

# Annual Report 2010



Child Helpline International

[www.childhelplineinternational.org](http://www.childhelplineinternational.org)

## Our Supporters and Partners

CHI is proud to be supported by the organisations listed here. Without this ongoing support CHI would not be able to carry out its work on behalf of child helplines and children the world over.

Thank you!

### Enabling partners:

Arab Gulf Fund for United Nations Development (AGFUND), C&A, Dutch Ministry of Foreign Affairs (DGIS), European Commission (Daphne Programme), Kinderpostzegels, OAK Foundation, UPC Broadband, KPMG UK, UNICEF ESARO.

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Image courtesy of CHILDLINE India

# Board Report

Child Helpline International (CHI) is a substantial and strong network. The past four years, the secretariat and member child helplines together continued to build upon their achievements and experiences to help create and strengthen child protection systems worldwide. Whilst the year 2010 marked the closure of a period of consolidation, we also welcomed exciting new developments. The implementation of the revised governance structure, ratified in 2008, was fully put into action. At our International Consultation in Madrid in October 2010 the General Assembly approved the nomination of five new regional representatives and their substitutes to the Supervisory Board for the coming two years. The General Assembly also approved CHI's Strategic Document 2011-2015. The making of this strategy document was a participatory process; the feedback received from our members contributed to a large extent. This goes hand in hand with CHI's bottom-up, participatory approach. CHI's members play an active role in determining much of the direction of CHI. CHI relies greatly on the work and advice received from regional representatives in the Supervisory Board and taskforces.

In the next five years the core of what we do as a network will remain the same. While continuing to do what works well, CHI's challenge is to remain innovative and have a critical focus on strengthening and improving existing national child protection systems using child helpline data. With an increased focus on new and innovative Information Communication Technologies (ICTs) CHI aims to ensure that all children everywhere, and especially the most marginalised, can reach a child helpline when they need to.

We would like to thank all our Regional Representatives and our members for their valuable feedback and dedication to the well-being of children everywhere.

We hope you enjoy reading this year's Annual Report,

## The CHI Board

### The CHI Supervisory Board

Each of CHI's Supervisory Board members is a leader in the corporate or child protection sectors. Of the eight board members, five are regional child helpline representatives. Selected by child helplines from their region to represent them in all matters, Regional Representatives provide a solid system of 'checks and balances' and are a critical aspect of CHI's governance structure. They enable the Secretariat to better develop appropriate programmes, services and products for member child helplines. Three of the Board members are recognised experts in their field, with the Chair being social entrepreneur Jeroo Billimoria. In addition, CHI is honoured to have Baroness Valerie Howarth as its Patron.

#### Supervisory Committee in 2010

Chair	Jeroo Billimoria
Secretary	Kees Peijster
Treasurer	Willem Brocker

#### Regional Representatives in 2010\*

Africa	MacBain Mkandawire	(Malawi)
Americas and Caribbean	Alejandro Nuñez Medina	(Mexico)
Asia Pacific	Kajol Menon	(India)
Europe	Peter Irgens	(Sweden)
MENA	Zeina Abu Innab	(Jordan)

\* The Regional Representatives listed here finished their duties at the end of 2010. New Regional Representatives were elected by the General Assembly of child helplines at the Fifth International Consultation in Madrid, Spain in October of 2010. The incoming Regional Representatives will serve for two years, from 2011-2012.



# Management Report

## Management Board in 2010

Executive Director	Nenita La Rose
Head of Advocacy	Leticia Vasquez
Head of Programmes	Leen Decadt
Head of Operations	Helen Mason

## Responding to children in crisis

2010 was fraught with devastating natural disasters, affecting millions of people worldwide. Children especially are affected by disasters, having to deal with displacement, disrupted families, related health issues, traumas and often long term-psycho-social repercussions. A child's healthy development can depend on having access to the proper care and support when it is most needed. Clearly, 2010 highlighted the undisputable importance of child helplines around the world in reaching out to children everywhere and under any circumstance.

## Multi-Stakeholder Approach

Child helplines are an important component of any child protection system. CHI brings key stakeholders together as a first step towards the creation or strengthening of a child helpline. This multi-stakeholder approach helps to ensure effective, comprehensive responses to children in need of care and protection and encourages cooperation between governments, civil society, communities and the corporate sector. In 2010 CHI held 16 stakeholder meetings in countries such as Haiti, China, Sudan, Sierra Leone and Russia.

## Contacting a child helpline

Each year CHI collects data from its member child helplines on the reasons why children contact a child helpline. This data has proven to be a powerful tool, allowing CHI to successfully advocate for the recognition of children's voices with key decision makers, partners and stakeholders on all levels. In 2010 CHI's annual *Violence Against Children (VAC) Report* was cited by UN agencies as a vital source of direct, unadulterated information on the violence against children.

## Moving from one strategic phase to the next

2010 marked the end of CHI's second strategic period (2007-2010). It was a year of learning and reflection, leading to the finalisation of our third strategic document (2011-2015) and

its adoption by the General Assembly of child helplines at our International Consultation in October 2010. Throughout the year a funding application with the Dutch Ministry of Foreign Affairs was further developed, resulting in a five year grant awarded to CHI through its two coalition partners: PLAN Netherlands and War Child Holland. During 2010 CHI improved upon and streamlined many of its existing systems. Our data collection and analysis became more prominent, and other child protection networks and agencies began looking to CHI in general, and to our data specifically, for input into global processes. The implementation of membership criteria took shape and the role of the Secretariat as a facilitator was re-emphasised.

## Looking ahead

During the next strategic phase CHI will, of course, continue to provide core services to its member child helplines in all stages of development. CHI will also continue to work closely with the telecommunications sector to help ensure that all children have access to child helplines. To this end child helplines and CHI constantly seek out the latest developments in Information and Communication Technologies (ICTs). Past experience in this field has shown that innovative technologies are not only limited to child helplines with strong infrastructures. They highlight the importance of ongoing innovation and the need to share knowledge and techniques. That is what the CHI network is about.

## Key facts and Figures for 2010

- Full members: 109
- Associate members: 38
- 14 million contacts (2009 data)
- Child helpline launches: 7
- Child helplines obtaining a toll-free number: 8
- Stakeholder meetings: 16
- Trainings and workshops: 12, involving 91 members
- Peer Exchanges: 8, involving 23 members
- Visits to new members: 5
- International Consultation: 1
- Regional Consultation: 1
- Male staff: 4 - Female staff: 15 (CHI Secretariat\*)

\* comprising 11 different nationalities



## Introducing CHI

**Child Helpline International (CHI)** is the global member network of child helplines, working to protect the rights of children. As of the end of 2010, CHI's network consisted of 147 full and associate members in 133 countries worldwide. As a network, CHI is able to strengthen its member child helplines by offering them a platform to communicate, network and share their expertise with other child helplines and policy-makers.

**Child helplines** not only provide children with their fundamental right to be heard, as outlined in the United Nations Convention on the Rights of the Child (UN CRC), but they also play an instrumental role in shaping, strengthening and filling in the gaps of existing national child protection systems. Often, child helplines are a young person's first point of contact with child protection services and the most trusted and accessible gateway for them to find help. In 2010, over 14 million children contacted the child helplines in the CHI network.

**Child helplines** are in the unique position of being privy to children's true voices, as they themselves choose to express them. Realising the potential of this wealth of information, CHI collects data from all of its member child helplines worldwide on the numbers and nature of contacts they receive. CHI uses this data to advocate globally for children and their rights, as set down in the UN CRC, and to help pave the way to consolidating and strengthening national child protection systems. CHI advocates across the board, with children's networks, governments, UN Bodies and the private sector. As a result of these efforts, the child helpline movement has become an important player in the child protection dialogue.

### Vision

A world where technology allows children to be heard one by one and through their voices shape the world and realise their rights.

### Mission

To respond to children in need of care and protection and voice their concerns to policy and decision-makers.

### CHI's Soul Statement

*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.*

*CHI exists because child helplines around the world gain strength from working together to express these shared ideals, values and beliefs.*

