misstatements.

By performing these procedures, we comply with the requirements of the Dutch Accounting Standard 650 "Fundraising organizations" and the Dutch Standard 720. The scope of the procedures performed is substantially less than the scope of those performed in our audit of the annual accounts.

Management is responsible for the preparation of other information, the Management Board's report in and the other information as required by the Dutch Accounting Standard 650 "Fundraising organizations".

#### DESCRIPTION OF RESPONSIBILITIES FOR THE ANNUAL ACCOUNTS

##### Responsibilities of management and the Supervisory Board for the annual accounts

Management is responsible for the preparation and fair presentation of the annual accounts in accordance with the Dutch Accounting Standard 650 "Fundraising organizations". Furthermore, management is responsible for such internal control as management determines is necessary to enable the preparation of the annual accounts that are free from material misstatement, whether due to fraud or error.

As part of the preparation of the annual accounts, management is responsible for assessing the foundation's ability to continue as a going concern. Based on the financial reporting framework mentioned, management should prepare the annual accounts using the going concern basis of accounting unless management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

Management should disclose events and circumstances that may cast significant doubt on the foundation's ability to continue as a going concern in the annual accounts.

The Supervisory Board is responsible for overseeing the foundation's financial reporting process.

##### Our responsibilities for the audit of the annual accounts

Our objective is to plan and perform the audit assignment in a manner that allows us to obtain sufficient and appropriate audit evidence for our opinion.

Our audit has been performed with a high, but not absolute, level of assurance, which means we may not have detected all material errors and fraud.



Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual accounts. The materiality affects the nature, timing and extent of our audit procedures and the evaluation of the effect of identified misstatements on our opinion.

We have exercised professional judgment and have maintained professional skepticism throughout the audit, in accordance with Dutch Standards on Auditing, ethical requirements and independence requirements. Our audit included e.g.:

- Identifying and assessing the risks of material misstatement of the annual accounts, whether due to fraud or error, designing and performing audit procedures responsive to those risks, and obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtaining an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the foundation's internal control.
- Evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Concluding on the appropriateness of management's use of the going concern basis of accounting, and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the foundation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual accounts or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluating the overall presentation, structure and content of the annual accounts, including the disclosures.
- Evaluating whether the annual accounts represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Supervisory Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant findings in internal control that we identify during our audit.



We provide the Supervisory Board with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Amsterdam, September 5, 2017

Deloitte Accountants B.V.

Signed on the original: M.G.W. Quaadvlieg

**We are the international network of child helplines.  
A global collective impact organisation of 181 members from 139 countries.**