~ CHI's Articles of Association, Article 2.1, March 2009

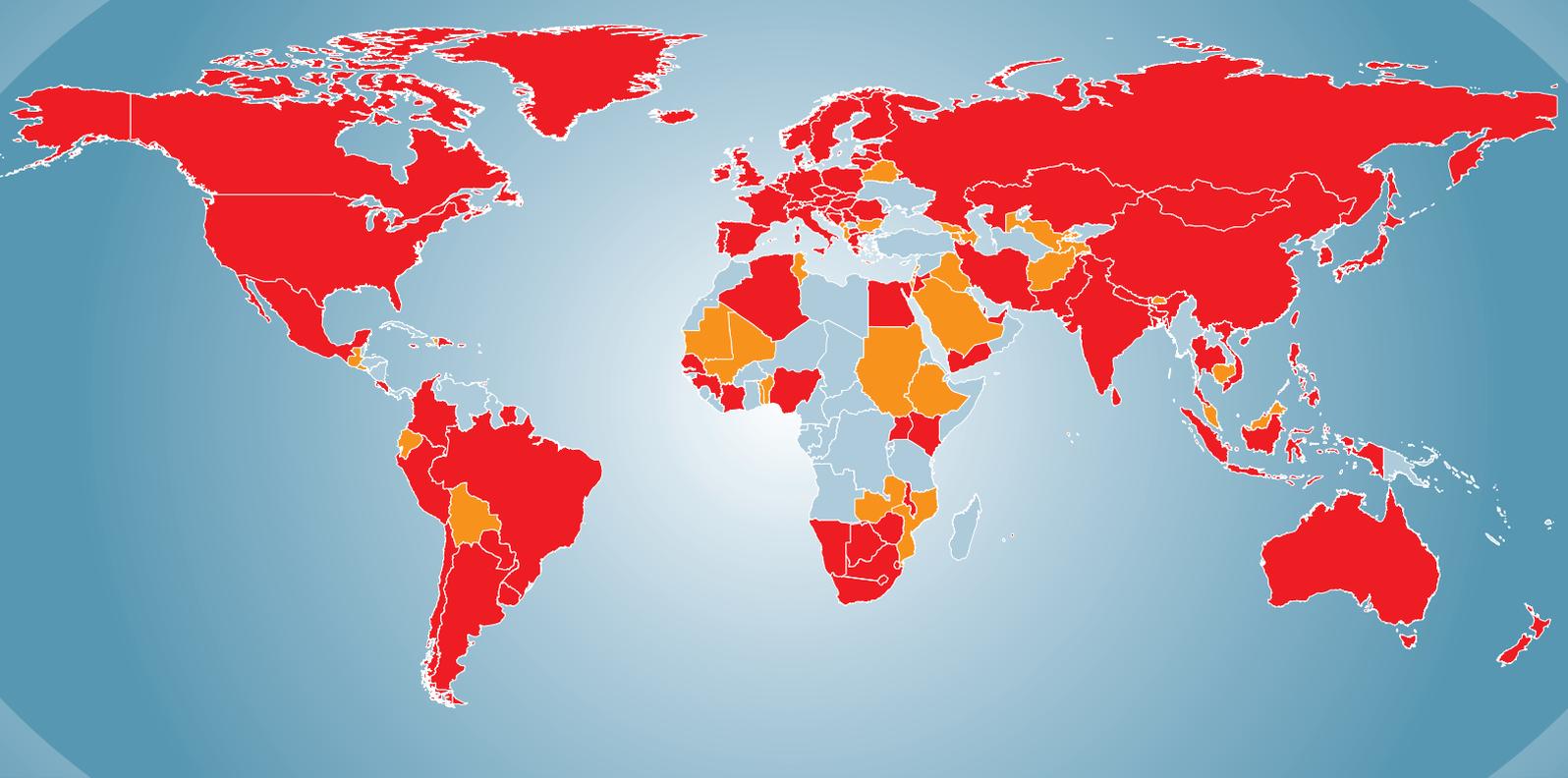
In 1989, world leaders decided that children need a special convention because people under 18 years old often need special care and protection that adults do not.

**The Convention on the Rights of the Child (CRC)** is the first legally binding international instrument to incorporate the full range of human rights – civil, cultural, economic, political and social rights – for children.

The Convention's four core principles are:

1. non-discrimination;
2. devotion to the best interests of the child;
3. right to life, survival and development;
4. respect for the view of the child.

While this UN Convention became part of international law over 15 years ago, many children have reached their teenage years knowing little or nothing of its espoused protections and freedoms.



## The Global Network of Child Helplines

### Membership as of December 2010

#### FULL MEMBERS\*

109 members in 95 countries

Countries with child helplines that fulfill the CHI membership criteria.

- Algeria
- Antigua, Barbuda
- Argentina
- Aruba
- Australia
- Austria
- Bahrain
- Bangladesh
- Belgium
- Bosnia Herzegovina
- Botswana
- Brazil
- Brunei
- Canada
- Chile
- China
- Colombia
- Costa Rica
- Cote d'Ivoire
- Croatia
- Curacao
- Czech Republic
- Denmark
- Dominican Republic
- Egypt
- Estonia
- Finland
- France
- Gambia
- Germany
- Greece (2)
- Guinee Conakry
- Hong Kong, S.A.R.
- Hungary
- Iceland
- India
- Indonesia
- Iran SPRC
- Ireland
- Italy
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Korea, South (2)
- Latvia (2)
- Lesotho
- Lithuania
- Luxemburg
- Macedonia
- Malawi
- Mauritius
- Mexico
- Mongolia
- Namibia
- Nepal
- Netherlands
- New Zealand (3)
- Nigeria
- Norway
- Pakistan
- Palestine
- Paraguay
- Peru
- Philippines
- Poland
- Portugal
- Qatar
- Romania
- Russia
- Senegal
- Serbia
- Singapore
- Slovakia
- Slovenia
- South Africa
- Spain
- Sri Lanka
- St. Maarten
- Suriname
- Swaziland
- Sweden
- Switzerland
- Taiwan, Province of China
- Thailand
- Trinidad, Tobago
- U.S.A. (7)
- Uganda
- United Arab Emirates Sharjah
- United Kingdom (4)
- Uruguay
- Vietnam
- Yemen
- Zimbabwe

#### ASSOCIATE MEMBERS\* 38 members in 38 countries

Countries that CHI is working closely with to start child helplines, and that fulfill the CHI associate membership criteria.

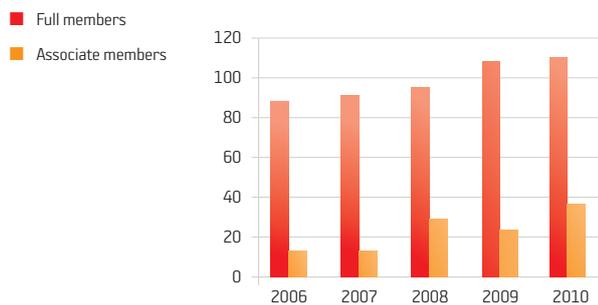
- Afghanistan
- Albania
- Armenia
- Azerbaijan
- Bahrain
- Belarus
- Benin
- Bhutan
- Bolivia
- Brazil
- Bulgaria
- Cambodia
- Ecuador
- El Salvador
- Ethiopia
- Georgia
- Guatemala
- Haiti
- Iraq
- Israel
- Lebanon
- Liechtenstein
- Malaysia
- Maldives
- Mali
- Malta
- Mauritania
- Mexico
- Montenegro
- Mozambique
- Saudi Arabia
- Sudan
- Tajikistan
- Togo
- Tunisia
- United Arab Emirates Abu Dhabi
- Uzbekistan
- Zambia

\* for full details of individual members please visit [www.childhelplineinternational.org](http://www.childhelplineinternational.org)



## 2010: The End of a Strategic Period

### CHI membership growth 2006-2010



2010 marked the last year of CHI's 2007-2010 strategic phase. Following an initial phase of development from 2003-2006, 2007-2010 brought with it the firm consolidation of CHI's global network: 23 new child helplines were launched and the membership grew from 88 to 109 full members. During this time other child protection networks and UN agencies began looking to CHI generally, and data specifically, for input into global processes; the implementation of membership criteria began; and the role of the Secretariat as a facilitator was re-emphasised. As always, the membership continually provided the Secretariat with invaluable expertise, direction and advice. CHI's work during this time was guided by four overarching strategic goals, developed in conjunction with the membership following CHI's International Consultation in Stockholm, Sweden in 2006.

#### The 2007-2010 Strategic Goals were:

1. Improve child protection systems by advocating and supporting a more effective response to children in need of care and protection;
2. Increase the recognition of children's voices by creating awareness with key stakeholders of child helplines;
3. Establish an effective global network of child helplines as a tool towards child protection in order to reach out to children;
4. Facilitate adequate responses to all children in need of care and protection in order to have more children reached by improved child helpline services

Reflecting and drawing upon the network's experiences from the previous three years, efforts in 2010 also looked ahead and prepared the stage for CHI's next steps forward.

### Organisational Evolution



#### The next five years: 2011-2015

CHI today is a substantial and strong network, recognised at all levels for its work safeguarding the rights and lives of children. Building upon the network's achievements and experiences, and harnessing the knowledge and resources it has steadily developed, CHI is now ready to push for even greater change. Specifically, CHI is today in an excellent position to work toward *the consolidation and strengthening of national child protection systems worldwide*. To this end, CHI will work with other like-minded organisations to build and strengthen integrated national child protection systems in which child helplines play a central role. This will be a critical focus of the coming strategic period.

At the same time, CHI will continue to *provide services to its member child helplines in all stages of development*, including the launching and strengthening of child helplines; the collection of data on the reasons children contact child helplines; and advocating and raising awareness on behalf of child helplines and children everywhere. These initiatives are the crux of CHI's existence and form the basis of all that CHI does.

Similarly, CHI will continue to *work closely with the telecommunications sector to help ensure all children have access to child helplines*. In the next strategic phase CHI will also focus on incorporating new and innovative Information Communication Technologies (ICTs) in all that it and its members do. It is tempting to think that innovative technologies are limited to

child helplines in countries with strong infrastructures. Nothing could be further from the truth. Past experiences in this field highlight the importance of continued and on-going innovation and the need to share knowledge and techniques. CHI's network is an excellent conduit for such sharing.

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**Building on the experiences and lessons of the last years, CHI has developed three overarching goals for the coming strategic period (2011-2015):**

1. Providing adequate services to child helplines in all stages of development.
  2. Working with the telecommunications sector to ensure that children can access child helplines.
  3. Strengthening national child protection systems by improving data collection and use and advocating before key decision makers.
- 

CHI's Strategic Plan for 2011-2015 was approved by the General Assembly of child helpline members at the Fifth International Consultation in Madrid, Spain in October 2010.

Of course, CHI does not work in a void, and formal and informal partnerships with various local, national and international organisations are critical. This includes working with relevant UN Agencies (the UN Committee on the Rights of the Child, the UN Violence Against Children Secretariat, UNICEF and others), and with child-helpline relevant bodies such as telecoms and ICT companies, child protection agencies and other players. Only together can we hope to provide far-reaching, comprehensive services to children, especially those most prone to falling through the cracks of the child protection system. Within this environment, CHI contributes to the Millennium Development

Goals (MDGs), and especially gives body to *Millennium Development Goal (MDG) 8, which calls for a global partnership of cross-sector actors.*

Similarly, in 2011-2015, CHI has joined forces with Dutch partner organisations in two alliances within the Dutch Ministry of Foreign Affairs' grants programme (MFSII). The first alliance programme is called "Girl Power" and focuses on equal rights and opportunities for girls and young women in developing countries through the strengthening of civil society. The programme of the second alliance is called "Conn@ct.now" and is designed to reach, support and enable the social activation of children and young people in fragile states to exercise and claim their rights.

**MFS II Alliances**

- **Girl Power Alliance:** Plan Netherlands with CHI, Defence for Children International & ECPAT, Free Voice, International Child Development Initiatives, and WomenWin.
- **Conn@ct.Now Alliance:** War Child Holland with CHI, Radio Netherlands Training Centre, T-Mobile and research institute TNO.

**Key Achievements 2007-2010:**

- 23 New child helplines launched
- 21 New full members
- 38 Stakeholder meetings
- 41 Peer exchanges involving 130 members
- 25 Trainings and workshops
- 2 International Consultations
- 11 Regional Consultations
- 4 *Violence Against Children Reports*
- 4 *Connecting to Children* publications
- 8 Manuals and guidebooks produced and distributed
- 5 Memoranda of Understanding signed
- 2 Dutch alliances formed
- Key partnerships formed with UN agencies and NGOs
- Advocacy and awareness raising at over 100 conferences and events worldwide



## Our Approach

CHI is comprised of child helplines from all over the world, each at different stages of development. CHI is a membership-based, global network that acts as a broker between member child helplines and various stakeholders, including policymakers, the private sector and child development agencies. By creating opportunities for all child helplines to enhance their services, through training and knowledge exchange, CHI works to ensure that children's voices can directly influence policymakers to make long-term systemic change.

Through its global network, CHI supports national child helplines, which in turn directly assist children or link them to the services that can help.

**CHI's work will be done when all children, even the most marginalised living in the most remote area of the world, know about and can access a child helpline.**

### CHI services available to child helplines

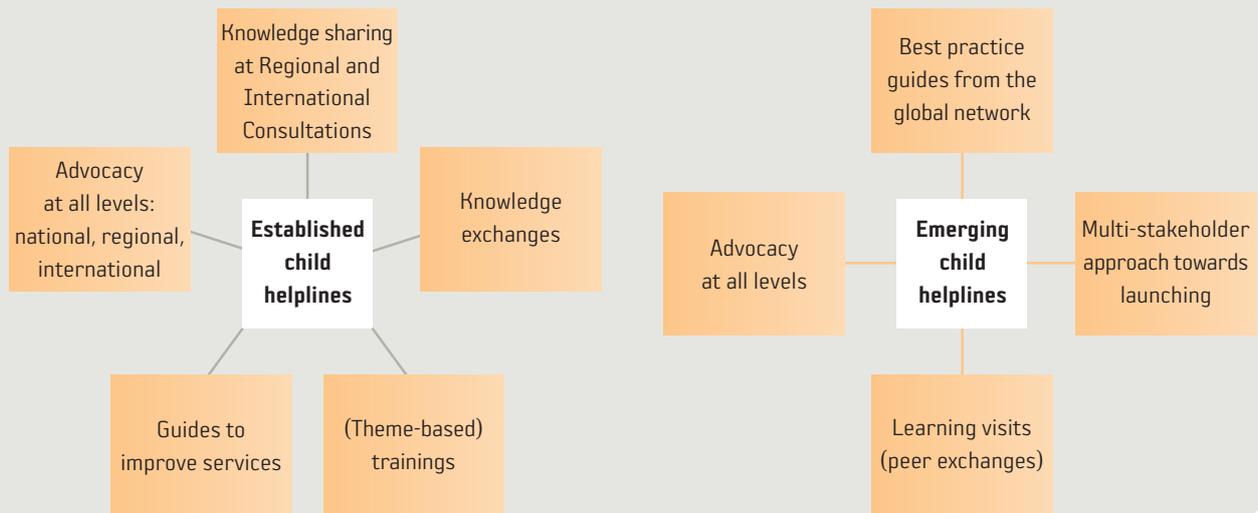




Image courtesy of Child Helpline Cambodia

## 2010 in Review

2010 marked the last year of CHI's 2007-2010 strategic phase. CHI's work during this time was guided by four overarching strategic goals, developed in conjunction with the membership following CHI's International Consultation in Stockholm, Sweden in 2006.

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### The 2007-2010 Strategic Goals were:

1. Improve the child protection system by advocating and supporting a more effective response to children in need of care and protection;
  2. Increase the recognition of children's voices by creating awareness with key stakeholders of child helplines;
  3. Establish an effective global network of child helplines as a tool towards child protection in order to reach out to children;
  4. Facilitate adequate responses to all children in need of care and protection in order to have more children reached by improved child helpline services.
- 

The activities undertaken in 2010 fell under the four strategic goals outlined above, as seen in the following pages:



# 1. Improving Child Protection Systems

## CHI Objective 1:

Improve the child protection system by advocating and supporting a more effective response to children in need of care and protection.

### Key Achievements 2010:

- 7 Child helpline launches
- 16 Stakeholder meetings (4 in Africa, 4 in the Americas and Caribbean, 4 in Asia Pacific, 1 in Europe, 3 in MENA)
- 8 Child helplines launched toll-free numbers

### Building and strengthening child helplines

To ensure the longevity of a child helpline, there needs to be recognition of child helplines as critical components of child protection systems at all levels of society, from the governmental and corporate levels to civil society and children themselves. Often, child helplines are a young person's first contact with any kind of child protection services, the gateways to a world of help and support. Child helplines allow children to reach out when they need it, in real time and directly, and to speak with someone in a safe, trustworthy environment. When child helplines are granted short, easy to remember, toll-free numbers, accessibility is even greater, making child helplines integral and core components of any comprehensive national child protection system. In countries where the child protection system is porous, child helplines often also step up and provide direct interventions, shelter, mediation and rehabilitation services to children and young people reaching out for help.

With an understanding of children's rights, all sectors can come together and work towards weaving a tighter safety net for children.

**“Child helplines are core components of comprehensive, robust and integrated national child protection systems.”**

*– Marta Santos Pais, UN Special Representative on Violence Against Children*

### Multi-Stakeholder Approach

CHI's first step toward the creation or strengthening of a child helpline is the tried and tested *multi-stakeholder approach*. In conjunction with local partners, CHI brings together key stakeholders from the child protection sector to map out existing services and formulate a collective plan of action. Key stakeholders include, but are not limited to, representatives from: government ministries and departments; local (child) helplines; regional/national child rights networks; universities; telecommunications companies; UNICEF; NGOs; funding agencies; local/regional youth programmes and child rights activists. The goal is to help consolidate or strengthen a comprehensive, well-functioning national child protection system in every country, with a well-functioning child helpline as a core component; a system in which every child's voice is heard and counted and no child falls through the cracks. Working together with other stakeholders, CHI aims to ensure that there is a child helpline in every country, so that every child who needs to can reach out for help and support.



Stakeholder meeting Bhutan



Stakeholder meeting Bolivia

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## Activities in 2010

CHI's overall goal is to ensure that all children everywhere, and especially the most marginalised, have access to child helpline services as a core component of effective national child protection systems. In 2010 CHI undertook the following core activities to this end:

### *Members launching child helplines\*:*

- Bangladesh Child Helpline 1098
- Cambodia Child Helpline Cambodia
- Ecuador 123 Línea de Atención a la Niñez y Adolescencia
- Kazakhstan Child Helpline 150 (scaled up to national level)
- Malaysia 15999 Childline
- Saudi Arabia Saudi Child Helpline (trial phase)
- Uzbekistan Children and Family Support Association

### *Toll-free numbers launched:*

- 199 in Afghanistan
- 1098 in Bangladesh
- 1280 in Cambodia
- 15999 Malaysia
- 116 in Namibia
- 919 in Qatar
- 116 in Senegal
- 116 111 in Sweden

### *Stakeholders meetings:*

- Afghanistan
- Bangladesh
- Bhutan
- Bolivia
- China
- Ethiopia
- Guatemala
- Haiti
- Lebanon
- Nicaragua
- Russia
- Sierra Leone
- Sudan (2x)
- Uganda (2x)

\* see page 19 for definitions

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Stakeholder meeting China



Stakeholder meeting Congo



## 2. Increasing the Recognition of Children's Voices

### CHI Objective 2:

Increase the recognition of children's voices by creating awareness with key stakeholders of child helplines.

#### Key Achievements 2010:

- 87% of members submitted data for *Connecting to Children*.
- Fourth *Violence Against Children Report* published.
- Data Software Package launched and distributed to 29 members.
- 30 Conferences attended.
- Election to Advisory Panel of European Union's Fundamental Rights Agency.
- CHI joined two core Dutch alliances.
- Two new MoUs signed.

### Listening to the Voices of Children – Collecting Data

CHI's member child helplines together received over 14 million contacts in 2009 alone\*. Millions of children's voices – via phone lines, text services, chats, emails and 'drop boxes' – all asking to be heard. Child helplines listen. This is the first step. Taken together, the contacts received by CHI's member child helplines constitute a wealth of real, first-hand data on the issues and problems faced by children across the globe. These contacts also reflect the ultimate form of child participation, as children themselves reach out and enforce their right to be heard.

\* data collected in 2010 for *Connecting to Children 2009*

The UN Convention on the Rights of the Child (CRC) affirms children's **right to participation**. Article 12 specifically states that children have the right to express their views in all matters affecting them and requires that those views be heard and given due weight in accordance with the child's age and maturity. The CRC gives credence to the potential of children to enrich decision-making processes, to share perspectives and to participate as citizens and actors of change. Child helplines help children realise their **right to be heard** and participate in their own lives.

### Connecting to Children

CHI collects data from its member child helplines on the reasons why children (and adults) contact child helplines. This information is compiled in CHI's flagship publication, *Connecting to Children*. *Connecting to Children* provides a comprehensive overview of the voices of children in need of care, protection and assistance. It documents their voices and their concerns across the different geographic regions CHI works with and highlights national, regional, cross-regional and global issues. *Connecting to Children* also brings to the forefront the importance of child helplines in the lives of children. In 2010, with on-going improvements to the data collection process, 87 per cent of CHI's member child helplines successfully submitted data for the 2009 *Connecting to Children* publication.



Counsellor in Ethiopia listens to a child



Counsellor in Cambodia listens to a child

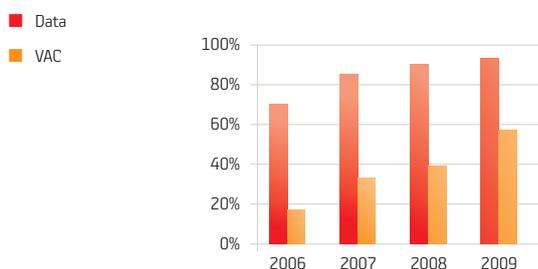


Counsellors in Qatar listening to children

## Violence Against Children Report

Every year, and in 2010 as well, violence and abuse is the number one reason why children contact child helplines. In addition to the data collected annually for the *Connecting to Children* publication, CHI member child helplines also fill out a special Violence Against Children (VAC) Questionnaire which delves into more detail with regard to the incidences and nature of violence and abuse against children, the gender and ages of the children concerned and characteristics of the perpetrators. All of the data and information collected is pooled in CHI's annual *Violence Against Children Report*. Statistical analysis by outside experts serves to further bring the data to life and helps to identify common trends and specific areas of concern. In 2010 CHI published its Fourth *Violence Against Children Report*. In 2010, special 'VAC Fact Sheets' were also produced, highlighting the particular rates and nature of violence and abuse in each of CHI's five geographic regions.

### CHI Data and VAC Collection 2007-2010



## Data Software Package

One of CHI's most important tasks is the collection and analysis of accurate and relevant data from its member child helplines. This data serves not only the network as a whole, for advocacy and awareness raising purposes, but also the child helplines themselves. It allows the network and the child helplines to focus their efforts not just on what we perceive to be a priority, but on what children themselves have identified as important. In 2010, CHI launched and began to distribute to interested members an open-source data software package for child helplines. A special demonstration of the software was also organised at CHI's Fifth International Consultation in Madrid, Spain in October 2010. To date, 29 members have requested and received the data software package for use with their child helpline.

## Sharing the Voices of Children – Awareness Raising and Advocacy

The data CHI collects from its member child helplines around the world reflects the voices of countless children which would otherwise be silent. The first step is to listen; the second step is to make sure that what is being expressed makes a real difference. CHI works to give children's voices a platform from which to be heard, and to bring their direct, unadulterated thoughts, opinions, ideas and concerns to the attention of policy and decision makers. It is imperative that the chorus of children's voices reaching out to child helplines worldwide reaches those with the power to effect change.

**“We see children’s rights being violated all around us, and that is precisely why child helplines are so important. They ensure that youth like me have a voice, and that we are not just heard, but also taken into account in society.”**

*– Youth Forum Participant, Madrid, Spain, October 2010*

## Partnerships

Of course, CHI does not work in a void, and partnerships with relevant stakeholders and key actors in the field of children's rights are critical. Throughout 2010 CHI continued to work closely with existing partners and to look always for additional opportunities for cooperation and collaboration. By sharing knowledge, resources and expertise with other, like-minded organisations, CHI hopes to increase the effectiveness of the network as a whole. CHI member child helplines also benefit from these partnerships and the opportunities they bring with them.

### UN Agencies

In 2010, CHI continued to work with relevant UN Agencies such as the **UN Committee on the Rights of the Child (UN CRC)**, the **UN Secretary General's Special Representative on Violence Against Children – Marta Santos Pais**, **UNICEF**, the **International Telecommunications Union (ITU)**, and with child-helpline relevant bodies such as telecoms and ICT companies, child protection agencies and other players. In Eastern and Southern Africa, for example, the UNICEF regional office (**UNICEF ESARO**) is working with CHI and child helplines to strengthen and expand child helpline services as part of the all-around efforts to strengthen child protection systems in the region. Most of this support goes towards strengthening the

referral mechanism through improved use of technology and better case work. In the Americas and Caribbean, CHI has developed a working relationship with **CITEL**, the regional network of National Regulatory Authorities (part of the Organisation of American States), to have a regionally harmonised telephone number allocated to child helplines in the region.

#### *Violence Against Children (VAC)*

Several existing partnerships relating to CHI's on-going efforts to raise awareness of and help end violence against children were strengthened and a number of new partnerships were developed during 2010:

The partnership with Marta Santos Pais, **the United Nations Secretary General's Special Representative on Violence Against Children**, was further consolidated in 2010. The Special Representative sent a special video message to CHI's General Assembly during the Fifth International Consultation in Madrid, Spain in October 2010. In her message the Special Representative emphasised the important role of child helplines as core components of holistic child protection systems, and expressed her interest in continuing a strong partnership with the CHI network.

In 2010 CHI also became the Chair of the **Dutch NGO forum on Violence Against Children**. This group is a network of Dutch NGOs that facilitates information sharing and joint advocacy efforts. This new position has allowed CHI to intensify its input to this network, which serves to inform Ministries and the UN Committee on the Rights of the Child, among other global stakeholders.

Additionally, CHI joined the **VAC working group of the NGO Group for the Committee on the Rights of the Child (CRC)** which is based in Geneva, Switzerland. This working group of international NGOs aims to promote action that will prompt violence prevention strategies amongst UN agencies and committees and protect children who are vulnerable.

In December 2009 CHI began a joint pilot project with **Plan International**. The project sought to use child helplines to collect data on the incidence and nature of violence against children in schools in four countries – Egypt, Paraguay, Sweden and Zimbabwe. The **Learning Without Fear** pilot was successfully carried out during 2010 and a final report highlighting the findings was published by Plan International and CHI in the second quarter of 2011. The report highlights the importance of reporting mechanisms such as child helplines in helping to

bring the issue of violence and abuse in schools to the forefront. Having an outlet to be heard is a very important first step for children to get help when they need it most. Plan International and CHI look forward to continuing their cooperation and using their collective knowledge and expertise to help make a difference.

Similarly, child helplines were invited by the **Council of Europe** to participate in a high level expert meeting on sexual abuse that took place in Vienna in May 2010. In South Asia, CHI also joined the **South Asia Group for Action to End Violence Against Women and Children (SAGC)**.

#### *Fundamental Rights Agency*

In April 2010, CHI was elected to the Advisory Council of the **Fundamental Rights Agency (FRA)** of the European Union, representing both the CHI network and CHI's partner organisation Missing Children Europe. The appointment shows CHI's ever growing recognition as a solid player in the field of children's rights, and will allow the CHI Secretariat to further the interests of its member child helplines in key EU policy and research initiatives.

#### **NAACH MoU Signing**

In May 2010 CHI and the Chicago-based non-profit organisation BeCause Foundation co-organised a meeting of North American child helplines aimed at exploring the possibilities of joint collaborations in the United States and Canada. One immediate result of this meeting was the formation of the North American Alliance of Child Helplines (NAACH). Initial members include CHI member child helplines 2nd Floor Helpline, Stop it Now!, Covenant House Nineline, California Youth Crisis Line, National Child Abuse Hotline and Boys Town National Hotline. On 24 October 2010 the BeCause Foundation, child helpline members of the NAACH and CHI signed a Memorandum of Understanding (MoU) in Madrid, Spain, just prior to the start of CHI's Fifth International Consultation. The MoU paves the way to a fruitful cooperation on behalf of children throughout North America. The NAACH will explore the possibility of creating a joint online portal, the allocation of a toll-free three digit number, and the ratification of the United Nations Convention on the Rights of the Child (CRC) by the United States (along with Somalia one of only two countries in the world not to have ratified the CRC to date).



Aflatoun-CHI MoU signing



NAACH-CHI MoU signing



Conn@ct.Now Alliance partners sign MoU

### *Aflatoun and the BeCause Foundation*

CHI also signed two new Memoranda of Understanding (MoUs) in 2010 to strengthen ties and highlight collaboration – the first with children’s rights NGO **Aflatoun** (the reduction of poverty with the help of socially and financially empowered children) and the second with the US-based **BeCause Foundation** (social change through the powerful fusion of documentary filmmaking and creative outreach and engagement projects) and six CHI member child helplines in North America.

### *Dutch Alliances*

Similarly, in 2010 CHI joined forces with Dutch partner organisations in two alliances within the Dutch Ministry of Foreign Affairs’ grants programme (MFSII). The first alliance programme is called “**Girl Power**” and focuses on equal rights and opportunities for girls and young women in developing countries through the strengthening of civil society. Partners in this alliance are Plan Netherlands with CHI, Defence for Children International & ECPAT, Free Voice, International Child Development Initiatives, and WomenWin. The programme of the second alliance is called “**Conn@ct.Now**” and is designed to reach, support and enable the social activation of children and young people in fragile states to exercise and claim their rights. Partners in the Conn@ct.Now alliance are War Child Holland with CHI, Radio Netherlands Training Centre, T-Mobile and research institute TNO.

### **Conferences**

CHI works to generate awareness of child helplines and the invaluable work they do for children’s rights. CHI advocates and lobbies amongst stakeholders and policy and decision makers on various levels. In 2010 CHI and CHI members attended some 30 conferences and events worldwide. Where possible, CHI members were encouraged to fill relevant speaking slots. No one knows the work of child helplines better than the members themselves, and especially where local and regional

issues are concerned. Moreover, high profile conferences give members a chance to increase their own visibility and make important connections with relevant players and decision makers. By sharing the podium and conference platforms with its members, CHI hopes to increase the impact of its advocacy and awareness raising efforts worldwide. A selection of the conferences attended by CHI in 2010 is shown in the box below.

**CHI is committed to furthering the realisation of Millennium Development Goal (MDG) 8, which calls for a global partnership of cross-sector actors.**

### **Highlights of Conferences and Events – 2010**

March	XVII RAADDHH Mercosur meeting, Buenos Aires, Argentina
May	International Labour Organisation, Eradicating worst forms of Child Labour, The Hague, Netherlands
June	World Summit on Media for Children and Youth, Sweden
July	XVIII International Federation of Telephonic Emergency Services (IFOTES) Congress, Vienna, Austria
October	Global Movement for Children, Protecting and Supporting Children on the Move, Barcelona, Spain
November	Digital Fundraising Conference, London, UK
November	ACPF, 6th Session of the African Union Conference, Addis Ababa, Ethiopia
December	League of Arab States, Fourth High Level Arab Conference on Child Rights, Marrakesh, Morocco
December	FRA, Fundamental Rights Conference, Brussels, Belgium

### UN Recommendations

As in previous years, in 2010 CHI continued to contribute to the work of the Committee on the Rights of the Child by providing alternative reports to its country review sessions that are held three times per year. In 2010, CHI submitted reports for 31 countries on the work of child helplines and the contacts they receive from children. In about 60% of the Committee's concluding observations for those countries child helplines and the critical role they play in child protection were mentioned. In 2010, the Committee also developed a General Comment on the right of children to be heard (as outlined in Article 12 of the Convention on the Rights of the Child). Thanks to CHI's efforts, child helplines are mentioned in the General Comment as an essential tool to guarantee this right.

### International Child Helpline Day

May 17 2010 marked the fourth annual International Child Helpline Day. CHI member child helplines around the globe celebrated the day in style and helped to raise awareness of the important work their child helplines do. The theme for 2010 revolved around: "Better city, better life with ICTs", and the CHI network highlighted the important role of ICTs in helping to better the lives of children everywhere. International Child Helpline Day was celebrated for the first time in 2007. It is organised in unison with 'World Telecommunication and Information Society Day', an annual event coordinated by the International Telecommunications Union (ITU).

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### Activities in 2010

- Publication and dissemination of the *Connecting to Children* – 2009;
  - Publication and dissemination of the *Fourth CHI Violence Against Children Report*;
  - Production of region-specific VAC Fact Sheets in four languages;
  - Launch of Data Software Package and distribution to 29 member child helplines;
  - Advocacy and awareness raising at over 30 conferences and events;
  - 31 reports submitted to the Committee on the Rights of the Child, with child helplines mentioned in 60% of the Committee's Concluding Observations;
  - Contributed to UN CRC general comments on Article 12;
  - CHI elected Chair of the Dutch NGO Forum on VAC;
  - Council of Europe meetings on VAC attended;
  - CHI joined the South Asia Group for Action to End Violence Against Women and Children;
  - MoU signed with the BeCause Foundation and six member child helplines in North America;
  - MoU signed with Aflatoun;
  - Fourth annual International Child Helpline Day celebrated on 17 May 2010;
  - Election to Advisory Panel of European Union's Fundamental Rights Agency;
  - "Girl Power" Alliance;
  - "Conn@ct.Now" Alliance;
  - Key UN partnerships furthered.
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## 3. Establishing an Effective Global Network

### CHI Objective 3:

*Establish an effective global network of child helplines as a tool towards child protection in order to reach out to children.*

#### Key Achievements 2010:

- 3 New full members
- 11 New associate members
- 7 Member visits
- Asia-Pacific Regional Consultation in India
- International Consultation in Madrid, Spain – over 200 participants from more than 100 countries
- Drafting of new Principles and Standards Self-Assessment (PSA) tool

### The CHI Global Network

The CHI network allows members not only access to a wealth of information and practical support, but also to harness the strength and momentum that comes with being part of a common global movement. This is why CHI exists – to support and strengthen the important work its members do. The CHI Secretariat takes its direction from the membership, using their advice, direction and input to shape CHI's policies and efforts to meet their needs. The bottom-up and grassroots philosophy of the CHI network is reflected in its governance structure, which includes regional member representation on the Supervisory Board and a General Assembly of all members to approve policy and strategy decisions. Membership-based taskforces also serve to advise the CHI Secretariat on the needs of member child helplines.

### Membership Requirements and Standards

#### Membership

CHI aims to support an effective global network of child helplines that can reach each and every child in need, wherever they may be. As a network, CHI is continually growing, adding new full members and helping associate members successfully start child helplines. In 2010 CHI welcomed three new full members and 11 new associate members, taking CHI's total membership to 109 full and 38 associate members. In 2010 84% of CHI's member child helplines paid their annual member-

**Full members** are those child helplines who fulfil all of the CHI membership criteria: yearly submission of data, completion of the Principles and Standards Self-Assessment (PSA) tool and payment of the membership fee. **Associate members** are organisations CHI is working closely with to start fully functioning child helplines and who fulfil the CHI associate membership criteria. In addition, CHI monitors and maintains contacts with a number of **potential members** – those who have expressed an interest in starting up a child helpline, or existing child helplines who are not yet part of the CHI network.

ship dues, allowing for a professional, quality network.

#### Visits to Members

The CHI Secretariat also visited a number of members to give support and monitor their progress. Member visits are part of CHI's new governance policy and will help increase transparency and improve the network's overall quality and standards. Member visits in 2010 included Malaysia, Maldives, Sri Lanka, Sierra Leone, Slovenia and Bangladesh. The visits proved to be a very positive experience all around, giving new members the chance to show CHI their operations and talk about the issues and challenges they would like more support on in the future. CHI will continue to carry out member visits in the coming years as well.



CHI visit to member child helpline Don Bosco Lama Sarana in Sri Lanka

### *Principles, Standards and Practices*

In 2010 88% of CHI's members completed the Principles and Standards Self-Assessment (PSA) tool, formerly known as the Principles, Standards and Practices (PSP) checklist. The PSA tool is an important benchmark for CHI member child helplines as it gives all members a common base from which to assess their operations and the quality of their practices. In 2010 the Principles, Standards and Practices checklist which was used up through 2009 was redrafted into the Principles and Standards Self-Assessment tool. The new tool addresses some of the shortcomings identified by the membership in the old PSP checklist and allows for better comparisons of standards and practices across the network. The new PSA tool affords member child helplines the opportunity to assess their organisation against professional standards which can help ensure high quality services for children. Using the PSA tool objectively, CHI members can also better inform their day to day work and long-term plans. The PSA tool also provides the CHI Secretariat with information on the needs and good practices of the membership. The CHI Secretariat uses this feedback to inform its strategic planning and activities on behalf of the network, and to develop products and services, such as trainings, peer exchanges and manuals for the members. Finally, the PSA tool gives a comprehensive quality assessment of both CHI as a whole and individual child helplines, and helps to further partnerships and donor relations across the board.

### **Taskforces**

The experiences, activities and information shared by its members enable CHI to remain well informed and to respond to

needs as they arise. Membership-based taskforces play a vital part in communication between the membership and the Secretariat. Made up of representatives from each of CHI's five regions (Africa, Americas and the Caribbean, Asia Pacific, Europe and MENA), the taskforces help draft, guide and implement strategy on the issues mandated to them by the General Assembly of child helplines. With practical, first-hand insights about the work and operations of child helplines from around the world, taskforces also provide the CHI Secretariat with invaluable advice and input to its activities and policies.

In 2010 two taskforces were active: the Advocacy Taskforce, mandated with mainstreaming advocacy efforts at CHI, and the PSP Taskforce, which helps monitor and analyse the collection of information on standards and practices in the CHI network. The Advocacy Taskforce was involved in 2010 in the development of CHI Fact Sheets; assisted the Secretariat and members in advocacy activities; was instrumental in the development of the Fourth CHI *Violence Against Children Report*; and in planning of International Child Helpline Day activities. The PSP Taskforce focused this year on the redrafting of the PSP checklist into the new PSA tool, as described above (see Membership Requirements and Standards). The Advocacy Taskforce and PSP Taskforce also held a joint session in 2010 on CHI's Child Impact Assessment project, to be completed in 2011. At the end of 2010, the Advocacy Taskforce concluded its work. Regional Representatives to the Supervisory Board and Deputy Regional Representatives will take up the issue of implementing regional advocacy projects in the new strategic phase of 2011-2015.



Outgoing Chair of the PSP Taskforce Eva Kerpel presents the work of the PSP Taskforce at the General Assembly of child helplines in Madrid, Spain, October 2010



Incoming PSP Taskforce representatives for 2011-2012 are presented at the General Assembly of child helplines in Madrid, Spain, October 2010



Fifth CHI International Consultation, Madrid, Spain

### International and Regional Consultations

International and Regional Consultations, held biennially in alternating years, are important moments for members of the CHI network to gather and collectively review the past year of work. *International Consultations* afford members and partners from all corners of the globe the opportunity to come together to discuss general issues affecting child helplines worldwide, find common ground and to pool the collective experiences and knowledge of stakeholders from across regions. Important General Assembly decisions are also made at the International Consultations. *Regional Consultations* allow participants to reflect together on the local norms, traditions and customs which impact the formation and operation of child helplines in their region. Regional Consultations also afford child helplines in various stages of development the opportunities to discuss common region-specific issues and to get advice and insight from other child helplines working in a similar context.

**“Despite our political, religious and cultural differences, these meetings demonstrate that we have more in common than differences. We have come together with one goal: listening to children and looking to our peers how best to do so.”**

– *Nenita La Rose, Executive Director, CHI,  
Fifth International Consultation, Madrid, Spain*

### Fifth International Consultation

In October 2010 CHI held its *Fifth International Consultation* in Madrid, Spain, under the theme “Reaching Out to More Children with Technology”. The event was hosted by Fundación ANAR. Her Royal Highness the Infanta Cristina de Borbón presided over the opening session, praising the hard work of child helplines around the world in her opening speech. Over 200 valued members and partners from over 100 nations worldwide attended. The four-day gathering allowed participants to come together to share knowledge and experiences face to face, to partake in essential discussions and training on key child helpline issues, to enjoy networking opportunities, receive and provide information and support and hear updates on CHI’s achievements and activities in 2009-2010. Speakers and presenters included prominent government and non-governmental officials, keynote speakers from across the globe, representatives from various CHI member child helplines, CHI partners, experts in the field of telecommunications and, importantly, young people from the Youth Forum organised by the host Fundación ANAR. These presentations and discussions were complemented by site visits and important Regional Space and General Assembly decisions, including the adoption of CHI’s strategy for 2011-2015. A full copy of the Fifth International Consultation Report can be found on CHI’s website: [www.childhelplineinternational.org](http://www.childhelplineinternational.org)

**“This gathering is about one of the most important objectives of any community, not only, and especially, because children are such an essential part of our society.”**

– *H.R.H. La Infanta Cristina de Borbón of Spain  
Fifth International Consultation, Madrid, Spain*

The Fourth Regional Consultation for Asia-Pacific was hosted by Childline India Foundation in January 2010. Forty-six participants were in attendance, including representatives from regional partners, UNICEF, Plan and government officials. The event coincided with the celebration of the thirteenth anniversary of Childline India. Topics covered at the consultation included fundraising, outreach and new communication technologies. The NING social networking site for Asia-Pacific was launched during the new technologies session and was received with great enthusiasm. Participants also had the opportunity to witness Childline India's outreach model. Participants and volunteers from Childline India took part in street theatre, puppet shows, the distribution of flyers, phone-testing and talking to members of allied systems, such as the police.




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## Activities in 2010

### Membership Update:

#### Full Members:

- Algeria – Nada Green Line- Algeria
- Gambia – Child and Environmental Development Association in Gambia (CEDAG)
- Qatar – Qatar Foundation for Child and Woman Protection

#### Associate Members:

- Bahrain – Ministry of Social Affairs
- Brazil – Safernet
- Georgia – PHMDF
- Guatemala – Procuraduría de Derechos Humanos
- Haiti – Jurimedia
- Israel – Natal Trauma Centre
- Malta – Agenzia Appogg 179
- Mauritania – Association Mauritanienne pour la Santé de la Mère et de l'Enfant (AMSME)
- Mexico – Asociación Nuestro Hogar ANAR México I.A.P.
- Montenegro – "Children First"
- Togo – Allo 111 of the Ministry of Social Affairs

#### Membership Requirements:

- 84% of the membership paid the annual membership fee
- 88% of members completed the PSA tool

#### Regional and International Consultations:

- Fifth International Consultation in Madrid, Spain, October 2010
- Fourth Regional Consultation for Asia-Pacific, Mumbai, India, January 2010

#### Taskforces:

- Advocacy Taskforce completed its mandate
  - PSP Taskforce redrafted principles and standards measurement tool
  - PSP Taskforce drafted PSP Glossary
-



## 4. Facilitating Adequate Responses to All Children

### CHI Objective 4:

Facilitate adequate responses to all children in need of care and protection in order to have more children reached by improved child helpline services.

#### Key Achievements 2010:

- 8 Peer Exchanges involving 23 member child helplines, regionally and cross-regionally
- 12 Trainings and workshops involving 91 member child helplines, regionally and cross-regionally
- 2 Peer Evaluations
- Advocacy and Online Counselling manuals
- Launch of NING online social networking platforms
- Launch of International Consultation website

### Knowledge and Information Sharing

CHI exists to help its members best carry out their important mandates. CHI provides emerging and existing child helplines with opportunities to network, communicate and share knowledge, expertise and ideas. By bringing together representatives from different child helplines and partner organisations in peer exchange visits, trainings and workshops, CHI affords its members important channels for finding ways to enhance their existing services and reach more children.

**“There is a pressing need for safe, confidential and accessible channels for children to seek help and advice.”**

*– Marta Santos Pais, UN Special Representative on Violence Against Children*

#### Peer Exchanges

Peer exchanges allow CHI member child helplines to visit one another and to learn from one another’s experiences, expertise and knowledge. In 2010 CHI expanded its peer exchange initiatives to enable more child helplines in its network to benefit. In addition to the one-to-one child helpline peer exchanges already common throughout the CHI network, in 2010 CHI also began to enable multiple helplines to visit one another simultaneously. Thus, for example, CHI member child helpline Bantay Bata 163 in the Philippines hosted a peer exchange attended by government officials and child helpline staff from Afghanistan, China and Japan. The exchange allowed visiting child helplines to learn not only from their host, but also from one another and thus further enriched the experience for everyone involved. Peer exchanges are effective means for child helplines in the same region to share solutions to common problems, but also for child helplines from different regions to compare experiences and to benefit from one another’s expertise in various fields. Peer exchanges, whether one-to-one or between multiple child helplines, leave participants better equipped to reach more children in need.



Iran visits India



Afghanistan, Japan and China visit the Philippines



### Peer Exchange: Switzerland – Malaysia

In March 2010 two representatives from the Swiss child helpline 'Pro Juventute' travelled to Kuala Lumpur, Malaysia to participate in a peer exchange with Childline Malaysia (CLM). CLM had requested a peer exchange in order to share experiences with a knowledgeable and established child helpline ahead of the launch of its national 24-hour toll-free telephone emergency and outreach service for children. As part of this peer exchange, representatives from Pro Juventute facilitated a five day training course for a mixed group of counsellors and call-operators working for CLM and its partner organisations. Staff members from other child helplines in the region – Brunei, Cambodia, Indonesia, Thailand and Vietnam – also participated in the training. The topics covered included managing a child helpline, counsellor skills for telephone and SMS-text services and operating call centres in multiple languages. The child helplines further used the occasion to share information and experiences on the child protection systems in their countries, counselling skills in general and management and governance of their child helplines.

### Peer Evaluations

Child helplines can benefit not only from sharing solutions to pertinent counselling and outreach matters, but also from helping one another evaluate good practices, governance and operations. Who better to give practical and pertinent advice and a constructive evaluation than one's peers and counterparts from similar enterprises? For child helplines, whose operational budgets are more often than not already stretched to the limits to cover basic, essential expenses (such as phone lines, counsellor training, etc.), the added cost-benefit of peer evaluations within the CHI network is significant. Joan van Niekerk, Manager of Training and Advocacy at Childline South Africa, highlights the impact of inter-child helpline peer reviews in the following box:

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### Peer Evaluation: South Africa – Lesotho

*"This process will hopefully result in further peer reviews and exchanges around good practice in child helplines, particularly in Africa where resources are seriously lacking, in particular for external evaluations by professionals. The Childline South Africa staff learned much from this process that they are able to take home and apply in their own context, and the lesson taken from this is that both the reviewer and the reviewed must be open to discussion, reflection and the development of a way forward. On a very personal note, I was humbled by the amazing achievements of Save the Children and the Childline Lesotho staff – that in such a short period, and with great challenges relating to resources, so much had been achieved. I was so impressed by those who, without the long-term assurance of what, by most standards, would even be regarded as a low income, continue to support children's rights in Lesotho through this work. I applaud all of you."* – Joan van Niekerk, Manager, Training and Advocacy Childline South Africa, on the peer review of Childline Lesotho by Childline South Africa

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### Trainings and Workshops

Child helplines at all stages of development face many, and often changing and developing, challenges to consistently provide the best possible services to children in need. New technologies, shifting global economic trends and natural and man-made crises all affected how child helplines functioned in 2010. Using feedback from its members, CHI works to implement trainings and workshops to help child helplines stay abreast of changing times and needs, and to provide all child helplines with the most up-to-date skills and expertise to meet any challenge that may arise. By bringing child helplines, partners and experts from across the network together for these trainings and workshops, CHI is able to tap into the vast pool of knowledge and experience available. Trainings and workshops in 2010 aimed to address issues relevant to the membership, such as fundraising in the new economic reality brought about by the global financial crisis, volunteer management and new technologies skills and information.

## Publications and Products

As a global, bottom-up network, CHI aims to provide its members with support, information and resources relevant to their needs. The CHI Secretariat takes its direction on the publication of manuals, guides and advocacy material from the membership, producing products that will be useful and make a real difference in the field. Following the United Nations' official languages, CHI makes every effort to provide materials in English (main CHI working language), Spanish, French and Arabic.

### Manuals

As part of its efforts to best support its member child helplines, CHI works to identify and produce manuals and guidelines on those topics on which members would like or need more guidance. In 2010 CHI completed and distributed its eighth annual *Connecting to Children* publication, the fourth annual *Violence Against Children Report*, a manual on advocacy and an Online Counselling manual. In addition, a new CHI Fact Sheet with region-specific inserts about violence and abuse were also produced in four languages and distributed to members at the Fifth International Consultation in Madrid, Spain.

### Child Impact Assessment

During 2010 CHI also joined forces with the Dutch research institute TNO to come up with a 'child impact assessment' model that will best allow member child helplines to assess the impact of their work on the actual lives of children. TNO conducted a number of interviews with member child helplines on this topic. The results will be compiled into Child Impact Assessment guidelines in 2011 and shared with the network. CHI hopes that projects such as this one will continue to help the membership in their important efforts to help children.

### Online Media

Communication with members is an important aspect of CHI's work. As a network which prides itself on information sharing



NING Social site for MENA Region

and mutual support and encouragement, communication amongst members, partners and the Secretariat is vital. In order to facilitate such communication and interactions throughout the network, CHI in 2010 launched new online social networking platforms. Called NING, the new online forums allow members to share information and ideas, get advice, discuss topics of mutual interest, share photos, videos and links, engage in real-time chats and participate in online webinars with other child helplines and partners.

In 2010 CHI also launched a new Consultation website to help facilitate information flow before and during CHI Regional and International Consultations. Used for the first time at the Fifth International Consultation in Madrid, Spain in October 2010, CHI hopes to continue to innovate and update the site for future CHI events. During 2010 CHI also began preparations to upgrade its website to make it more accessible for members and partners and to integrate more online social media. These processes will be carried out during 2011 with the overall aim of improving online channels of communication with members and partners alike.



Volunteer Management Training, Amsterdam



Fundraising Training, Senegal



SMS/Online Counseling Training, South Africa



Child Trafficking Training, Kazakhstan



Call Response Training, Jordan

## Media Opportunities

During the Fifth International Consultation in Madrid, Spain, a number of media opportunities were made available to participating members. These included television, newspaper and radio interviews. CHI's Dutch alliance partnerships were also mentioned in the press and helped to further brand the CHI network amongst key policy makers and stakeholders in the child protection world.



Television news interview with CHI member SAWA, Palestine at the Fifth International Consultation in Madrid, Spain, October 2010

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## Activities in 2010

### Peer Exchanges:

- Afghanistan, Japan and China to the Philippines
- Iran to India
- Ireland to Denmark
- Mauritius to Canada
- Poland to Sweden
- Portugal to Brazil
- Saudi Arabia to Jordan
- Switzerland to Malaysia, hosting also Brunei, Cambodia, Indonesia, Thailand and Vietnam

### Trainings and Workshops:

- Call Response Training in Iraq given by CHI's Palestinian member
- Conn@ct.Now Telecoms workshop in Uganda
- Call Response Training in Jordan for 11 member child helplines
- Volunteer Management Training in Amsterdam for 11 member child helplines
- Fundraising Training in London for 10 member child helplines
- Fundraising Training in Senegal for 7 member child helplines
- SMS/Online Counselling Training in South Africa for 7 member child helplines
- Call Response Training in Senegal for 4 member child helplines, given by CHI's Namibian member

- Child Trafficking Training in Kazakhstan for 5 member child helplines, given by CHI's Moldovian member
- New Technologies Group workshop in London, England for 15 member child helplines
- NAACH workshop in Chicago, USA for 7 member child helplines
- UNICEF ESARO workshop for 11 member child helplines in Entebbe, Uganda

### Peer Evaluations:

- Evaluation of Childline Lesotho by Childline South Africa
- Evaluation of Allô 111 Togo by Kids Help Phone Canada

### Publications and Online Social Media:

- Advocacy and Online Counselling manuals completed and distributed
- Child Impact Assessment project
- CHI Fact Sheet completed and distributed
- Region-Specific Violence and Abuse fact sheet inserts produced in four languages
- NING online social networking platforms launched
- International Consultations website launched and implemented
- Media opportunities for CHI members at the Fifth International Consultation



# Independent Auditor's Report for 2010

## Independent auditor's report

To: the management of Stichting Child Helpline International

The accompanying summary financial statements, which comprise the summary statement of financial position as at 31 December 2010, the summary statements of income and expenditure and cash flows for the year then ended, and related notes, are derived from the audited financial statements of Stichting Child Helpline International, Amsterdam for the year ended 31 December 2010. We expressed an unqualified audit opinion on those financial statements in our report dated May 11, 2011. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by the Richtlijnen voor de Jaarverslaggeving 650 "Fundraising Organizations". Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Stichting Child Helpline International.

### *Management's responsibility*

Management is responsible for the preparation of a summary of the audited financial statements on the bases described in the notes.

### *Auditor's responsibility*

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Dutch Law, including the Dutch Standard on Auditing 810 "Engagements to report on summary financial statements".

### *Opinion*

In our opinion, the summary financial statements derived from the audited financial statements of Stichting Child Helpline International for the year ended 31 December 2010 are consistent, in all material respects, with those financial statements, in accordance with Richtlijnen voor de Jaarverslaggeving 650 "Fundraising Organizations".

Amsterdam, May 30, 2011

Ernst & Young Accountants LLP

signed by S. van den Ham

## Balance sheet as of December 31, 2010

after appropriation of net result

	December 31, 2010		December 31, 2009	
	€	€	€	€
<i>Assets</i>				
<b>Fixed Assets</b>				
Tangible fixed assets		447		1,148
<b>Current Assets</b>				
Receivables	163,553		148,615	
Cash at banks and in hand	95,599		92,089	
		259,152		240,704
		259,599		241,852
<i>Liabilities</i>				
<b>Capital</b>				
Freely disposalable capital	73,219		57,906	
Tied-up capital	0		0	
		73,219		57,906
<b>Current Liabilities</b>				
		186,380		183,946
		259,599		241,852

## Statement of income and expenditure for the year 2010

	2010		2010		2009
			budget		
	€	€	(unaudited)	€	€
<b>Income</b>					
Governmental grants		1,000,000	1,000,000		1,000,000
Income from own fundraising		674,520	617,121		594,173
Membership fees		9,299	0		9,390
Gifts and Donations		2,412	0		8,364
<b>Total income sources</b>		<u>1,686,231</u>	<u>1,617,121</u>		<u>1,611,927</u>
<b>Spent on purpose</b>					
1 Improved Child Protection System					
direct costs	68,896		65,500	34,478	
indirect costs	<u>78,237</u>		<u>71,758</u>	<u>54,238</u>	
		147,133	137,258		88,716
2 Increased Recognition of Children's Voices					
direct costs	126,823		151,800	161,550	
indirect costs	<u>261,953</u>		<u>240,262</u>	<u>270,684</u>	
		388,776	392,062		432,234
3 Effective Global Network of Child Helplines					
direct costs	329,392		307,850	297,751	
indirect costs	<u>355,019</u>		<u>325,620</u>	<u>481,969</u>	
		684,411	633,470		779,720
4 Improved Response to Children in Need of Care and Protection					
direct costs	138,668		164,350	103,503	
indirect costs	<u>298,041</u>		<u>273,361</u>	<u>205,013</u>	
		436,709	437,711		308,516
Own fundraising costs (2%, 2009: 2,8%)		13,889	12,500		17,119
<b>Total spent on purpose</b>		<u>1,670,918</u>	<u>1,613,000</u>		<u>1,626,305</u>
<b>Result for the year to date</b>		<u>15,313</u>	<u>4,121</u>		<u>(14,378)</u>
<b>Result appropriation</b>					
Covered by Tied-up capital		0			(1,509)
Covered by resp. to Continuity reserve		15,313			(12,869)
		<u>15,313</u>			<u>(14,378)</u>

## Cash flow statement

	2010		2009	
	€	€	€	€
<b>Cash flow from operating activities</b>				
Net result		15,313		-14,378
Adjustment in respect of depreciations		701		1,045
Changes in working capital				
Receivables	-14,938		43,534	
Current liabilities	2,434		-136,994	
		-12,504		-93,460
Cash flow from operating activities		3,510		-106,793
<b>Cash flow from investment activities</b>				
Investments in tangible fixed assets		0		0
Net cash flow		3,510		-106,793
Decrease in cash and cash equivalents		3,510		-106,793
<b>Movement in cash and cash equivalents</b>				
Cash and cash equivalents as at December 31		92,089		198,882
Decrease in cash and cash equivalents		3,510		-106,793
<b>Cash and cash equivalents as at December 31</b>		<b>95,599</b>		<b>92,089</b>

## Notes to the balance sheet

### Tangible fixed assets

	Furniture and computers
	€
<b>January 01, 2010</b>	
At cost	11,402
Accumulated decreases in value and depreciation	(10,254)
Book value	<u>1,148</u>
<b>Movements</b>	
Additions	0
Depreciation	701
	<u>701</u>
<b>End of book year</b>	
At cost	11,402
Cumulative decreases in value and depreciation	(10,955)
Book value	<u>447</u>
Depreciation rates	<u>33 1/3</u>

### Furniture and computers

Furniture and computers comprise of mainly hardware and some furniture items for the continuing operation of CHI.

### Receivables

	31-12-2010	31-12-2009
	€	€
Prepaid rent and deposit	10,272	10,272
Grants to receive	79,666	57,648
Prepayments	51,591	67,310
Other receivables	22,024	13,385
	<u>163,553</u>	<u>148,615</u>

## Cash at banks and in hand

	31-12-2010	31-12-2009
	€	€
Deposit ABN AMRO Bank	84,817	78,455
Current accounts ABN AMRO Bank	10,264	12,585
Cash in hand (incl. Cheques)	518	1,049
	<u>95,599</u>	<u>92,089</u>

Cash at banks and in hand are available on demand.

## Capital

	31-12-2010	31-12-2009
	€	€
December 31, 2010 (December 31, 2009)	57,906	72,248
Net result	15,313	(14,378)
	<u>73,219</u>	<u>57,906</u>
Of which:		
Continuity reserve	73,219	57,906
Tied-up capital	0	0
	<u>73,219</u>	<u>57,906</u>

### *Continuity reserve:*

CHI wants to ensure sustainability of the organisation so that its international network of child helplines is not affected. Therefore, CHI wants to create a continuity reserve to cover operational and program costs for a period of 6 months. CHI does not wish to create any other reserves than continuity reserves. This time frame is based on a prudent assessment of the time required to source additional funding. According to the advice expressed in "The Wijffels code" this reserve should not exceed 1.5 times the operational costs. A higher reserve will need clarification. On 31 December 2010, the reserve was well below this limit. The continuity reserve is built up by income primarily from private donors or membership fees. CHI has no investments.

Tied-up capital: In the case that tied-up capital is reported, this funding will be carried forward for the concerned activities as specified by the donors.

## Current liabilities

	31-12-2010	31-12-2009
	€	€
Received in advance	49,643	54,392
Social security costs and wage tax	30,694	20,206
Holiday pay and days	34,495	28,114
Other liabilities (short-term creditors)	71,548	81,234
	<hr/>	<hr/>
	186,380	183,946

### Contingencies and commitments

#### Long term financial obligations

The annual amount of rental commitments in respect of buildings amounts to €42,891 per year. The rental commitments expire on December 31, 2011 with a possible extension for another 5 years.

## Notes to the statement of income and expenditure

### Governmental grants and income from other fundraising

	2010	2009
	€	€
<i>Governmental grants:</i>		
DGIS	1,000,000	1,000,000
<i>Income from own fundraising:</i>		
UPC/Liberty Global	6,000	6,000
Contributions in kind (barterdeals)	58,224	145,594
The OAK Foundation	287,532	210,031
Daphne III Programme, less deductions earlier grants	84,731	108,013
Body Shop Foundation	0	17,110
Kinderpostzegels	20,000	30,000
C & A	66,240	68,000
Arab Gulf United Nations Fund	40,808	6,340
Grants paid in advance 2009 (OAK Foundation & C & A)	54,000	0
UNICEF	44,523	0
KPMG UK	12,462	0
Other	0	3,085
	<hr/>	<hr/>
Total	1,674,520	1,594,173

The Dutch Ministry of Foreign Affairs requires CHI to secure 25% matching funds to compliment its own grant. This can also include in-kind donations. During the year an amount of approximately €58,223 (2009: €145,594) has been received as in-kind donations (barter deals or services performed in-kind). The specification reads:

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

	Services	2010	2009
		€	€
De Brauw Blackstone Westbroek	Legal advice and revision of Statutes	800	30,594
KPMG	Strategy and planning	0	65,000
Ernst & Young	Auditing services	25,000	25,000
PricewaterhouseCoopers	Salary Administration and book-keeping	25,000	25,000
Others in 2010		7,424	0
		<hr/> 58,224	<hr/> 145,594

#### Gifts

During the year, the following gifts have been received.

	2010	2009
	€	€
Speakers fees	2,310	2,800
Gifts and online donations	102	5,564
	<hr/> 2,412	<hr/> 8,364

## Costs allocation 2010

CHI is a network organisation which raises money to cover the costs of serving its global membership of child helplines. This is reflected in our output model where all costs are allocated to the four project purposes. The calculations below are made by recording time spent by all team members on each activity. This is also in line with our reporting obligation to our primary sponsor; the Dutch Ministry of Foreign Affairs.

Allocation in percentage of total	Purpose				Total
	1	2	3	4	
	7.88%	26.37%	35.74%	30.01%	100.0%
Salaries and wages Incl of social sec. costs)	61,599	206,249	279,524	234,663	782,035
Staff development	855	2,862	3,879	3,256	10,852
Accommodation	4,961	16,611	22,512	18,899	62,983
Running costs (stationary, printing etc)	3,450	11,551	15,656	13,143	43,800
Running costs (communication)	2,231	7,470	10,124	8,499	28,324
Governance costs (board)	503	1,683	2,280	1,914	6,380
Governance costs (legal)	318	1,063	1,441	1,210	4,032
Depreciation	55	185	251	210	701
Other operating expenses	4,484	15,014	20,348	17,083	56,929
Interest income	219-	735-	996-	836-	2,786-
Interest expense	0	0	0	0	0
Total	78,237	261,953	355,019	298,041	993,250
Total budgeted costs (allocated)	71,758	240,262	325,620	273,361	911,000

Salaries include social securities (€ 91,112 ; 2009 € 78,349) and other personnel costs (€ 59,012 ; 2009: € 45,896)

The costs of the remuneration (salary and social security costs) of the Executive Director (FTE 1.0) amounted to € 86,689. This is well below the DG norm as guided by the Code Wiffels.

The average number of employees during the year 2010 has been 15 FTE's (2009:13,4 FTE's).

### Analysis of budget compared to realisation

Expenditure to budget in 2010 is well controlled for the year. Overall, across CHI's four project proposes. Income was higher than budgeted; this is due to the fact that membership fees and in-kind donations are not included in the budgeting process.

It is important to note that one of the major events in 2010 was the International Consultation, which was held in October, Madrid, Spain. The event was attended by 200 delegates from 100 countries. Significant support was secured by the Foundation ANAR from their donor - Telefonica, Spain. However, the amount €110.000 was not expensed via CHI's accounts.

### Looking forward to 2011 at CHI

In 2011 CHI will move into its next strategic phase. CHI's goals for 2011-2015 are:

1. Providing adequate services to child helplines in all stages of development.
2. Working with the telecommunications sector to ensure that children can access child helplines.
3. Strengthening national child protection systems by improving data collection and use and advocating before key decision makers.

### Other information

#### Proposed result appropriation

In accordance with article 13.6 of the articles of association, the annual proceeds from the capital as well as the 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.

The result appropriation is as follows:

	€
Tied-up capital	0
Freely disposable reserve	15,313
	<hr/>
	15,313

This result appropriation is processed accordingly in the financial statements.

The full financial statements of CHI are available upon request: [info@childhelplineinternational.org](mailto:info@childhelplineinternational.org)



## Colophon

Child Helpline International (CHI) is the global member network of child helplines, working to protect the rights of children. As of the end of 2010, CHI's network consisted of 147 full and associate members in 133 countries worldwide. CHI works to help consolidate and strengthen child helplines around the world as integral parts of national child protection systems. CHI is founded on the belief that children and young people have rights, and that they themselves are the best qualified to identify and express their issues and needs.

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In order to fully protect the right to privacy of CHI's main constituents – the children – and to preserve the trust and confidence children place in child helplines worldwide every day, all images and cases involving children in this publication have been modified to eliminate any and all identifying features, including those of the child and the location.

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Members and partners of the CHI network in Madrid, Spain, October 2010, at the International Consultation.



Child Helpline International

[www.childhelplineinternational.org](http://www.childhelplineinternational.org)